Communities Overview and Scrutiny Committee

Agenda

10 October 2011

A meeting of the Communities Overview and Scrutiny Committee will be held at **SHIRE HALL, WARWICK on MONDAY, 10 OCTOBER 2011 at 10:00am.**

1. **General**

   (1)   Apologies

   (2)   Members' Disclosures of Personal and Prejudicial Interests.

   Note: Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room.

   Membership of a district or borough council is classed as a personal interest under the Code of Conduct. A member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

   (3)   Chair's Announcements

   (4)   Minutes of the meeting held on 31 August 2011 and matters arising.

2. **Public Question Time (Standing Order 34)**
   Up to 30 minutes of the meeting are available for members of the public to ask questions on any matters relevant to the business of the Communities Overview and Scrutiny Committee. Questioners may ask two questions and can speak for up to three minutes each.

   For more information please contact: Dave Abbott, Democratic Services
   Tel: 01926 412323 or email: daveabbott@warwickshire.gov.uk

3. **Questions to the Portfolio Holders**
   Up to 30 minutes of the meeting are available for members of the Committee to put questions to the following Portfolio Holders on any matters relevant to the remit of the Communities Overview and Scrutiny Committee, and for the Portfolio Holders to update the Committee on relevant issues:

   - Councillor Peter Butlin - Portfolio Holder for Transport and Highways)
   - Councillor Alan Cockburn - Portfolio Holder for Sustainable Communities)
   - Councillor Colin Hayfield - Portfolio Holder for Customers, Access and Physical Assets
   - Councillor Richard Hobbs - Portfolio Holder for Community Safety

4. **Warwickshire Library and Information Service - Facing the Challenge**
   This report details the proposed next steps for the implementation of the Library Transformation Programme.

   Recommendation
   That this committee considers and comments upon the contents of the report which will be submitted to Cabinet which meets on 13 October 2011.

5. **Work Programme 2011-12**
   The Communities Overview and Scrutiny Committee is asked to consider its work programme for 2011-12.

   Recommendation
   That the Committee agrees the draft work programme and amends as appropriate.

   For more information please contact Dave Abbott, Democratic Services
   Tel: 01926 412323 or email: daveabbott@warwickshire.gov.uk

EXEMPT ITEMS FOR DISCUSSION IN PRIVATE (PURPLE PAPERS)

6. **Reports Containing Confidential or Exempt Information**

   To consider passing the following resolution:

   'That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of exempt information as defined in paragraph 3 of Schedule 12A of Part 1 of the Local Government Act 1972'

7. **Warwickshire Library and Information Service - Facing the Challenge**
   Appendix 5 – Stratford-upon-Avon Business Case
   This is an exempt appendix to the report in Item 4.

   JIM GRAHAM
   Chief Executive

Membership of the Communities Overview and Scrutiny Committee

County Councillors

Sarah Boad, Richard Chattaway, Michael Doody, Mike Gittus, Barry Lobbett, Tilly May, Chris Saint, Ray Sweet, Helen Walton, John Whitehouse

Cabinet Members

Councillor Peter Butlin – Portfolio Holder Transport and Highways
Councillor Alan Cockburn – Portfolio Holder Sustainable Communities
Councillor Colin Hayfield – Portfolio Holder Customers, Access and Physical Assets
Councillor Richard Hobbs – Portfolio Holder Community Safety

For general enquiries please contact Dave Abbott, Democratic Services
Tel: 01926 412323 or email: daveabbott@warwickshire.gov.uk

Minutes of a meeting of the Communities Overview and Scrutiny Committee held at Shire Hall, Warwick on 31 August 2011

Present:
Members of the Committee
> Councillor Sarah Boad
> Councillor Richard Chattaway
> Councillor Michael Doody
> Councillor Mike Gittus
> Councillor Barry Lobbett
> Councillor Tilly May
> Councillor Chris Saint (Vice Chair)
> Councillor Ray Sweet
> Councillor Helen Walton
> Councillor John Whitehouse (Chair)

Other County Councillors
> Councillor Alan Cockburn (Portfolio Holder for Sustainable Communities)
> Councillor Peter Butlin (Portfolio Holder for Transport and Highways)
> Councillor Richard Hobbs (Portfolio Holder for Community Safety)
> Councillor Martin Shaw
> Councillor June Tandy

Officers
> David Abbott, Democratic Services Officer
> Graeme Fitton, Head of Service – Transport & Highways
> Glenn Fleet, Manager – Waste Management
> Monica Fogarty, Strategic Director – Communities Group
> Dave Hill, Economic Strategy Adviser
> Andy McDarmaid, Improvement and Development Manager
> Gary Phillips, Deputy Chief Fire Officer
> Janet Purcell, Manager – Democratic Services
> Phil Sawbridge, Head of Service – Safeguarding
> Louise Wall, Head of Service – Sustainable Communities

There were no members of the public in attendance.

1. General

(1) Apologies
An apology for absence was received on behalf of Councillor Colin Hayfield. Apologies for lateness were received on behalf of Councillor Chris Saint and Councillor Helen Walton.

(2) Members' Disclosures of Personal and Prejudicial Interests

None

(3) Chair's Announcements

The Chair reminded the Committee that the next meeting had been moved to the morning of 10 October to give the opportunity to scrutinise the Libraries report before it goes to Cabinet on the 13 October.

(4)   Minutes of the meeting held on 11 July 2011

The minutes agreed as an accurate record of the meeting and were signed by the Chair.

(5)   Minutes of the meeting held on 30 June 2011

The following changes to the minutes were agreed (amended text is underlined):

Page 2 – Members' Disclosures of Personal and Prejudicial Interests

> **"Councillor Michael Doody declared a personal interest as an executive board member of 51M and as lead member on Warwick District Council"**

With the addition of these changes, the minutes were agreed as an accurate record of the meeting and were signed by the Chair.

Matters Arising

Pages 6 and 7 – Alcohol Implementation Plan: Progress Report

Councillor Richard Hobbs informed the Committee that he would be presenting the Alcohol Implementation Plan to the next meeting of the Community Safety Partnership. The meeting will take place on the 14 September and will involve representatives from Health, Probation, Youth Justice and other agencies looking at prevention, treatment, and enforcement.

The Portfolio Holder agreed to update the Committee on any outcomes following the meeting.

The Chair proposed that the Committee referred the Alcohol Implementation Plan to the Adult Social Care & Health Overview and Scrutiny Committee for their information.

2.   Public Question Time (Standing Order 34)

None

3.   Questions to the Portfolio Holders

3.1   Decriminalised Parking Enforcement in Nuneaton

Councillor Richard Chattaway asked if it is correct that there will be a delay in implementing decriminalised parking enforcement in Nuneaton.

Graeme Fitton explained that there was a delay from the Department of Transport of two to three weeks; consequently the lead-in time for implementing Decrim will be pushed back a few weeks.

3.2   Road Safety Figures

Councillor Barry Lobbett, referring to page 5 of the minutes of the meeting held on 30 June 2011, asked what had accounted for the 'significant increase in fatalities in Nuneaton and Bedworth'.

The Portfolio Holder explained that the discussion in the minutes was in reference to a well known problem. A number of actions have already been taken, the local member has been consulted, and traffic calming measures have been put in place but driver behaviour remained a problem.

3.3   The Rowan Centre, Atherstone

Councillor Richard Chattaway asked again what will happen to the Rowan Centre in Atherstone. This information was first requested in the meeting held on the 30 June 2011 but there had been no reply.

Councillor Colin Hayfield was asked to bring an answer back to the Committee.

3.4   Sprinkler Systems in WCC Buildings

Councillor Richard Chattaway asked how many WCC buildings don't currently have sprinkler systems installed and what would be required to install them.

Councillor Hobbs agreed to bring the requested information back the Committee but added that the aim is to install sprinkler systems in buildings where the risk is the greatest, in homes for vulnerable residents for example.

3.5   Fire Station Closures and Response Times

Councillor Richard Chattaway asked how the recent closure of Brinklow and Warwick retained fire stations have affected response times.

Councillor Richard Hobbs agreed to bring the requested information back to Committee.

3.6   One Stop Shops and Neighbourhood Watch

The Chair asked the Portfolio Holder to update the Committee on how One Stop Shops are promoting Neighbourhood Watch.

The Portfolio Holder explained One Stop Shops will now signpost people enquiring about crime and disorder to their local Neighbourhood Watch Scheme.

3.7   Failure of the Enterprise Zone Bid

The Chair asked for an update on the failure of the Enterprise Zone bid.

Louise Wall advised the Committee that a representative from the Department for Communities and Local Government will be attending the next meeting of the Local Enterprise Partnership (LEP) Board to give detailed feedback on why the bid failed.
Monica Fogarty added that the Enterprise Zone was only one aspect of the LEP and the failure of the bid only escalates the need for WCC to work closely and effectively both sub-regionally and with the private sector.

4.	**Quarter 1 (April – June 2011) Performance Report**

4.1	Phil Evans, Head of Service Improvement and Change Management, presented the report, detailing performance measures and targets at both Corporate Business Plan and Business Unit level for functions within the remit of the Communities Overview and Scrutiny Committee.

During discussion the following points were noted:

Appendix A

4.2	Page 1 of 2 – Ambition 2 – Fire related injuries and deaths (Refs. M17000, M17001, M17002)
Councillor Richard Hobbs advised the Committee that the fire figures vary throughout the year according to the weather. The first quarter is always expected to be high but during winter the figure reduces considerably.

4.3	Page 1 of 2 – Ambition 2 – Anti-social behaviour (Ref. M13003)
The figures show an increase but instances of anti-social behaviour are more common in the summer due to lighter evenings and better weather.
The Police are aware of the trend and the Police Authority's budget monitoring is now done in concert with performance monitoring to ensure appropriate resources are available.

Figures released since June have shown that the instances of anti-social behaviour figures have been improving significantly.

4.4	Page 2 of 2 – Ambition 5 – Corporate projects which deliver CO2 reductions (Ref. M06001)
There is no performance measure information available for 'projects which deliver CO2 reductions' because of a recent, fundamental change in the way that the Council records this data. Targets are currently being transferred to comply with the new measures.

Appendix B

4.5	Page 3 of 6 – Sustainable Communities – Waste Management Service
The 2011/12 target is lower than the 2010/11 actual because the targets were set on a three year rolling basis and haven't been revised. This year's target had already been reached last year.
Councillor Alan Cockburn added that the Waste Partnership will be reviewing these targets at their meeting in October.

4.6	Page 2 of 6 – Sustainable Communities – LEP
The 'number of individuals undertaking Apprenticeships' 2010/11 actual figure is much higher than the 2011/12 target because it includes a national, all-ages target whereas the 2010/11 figure focuses on 16-24 year olds.

4.7	Page 3 of 6 – Sustainable Communities – Planning Applications
Councillors asked why the 'total of all planning applications processed within target' Q1 actual stood at 47 percent when the target was set at 70 percent.

Louise Wall explained that a number of factors contributed to the low figure. WCC does not process many applications so statistically each application has a big impact. Two applications received late objections and had to go to the Regulatory Committee which has fixed meeting dates that don't always correspond to the deadline targets. Another application was subject to a

holding objection from the Highways Authority. The applicant can dictate the pace of an application.

The planning group also had a large budget pressure and a number of redundancies this year that have had an impact on the service and business processes are being re-engineered to accommodate the loss.

WCC is trying to improve the planning application process by looking at a possible change to the powers of delegations.

The Localism Bill will have a significant impact on this area, particularly the increased pressure to approve applications.

4.8 <u>Page 5 of 6 – Fire & Rescue – Keeping the public safe</u>
There were concerns that the number of 'Home Fire Safety Checks completed' looked very low in Quarter 1. Councillor Richard Hobbs responded by saying that the focus is on better targeting those areas where there is the greatest risk.

In response to a question about public consultation on the Integrated Risk Management Plan, Councillor Richard Hobbs explained that the Council is not obliged to consult when changing targets.

The Chair asked that before the Integrated Risk Management Plan goes to Full Council there needs to be clarity on the question of consultation.

4.9 <u>Page 6 of 6 – Fire & Rescue – Doing our best</u>
Gary Phillips was asked why a staff survey was not being conducted this year and responded that staff were consulted and asked for one every two years. The next staff survey is scheduled for April 2012.

4.10 The Chair asked why there were no performance indicators in the report for Libraries, Heritage & Culture, or Trading Standards.
Phil Evans agreed to check with colleagues and report back to the Committee.

4.11 The Chair suggested that the detailed business unit information might not be appropriate for the committee.
Phil Evans informed the Committee that a member group, led by Councillor John Appleton, is currently looking at how members can get the best value from performance data.

5. **Report and Recommendations of the Residual Waste Task & Finish Group**

Councillor Richard Chattaway introduced the report of the Task & Finish group and thanked the officers and members involved.

A discussion took place and the following points were noted:
- Waste technology is constantly changing and the Council needs to be as flexible as possible to achieve the best value.
- This is a very large contract that has the potential for considerable savings.
- WCC should make use of a variety of different technologies.

- WCC must learn from the mistakes of the past; being tied into long contracts with obsolete technologies for example.
- The Chair commented that there was already a mix of contracts in place with varying lengths and that it was critical to retain that variety.

Referring to recommendation 4, the Chair advised the Committee that it should be the decision of the Overview & Scrutiny Board whether to re-commission the Task & Finish Group or the Portfolio Holder if they decide to establish an advisory group.

Resolved
That the Committee endorse the recommendations within the report of the Residual Waste Task & Finish Group, subject to the following amendments:

Delete recommendations 7 and 8 and replace with the following:

Recommendation 7
Subject to final legal advice, the Competitive Dialogue procedure should be adopted so as to limit the amount of pre-specification and allow tenderers the flexibility to offer various solutions to meet the authority's needs.

6. **Review of Support for the Local Economy – Final Report**

Councillor June Tandy presented the report and thanked the officers and members involved.

A discussion of the report took place and the following points were noted:
- There are concerns that the LEP focuses on large economic development to the exclusion of small businesses.
- It is important to have a working group of elected members to inform and monitor progress on a local level.
- Coventry City Council and Warwickshire County Council are both committed to the success of the LEP.
- Referring to recommendation 1, the Portfolio Holder said it was not for the Committee to decide future budget requirements.
- Councillor Richard Chattaway said that economic development is key to supporting young people and Business Centres were an important aspect of that. By growing new businesses, the centres support our local economy.
- Councillor Alan Cockburn agreed that the Business Centres do a good job but questioned whether it was the role of WCC to provide that service.
- It was suggested that there were three important areas missing from the report; marketing, market failures, and best practice from other local authorities.
- Councillors suggested that due to the Committee's full work programme it may be necessary to hold a special meeting to look at this area of work in more depth.

The Committee discussed how to best monitor progress with the LEP and agreed that, in addition to a report to Council, there be a report to the next appropriate meeting of the O&S Committee after the next LEP Board meeting and that the Committee then agree a timetable for further reporting.

Resolved

That the Committee endorse the recommendations within the Review of Support for the Local Economy report with the following additional actions:

1. That the background information to the report be collected and made available to the Committee.
2. That the Chair writes a covering note to the report, summarising the debate, to submit to Cabinet.

7.   Work Programme

Councillor Michael Doody asked if the Bus Service Reductions item could be brought forward because the changes are already having a big impact on residents.

The Chair asked Officers to find out how much information on the impact of bus service reductions would be available in six months time.

Resolved

That the Committee endorse the draft work programme for 2011-12, with the following additions:

1. Quarterly performance reports.
2. A review of the Corporate Business Plan.
3. Street-lighting savings – how the savings in the budget will be achieved.

8.   Any Other Items
There were no urgent items.

The Committee rose at 16.10pm

…………………………………..
Chair

AGENDA MANAGEMENT SHEET

Name of Committee	**Communities Overview & Scrutiny**
Date of Committee	**10 October 2011**
Report Title	**Warwickshire Library and Information Service - Facing the Challenge**

Summary

A report will be submitted to Cabinet on 13 October which details the proposed next steps for the implementation of the Library Transformation Programme. The Overview and Scrutiny Committee is asked to consider and comment on the report.

For further information please contact:

Kushal Birla
Head of Customer Service
Tel: 01926 412013
kushalbirla@warwickshire.gov.uk

Ayub Khan
Head of Libraries (Strategy)
Tel: 01926 412657
ayubkhan@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework?

No.

Background papers

Cabinet report 16 October 2008: Framework for the Future: Library Transformation

Adult Health & Community Services Overview and Scrutiny Committee 11 February 2009 (Select Committee - Library Transformation)

Report from Chair of Adult Health & Community Services Overview and Scrutiny Committee to Cabinet as a result of above - 23 April 2009

Report of the Strategic Director of Adult Health & Community Services 2 March 2010: Transformation of Library and Information Services (LIS) Progress Report

Report to Communities Overview & Scrutiny Committee on 1 March 2011 - Facing the Challenge - Changing times for Warwickshire Library & Information Service

Cabinet Report 17 March 2011 - Warwickshire Library
& Information Service - Facing the Challenge
Report to Cabinet on 16 June 2011 – Property
Rationalisation – Warwick Accommodation

Cabinet report 14 July 2011: Warwickshire Library &
Information Service - Facing the Challenge -
consultation results

CONSULTATION ALREADY UNDERTAKEN:-   Details to be specified

Other Committees	☐	
Local Member(s)	☐	
Other Elected Members	☐	
Cabinet Member	☒	Cllrs Farnell, Hayfield and Foster
Chief Executive	☒	
Legal	☒	Jane Pollard,
Finance	☒	John Betts, Virginia Rennie, Chris Kaye
Other Chief Officers	☐	
District Councils	☐	
Health Authority	☐	
Police	☐	
Other Bodies/Individuals	☒	Steve Smith, Chris Juckes, Martyn Thompson, Tejay de Kretser, Bob Perks, David Soanes, Elizabeth Featherstone, Peter Hatcher

FINAL DECISION

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐
To Council	☐
To Cabinet	☒

Communities Overview & Scrutiny – 10 October 2011

Warwickshire Library and Information Service
- Facing the Challenge

Report of the of the Strategic Director of Resources

Recommendations:

1. That this committee considers and comments upon the contents of the report which will be submitted to Cabinet which meets on 13 October 2011.

AGENDA MANAGEMENT SHEET

Name of Committee	**Cabinet**
Date of Committee	**13 October 2011**
Report Title	**Warwickshire Library and Information Service - Facing the Challenge**

Summary	This report sets out the proposed next steps for the agreement of Cabinet in implementing the Library Transformation Programme.

For further information please contact:

Kushal Birla
Head of Customer Service
Tel: 01926 412013
kushalbirla@warwickshire.gov.uk

Ayub Khan
Head of Libraries (Strategy)
Tel: 01926 412657
ayubkhan@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework?

No.

Background papers

Cabinet report 16 October 2008: Framework for the Future: Library Transformation

Adult Health & Community Services Overview and Scrutiny Committee 11 February 2009 (Select Committee - Library Transformation)

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Report of the Strategic Director of Adult Health & Community Services 2 March 2010: Transformation of Library and Information Services (LIS) Progress Report

Report to Communities Overview & Scrutiny Committee on 1 March 2011 - Facing the Challenge - Changing times for Warwickshire Library & Information Service

Cabinet Report 17 March 2011 - Warwickshire Library & Information Service - Facing the Challenge
Report to Cabinet on 16 June 2011 – Property Rationalisation – Warwick Accommodation

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Cabinet report 14 July 2011: Warwickshire Library & Information Service - Facing the Challenge - consultation results

Report to Communities Overview & Scrutiny Committee on 10 October 2011.

CONSULTATION ALREADY UNDERTAKEN:-   Details to be specified

Other Committees	☒	Communities Overview & Scrutiny (meeting on 10 October
Local Member(s)	☐	
Other Elected Members	☒	Cllrs Tandy, Roodhouse, Boad, Naylor, Whitehouse (for information)
Cabinet Member	☒	Cllrs Farnell, Hayfield and Foster
Chief Executive	☒	
Legal	☒	Jane Pollard,
Finance	☒	John Betts, Virginia Rennie, Chris Kaye
Other Chief Officers	☐	
District Councils	☒	Susie Drummond, Warwick District Council
Health Authority		
Police	☒	Tony Taylor, Customer Contact Manager
Other Bodies/Individuals	☒	Steve Smith, Chris Juckes, Martyn Thompson, Tejay de Kretser, Bob Perks, David Soanes, Peter Hatcher, Elizabeth Featherstone, Annie Clay, Head of Stockingford Early Years Centre

FINAL DECISION

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐	
To Council	☐	
To Cabinet	☒	

Warwickshire County Council

To an O & S Committee ☐

To an Area Committee ☐

Further Consultation ☐

Warwickshire
County Council

**Cabinet
13 October 2011**

Warwickshire Library and Information Service - Facing the Challenge

Report of the of the Strategic Director of Resources

Recommendations:

That Cabinet:

1 Approves the recommendations for individual libraries as set out in Section 4 and authorises the Strategic Director of Resources in consultation with the Portfolio Holder to take all the steps which he considers to be necessary to implement those recommendations.

2 Agrees that Baddesley Ensor, Bedworth Heath, Binley Woods, Kingsbury and Studley library buildings are declared surplus to Warwickshire County Council requirements and be disposed of on the open market on terms and conditions acceptable to the Strategic Director of Resources.

3 Approves that the savings on capital financing costs from using any capital receipts to repay debt, as detailed in section 4.9, is taken as part of the property rationalisation saving.

4 Endorses the proposals for the Library/One Stop Shop service at Stockingford as set out in Section 6 of the report.

5 Notes the strategy set out in section 7 for delivering a reconfigured mobile library service and that a detailed proposal will be presented to the Cabinet at the appropriate time.

6 Agrees that the Stratford-upon-Avon Library should remain in its current premises.

7 Notes that a revenue bid to allow the Peoples Network public computers to be offered free of charge has been put forward for consideration in the 2012/13 budget process.

8 Confirms recommendations 1 – 4, 10 and 11 as agreed at its meeting on 14 July 2011 as outlined in paragraph 2.3.

1 Purpose

1.1 The purpose of the report is to seek approval for the next steps to be taken by Warwickshire Library and Information Service (WLIS) towards implementing changes to the service following the consideration by Cabinet on 14 July 2011 of the outcomes to the consultation. The report includes proposals relating to:-

- community library business case submissions
- community library one-off capital funding applications
- strategy for reconfiguring the mobile library service

Warwickshire County Council

- Stratford-upon-Avon Library and Stockingford Library/One Stop Shop
- public computer charges

2   Background

2.1   This report needs to be read in conjunction with the 14 July 2011 Cabinet papers which set out the results of a 12-week public consultation on plans to reshape WLIS and achieve target savings. The proposals consulted upon included the transfer to community management or closure of 16 libraries, a reduction in the workforce, and reduced opening hours across the remaining library network. The 14 July 2011 Cabinet report is available on the Warwickshire website ([Cabinet Report 14 July 2011](#)). Paper copies are available in members' group rooms and are being provided to Cabinet members – full details of consultation responses, equality impact and other considerations like legal issues are given in the 14 July report. Paragraphs 2.2 and 2.4 below remind members of some of the key consultation, equality and legal issues. Copies of the business case submissions referred to in Paragraph 4.2.2 are available in members' group rooms.

2.2   Consultation

2.2.1   The comprehensive consultation process generated an impressive level of responses countywide. Nearly 5,000 consultation questionnaires were returned, plus feedback from 25 public meetings and 41 library roadshows which were attended by 2,384 people, along with more than 500 letters and emails received and 15 petitions containing more than 10,000 signatures.

2.2.2   A number of key themes emerged from the consultation:

- Volunteers would need ongoing professional support from WLIS to sustain a community library
- Libraries were not just about book loans, they were trusted community/social spaces
- The savings from an individual library are quite small - would it not save more money if a larger library were to close?
- People with the least means would be hardest hit and concern about libraries being closed in areas of deprivation
- Lack of joined-up thinking from the Council - as the number of libraries is being reduced, so are the bus links to larger towns, youth services, and fire stations closing
- The criteria used to identify unsustainable libraries were challenged
- Concern was expressed about the impact on staff and potential redundancies
- Charging for services such as computer use has had a detrimental impact on the number of visitors
- It would be fairer if opening hours were reduced everywhere and no libraries were closed
- Fear was expressed that it was 'a done deal'
- Loans have fallen because of low investment in book stock over recent years

Warwickshire
County Council

- Concern was expressed that the impact of the changes would be more significant in the north of the county

2.3 The results of the library consultation, which ran from 18 March to 9 June 2011, were reported to Cabinet on 14 July 2011, when members approved the recommendations listed below.

Cabinet decisions – 14 July 2011

1 Authorises the Strategic Director for Resources and the Head of Customer Service to implement arrangements to reduce the total opening hours of Atherstone, Coleshill, Bedworth, Nuneaton, Rugby, Leamington, Kenilworth, Lillington, Whitnash, Alcester, Shipston, Southam, Stratford-upon-Avon and Wellesbourne libraries as set out in section 11 of this report subject to recommendations 3 and 4 below. Implementation to be as soon as possible and by 1 April 2012 at the latest.

2 Agrees that the pattern of opening hours at each of the libraries referred to in (1) above will be determined following consultation with the public.

3 Agrees that wherever possible the services of volunteers should be used to increase the opening hours of the libraries referred to in (1) above to above the proposed minimum level set out in section 11 of the report.

4 Agrees that discussions should take place with Warwick District Council to implement integrated working at Kenilworth, Lillington and Whitnash and with Warwickshire Police regarding Coleshill, to seek to increase the opening hours above the proposed minimum level set out in section 11 of the report.

5 Approves extending the deadline for finalisation of all community-run library bids to Friday 19 August 2011, with a further report being presented to Cabinet in October 2011.

6 Agrees that the Warwickshire Direct/library arrangements at Stockingford be reviewed with a further report to Cabinet in October 2011.

7 Agrees that proposals for a reconfigured mobile service is presented to Cabinet in October 2011.

8 Agrees to reallocate £100,000 of capital funding in 2011/12, previously approved for One Stop Shop expansion, to provide a capital fund available to communities wishing to set up community-run libraries.

9 Notes the financial impact of deferring decisions on the achievement of the savings plan and also notes that over the three years of the overall Medium Term Financial Plan (MTFP) £143,000 has been double counted between Libraries and Physical Assets, which should lie with

Warwickshire County Council

the property rationalisation programme. Cabinet should reiterate that the 2011/12 savings for these areas remain, or identify compensating savings elsewhere, whilst noting that the MTFP will need to be refreshed for 2012/13 onwards for the impact of any double counting of savings.

10   Agrees that the book/stock fund should not be reduced any further.

11   Supports the consultation with staff and notes that staffing reductions will be implemented in accordance with the Council's agreed policies.

12   Requests that the possibilities for providing small amounts of one-off revenue and/or capital support for Community Library bids are investigated and reported back to the October meeting of Cabinet.

13   Requests that the report to Cabinet in October 2011 includes the consequences of increasing the book/stock fund and removing the charges for use of People's Network computers in libraries.

14   Requests that a joint business plan and report be explored with Stratford-on-Avon District Council, the library and Property Services around a joint facility in Elizabeth House or alternative options.

15   Notes the request for an interim report to the Communities Overview and Scrutiny Committee.

2.4   Legal considerations

2.4.1 Cabinet is reminded that under Section 7 of the Public Libraries and Museums Act 1964 the Council is under a duty to provide a comprehensive and efficient library service for all persons desiring to make use of it. Although the Council has power to make facilities for the borrowing of books and other materials available to any person, it is not under a duty to make them available to persons other than those whose residence or place of work is within Warwickshire or who are undergoing full-time education within the county.

2.4.2 In fulfilling its duty to provide a comprehensive and efficient library service the Council must have regard in particular to the desirability of:

(a)   securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and

(b)   encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it; and

(c)   securing in relation to any matter concerning the functions both of the library authority as such and any other authority whose functions are exercisable within the library area, that there is full co-operation between the persons engaged in carrying out those functions.

2.4.3   The legislation does not prescribe how the library service should be provided that is left to the discretion of the Council. The focus of the legislation is on the outcome rather than the manner of delivery. The words 'comprehensive' and 'efficient' are not defined in legislation and under the usual rules of construction should be given their ordinary meaning.

2.4.4   In addition to its specific duties under the 1964 Act the Council must also under the Equality Act 2010 have due regard to the need to (a) eliminate discrimination, harassment and victimisation, etc (b) advance equality of opportunity and (c) foster good relations. The outcomes of Equality Impact Assessments have also been considered.

2.4.5   When making decisions the Cabinet should:

- have a clear understanding of the extent and range of services currently being provided
- have a clear strategic plan for the review and development of the service
- carry out adequate consultation and engagement with local people on the proposals
- have a robust assessment of local needs, not only the general needs of the county but also the specific needs of the different communities within the county
- ensure the assessment considers both the general and specific needs of children and adults e.g. accessibility in particular for older people, disabled people, those with mobility or ill health problems, unemployed people and those living in deprived areas, families with young children, links with children's services, children's centres, schools
- ensure that when substituting one particular proposal for another there is a robust assessment of the impact the revised proposal would have on the overall provision and the need of the particular community affected by the change.

2.4.6   A number of councils have made proposals to change their library service and legal challenges have and are being made to the decision making process. These cases are likely to set out the courts' interpretation of the duties of Library Authorities more clearly. The current position is that in the Isle of Wight case judicial review has been refused on the basis it was out of time. The Brent case has been heard but the judgement is still awaited. The Somerset and Gloucestershire cases are being heard on 27th and 28th September 2011. These cases have not as yet therefore reached a definitive conclusion. The Cabinet should be aware that given the legal challenges elsewhere there is a possibility that Warwickshire's decisions may also be challenged.

3   Reconfiguring the Library Network

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3.1   Eighteen libraries account for more than 90% of all customer visits and will be the focus of future investment to ensure a dynamic and forward-facing service, that reflects changes in society and fulfils the wider needs of modern-day customers, and meets the statutory requirement to provide a 'comprehensive and efficient' library service for local citizens as outlined in the 1964 Act.

3.2   The remaining sixteen Warwickshire libraries have been identified as no longer sustainable in their present form: Baddesley Ensor, Bedworth Heath, Bidford-on-Avon, Binley Woods, Bulkington, Camp Hill, Dordon, Dunchurch, Harbury, Hartshill, Henley-in-Arden, Keresley Newland, Kineton, Kingsbury, Studley and Water Orton. To achieve the necessary savings, these must either transfer to community management or close. Options for the provision of alternative arrangements to deliver a library service are outlined in paragraph 4.8.

4   Community-Run Libraries

4.1   Introduction

4.1.1   Communities interested in running their own libraries were invited to submit a business case setting out their proposals by the end of the 12-week consultation (on 9 June 2011). Several communities asked for more time and, on 14 July 2011, Cabinet extended the deadline until 19 August 2011.

4.1.2   Following the Cabinet meeting a workshop was organised for all those community groups who had expressed an interest or submitted a business case by the original deadline date of 9 June 2011. The purpose of the workshop was to ensure community groups were provided with all the detailed information they required to complete their business case. Key officers from the library service, finance, property, legal, procurement, human resources, community support, WCAVA etc. supported the event.

4.1.3   Following the workshop a detailed information pack was provided to each community group. This document provided communities with a single reference point for any guidance required to prepare their business case.

4.1.4   In addition officers from the Library Service and Localities and Partnership Team supported communities in the production of their business cases.

4.2   Business Case Submissions

4.2.1   All communities, where the library had been identified as no longer being viable in its current form, have responded to the County Council by the deadline date of 19 August 2011.

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4.2.2 Details of responses received are:

Library	Applicant
Baddesley Ensor	Baddesley Ensor Parish Council
Bedworth Heath	Bedworth Heath Community Centre
Bidford-on-Avon	Bidford Community Library
Binley Woods	Friends of Binley Woods Community Library
Bulkington	Bulkington Community Library
Camp Hill	Pride in Camp Hill Ltd
Dordon	Friends of Dordon Library
Dunchurch	Dunchurch Parish Council, Library Sub-Committee
Harbury	Harbury Library Steering Group
Hartshill	Hartshill Parish Council
Henley-in-Arden	Henley-in Arden Community Library & Parish Council
Keresley Newland	Keresley Community Library
Kineton	Kineton Parish Council
Kingsbury	Kingsbury School
Studley	Studley Parish Council
Water Orton	Water Orton Library & Community Information Centre

4.3   Evaluation of Submissions

4.3.1 The key criteria reported to Cabinet at its meeting on 14 July 2011 for assessing each submission is:
   a)   Proposal must deliver the savings plan
   b)   Proposal must be for running a community library
   c)   Proposal must be implemented as soon as possible and at the latest by 1 April 2012.

4.3.2 The savings target as agreed by Cabinet is £393,204 (expenditure £444,771 less income £51,567), in relation to the 16 libraries. However, as current levels of income can be retained by community run libraries in the future, the overall savings target for each library is detailed below:

Library	Employee £	Property £	Transport £	Supplies & Services £	Total £
Baddesley Ensor	12,948	6,844	467	527	20,786
Bedworth Heath	15,847	5,112	354	540	21,853
Bidford-on-Avon	25,314	14,085	0	787	40,186
Binley Woods	13,221	6,354	0	200	19,775
Bulkington	33,217	15,510	202	1,631	50,560
Camp Hill	22,506	6,120	50	7,140	35,816
Dordon	10,360	5,620	250	270	16,500
Dunchurch	31,601	8,090	0	351	40,042
Harbury	7,318	10,331	0	178	17,827
Hartshill	8,475	1,660	0	165	10,300
Henley-in-Arden	18,235	15,875	0	242	34,352
Keresley Newland	18,103	6,222	705	95	25,125
Kineton	7,883	18,098	0	443	26,424
Kingsbury	22,500	6,409	180	841	29,930
Studley	17,295	10,815	0	612	28,722
Water Orton	19,036	6,317	325	895	26,573
Total	**283,859**	**143,462**	**2,533**	**14,917**	**444,771**

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4.3.3 As previously reported to Cabinet, the saving of £143,462 has been double counted between Libraries and Physical Assets (Property). Cabinet at its meeting on 14 July agreed that this saving should form part of the property rationalisation programme.

4.3.4 Many of the submissions are proposing building modifications to facilitate the library and other associated activities, i.e. Baddesley Ensor, Bulkington, Dordon, Dunchurch, Harbury, Keresley Newland, Kingsbury, Studley and Water Orton. Some may require planning or landlord approval in advance of undertaking the work.

4.3.5 Where significant work needs to be undertaken in the current library building it may be necessary to temporarily close the building while such work is undertaken.

4.3.6 Therefore, further discussions will need to be undertaken with community groups to establish an agreed implementation date.

4.4   Viability/Sustainability of Business Cases

4.4.1 As part of the evaluation process the evaluation team assessed whether or not, in their opinion, each community library business case submitted is viable.

4.4.2 Their view is that the sustainability of the majority of submissions is reliant on obtaining significant grant income or generating other income to cover their set-up and ongoing running costs, for example, café sales, room hire, future grants/donations, library activities, membership fees etc.

4.4.3 A number of submissions appear to be very optimistic about future income generating activities and some of their future running costs appear to be underestimated, especially in relation to likely property repair and maintenance.

4.4.4 Therefore, based on the information provided a number of communities may find themselves in financial difficulties within 2 years.

4.5   Start Up and Support

4.5.1 Appendix 1 details the ongoing support the County Council has agreed to provide to any community-run library.

4.5.2 In addition, to support communities in setting up their community library the County Council has provided the following funding sources:

Capital Fund (£100,000) – To support communities in setting up their community library. (Applications included within business case submissions)

Big Society Fund (£125,000) – To provide grants which directly contribute to the Council's Vision and Aspirations for Building the Big Society in Warwickshire. (Application deadline date 16 September 2011)

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Community Grants (£300,000) – To provide grants for projects that provide new opportunities for local people, particularly those who experience disadvantage or exclusion from mainstream activities, or enable greater community involvement in public services. (Application deadline dates vary).

Community Computers – The County Council has 125 recycled desktop computers available FREE to community or voluntary organisations, including Town and Parish Councils, within Warwickshire. (Application deadline date 16 September 2011)

4.5.3 To assist community groups establish themselves as a community-run library support has also been provided by:

- Warwickshire Community and Voluntary Action (WCAVA)
- Warwickshire Association of Local Councils
- Coventry and Warwickshire Cooperative Development Agency (CWCDA)

4.5.4 In addition to the above community groups have also identified other potential sources of funding. The following table summarises the funding sources to support their initial set up and first year of operation:

Library	County Council			Other		
	Capital Fund £	Big Society Fund £	Comm-unity Grants £	Parish/ District Council £	Section 106	Other
Baddesley Ensor	10,500	6,800	4,850	3,480	0	500
Bedworth Heath	1,195	0	0	0	0	0
Bidford-on-Avon	10,200	5,000	2,000	6,000	0	4,000
Binley Woods (No formal submission)	0	0	0	0	0	0
Bulkington	12,577	3,857	0	0	0	0
Camp Hill	0	0	0	0	0	0
Dordon	15,000	11,425	3,785	0	0	0
Dunchurch	15,000	10,000	5,110	10,000	9,000	0
Harbury	15,300	6,981	980	0	0	0
Hartshill	11,000	11,000	0	Up to 2,000	0	0
Henley-in-Arden	6,250	5,000	3,000	4,600	7,200	5,000
Keresley Newland	35,211	25,444	5,000	0	0	0
Kineton	500	0	0	0	0	0
Kingsbury	100,000	35,000	5,000	0	0	50,000
Studley	6,000	1,150	500	1,500	0	8,000
Water Orton	10,000	10,000	5,000	5,000	0	20,000
Total	**248,733**	**131,657**	**35,225**	**32,580**	**16,200**	**87,500**

Note: The above information is based on the original business case submissions updated as appropriate when actual applications are known.

4.5.5 At this stage community groups have not secured the majority of the above funding. Only some Parish Council and Section 106 funding has currently been confirmed. The viability of the majority of the submissions is reliant on securing most of the above funding.

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4.5.6 The allocation of the County Council capital fund will be determined by Cabinet at this meeting, Big Society funding by the Localities and Partnership Team and Portfolio Holder for Customer, Access & Physical Assets in October, and Community grants by individual Area Committees. Other sources of funding will be dependent on the various funding bodies.

4.5.7 Appendix 2 provides a detailed analysis of the proposed use of the above funding.

4.5.8 Decisions regarding the allocation of County Council available funds will need to be co-ordinated to ensure that money is not allocated by different decision making bodies for the same purpose. It is anticipated that the majority of grant applications will be known by the time Cabinet meet.

4.5.9 Following the above initial financial support to establish community-run libraries, the Library Service will not provide any further revenue or capital support if the business cases prove to be not viable. Community-run libraries will be financially independent from the County Council in the future.

4.6 **Capital Funding Allocation**

4.6.1 Cabinet at its meeting on 14 July 2011 agreed to reallocate £100,000 of capital funding in 2011/12, previously approved for One Stop Shop expansion, to provide a capital fund available to communities wishing to set up community-run libraries.

4.6.2 As summarised above in section 4.5.4 community bids for capital funding are in excess of the funds available. If available funds were allocated equally to each community they would each receive £6,250.

4.6.3 Communities were advised that the allocation of the available fund will be assessed on how such funding contributes to the delivery of the overall County Council savings plan.

4.6.4 It is proposed that capital funding allocations should be prioritised on the following basis:

Firstly community submissions must satisfy the following criteria:

a) Proposal must deliver the savings plan
b) Proposal must be for running a community library
c) Proposal must be implemented as soon as possible and at the latest 1 April 2012.

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Having satisfied the above, the capital fund will be allocated in the following priority order:

Priority	Description
1	Creation of library in community facility, that does not require major capital funding, and enables the County Council to dispose of the current building.
2	Provision of a library self service machine.
3	Modifications to a current County Council premise to enhance library service provision.
4	Modifications to current County Council premises for non-library, non commercial activities, that does not require major capital funding.
5	Other

4.6.5 It is recommended therefore, the first call on capital funding will be to those communities whose capital request is classified as priority 1. Further allocations will then be made to those submissions whose capital request is classified as priority 2, then priority 3 etc.

4.6.6. As the capital fund currently available is limited to £100,000 community requests classified as priority 4 and 5 may not receive their total funding request.

4.7 Consideration of Individual Submissions

4.7.1 Baddesley Ensor Parish Council

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Atherstone 2.8 miles, Tamworth (Staffordshire) 4 miles
Current Visits	6,211 per annum (7.47 per hour)
Current loan issues	8,198 per annum (9.85 per hour)

Community Proposal

To relocate the current library in the village hall (planned Community Hub). The proposal is combined with grant applications for a Community Hub (Leader Bid). Second bid application submitted on 15 August 2011.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan and enable the current premise to be disposed of realising an estimated £133,000 capital receipt.

Proposed Opening Hours

Library is currently open 16 hours per week.

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The submission does not state the proposed opening hours but does state that the service will expand as it develops. The community are currently being consulted on this.

Issues & Considerations

- Releases current building – estimated capital receipt £133,000.
- Reliance on success of Community Hub Leader Bid. (Have currently secured one of the two Leader Bid applications, second bid submitted 15 August 2011 – awaiting outcome).
- Risk that building may not be ready by April 2012
- Reliance on capital funding for conversion of rooms in village hall.

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Modification of building - convert 2 rooms at village hall	13,480	10,000	1
Frontage for existing library shelves for security purposes	500	500	1

Summary

The Baddesley Ensor Parish Council proposal is a community run library that will deliver the library savings but may not be deliverable by 1 April 2012 due to a reliance on the success of a Community Hub Leader Bid. The outcome of this bid may be known before the Cabinet meeting. Development support has already been secured from AgeUK to develop the sustainability of the hub.

The building work to convert two rooms to accommodate the library will be partially funded by Baddesley Ensor Parish Council Volunteer Funds. Relocating to the village hall will enable the County Council to dispose of the current library building realising an estimated £133,000 capital receipt. Therefore the request for capital funding is classified as priority 1.

The community have also requested £6,800 from the Big Society Fund and £4,850 from the Community Development Fund to provide and sustain a community library.

Location at the village hall with other services provides a potential for increased use of the library. Ongoing financial support is anticipated to be met through the parish precept and rental income from additional use of the building.

Therefore, assuming that the Community Hub Leader Bid is successful and the current proposal is deliverable by April 2012, or shortly afterwards, it is **recommended**:

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> That the existing Warwickshire County Council Baddesley Ensor library should be closed by 31 March 2012.
>
> That a capital grant of £10,500 is awarded
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at Baddesley Ensor Village Hall.

4.7.2 Bedworth Heath Community Centre

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Bedworth 1.7 miles, Arena (Coventry) 2.9 miles
Current Visits	8,635 per annum (13.84 per hour)
Current loan issues	8,959 per annum (14.36 per hour)

Community Proposal

Establishment of an 'Honesty Library' in the Community Centre. The library will consist of 3 to 4 carousels of books augmented by book shelves and kinder boxes for children's books and provision of a PC for access to the Library Management System. The proposal does indicate that over time the service will be reviewed to consider how it could be developed further.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan and enable the current premise to be disposed of realising an estimated £120,000 capital receipt.

Proposed Opening Hours

Library is currently open 12 hours per week.

Proposal is to be open 46.5 hours per week, i.e. the Community Centre opening hours.

Issues & Considerations

- This proposal is not a community-run library. It is a minimal service book collection model.
- Possibility of book losses and it may be difficult to sustain the service.

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Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Provision of signage, minor modifications and advertising etc.	1,195	1,195	N/A

Summary

The Bedworth Heath Community Centre proposal is a minimal service book collection model that will deliver the library savings and be deliverable by 1 April 2012 with little start up costs required. The proposal is planned to deliver a significant increase in opening hours to the public.

There are risks associated with this proposal in relation to book losses and future sustainability. These will need to be addressed in further discussions with the community.

Therefore, although this is not a community-run library proposal it will provide a library service to the community and achieve the required savings. The bid for capital funding does not totally meet the definition of capital. It is suggested that this should be considered to be met from the Big Society Fund.

It is **recommended**:

That the existing Warwickshire County Council Bedworth Heath library should be closed by 31 March 2012.

That Cabinet recommend that the £1,195 bid for capital funding is awarded from the Big Society Fund.

That the Strategic Director of Resources be authorised to put in place alternative arrangements for an "honesty library" on terms and conditions acceptable to the Strategic Director of Resources..

4.7.3 Bidford-on-Avon Community Library

Current Library Background Information

Current Location	County Council owned (shared) building
Nearest Library	Alcester 4.4 miles, Evesham (Worcestershire) 7 miles
Current Visits	23,598 per annum (15.92 per hour)
Current loan issues	36,288 per annum (24.49 per hour)

Community Proposal

To establish a community led library: owned and managed by local residents, with support from the Parish Council. To continue to offer a comprehensive service to include, lending of books/spoken word, DVDs, Information Centre.

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It is planned to install a self service machine within the premise. The facility would also be offered to Citizens Advice Bureau, Credit Union, PCT/NHS and Village Liaison Officer.

Delivery of Savings

Current proposal will not deliver the total Library Service savings plan. The community group are wishing to negotiate for a 'fair and appropriate' lease including appropriate premise repairs prior to the commencement of the lease. As the library is part of a shared premise there is no planned capital receipt.

Proposed Opening Hours

Library is currently open 28.5 hours per week.

Proposal is to be open a minimum of 20 hours per week; days and hours to be negotiated with the local community and volunteers.

Issues & Considerations

- Parish Council have approved financial assistance for an amount of no more than £5,000
- Grant dependent approach - £27,200 in first year
- Shared premise
- Wishing to renegotiate the proposed lease terms and conditions
- Volunteer management isn't clear
- Market rental valuation for premise £16,500 per annum
- Nursery/childcare organisation have expressed an interest in renting the current facility

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Purchase of 1 x RFID (self service) machine with payment facility	10,000	10,000	2
Purchase of 3 community computers	200	200	Refer to WCC ICT Support

Summary

The Bidford Community Library proposal is a community-run library that can be delivered by 1 April 2012 but will not deliver the total library savings. The current building is a shared premise and some of the premise related costs are shared on the basis of an apportionment methodology agreed a number of years ago between the school, library service and Parish Council. The Parish Council want to renegotiate the current arrangements. They also want the County Council to carry out some repairs prior to the commencement of

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the lease. The Parish Council is expecting that the County Council will pick up some of the ongoing running costs of the current library.

The majority of forecast income within the business case is grant based and therefore the sustainability of the proposal is dependent on securing such funding. As well as bidding for capital funding the community have also applied for Big Society funding of £5,000 to ensure viability within first year, £2,000 Community Development Fund and other grants. The request for capital funding is for a self service machine, estimated cost is £11,000 (excluding VAT) and hence it is classified as priority 2.

The Citizens Advice Bureau Bidford Outreach, operating from the library, have also made an application to the Big Society Fund for £7,409 which includes £500 contribution to the library.

The key issue that needs to be resolved with the community is that their current proposal will not deliver the total savings plan. If the community library business case is rejected, as the Council cannot dispose of the building and will remain liable for a proportion of the running costs, the Council will need to identify an alternative user for that part of the building. The County Council is prepared to consider a renegotiation of the terms of the apportionment of running costs and maintenance under the lease to the community library. If agreement cannot be reached alternative arrangements for providing a library service will be put in place.

It is **recommended**:

That the existing Warwickshire County Council Bidford-on-Avon library should be closed by 31 March 2012.

That a self-service kiosk, funded from the capital fund (estimated at £11,000) is made available for the use of the community library, subject to agreement that ongoing maintenance liability is accepted by the community library.

That provided that all the funding and delivery arrangements proposed are in place and the bid is amended to meet the required savings target, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at Bidford-on-Avon library.

If terms and conditions for the establishment of a community library are not agreed, the Strategic Director of Resources be authorised to put in place one or more of the library service options described in paragraph 4.8 of this report.

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4.7.4 The Friends of Binley Woods Community Library

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Rugby 7 miles; Willenhall (Coventry) 2.4 miles Wolston 2 miles (as per July report)
Current Visits	8,179 per annum (11.23 per hour)
Current loan issues	11,191 per annum (15.37 per hour)

The Friends of Binley Woods submitted a business case by the original deadline of 8 June 2011 which proposed two options. The community have subsequently reviewed their original proposals and in a letter dated 18 August withdrew one of their options as being no longer viable. They wish to continue to pursue a modification to their alternative option but consider it would take a minimum timescale of 18 months to complete the major steps required. They would also wish to consider this option against other lower cost options, for example, the use of the Warwickshire Virtual Library to order books which are then dropped off at the village hall for collection. In their letter the community also:

- Would expect a proportion of the sale proceeds from the existing site to be transferred to the community. At the very least, the community would expect section 106 monies to be fed back into the village.
- Request the County Council actively support the principle of integrated retention of community facilities in Binley Woods in the interests of sustainability; and
- Look forward to receiving the County Council's comments and support in respect of developing a longer-term option based around a new community building to house the youth club, after school club, children's library and adult library.

Community Alternative Option Proposal

Use the Morrison Room at the Binley Woods village hall, which is currently under-utilised, to house a community library. This is a smaller space than the existing library, but is comparable in size to Wolston library. There would, however, need to be some work done to make the room and the venue suitable to house a library whilst continuing to be available as a function room and general hire.
.
Issues & Considerations

- Disposal of current building would realise an estimate capital receipt of £153,500
- Minimum of 18 months to implement modification to their alternative option

Summary

The Friends of Binley Woods Community Library wish to continue to pursue a modification to their alternative option but consider it would take a minimum

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timescale of 18 months to complete the major steps required. They would also wish to consider this option against other lower cost options.

Therefore, no firm proposal has been provided by the community by the submission deadline date that could be assessed by the evaluation panel. Further discussions will be undertaken with the community on the alternative options.

It is **recommended**:

> That the existing Warwickshire County Council Binley Woods library should be closed by 31 March 2012.
>
> That the Strategic Director of Resources be authorised to put in place one or more of the library service options described in paragraph 4.8 of this report.

4.7.5 Bulkington Community Library

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Bedworth 2.2 miles, Bell Green (Coventry) 3.9 miles
Current Visits	34,859 per annum (21.28 per hour)
Current loan issues	40,033 per annum (24.44 per hour)

Community Proposal

To remain within the current library building and provide and promote education for all ages via free library services in Bulkington and to the wider area including Whitestone, Burton Hastings, Bramcote Barracks, Wolvey, Withybrook, Shilton, Ansty and areas beyond.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan but not able to generate the potential estimated £210,000 capital receipt.

Proposed Opening Hours

Library is currently open 31.5 hours per week.

Proposal is that initial opening hours will be 31.5 hours per week; reviewed after a suitable 'trial period'.

Issues & Considerations

- Business case is reliant on café sales, room rental and children parties
- Impact on other facilities within community, for example, local community centre

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- Disposal of current building would realise an estimate capital receipt of £210,000
- Reliance on capital funding for conversion of building for creation of café facilities

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Modification of building – kitchen alterations, including serving hatch, to facilitate cafe and ladies toilet alterations and general decoration. Relocate the Children's Library. Supply and fit water heater and supply and plumb in dishwasher. Create internet café and move library shelving, make good walls and decorate.	8,240	8,240	3/4
Furniture and equipment, chairs, stools, display units, table etc.	1,657	1,657	3/4
Supply and fit 2 security grilles to rear windows.	1,240	1,240	4
Signage: automatic doors, main sign, screens in 2 locations	600	600	4
Supply cups, saucers, mugs, plates and cutlery	600	600	4
Supply 4 WCC computers modified for WiFi	240	240	Refer to WCC ICT Support

Summary

The Bulkington Community Library proposal is a community run library that will deliver the library savings and be deliverable by 1 April 2012 subject to completion of proposed building works. However, by remaining within the current building the County Council is unable to generate an estimated £210,000 capital receipt.

The sustainability of the library is dependent on the success of the café and room rental income. The community have requested that the establishment of the café, estimated cost £12,577, is funded from the County Council Capital Fund. No other sources of funding the café are identified within the submission. The community have also applied for Big Society funding of £3,857 for training and general support.

The proposed property modifications are enhancements to the current County Council premise. The request for capital funding is classified as a combination of priority 3 and 4 (mainly 4). Therefore it is recommended that capital grant of £10,000 is awarded based on the explanation given in paragraph 4.6.6 above.

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It is **recommended**:

> That the existing Warwickshire County Council Bulkington library should be closed by 31 March 2012.
>
> That a capital grant of £10,000 is awarded.
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at Bulkington library.

4.7.6 Pride in Camp Hill Ltd (on behalf of partners within the locality)

Current Library Background Information

Current Location	Leased premise
Nearest Library	Stockingford 1.6, Nuneaton 2.3 miles
Current Visits	13,498 per annum (12.36 per hour)
Current loan issues	8,153 per annum (7.47 per hour)

Community Proposal

Pride in Camp Hill Ltd submitted a business case that isn't a submission for a community library. They have requested a six month extension to enable the community to establish the exact nature of the service that would be required for the local area.

Issues & Considerations

- Shared premise
- Library service is seen as a vital tool to assist the long term aim for Camp Hill to reduce the social disparities that are currently within the locality and raise aspirations for those living there.
- Requesting at least six months to develop exact nature of the service

Summary

Pride in Camp Hill Ltd has requested a six month extension to enable the community to establish the exact nature of the service that would be required for the local area.

Pride in Camp Hill is a community regeneration initiative partnership which aims to deliver transformational change for Camp Hill. Its long term aim is to reduce the social disparities that are currently within the locality and raise aspirations for those living there.

Cabinet at its meeting on the 8 September 2011 agreed that

(1) The new direction of travel for the youth service away from a traditional, universal service to one which is targeted to support young people who are vulnerable and in the most at risk groups.

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(2)   The Council continues to manage 5 current centres in areas of most disadvantage including CHESS in Camp Hill so that the service can continue the restructuring process and ensure the 5 centres are integrated into The One Front Door Programme.

Therefore, it has been agreed that on a 6 month interim basis the Early Intervention Service oversee the library so that it remains open to the community until a longer term solution is found.

It is **recommended**:

> That the Strategic Director of Resources be authorised to put in place arrangements on a 6 month interim basis whereby the Early Intervention Service oversee the Camp Hill library so that it remains open to the community until a longer term solution is found.

4.7.7 Friends of Dordon Library

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Polesworth 1.2 miles, Tamworth (Staffordshire) 2.5 miles
Current Visits	15,521 per annum (19.90 per hour)
Current loan issues	11,037 per annum (14.15 per hour)

Community Proposal

To remain within the current library building to keep the library service available within the village with the main use of the building being for a dance school.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan but not able to generate the potential estimated £124,000 capital receipt.

Proposed Opening Hours

Library is currently open 15 hours per week.

Plan to open library for 10 hours per week. Dance school to be open 35 hours per week.

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Issues & Considerations

- Plan to fund the running of the library from dance school income based on the current rental being paid by the Dance School to the Working Men's Club £5,200 per annum.
- Market rental valuation for the premises is estimated at £5,300 per annum.
- Dance School requires half of the space within the current building.
- Reduced library service opening hours.
- Sustainability threatened by reliance on one hirer for majority of income.
- Disposal of current building would realise an estimate capital receipt of £124,000.
- Reliance on capital funding for conversion of building for creation of dance club facilities.

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Modification of building – partitioning across main room and concertina doors; protective floor cover for Dance School, provide external door in place of window and adjust external paving to suit external door; provide door through to kitchen/toilet and modify existing door into kitchen.	15,000	15,000	5

Summary

The Friends of Dordon Library proposal is for the establishment of a dance school, open 35 hours per week, operating within the current premise. The library opening hours are proposed to be less than at present and only open when the dance school is not using the building. By remaining within the current building the County Council is unable to generate an estimated £124,000 capital receipt.

The sustainability of the library is dependent on the income received from the dance school. The community have requested £15,000 from the Capital Fund to enable them to modify the building to accommodate the dance school, £11,425 from the Big Society Fund for training, ICT, premise costs and general running costs and £3,785 from the Community Development Fund for equipment and furniture. The request for capital funding is classified as priority 5. Therefore it is recommended that capital grant of £8,000 is awarded based on the explanation given in paragraph 4.6.6 above.

It was recommended by the evaluation panel that further discussions should be undertaken with the community regarding the proposed reduced community library opening hours.

There is another library just over a mile away at Polesworth.

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It is **recommended**:

> That the existing Warwickshire County Council Dordon library should be closed by 31 March 2012.
>
> That a capital grant of £8,000 is awarded.
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at Dordon library, such terms and conditions to include a rental payment to the County Council.

4.7.8 Dunchurch Parish Council

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Rugby 3.1 miles, Daventry (Northamptonshire) 8 miles
Current Visits	25,452 per annum (19.58 per hour)
Current loan issues	46,693 per annum (35.92 per hour)

Community Proposal

To remain within the current library building to retain the present service with the intention to diversify the uses of the building as there is a need within the village for a public room of this size. It is planned to relocate the current Parish Council Office to the library building and to install a self service machine within the premise.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan but not able to generate the potential estimated £173,000 capital receipt.

Proposed Opening Hours

Library is currently open 25 hours per week.

The target is to replicate the current opening hours per week but this could change if demand indicates the requirement.

Issues & Considerations

- Parish Council has already allocated £10,000 section 106 money and hopes to receive match funding.
- Business case reliance on external funding.
- Transfer of Dunchurch Parish Council Office from its present location to the library building would contribute in the order of £6,000 per annum

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towards future running costs. However, early termination of current lease which runs to 2014 might not be possible.
- Disposal of current building would realise an estimate capital receipt of £173,000.
- Reliance on grant funding for conversion of building for multi-purpose use and provision of a Parish Council facility.

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Intelligent RFID system	15,000	15,000	2

Summary

The Dunchurch Parish Council proposal is a community run library that will deliver the library savings and be deliverable by 1 April 2012 subject to completion of proposed building works. However, by remaining within the current building the County Council is unable to generate an estimated £173,000 capital receipt.

The community intend to modify the current library building to improve its facilities for multi-purpose use and enable the current Parish Council Office to be relocated within the building. Termination of the Parish Council's office lease will release approximately £6,000 per annum towards the running costs of the library. The submission is reliant on securing approximately £35,000 to meet the cost of the building works and a self service machine.

The community have requested £15,000 from the Capital Fund to fund a self service kiosk, £10,000 from the Big Society Fund and £5,110 from the Community Development Fund. The Parish Council has already confirmed the availability of £9,000 Section 106 money and hopes to receive matched grant funding. The estimated cost of purchasing a self service kiosk is £11,000 (excluding VAT) and hence it is classified as priority 2.

It is **recommended**:

That the existing Warwickshire County Council Dunchurch library should be closed by 31 March 2012.

That a self-service kiosk, funded from the capital fund (estimated at £11,000) is made available for the use of the community library, subject to agreement that ongoing maintenance liability is accepted by the community library.

That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at Dunchurch library.

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4.7.9 Harbury Library Steering Group

Current Library Background Information

Current Location	Leased premise (3 months notice)
Nearest Library	Southam 3.5 miles
Current Visits	9,878 per annum (15.83 per hour)
Current loan issues	17,666 per annum (28.31 per hour)

Community Proposal

Intend to remain within the Wight School, owned by the Harbury Parochial Church Council, to retain a library within the village. It is intended to run an internet café and rent out the facility to provide for the running costs of the premise.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan.

Proposed Opening Hours

Library is currently open 12 hours per week.

Plan to initially open 28 hours per week. If there is strong demand for evening opening, they will consider that in due course.

Issues & Considerations

- Proposal is largely dependent on the profitability of a community café.
- Building is not owned by the County Council.
- Reliance on capital funding for conversion of building for creation of community café facilities.

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Modification of building – anti slip floor for kitchen and café area, construction of counter for kitchen, upgrade electrics for kitchen and café, kitchen cupboards, kitchen ventilation, plumbing and heating alterations etc.	11,160	11,160	5
Improve front entrance, new planting, new railings, seats	2,100	2,100	5
Signage, internal and external	1,200	1,200	5
Redecoration including re-hanging existing doors	600	600	5
Extra moveable shelves	240	240	5

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Summary

The Harbury Library Steering Group proposal is a community run library that will deliver the library savings and be deliverable by 1 April 2012 subject to completion of proposed building works. Their intention is to remain within the current premise which is owned by Harbury Parochial Church Council.

The sustainability of the library is dependent on the success of the café and room rental income. They have an underwriting guarantee from the Parish Council which will meet any shortfall for three years.

The community have requested all their initial funding requirements from the County Council to modify the building and improve the current library facilities; £15,300 from the County Council Capital Fund; £6,981 from the Big Society Fund and £980 from the Community Development Fund. The request for capital funding is classified as priority 5. Therefore it is recommended that capital grant of £8,000 is awarded based on the explanation given in paragraph 4.6.6 above.

The proposed property modifications are enhancements to a non County Council premise with approximately 9,900 library visitors per annum which is low in comparison to a number of other libraries.

It is **recommended**:

> That the existing Warwickshire County Council Harbury library should be closed by 31 March 2012.
>
> That a capital grant of £8,000 be awarded
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at the Wight School.

4.7.10 Hartshill Parish Council

Current Library Background Information

Current Location	Licenced premise (3 months notice)
Nearest Library	Stockingford 2 miles, Atherstone 3.5 miles
Current Visits	4,081 per annum (4.69 per hour)
Current loan issues	6,754 per annum (7.75 per hour)

Community Proposal

The Parish Council have achieved funding to develop the current Church Hall into a Community Hub/One Stop Shop which will house the library as soon as complete. At the moment the library is housed in the church vestry. The Parish Council have agreed to underwrite any shortfall for the next four years. It is planned to install a self service machine within the premise.

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Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan.

Proposed Opening Hours

Library is currently open 16.8 hours per week.

The Parish Council intend that the library service will be available for no less than what is currently available but would aim to extend the times and days.

Issues & Considerations

- Strong backing from the Parish Council and underwritten for four years.
- Some concern about the clarity of volunteers and numbers which is only an issue for the interim solution.
- Reliance on capital funding for self service machine.

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Purchase of 1 x RFID system	11,000	11,000	2

Summary

The Hartshill Parish Council proposal is a community-run library that will deliver the library savings and be delivered by 1 April 2012 subject to completion of proposed building works.

The Parish Council have agreed to underwrite any shortfall for the next four years.

The community have requested £11,000 from the County Council Capital Fund to fund a self service machine. In addition they have requested £11,000 from the Big Society Fund to meet the costs of refurbishment and contribution towards costs of replacing leaded windows. The request for capital funding is for a self service machine estimated cost is £11,000 (excluding VAT) and hence it is classified as priority 2.

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It is **recommended**:

> That the existing Warwickshire County Council Hartshill library should be closed by 31 March 2012.
>
> That a self-service kiosk, funded from the capital fund (estimated at £11,000) is made available for the use of the community library, subject to agreement and ongoing maintenance liability.
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at the Church Hall.

4.7.11 Henley-in Arden Community Library & Parish Council

Current Library Background Information

Current Location	Leased premise (6 months notice – earliest break option 24 June 2012)
Nearest Library	Stratford 9 miles
Current Visits	19,396 per annum (20.72 per hour)
Current loan issues	20,210 per annum (21.59 per hour)

Community Proposal

The community identified the following two options as being feasible:

(a)   Police Station building
(b)   Existing Guildhall

Both options are based on the principle of using voluntary staff to manage and run the community library and to share premises with the Parish Council.

The preferred option of using the Police Station was assessed by the evaluation panel. Their recommendation was that provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library and that a capital grant of £6,250 be awarded.

Following the evaluation of the above, the community notified the County Council that they were unable to secure a lease at the existing Police Station building. Therefore the following assessment is based on the Guildhall proposal.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan after 24 June 2012 (current lease termination date).

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Proposed Opening Hours

Library is currently open 18 hours per week.

The proposal is to initially open 18 hours per week. However, in due course the proposers would like to increase the opening hours of the new library.

Issues & Considerations

- County Council cannot terminate current lease agreement until 24 June 2012 and must give at least six months prior notice.
- Securing a lease agreement at the Guildhall on terms and conditions acceptable to Henley-in Arden Community Library and Parish Offices.
- Reliance on grant funding including s106 money.
- Building is not owned by the County Council.

Capital Funding Request

The community have requested £6,250 capital funding for both options but to date have only provided the following detail in relation to the Police Station.

Description	Estimated Cost £	Capital Request £	Priority
Modification to building, kitchen, toilets and fixtures and fittings	2,500	2,500	5
Full check and refurbishment of heating system	1,000	1,000	5
Computers, equipment, desks and chairs etc.	2,750	2,750	5

Summary

The Henley-in Arden Community Library and Parish Council proposal is a community run library but will not deliver the library savings until July 2012 due to the current County Council lease arrangements.

The joint Henley-in Arden and Beaudesert Parish Council will contribute to the cost of the building by either paying rent of £2,500 per annum or by providing an annual grant for the same amount.

The community have requested £6,250 from the County Council capital fund. The current request for capital funding is classified as priority 5. The community have also requested £5,000 from the Big Society Fund and £3,000 from the Community Development Fund to provide and sustain a community run library.

The community are currently in discussions with the Guildhall to finalise a lease agreement on terms and conditions acceptable to Henley-in Arden Community Library and Parish Offices. Therefore assuming that the community are able to finalise such arrangements, it is **recommended**:

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That the existing Warwickshire County Council Henley-in Arden library should be closed by 31 March 2012.

That a provisional capital grant of up to £6,250 is awarded.

That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at the Guildhall.

4.7.12 Keresley Community Library

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Bedworth 4.16 miles; Jubilee (Coventry) 1.9 miles
Current Visits	8,507 per annum (11.69 per hour)
Current loan issues	11,734 per annum (16.12 per hour)

Community Proposal

To remain within the current library building to provide a community library that will become a focal point for the village hosting a variety of new activities, including assisting people back into work (European Social Fund and Job Centre Plus funding), coffee shop, internet café, clubs. Emphasis of proposal is employment related.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan but not able to generate the potential estimated £120,000 capital receipt.

Proposed Opening Hours

Library is currently open 14 hours per week.

The proposal is to be open for 18.5 hours per week. The community will be consulted within the first three months of operation to check these meet the community need.

Issues & Considerations

- Will require significant support to manage the demands required of running the employment project
- Reliant on securing European Social Fund grants for the job club – ESF is very complex
- Risks of complying with European Social Fund terms and conditions
- Business case reliant on income from lettings and sales
- Other organisations delivering community services

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- Reliant on significant capital funding for modifications to building to accommodate café, clubs and associated furniture and equipment.

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Modifications – remodel interior to provide space for additional services such as job club, yoga etc. Improvements to toilet and kitchen area. Build a coffee bar and internet café area and furnish with tables, sofa magazine racks, as well as laptops	10,000	10,000	3/5
Tables, chairs, reception unit, notice board, magazine racks etc.	11,893	11,893	3/5
Computer equipment, laptops, printers, software etc.	8,986	8,986	3/5
Storage trolley	3,792	3,792	3/5
Coffee machine	540	540	5

Summary

The Keresley Community Library proposal is a community run library that will deliver the library savings and be deliverable by 1 April 2012 subject to completion of proposed building works. However, the proposal requires significant investment. The emphasis of the proposal is employment with the community looking to secure European Social Fund grant for the job club.

The majority of the forecast income within the business case is grant, donations and membership dependent.

The initial investment required is approximately £65,000 to modify the building and associated facilities. The community have requested £35,211 from the County Council Capital Fund, £25,444 Big Society Fund and £5,000 Community Development Fund. The request for capital funding is classified as a combination of priority 3 and 5 (mainly 5). Therefore it is recommended that capital grant of £8,000 is awarded based on the explanation given in paragraph 4.6.6 above.

There are major concerns in relation to managing European Social Fund Grants which tend to be very specific on how the grant can be used and quite complex to administer.

This is an ambitious proposal with concerns around current financial projections and the details of the delivery model. The project relies on significant capital and revenue funding which, as yet, is not secured.

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It is **recommended**:

> That the existing Warwickshire County Council Keresley Newland library should be closed by 31 March 2012.
>
> That a capital grant of £8,000 is awarded.
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at the existing Keresley Newland library.

4.7.13 Kineton Parish Council

Current Library Background Information

Current Location	Licenced premise (4 months notice)
Nearest Library	Stratford 10.5 miles, Wellesbourne 5 miles
Current Visits	6,698 per annum (9.54 per hour)
Current loan issues	14,857 per annum (21.16 per hour)

Community Proposal

To continue to provide a viable library for the residents of Kineton managed by the Parish Council.

The Parish Council have resolved to meet the operating costs of the library up to a maximum of £3,300 for 2012.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan.

Proposed Opening Hours

Library is currently open 13.5 hours per week.

Proposal is to initially open the library for 8 hours per week. The Parish Council are initially linking opening times of the library with the existing activities in the village hall.

Issues & Considerations

- Limited opening hours
- Reliance on precept to fund library costs
- Sustainability of volunteer numbers
- Minimal funding required from the County Council

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Description	Estimated Cost £	Capital Request £	Priority
Broadband connection	500	500	Refer to WCC ICT Support

Summary

The Kineton Parish Council proposal is a community run library that will deliver the library savings and be deliverable by 1 April 2012. The library has recently moved into the Village Hall and hence there are no major set up costs.

It is **recommended**:

That the existing Warwickshire County Council Kineton library be closed by 31 March 2012.

That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at the Village Hall.

4.7.14 Kingsbury School

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Atherstone 8 miles; Tamworth (Staffordshire) 4 miles, Coleshill 7 miles
Current Visits	18,320 per annum (16.01 per hour)
Current loan issues	23,480 per annum (20.52 per hour)

Community Proposal

Kingsbury library to be located on the school site and run as a joint public/school library and community hub, similar to those successfully operating in Birmingham. The facility would be used as a community hub, supported by North Warwickshire Borough Council, providing advice services to local users.

Delivery of Savings

The proposal would eventually enable the County Council to deliver the Library Service savings plan and enable the current premise to be disposed of realising an estimated £106,000 capital receipt.

Proposed Opening Hours

Library is currently open 22 hours per week.

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The Library will initially be open 4 days per week during school hours, total of 28 hours. As volunteers are sourced it is expected to open for an extra day and additional hours and possibly a Saturday morning.

Issues & Considerations

- Requires major capital investment for new building which would not be operational until January – March 2013.
- There are no clear plans for period between April 2012 and January 2013
- Focussed primarily on delivering a school library service
- Reliance on capital funding or other grant funding to finance cost of new building on school site
- Upkeep of building would be funded from the schools budget
- Staffed by school library staff for 4 days during school hours with volunteers for additional hours
- The school is also requesting from WCC a capital receipt from the sale of Kingsbury Library and access to section 106 monies

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Relocate and set up library on school site	100,000	100,000	Doesn't meet the overriding criteria

Note: The school is seeking to reduce its reliance on the WCC Capital Fund by making bids to other potential funding sources.

Summary

The Kingsbury School proposal does include a community run library, although its main focus is a school library that is not expected to be delivered until 2013. By relocating to the school will enable the County Council to dispose of the current library building realising an estimated £106,000 capital receipt.

The library is planned to be located on the school site and run as a joint public/school library and community hub. The new building would be constructed over the next twelve months with an anticipated opening date between January and March 2013. There is no interim solution between April 2012 and January 2013. The school has said that it would not continue with this project unless it is operated by existing school staff and volunteers outside school hours.

The new facility is estimated to cost approximately £100,000.
The proposal requires major investment and is reliant on capital funding. The school have requested £100,000 from the County Council Capital Fund. They would seek to reduce the reliance on such funding by bidding for other grant funding, for example North Warwickshire Leader Fund, Big Society Fund,

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Biffaward and Community Development Fund. A £35,000 bid has been made to the Big Society Fund and £5,000 to the Community Development Fund.

The proposal would utilise all the capital funding agreed by Cabinet on 14 July 2011, is not expected to be delivered until 2013 and appears to have as its principal focus the school library. The proposals for community volunteers are not clearly developed.

It is **recommended**:

That the existing Warwickshire County Council Kingsbury library should be closed by 31 March 2012.

That the Strategic Director of Resources be authorised to put in place one or more of the library service options described in paragraph 4.8 of this report.

4.7.15 Studley Parish Council

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Alcester 5 miles, Redditch (Worcestershire) 2 miles
Current Visits	21,680 per annum (21.94 per hour)
Current loan issues	29,151 per annum (29.51 per hour)

Community Proposal

To create a Community Library in The Charlton Room of the Village Hall. The Community Library will improve the accessibility of the service by being in a more accessible location and being open when users want it.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan and enable the current premise to be disposed of realising an estimated £123,000 capital receipt.

Proposed Opening Hours

Library is currently open 19 hours per week.

Anticipate to initially be open 16 hours per week.

Issues & Considerations

- Moves library into existing community centre
- Supported by the Parish Council
- Concern about volunteer recruitment

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
Modifications – alterations to old police office, furniture and fittings, security systems, signage, redecoration etc.	7,500	6,000	1

Summary

The Studley Parish Council proposal is a community-run library that will deliver the library savings and be delivered by 1 April 2012. The proposal is to move to the Village Hall.

By relocating to the Village Hall will enable the County Council to dispose of the current library building realising an estimated £123,000 capital receipt.

The community have requested £6,000 from the County Council Capital Fund as a contribution towards the anticipated cost of £7,500 for undertaking modifications at the Village Hall to accommodate the library. The balance of the cost will be met by the Parish Council and Village Hall reserves. The community have also bid for £1,150 from the Big Society Fund to meet the cost of new signage and communications and £500 from the Community Development Fund. The request for capital funding is classified as priority 1.

A bid for £8,000 has been made to the SITA Trust to meet other modification work associated with the Village Hall, for example, dressing rooms, lighting and heating etc.

It is **recommended**:

> That the existing Warwickshire County Council Studley library should be closed by 31 March 2012.
>
> That a capital grant of £6,000 is awarded.
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at Studley Village Hall.

4.7.16 Water Orton Library & Community Information Centre

Current Library Background Information

Current Location	County Council owned building
Nearest Library	Coleshill 3 miles; Castle Vale (Birmingham) 2.2 miles; Castle Bromwich (Solihull) 2.2 miles
Current Visits	13,253 per annum (11.58 per hour)
Current loan issues	14,537 per annum (12.71 per hour)

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Community Proposal

To consolidate the library function and expand Water Orton Library to a full community centre.

Delivery of Savings

Proposal would enable the County Council to deliver the Library Service savings plan but not be able to generate the potential estimated £157,000 capital receipt.

Proposed Opening Hours

Library is currently open 22 hours per week.

Library to be open 16 hours per week and Community Services for 12 hours per week.

Issues & Considerations

- Reliance on capital funding for new annexe building off existing building.
- Dependency on securing external funding.
- Sustainability, for example income projections for café and lettings.

Capital Funding Request

Description	Estimated Cost £	Capital Request £	Priority
New annex building off existing building, including toilets, lobby and kitchen area.	34,000	10,000	4

Summary

The Water Orton Library & Community Information Centre proposal is a community run library that will deliver the library savings and be deliverable by 1 April 2012 subject to completion of proposed building works. However, by remaining within the current building the County Council is unable to generate an estimated £157,000 capital receipt.

The majority of forecast income within the business case is grant, general sales or letting based. Therefore the sustainability of the proposal is dependent on securing such funding.

The community are proposing to expand the library to a full community centre and are looking to build a new annexe to accommodate a kitchen and toilets at an estimated cost of £33,414. Initially the library is proposed to be open less hours than at present.

The community have requested £10,000 from the County Council Capital Fund. They have also made a number of other bids, £10,000 Big Society Fund to meet general running costs, £5,000 Community Development Fund

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for a community hub office, £28,000 Leader Bid towards the cost of canteen annexe and toilets. The request for capital funding is classified as priority 4.

It is **recommended**:

> That the existing Warwickshire County Council Water Orton library should be closed by 31 March 2012.
>
> That a capital grant of £10,000 is awarded.
>
> That provided that all the funding and delivery arrangements proposed are in place, the Strategic Director of Resources in consultation with the Portfolio Holder be authorised to agree terms and conditions acceptable to him for the establishment of a community library at Water Orton library.

4.8 Options for Provision of Alternative Arrangements

4.8.1 Where there is no successful community-run library submission the following will be considered:

- Book exchange and drop off sites
- Mobile library stop
- Home delivery service for vulnerable adults
- Virtual library service

4.8.2 The key criteria when considering such options will be that the proposal must still deliver the library savings plan.

4.9 Impact on Property Rationalisation Savings Plan

4.9.1 The property rationalisation savings plan currently estimates £200,000 savings in property running costs from the transfer/closure of the 16 libraries identified as no longer being viable in their current form.

4.9.2 As previously reported to Cabinet the saving of £143,462 (refer to section 4.3.3 above) has been double counted between Libraries and Physical Assets (Property). Cabinet at its meeting on 14 July agreed that this saving should form part of the property rationalisation programme.

4.9.3 The £200,000 property rationalisation savings plan includes building repair and maintenance not included within the library's £143,462 saving target. This additional saving can be achieved because any transfer of a library to a community, under a lease agreement, will be on the basis that the community group will be responsible for all future building repair, maintenance and running costs.

4.9.4 In addition to the above, should a County Council owned library become surplus to requirement, either due to the successful community group wishing to operate a community-run library from a different premise or there being no successful community bid, the property rationalisation savings plan assumes it will be sold. It is also assumed that the sale proceeds will be used to reduce the County Council's borrowing requirements or outstanding debt.

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4.9.5 The following premises have currently been identified as surplus to requirement:

Property	Estimated Capital Receipt £	Estimated Revenue Debt Repayment Saving £
Baddesley Ensor	133,000	10,640
Bedworth Heath	120,000	9,600
Binley Woods	153,500	12,280
Kingsbury	106,000	8,480
Studley	123,000	9,840
Total	**635,500**	**50,840**

4.9.6 The Property Rationalisation Savings Plan has assumed that all freehold buildings within the 16 libraries subject to consultation will be sold, and that therefore a total capital receipt £1,419,500 would be realised. By allowing the libraries at Bulkington, Dordon, Dunchurch, Keresley Newland and Water Orton to be run by the communities, the Council will forego a potential capital receipt of £784,000, which would contribute £62,720 of revenue savings to the overall property rationalisation savings target.

4.9.7 Where County Council premises are transferred to the community at less than market rental, or other concessions are made, there will be an impact on its ability to achieve its revenue savings target.

4.9.8 The underlying principles reported to Cabinet at its meeting on 14 July 2011 were:

- Where the library is owned by the Council, it is prepared in principle to lease the premises to a community group at a peppercorn rent for an initial period of one year.
- After that, subject to annual review of the service being provided, the lease may continue at an appropriately discounted rental, for a period of up to five years.
- The 'appropriately discounted rental' referred to above would be negotiated with the community based on the community/social benefits which they were providing. The starting point for the County Council would be market rental, which would then be discounted appropriately. In some circumstances this could be nil, i.e. a peppercorn rent.
- At the end of the five year period, a full market rent will be payable.

4.9.9 Where properties are currently occupied by the library service under a lease or licence agreement (Harbury, Henley-in-Arden, Hartshill, Kineton) the County Council will give notice as soon as possible to terminate the agreement. If a community group is to take over the building, they will, subject to the terms of the lease, need to become responsible for the rent which the County Council is currently paying.

4.10 If the recommendations in this report on capital grants are approved a total of £99,750 will be allocated as detailed in the following table:

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Library	Priority 1 £	Priority 2 £	Priority 3 £	Priority 4 £	Priority 5 £
Baddesley Ensor	10,500				
Bedworth Heath	N/A	N/A	N/A	N/A	N/A
Bidford-on-Avon		11,000			
Binley Woods	N/A	N/A	N/A	N/A	N/A
Bulkington				10,000	
Camp Hill	N/A	N/A	N/A	N/A	N/A
Dordon					8,000
Dunchurch		11,000			
Harbury					8,000
Hartshill		11,000			
Henley-in-Arden					6,250
Keresley Newland					8,000
Kineton	N/A	N/A	N/A	N/A	N/A
Kingsbury	N/A	N/A	N/A	N/A	N/A
Studley	6,000				
Water Orton				10,000	
Total	16,500	33,000	0	20,000	30,250
Cumulative Total	**16,500**	**49,500**	**49,500**	**69,500**	**99,750**

4.11   The capital grants will not be released to the community library proposers until it is clear that sufficient funding overall is in place to allow the proposals to proceed unless there are exceptional reasons for an earlier release.

5   Opening Hours

5.1   On 14 July 2011 Cabinet approved a reduction in opening hours across the remaining 18 WCC-run libraries as detailed in Appendix 3.

5.2   Cabinet decided that the pattern of opening hours for each library would be determined following further consultation with the public. A survey form is being produced for each of the 18 libraries offering customers a choice of two patterns of opening hours, or a third 'no preference' option. The forms will be distributed in libraries and made available online. The options to be presented will be based on known usage patterns for each library - i.e. performance monitoring data for the average number of visits and loans by day and hour – including consideration of local factors such as market days and other regular events taking place in the 18 locations.

5.3   We are also looking at ways to get feedback from non-users and occasional/irregular customers using a variety of means, including:

- Emailing groups such as schools, other local councils, locality fora, infrequent/lapsed library members and children's centres
- Providing and promoting an online questionnaire

5.4   The aim is to implement a set of opening hours for each library that is both regular and easy for local people to remember.

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5.5 A Police enquiry service is currently available at three locations - Coleshill, Shipston and Southam. During the Library Consultation (18 March – 9 June 2011) Warwickshire Police expressed concern that the proposed reduction in opening hours for Coleshill only would not be adequate for provision of the police enquiry service. Discussions have since taken place with Warwickshire Police who are unable to provide any further funding to restore any of the opening hours.

5.6 The Police are pleased with how the library service is delivering their service. It was agreed that the opening hours which would be consulted on for Warwickshire Direct - Coleshill would take account of the busiest days/times for Police enquiries.

5.7 In addition to regular opening times, library buildings can be used by local community groups outside normal hours.

5.8 Potential to Extend Opening Hours Using Volunteers

5.8.1 The Warwickshire Library & Information Service has a long history of working alongside volunteers to deliver services. These range from young people volunteering in the summer holidays to support the reading challenge, to those who volunteer as buddies to help older people get online, and delivering services to housebound customers. With the increased emphasis nationally on volunteering doing more to support local communities, a range of voluntary roles are being developed to enable people to support their local library and to enhance the service it can provide.

5.8.2 The library consultation questionnaire (18 March to 9 June 2011) asked respondents if they would be interested in volunteering to help/run an alternative library service or maintain current opening hours. A total of 638 said 'yes' and supplied contact details. These have been contacted by telephone, letter or email to confirm their continued interest in volunteering, where and to what extent. Responses were requested by 25 August 2011.

5.8.3 The responses received indicate a greater willingness to volunteer in some parts of the county than others, and disappointing numbers overall:

- 106 volunteers for the 18 Warwickshire County Council-run libraries
- 3 volunteers for mobile libraries
- 122 volunteers for community-run libraries
- 37 people no longer wishing to volunteer

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5.8.4 The results from the responses are tabulated below:

Division	Number of volunteers
North	
Atherstone	3
Coleshill	9
Polesworth	2
Total	**14**
Nuneaton and Bedworth	
Bedworth	4
Nuneaton	3
Stockingford	0
Total	**7**
Central	
Kenilworth	10
Leamington	17
Lillington	9
Warwick	17
Whitnash	6
Total	**59**
East	
Rugby	5
Wolston	0
Total	**5**
South	
Alcester	6
Shipston	12
Southam	3
Stratford-upon-Avon	12
Wellesbourne	3
Total	**36**
Total WLIS volunteers	**121**
Mobile library volunteers	3
Community library volunteers	130
People unable to volunteer	37
Total number of responses	**291**
No contact details/permission	4
Total number contacted	**638**

5.8.5 The amount of time respondents were willing to volunteer varied considerably. In summary:

- The minimum was one hour per month, with others willing to offer more time. Two hours twice a week was quite common.
- Some volunteers mentioned term time only or other restrictions, e.g. living abroad for part of the year.
- Three respondents specified volunteering on the mobile library.

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- Most people wanted a regular pattern to their volunteering.
- A few volunteers either supplied no contact details or did not sign the form giving us permission to forward their information to community groups.

5.8.6   Many more volunteers would need to be recruited for any realistic hope of extending opening hours, across the WCC library network, beyond the proposed minimum.

5.8.7   With respect to Warwickshire Direct at Lillington, Leamington Town Council is providing funding for three additional opening hours per week on a six-month pilot basis from April to September 2012.

5.9   Integrated Working with Warwickshire Direct in Kenilworth, Lillington and Whitnash

5.9.1   Discussions are being held with Warwick District Council to investigate the possibility of a more integrated approach to service delivery for local citizens in the established Warwickshire Direct outlets (Kenilworth, Lillington and Whitnash). To do this, Warwick District Council are considering maintaining their current level of investment in Warwickshire Direct. We are exploring whether the capability exists to enhance the offering through the availability of additional services and consider the potential to extend the hours of opening of these outlets to deliver benefits to our customers. These discussions are challenging us to explore more innovative ways of working with our partners and across the existing Library and Warwickshire Direct team in the medium to long term.

5.9.2   Any changes to working practices/principles will be subject to formal staff consultation with all of those affected and will ensure that business benefits are achieved and customer demand is monitored

6   Warwickshire Direct – Stockingford

6.1   Warwickshire Direct – Stockingford delivers one-stop-shop, early years and library services existing customer demand has been reviewed and results in the following recommendations:

- The Warwickshire Direct opening hours at Stockingford should match those of the Early Years Centre, which is closed on Saturdays ie a total of 50 hours per week. These hours may reduce further in line with a review of opening hours for Children's centres in Warwickshire. There is little customer demand for a One Stop Shop Service during the weekend; the time would be better invested elsewhere.
- RFID self service is introduced to free up advisor time currently spent on more basic transactions
- It is proposed that the time saved from these two changes be used to support hub working across Nuneaton and Stockingford one stop shops. We currently offer surgery facilities on two days a week at Nuneaton which whilst beneficial does not establish a significant presence offering support for County services. Through increasing this presence it is proposed that Warwickshire County Council Advisors

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become sufficiently skilled to offer key Borough services (e.g. benefits and Housing) which will allow for support for a fuller offer for our Stockingford customers. This approach to service delivery would then be reciprocated at the Warwickshire Direct - Bedworth one stop shop which is currently supported by Borough staff

- The service works more closely with the Early Years Centre to pro-actively promote services tailored to the local community and support the increased use of the facility

6.2   It is not anticipated that the suggested approach will release resource or deliver savings. It will instead be retained as our front door for that community supporting a more comprehensive service offering.

6.3   The service will be reviewed again in 12 months time to see if performance has improved.

7   Reconfiguring the Mobile Library Service

7.1   Warwickshire's mobile libraries provide a much-valued service to people in outlying areas, particularly older borrowers and those without transport. However, mobile customer numbers are relatively low and, therefore, the average cost per visit is relatively high at £8.60 compared to £1.58 for static libraries.

7.2   In 2010/11 the mobile library service received 37,047 visits and issued 219,279 loans. Mobiles accounted for 1.8% of all visits and 8.8% of total WLIS loans during the financial year. The mobile service is our main offer to many rural communities.

Mobile service visits and loans: five-year figures

VISITS	2006/07	2007/08	2008/09	2009/10	2010/11	% change
Mobile Library Service	50,325	44,619	38,421	39,511	37,047	-26.38%

LOANS - including renewals	2006/07	2007/08	2008/09	2009/10	2010/11	% change
Mobile Library Service	250,449	216,598	227,804	232,033	219,279	-12.45%

7.3   Since April 2011 Warwickshire has been providing a commissioned mobile library service to Solihull customers under a service level agreement. This arrangement, which takes up approximately 7.5 mobile service days a month, is expected to generate joint savings, between the two library authorities, of around £100,000.

7.4   Mobile libraries could, in future, be required to make additional stops in communities losing their static library (if any).

7.5   The current mobile library fleet of five vehicles is due for replacement in 2014, presenting an opportunity to reconfigure the service and achieve further savings. The service is currently reviewing all stops and their duration, and checking routes to ensure mobile libraries spend minimal time travelling and maximum time with the public. Opportunities are being explored to use the

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vehicles for other purposes, including for one-stop-shop and post office services.

7.6 A report outlining the proposed mobile library service reconfiguration strategy is attached as Appendix 4. A fully-costed business case will be submitted to Cabinet for consideration at a later date.

8   Stratford-upon-Avon Library

8.1 The potential to move Stratford-upon-Avon Library from Henley Street to vacant ground floor accommodation in the district council's Elizabeth House headquarters has been investigated. Property Services' summary findings are:

- The current library, following recent works, provides an attractive, airy and spacious environment which appears to be fit for purpose. It is well situated for access by both residents of and visitors to Stratford-upon-Avon.

- Stratford-upon-Avon is Warwickshire's fourth busiest library and generates significant income.

- The upper non-public parts are, however, not easily accessible and would benefit from some improvement.

- The accommodation could be more intensively occupied and it is suggested that options for this are explored, possibly in conjunction with the Tourist Information Bureau which may provide additional commercial opportunities.

- It is considered that Elizabeth House would be less central for customers, and the difficulty of achieving a realistic disposal value for the current library coupled with the costs involved in moving, make this unattractive from a property and financial perspective.

8.2 Discussions have taken place with the Director of The Shakespeare Birthplace Trust (SBT), located next door, who is interested in using library space for performances and workshops, and potentially in sharing a reading room and resources. A specification is being drawn up and this will be costed. The arrangement could benefit both organisations and generate income for the library service. We are also exploring how the library and SBT could share resources such as stock, specialist equipment and local collections, thereby achieving savings for both.

8.3 The business case, attached as exempt Appendix 5 elsewhere on the agenda, considered the following three options:

Option 1 – Library relocated to Elizabeth House alternative accommodation identified for office based staff. Library let on the open market.

Option 2 - Library relocated to Elizabeth House alternative accommodation identified for office based staff. Library sold on the open market.

Option 3 – library stays where it is and CYPF / AS staff re-located to Elizabeth House.

8.4   Based upon the option appraisal undertaken it is considered that option number 3 (library stays where it is and Children Young People & Families/Adult Services staff re-located to Elizabeth House) results in the Council maximising its savings, achieving best value for its assets and maintaining flexibility in future options for the Library.

9   Staff Consultation

9.1   Members will recall that the estimated impact of the proposed changes would be a reduction of up to 50 full-time equivalent (FTE) posts, or approximately 86 – 120 individual employees.

9.2   Consequently, following the Cabinet meeting in July a statutory 90-day consultation notification was sent to the trade unions and staff were briefed.

9.3   Members will also recall that a 'preference form' exercise was to be completed, asking staff to indicate, on a 'no obligation' basis whether they would wish to take voluntary redundancy or reduce their working hours.

9.4   This deadline for expressing preferences has now passed. A large number of staff have expressed interest in these options and a detailed analysis is now being undertaken to see how many of these can be matched with the future staffing needs of the service. As far as possible it would be helpful to match preferences to take voluntary redundancy or reduced hours with the structure of posts required for the future service. However, unsurprisingly those who have volunteered are not necessarily of the grade where reductions are required.

9.5   At this stage it is not possible to say that compulsory redundancies can be avoided but every effort is being made to minimise these or avoid them altogether.

9.6   As some Members will be aware, it has previously been agreed that severance payments across the County Council will be reduced with effect from 31 October 2011. Understandably, a significant number of those expressing interest in voluntary redundancy are seeking to leave before that date. Again, detailed work is being undertaken to determine how far these wishes can be accommodated within the need to maintain services and retain expertise.

9.7   Wherever offers to reduce hours or take voluntary redundancy have been accepted this has been made conditional upon decisions taken by the Cabinet today.

9.8   Finally, the financial implications of these anticipated staffing reductions are contained within the following section of this report.

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9.9   Financial implications

9.9.1   The table below includes the costs that the authority would incur if all requests for voluntary redundancy and reductions in working hours were approved.

Costs of Voluntary Staff Reductions	£000
Costs of Voluntary Redundancy	705
Costs of Ex-Gratia Payments For Reductions In Working Hours	57
Current Total Predicted Costs To WCC:	762

9.9.2   The redundancy figures provided above assume that the early payment of pensions benefits paid to staff who take-up voluntary redundancy will continue to be met from the provision made as part of the most recent actuarial revaluation of the pension fund rather than falling to the Library Services revenue budgets. This is consistent with the approach across the rest of the authority and the Head of Finance is comfortable that in the short to medium term this facility will remain available.

9.9.3   If sufficient numbers of staff are let go early via the voluntary redundancy scheme, staffing cover will be required. Existing library staff will be offered extra hours and agency staff may be required to ensure continuity of service through the transition period to the set-up of the community libraries. The associated costs of any interim staffing arrangements have yet to be determined and may impact on the phasing of when savings can be delivered.

10   Savings

10.1   In its report to Cabinet on 14 July 2011, WLIS estimated that, in broad terms, around half the £2 million savings then required (£2.226 million including additional budget pressures) would be achieved by a reduction in support functions, management and countywide specialist services, and half from the frontline services network.

11   Medium Term Financial Plan

11.1   As noted by Cabinet on 14 July 2011, the Medium Term Financial Plan also requires refreshment for 2013/14 onwards re the double counting of £143,000 savings by both WLIS and Physical Assets. These additional savings have had to be absorbed by WLIS and extra savings plans have been developed to cover the shortfall.

11.2   The WLIS savings target has been revised to just over £2.2 million reduction in annual revenue expenditure, scheduled as follows:

	2010/2011	2011/2012	2012/2013	2013/2014	TOTAL
	Achieved	Forecast	Forecast	Forecast	Forecast
	£000	£000	£000	£000	£000
Savings	234	310	1,003	679	2,226

11.3 Having already achieved £234,000 in 2010/2011, the following table details how the remaining savings target will be achieved.

Saving Description	£000
Rationalisation of Libraries	250
Reduction in Opening Hours	393
Reduction in Mobile Fleet	95
Reduction in Staffing Levels	853
Other Savings inc ICT	276
Shared/Partnership Working	125
Total Savings to be delivered:	1,992

12 Reviewing the Stock Fund

12.1 The stock fund is set annually and used to buy books, CDs, DVDs, newspapers and periodicals, along with large print and 'talking' titles, language materials, and items for special collections such as music, drama and local history. The stock fund also pays for online subscription services offered free to library members.

12.2 Warwickshire's stock fund for 2011/12 is £625,135 and relatively small - in the bottom quartile for our 'family' grouping of libraries, and lower than that of our nearest neighbours.

12.3 The Warwickshire stock fund has varied over the years:

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2005/6      £833,093
2006/7      £753,906
2007/8      £753,720
2008/9      £472,130
2009/10     £617,834
2010/11     £616,133
2011/12     £625,135
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12.4 Due to changing demographics – an ageing and more culturally diverse population – and the challenges of providing ever more electronic services, pressure on the stock fund has increased.

12.5 At Cabinet on 14 July 2011 it was agreed not to reduce the stock fund. Increasing it would bring several key benefits including:

• Better stock turnover with more new titles
• More choice for customers
• Shorter waits for the most popular loan items
• Increased customer satisfaction
• Improved performance including loan issues

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12.6 Applying the discounts negotiated via our membership of the Central Buying Consortium (CBC) with more than 30 other library services, gives us more stock for our money.

12.7 We are currently investigating Smart SM software – a sophisticated system for managing stock to ensure it works harder and circulates more effectively, saving time and money.

12.8 Options for increasing the stock fund:

1) Extra discounts

The CBC is in the process of tendering for the stock purchase contract for the period 2012-16. This is due to come into operation in April 2012 and may result in a change in suppliers and improved terms and conditions.

2) Potential to capitalise the stock fund

The service has investigated the options for capitalising the stock fund and have taken advice from other library authorities who are understood to have done so.

To be eligible for capital funding, resources have to demonstrate a long-term value. A number of other authorities have successfully proved that library stock meets this criteria. However, following a 'quick fix' in Year 1, when no interest would be payable, debt charges would apply for servicing the loan, making it more expensive over the long term.

However the Head of Finance has determined that it is not possible to capitalise the stock fund within the rules governing capital and would not be a prudent decision at a time of austerity.

13 Reviewing Public Computer Charges

13.1 In July 2011 Cabinet asked WLIS to explore the impact of removing charges for use of People's Network (PN) public computers in Warwickshire libraries.

13.2 The Warwickshire People's Network provides internet-linked computers for public use in all but two of the county's libraries (Kineton and Hartshill) including on all five mobiles.

13.3 WLIS has reviewed PN provision and the impact of charges introduced in July 2009, which reduced the amount of free PN time available to library members to 30 minutes per day, with a charge of £2 per half-hour thereafter.

13.4 The full PN review findings are provided in Appendix 6. In summary they show a significant reduction in PN usage since the charges were introduced. The income generated from PN charges in the 2010/11 financial year was £40,806.

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13.5   Whilst home computer ownership is gradually increasing it is much less prevalent in households on lower incomes. According to figures released by the Office for National Statistics in August 2011, 23% of households do not have access to the internet and 8.3 million people have never used it.

13.6   Impact of removing computer charges

13.6.1 Removing PN charges would ensure digital access for all, particularly people in deprived communities. It would support WCC's efforts to 'channel shift' - providing services more cheaply electronically. However this would cost around £50,000 per year - an amount WLIS, with more than £2 million of savings to make, simply cannot afford.

13.6.2 In view of the potential benefits of removing the charge from PN public computers a bid has been submitted for consideration as part of the 2012/13 budget process.

14   Service Delivery

14.1   The Library Transformation Programme has been revised to reflect the significant further savings now required. Fifteen separate workstreams are ongoing to take the revised programme forward, with timescales and savings targets, as appropriate.

14.2   Implementation of the savings plans will reshape the library network. Therefore in addition to the community run libraries, in the future, WLIS will provide a three-tier service:

Library Hub - in three main centres of population offering the widest range of services and longest opening hours (up to 50 per week)

Library Local - in 15 locations with opening hours (15 to 35 per week) that reflect local need

Library Direct - online library open 24/7, plus mobile, outreach and housebound reader services

Library hub locations:	Leamington	
	Nuneaton	
	Rugby	

Library local locations:	Alcester	Atherstone
	Bedworth	Coleshill
	Kenilworth	Lillington
	Polesworth	Shipston
	Southam	Stockingford
	Stratford	Warwick
	Wellesbourne	Whitnash
	Wolston	

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15   Future role of Libraries

15.1   The Library Service is increasingly and successfully delivering activities and services on behalf of other organisations and partners from across Warwickshire. The service has been commissioned to provide a wide range of council and non-council services.   This ranges from heritage education sessions in libraries and handling "blue badge" parking applications, to many other services offered on behalf of the Police, and County and District Councils. Our partnership working has led us to sharing buildings and costs with children's centres in Wolston and Wellesbourne and we want to build on this as part of the future strategy for the Library service and as part of the County Council's One Front Door approach and widening the role of libraries as "Community Hubs".

15.2   Libraries are essential to all sections of the community. Free, they are accessible to everyone, regardless of income or age.   Illness or disability are not usually obstacles to going to a library.   No racial, economic or demographic divides exist. Truly, libraries are the first defence against social isolation and well-positioned to play a key part in building bridges between different social groups, particularly our more vulnerable residents.

15.3   The role of libraries has changed from their early inception as they have evolved to remain relevant to the daily activities of their customers across all generations. Although there has been a decrease in the numbers of people borrowing books, where there has been modernisation of the service, evidence has shown a rise in the number of visits, particularly in the children and young people sector.

15.4   Growth has typically seen a surge in accessing electronic titles, in using libraries databases to listen to music, in using computers and going online or in joining reading groups and meeting up for coffee. Rather than just a place to go to 'borrow a book', although promoting reading remains very much at the heart of the service, the library has become *the* physical meeting point for all sections of the community.

15.5   Even for those who have internet access at home, the library is still a place that is welcoming, inspiring and encourages people to come together with like-minded people and 'open their mind'.

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16   Confirmation of Recommendations

16.1   The 14 July 2011 Cabinet report is available on the Warwickshire website ([Cabinet Report 14 July 2011](#)). Paper copies are available in members' group rooms and are being supplied to Cabinet members. Cabinet is asked to confirm the recommendations 1 – 4, 10 and 11 which it agreed on 14 July 2011 and which are set out in paragraphs 2.2.3 of this report.

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23 September 2011

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Warwickshire Library and Information Service - Facing the Challenge

APPENDICES

1   Support for community-run libraries
2   Summary of Community Funding Bids
3   Proposed minimum opening hours
4   Reconfiguring the mobile library service
5   Potential relocation of Stratford-upon-Avon Library (exempt)
6   People's Network public computer charges

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County Council Support to Community-Run Libraries

A)   General Support

- Initial set up training and support. Initial training will cover basic library transactions, such as loan and return of books. The level of training will be dependent on whether the community group opt to use the Library Management System (LMS) or not.
- Ongoing support via telephone and quarterly visits to the community run library. This support will be provided for as long as the community organisation runs the library.

B)   Property

For properties owned by the County Council:

- It is willing to enter into an initial 5 year lease
- It is prepared in principle to lease the premises to a community group at a peppercorn rent for an initial period of one year.
- After that (2nd – 5th year), and subject to an annual review of the service being provided, the lease may continue at an appropriately discounted rental, for a period of up to 5 years in total.
- The lease can be broken at any time on giving six months notice.
- The 'appropriately discounted rental' referred to above would be negotiated with the community based on the community/social benefits which are being provided. The starting point for the County Council would be market value, which the County Council would then discount appropriately. In some circumstances this could be nil, i.e. a peppercorn rent.

C)   Book Stock

- Allow each community library to retain its current level of book stock
- Undertake quarterly stock maintenance which requires checking of stock for items to be discarded
- Undertake stock cataloguing and processing
- Provide access to all of the Warwickshire library stock for those communities using the Library Management System (LMS) system
- Provide local delivery of customers' orders

In addition we could also liaise with our book suppliers, on behalf of the community group, to encourage them to offer any discounts we receive as part of our current contracts with them.

D)   Equipment

- Use of existing library fixtures and fittings such as shelving, tables, chairs and counters at no cost to the community

Existing photocopiers, etc. owned by the County Council could be provided at no cost to the community, but ongoing maintenance/running/replacement costs would have to be met by the community group.

Any leased equipment may be transferred, subject to the current lease agreement, but all future lease payments and running costs would have to be met by the community group.

In order to secure best value and take advantage of the County Council's call off contract, a self-service machine can be purchased on behalf of community groups. This equipment will remain the property of the County Council. However, community groups will need to fund an annual maintenance fee.

F) **IT**

The County Council is currently looking to explore and adopt more flexible arrangements to support local communities regarding their IT requirements especially where a community is looking to operate a community library from its village hall, community centre, etc. This model of operating will be more in line with a community library model, but will have some differences because some community libraries would no longer be physically connected to the County Council IT network.

The following outlines proposals for how the County Council may be able to provide support for the varying locations.

1. **Operating from a County Council Library Building**

The County Council will:

- Provide the computerised Library Management System (LMS) – if required, for loan issues and returns, including one LMS PC within the existing library premises.
- Provide one public access personal computer (PC) to each community library to include access to the 'virtual' library on-line resource. Please note the County Council will retain ownership of all personal computers provided.
- Any computers provided by the County Council will be provided with licences included. The licences will be provided for as long as the community organisation continues to run the library.
- Provide initial set up training and support. Initial training will cover basic library transactions, such as loan and return of books. The level of training will be dependent on whether the community group opt to use the Library Management System (LMS) or not.

In summary the County Council will provide and support at no cost to the community:

- Network line connection
- 1 Local Management System PC
- 1 People's Network PC
- WiFi to allow community libraries and the public to connect their PCs to the internet

For the PCs provided by the County Council, linked to its network, any access to the internet will be filtered, i.e. provides protection from children accessing inappropriate 'websites'.

In addition to the above the County Council will:

- Allow the community group to retain current public access PCs, after they have been appropriately 'cleaned', that can be connected to the community's connection facilities via WiFi facilities. There will be a one-off cost of £50 (excl. VAT) per PC for 'cleaning' and a WiFi adaptor. However, once supplied there will be no ongoing support or warranty supplied to those PCs.

2. Operating from a Community Building

a) Community operating from its own premise where IT connectivity (broadband and WiFi) already exists

The County Council is currently considering the following proposal, subject to successful proof the concept works:

- Using the communities connection facilities
- That the County Council will contribute up to £500 per annum towards the cost of such a connection
- Provide the computerised Library Management System (LMS) – if required, for loan issues and returns, including one LMS PC.
- Provide initial set up training and support. Initial training will cover basic library transactions, such as loan and return of books. The level of training will be dependent on whether the community group opt to use the Library Management System (LMS) or not.
- Allow the community group to retain current public access PCs free of charge after they have been appropriately 'cleaned', that can be connected to the community's connection facilities. However, once supplied there will be no ongoing support or warranty supplied to those PCs.

The above proposal is currently being tested at a community site, particularly in relation to the broadband service available.

In summary the County Council will provide:

- Up to £500 per annum towards the line and broadband
- 1 Local Management System PC with support
- Current public access PCs free of charge, without software or warranty

Under such arrangements the County Council is **unable to provide**:

- Filtered access to the internet. This will need to be provided by the local community group
- Access to some library subscription databases, for example, the 'Ancestry' system

b) **Community operating from its own premise with currently no IT connectivity**

As above, but the community will need to purchase the internet connection line.

3. **Issues still to be confirmed**

The proposed solution for operating from a community building, 2) above, is subject to:

- Testing of the approach
- Broadband availability at the proposed location
- Legality of using commercial broadband facilities for community libraries
- Community groups understanding their responsibility in relation to 'filtering', i.e. providing protection from children accessing inappropriate 'websites'.

Summary of Community Funding Bids

Baddesley Ensor

Description	Total £	Capital £	Big Society £	Community Grant £	Parish Council/ Village Hall £	Volunteer Bureaux/ Leader Bid £
Set Up Costs						
Modification of building - convert 2 rooms at village hall	13,480	10,000			3,480	0
Frontage for existing library shelves for security purposes	500	500				0
Relocation of books to current site and general support	6,800		6,800			
IT Equipment and furniture	4,850			4,850		
Total	**25,630**	**10,500**	**6,800**	**4.850**	**3.480**	**0**
Ongoing Costs						
Ongoing training of volunteers	500	0	0		0	500
Total	**500**	**0**	**0**		**0**	**500**

Bedworth Heath

Description	Total £	Capital £	Big Society £
Set Up Costs			
Advertising leaflets	500	500	0
Provision of signage at front and side of Community Centre	400	400	0
Move existing wall mounted furniture to facilitate book shelves/redecorate affected walls	200	200	0
Planning application costs in respect of signage	95	95	0
Total	**1,195**	**1,195**	**0**

Note: Some of the above expenditure (shaded above) cannot be classified as capital. It is proposed that such expenditure should be funded from the Big Society Fund.

Bidford

Description	Total £	Capital £	Big Society £	Comm- unity Grant £	Parish Council £	Other
Set Up Costs						
Purchase of 1 x RFID (self service) machine with payment facility	10,000	10,000	0	0	0	0
Purchase of 3 community computers	200	200	0	0	0	0
Viability of library in the first year	5,000	0	5,000	0	0	0
n/a	2,000	0	0	2,000	0	0
Neighbouring Parish Councils	1,000	0	0	0	1,000	0
Total	**18,200**	**10,200**	**5,000**	**2,000**	**1,000**	**0**
Ongoing Costs						
Bidford Parish Council – General	5,000	0	0	0	5,000	0
Other Grants	2,500	0	0	0	0	2,500
Friends of Bidford Library	1,500	0	0	0	0	1,500
Total	**9,000**	**0**	**0**	**0**	**5,000**	**4,000**

Bulkington

Description	Total £	Capital £	Big Society £
Set Up Costs			
Modification of building – kitchen alterations, including serving hatch, to facilitate cafe and ladies toilet alterations and general decoration. Supply and fit water heater and supply and plumb in dishwasher. Create internet café and move library shelving, make good walls and decorate.	8,240	8,240	0
Furniture and equipment, chairs, stools, display units, table etc.	1,657	1,657	0
Supply and fit 2 security grilles to rear windows.	1,240	1,240	0
Signage: automatic doors, main sign, screens in 2 locations	600	600	0
Supply cups, saucers, mugs, plates and cutlery	600	600	0
Supply 4 WCC computers modified for WiFi	240	240	0
Training sessions	1,680	0	1,680
Displays, promotional material and stationary	902	0	902
Day to day running costs of running Community library	1,275	0	1,275
Total	**16,434**	**12,577**	**3,857**

Dordon

Description	Total £	Capital £	Big Society £	Community Grants £
Set Up Costs				
Modification of building – portioning across main room and concertina doors; provide external door in place of window and adjust external paving to suit external door; provide door through to kitchen/toilet and modify existing door into kitchen.	15,000	15,000		
Day to day operational costs	8,425		8,425	
Training (Health & Safety, First Aid etc)	6,785		3,000	3,785
Total	**30,210**	**15,000**	**11,425**	**3,785**

Dunchurch

Description	Total £	Capital £	Big Society £	Community Grant £	Rugby BC £	Parish Council S106 £
Set Up Costs						
Building modification to improve building facilities for multi-purpose use incorporating better toilet facilities and provision of a Parish Council facility.	15,000					
Intelligent RFID system	15,000	15,000				
Tables, chairs, drinks machine	5,110			5,110		
Take ownership of premises / lease	10,000		10,000			
Total	**45,110**	**15,000**	**10,000**	**5,110**	**10,000**	**10,000**

Note: The above funding bids exceed the breakdown of expenditure provided

Harbury

Description	Total £	Capital £	Big Society £	Comm-unity Grant £
Set Up Costs				
Modification of building – anti slip floor for kitchen and café area, construction of counter for kitchen, upgrade electrics for kitchen and café, kitchen cupboards, kitchen ventilation, plumbing and heating alterations etc.	11,160	11,160	0	0
Improve front entrance, new planting, new railings, seats	2,100	2,100	0	0
Signage, internal and external	1,200	1,200	0	0
Redecoration including re-hanging existing doors	600	600	0	0
Extra moveable shelves	240	240	0	0
Establishment of Community Café	6,981	0	6,981	0
Internet and computer related expenditure	980	0	0	980
Total	**23,261**	**15,300**	**6,981**	**980**

Hartshill

Description	Total £	Capital £	Big Society £	Parish Council £
Set Up Costs				
Purchase of 1 x RFID system	11,000	11,000		0
Refurbishment of room including fixtures and fittings			11,000	
Total	**22,000**	**11,000**	**11,000**	**0**
Ongoing Costs				
General support (for 4 years)	Up to 2,000	0	0	Up to 2,000
Total	**Up to 2,000**	**0**	**0**	**Up to 2,000**

Henley

Description	Total £	Capital £	Big Society £	Community Grant £	Parish Council £	S106 £	Other £
Set Up Costs							
Awaiting detailed breakdown	26,450	6,250	5,000	3,000		7,200	5,000
Total	**26,450**	**6,250**	**5,000**	**3,000**	**0**	**7,200**	**5,000**
Ongoing Costs							
Rent	2,500	0			2,500	0	0
General running costs	2,100	0			2,100	0	0
Total	**4,600**	**0**			**4,600**	**0**	**0**

Keresley

Description	Total £	Capital £	Big Society £	Community Grant £
Set Up Costs				
Modifications – remodel interior to provide space for additional services such as job club, yoga etc. Improvements to toilet and kitchen area. Build a coffee bar and internet café area and furnish with tables, sofa magazine racks, as well as laptops	10,000	10,000		
Tables, chairs, reception unit, notice board, magazine racks etc.	11,893	11,893		
Computer equipment, laptops, printers, software etc.	8,986	8,986		
Storage trolley	3,792	3,792		
Coffee machine	540	540		
Set up costs – legal, printing and advertisements etc.	5,000			5,000
Details to be confirmed	25,444		25,444	
Total	**65,655**	**35,211**	**25,444**	**5,000**

Kineton

Description	Total £	Capital £
Set Up Costs		
Broadband connection	500	500
Total	**500**	**500**

Kingsbury

Description	Total £	Capital £	Big Society £	Community Grant £	Biffa £	Other £
Set Up Costs						
Relocate and set up library on school site	100,000	100,000	35,000		30,000	20,000
Support for equipment and training, new website and IT equipment	5,000			5,000		
Total	**105,000**	**100,000**	**35,000**	**5,000**	**30,000**	**20,000**

Note: The school is seeking to reduce its reliance on the WCC Capital Fund by making bids to all the other potential funds detailed above. The above funding bids exceed the breakdown of expenditure provided.

Studley

Description	Total £	Capital £	Big Society £	Community Dev. Fund £	Parish Council/ Village Hall £	SITA Trust £
Set Up Costs						
Modifications – alterations to old police office, furniture and fittings, security systems, signage, redecoration etc.	7,500	6,000	0	0	1,500	0
Modifications – alterations to dressing rooms, heating controls, new lighting, carpets, signage etc	8,000	0	0	0	0	8,000
Advertise and promote community library and volunteer training	1,650	0	1,150	500	0	0

Total	**17,150**	**6,000**	**1,150**	**500**	**1,500**	**8,000**

Water Orton

Description	Total £	Capital £	Big Society £	Comm-unity Dev. Fund £	Parish Council/ Village Hall £	Other £
Set Up Costs						
New annex building off existing building, including toilets, lobby and kitchen area.	34,000	10,000		5,000	5,000	14,000
Shelving, partitioning, screening and chairs	6,000					6,000
Day to day running costs	10,000		10,000			
Total	**50,000**	**10,000**	**10,000**	**5,000**	**5,000**	**20,000**

Appendix 3

Proposed minimum opening hours: North Warwickshire

Library	opening hours	change
Atherstone	35	down 17
Coleshill	20	down 12.5
Polesworth	27	none

Proposed minimum opening hours: Nuneaton and Bedworth

Library	opening hours	change
Bedworth	35	down 13
Nuneaton	50	down 8
Stockingford	20	down 33

Proposed minimum opening hours: Rugby

Library	opening hours	change
Rugby	50	down 5.5
Wolston	15	none

Proposed minimum opening hours: Stratford

Library	opening hours	change
Alcester	35	down 5
Shipston	20	down 10
Southam	35	down 12.5
Stratford	35	down 18
Wellesbourne	20	down 9

Proposed minimum opening hours: Warwick

Library	opening hours	change
Kenilworth	35	down 16
Leamington	50	down 6.5
Lillington	20	down 17.5
Warwick	35	down 16.5
Whitnash	15	down 30

Warwickshire Library and Information Service - Facing the Challenge

RECONFIGURING THE MOBILE LIBRARY SERVICE

The implementation of savings plans and the ongoing transformation of Warwickshire Library and Information Service (WLIS) require changes to the mobile library service, which must reduce costs and potentially visit extra locations.

On 14 July 2011 Warwickshire County Council (WCC) Cabinet approved a series of measures to achieve target WLIS savings of £2 million. These included the transfer to community management or closure of 16 libraries, and reducing the mobile library fleet from five vehicles to three.

Background

Mobile libraries offer an important and much-valued service to many people in outlying parts of the county and deprived neighbourhoods. Currently 75% of the mobile library stops are rural and 25% urban. Around one quarter of all stops are at sheltered housing for older people.

The present fleet of five 7.5 tonne vehicles were commissioned in 2005 to provide improved disabled access, better fuel economy (a 50% improvement on the previous 14 tonne mobiles), increased manoeuvrability and easier parking, a compact but user-friendly layout with sufficient room for stock, and onboard computers. These offer public access to the internet, via 3G telephone technology, and allow drivers to access WCC systems.

A wholesale review of mobile library provision in Warwickshire was conducted three years ago. Stops, routes and schedules were revised as a result to ensure maximum benefit from the resources available. At the same time WLIS recognised that the mobile service could not - and should not try to - be all things to all people. Target audiences should clearly be those who would be around to use the service when the mobile library called - retired people, parents and carers with children under school-age, and unemployed job-seekers.

Stops and stock

Between them the five vehicles currently make 515 stops on a three-weekly cycle, covering locations from Newton Regis in the north of the county to Long Compton in the south. Geographically, 41% of all stops are in Stratford District, 20% in Warwick District, 18% in Rugby Borough, 14% in North Warwickshire Borough, 7% in Nuneaton & Bedworth Borough and 9% in Solihull.

Stop times are determined by the number of people regularly using the service. The average number of regular customers at each stop varies from three to 20. Take-up is continually monitored to ensure stops remain relevant to customer needs and local demand.

As well as their regular routes the mobiles provide cover temporary library closures such as Henley and Kineton, where customers commented favourably on the range and quality of stock onboard.

Stock is refreshed every three weeks, on off-road days at mobile depots, and includes fiction, non-fiction, large print and talking books, together with books for the under-5's and a selection of jigsaws.

Shared services

Since April 2011, WLIS has also been successfully providing a mobile library service to Solihull under a service level agreement, with joint savings, between the two library authorities, of around £100,000.

Issues to Solihull customers have been steadily rising since Warwickshire took over their routes, and extra stops have been requested. Other neighbouring library authorities are also expressing interest in Warwickshire providing a mobile service for their users.

Customers, compliments and concerns

There are currently 5,500 registered mobile library service customers, the majority of whom are over retirement age or very elderly. Mobile libraries are used by an increasing number of parents and carers of pre-school children who are at home when the mobiles call. Visits are also made to some children's centres and nurseries in Warwickshire.

Feedback from the National Library Survey 2009 showed a satisfaction level among Warwickshire mobile library customers of 98.36%. The consultation roadshow events held on the mobile libraries in 2011 again attracted praise for the staff and service - and deep concern at the prospect of cuts, notably from older customers who don't drive and/or would struggle to carry heavy books any distance, and nurseries that highlighted the positive influence on children of being able to choose books.

Other concerns voiced were about the mobile library being a social focus and, in some cases, one of the few remaining services in their community - and a perceived need for more mobiles, not fewer, if static libraries were to close.

Since April 2011, we have received more than 1,000 compliments from regular mobile customers.

The mobile library service is a very valued service but has to be seen in the context of high operating costs coupled with a higher cost per visit than that of a static library and rising fuel costs.

Reconfiguring the service

The current mobile library fleet is due for replacement in 2014, presenting an opportunity to reconfigure the service and achieve further savings. Reducing the fleet from five vehicles to three would save an estimated £95,000. The mobile library service may, however, be required to cover additional stops in places that will lose their library unless a 'robust' business case for a community-run alternative is submitted and approved by Cabinet.

The reconfiguration of the service is a real opportunity for the service to look at how we can expand the variety of services available looking at taking services to teenagers and delivering advice and information (utilizing experience from the 'Bob the Bus model').

Extra capacity could be achieved by:

- Reassessing existing routes and adjusting stop times
- Removing stops regularly used by fewer than four customers
- Reassessing the service offer to sheltered complexes where customers numbers are low
- Referring some customers to the housebound/home delivery service, as appropriate
- Delivering mobile library services on Saturdays and/or Sundays (at extra cost)
- Reducing the frequency of visits from three-weekly to four-weekly
- Ensuring mobile libraries spend minimal time travelling to enable the maximum amount of time to be spent with the public

Impact on schedules

Maintaining three-weekly schedules with three vehicles would result in a reduced capacity of 26 service delivery days and the loss of around 200 stops.

Reducing the frequency of visits to four-weekly with three vehicles would result in the loss of around 80 stops.

It would no longer be possible to deliver a service to mobile stops where regular use had fallen below the minimum criteria of four customers.

More than 200 stops would fall into this category, 60 of which would leave their communities with no stop at all - including Picadilly, Corley Moor and Curdworth in the north, Stretton on Fosse in the south, and Willoughby in the east.

Impact on customers

Travelling distances to other mobile stops or static libraries would impact on rural users, people on low incomes and those with a disability or mobility issue - further exacerbated by the reduction in rural bus services in Warwickshire. Some, but not all, could be eligible for the housebound/home delivery service.

In terms of equality, the changes would have a disproportionate impact on females who make up the greater percentage of mobile library users.

Future Provision

Exploratory work will determine what future mobile library provision may be required to serve the diverse needs of the county. We envisage the newly-configured mobile library service will have a wider and more multifunctional role, taking a range of local information, services and advisors to people in outlying communities.

Background research

As part of the exploratory process we have looked at how other authorities are reconfiguring their mobile library services: Bexley, Devon, Ealing, Hammersmith and Fulham, Hampshire, Herefordshire, Hertfordshire, North Yorkshire, Staffordshire and Surrey.

The need to make savings is a constant, and a variety of solutions are being considered or implemented. These include reducing the mobile library fleet, reviewing stops and schedules, later weekday and extra weekend visits, introducing charges, using volunteers to deliver services, partnership arrangements and/or contracted out provision, and withdrawing the service altogether.

More radical solutions include a home delivery service only - based on health and mobility needs, and a web-based replacement for mobile libraries with loan items selected online for delivery by volunteers.

Key considerations for authorities looking to maintaining a mobile library service appear to be the viability of little-used stops, their proximity to static libraries, and the overall time mobiles spend in transit between calls.

The way forward for Warwickshire

We already work with partners such as Warwickshire Police who send Community Support Officers out with mobile libraries. Our housebound reader service is run almost entirely by volunteers, managed by WLIS in partnership with Age UK. And we provide commissioned mobile library services to Solihull under contract. However, the research does reveal some common ground and useful ideas:

Community events

We will revisit established community events, such as village hall coffee mornings, to see if mobile visits could coincide.

Online information

We will review and revamp online information about the mobile library service to include a map option and poster for customers to download.

Supermobile

We are exploring the options for a 'supermobile' that could offer a wider range of partner and one-stop-shop services to communities losing their static library and other venues such as business parks (see 'fleet options' below).

Service criteria

Investigation will be undertaken to ensure that the vehicles are garaged around the county close to delivery areas, where possible sharing garaging costs with other partners. This will reduce the amount of time spent travelling to communities allowing for more time to be spent delivering the service.

We will look at improving the ratio between drive time and stop time, currently averaging 55% and 45% respectively. Ours is a largely rural service covering a county of 736 square miles, so there will be a limit to how far travel-time can be reduced without compromising services that meet other criteria.

Similarly we will review the minimum distance of mobile stops from the nearest static library, excluding stops at sheltered accommodation. This review will take into account the changes to public transport in Warwickshire which have had an adverse impact on many rural communities. The position will become clearer when we know if any of the 16 unsustainable static libraries cannot be transferred to community management have to close.

Evenings and weekends

We have costed the options for extended mobile library operating hours, using three vehicles for longer - at evenings and weekends. For example, three mobiles operating a Saturday service would cost £520 per week or £24,000 per year. Estimated additional operating costs for three mobiles operating evening services, five days a week, would be £1,200 per week or £57,000 per year.

Future plans for the development of mobile library services will include where possible extending the service through the use of volunteers.

Extending the current operating hours would appear to make sense but would not necessarily be popular with customers. We know, from past experience, that children and older people may not want to visit the vehicle on dark evenings. One issue to be considered is a seasonal mobile library service with an extended schedule during summer months.

Future fleet

The review will consider a variety of possible options. We will look at the benefits of having a mixed fleet of vehicles of different sizes to deliver different services e.g. A large leased vehicle or 'travelling advice centre' (HGV class) would provide a range of services - including library, 0ne Stop Shop and partnerships - in larger villages, staying for up to half a day combined with smaller, 'Transit'-sized vehicles would be more economical to run and could provide mobile services to customers in small hamlets, as well as delivering housebound collections to sheltered accommodation with limited access.

Warwickshire Library and Information Service - Facing the Challenge

PEOPLE'S NETWORK PUBLIC COMPUTER CHARGES

In July 2011 Cabinet asked WLIS to explore the impact of removing charges for use of People's Network public computers in Warwickshire libraries:

Background

The Warwickshire People's Network (PN) was set up, with the help of Government funding, some years ago. The network provides at least one internet-linked computer, for public use, in each of the county's libraries (with the exception of Kineton and Hartshill), with larger branches having banks of PN computers. More recently, Wi-Fi technology has allowed internet-linked public computers to be made available on all five Warwickshire mobile libraries (signal permitting).

Charging for time on PN computers has always been contentious. Many feel that access to the internet, like book loans, should be free in libraries. However, mounting budgetary pressures could not be ignored and were behind Cabinet's decision, in May 2009, to make changes.

Public Libraries are at the forefront of the governments drive for 'Digital Inclusion'. Digital inclusion is a priority for the coalition government, seen as key to future economic success and competitiveness, social inclusion and community cohesion, and to the efficient and effective delivery of government services and information.

In 2010, there are an estimated 9.2 million people in the UK who don't, won't or can't use computers and the internet. Significantly, those already at a social or financial disadvantage are more likely to be off-line, and missing out on the benefits digital technologies can provide. Levelling the digital playing field is an important step towards social equity, and the goal Libraries with Peoples Network computers are working towards.

Revised charges
WLIS introduced new PN charges in July 2009 following a review and public consultation. The new rates gave library members their first 30 minutes free, per day, with a charge of £2.00 per 30 minutes thereafter. The charge for non-members/visitors was set at £2.50 per 30 minutes. Concessions were restricted to members who were visually impaired or had learning difficulties.
Previously customers had been entitled to 60-minutes free per day. However, they could get extra free hours, throughout the day, providing there was a gap of

15 minutes between sessions.

Effect

The charges implemented in July 2009 proved unpopular and resulted in lower usage. The total minutes customers spent on PN computers fell by 65% in the first year, and less than a quarter of the £200,000 income target set at the time was achieved. However, the number of PN sessions fell by only 6% - showing that most customers were using their free time and then logging off.

In response to falling use and the need for further economies, the number of PN computers (excluding OPACs) has since been reduced from 250 in 2009 to 229 in 2011.

Comparative figures

	July 2008 - June 2009 (before new charges)	**April 2010 - March 2011**
PN customer sessions	457,012	411,639
PN customer hours	250,390	149,077
Time PN computers in use	45%	22.13%
Income generated	£13,796 (all guest)	£27,334 (members)
		£9,972 (guest)
		£3,500 (silver surfers*)
		Total: £40,806

*Based on 9 months accounted income for year

Note: the introduction of self-service has contributed to session numbers as OPAC sessions for catalogue and account enquiries are now counted by the system.

Home computer ownership

We might expect PN usage to gradually fall as more people have computers at home. According to figures published by the Office for National Statistics (ONS) in November 2010, the percentage of households owning a home computer rose from 70% in 2007 to 75% in 2009. Households with an internet connection rose from 66% in 2008 to 71% in 2009.

However, the ONS reported considerable variation across society with home computer ownership at 98%, in 2009, for households in the highest income group, down to 38% for the lowest.

Needless to say, one computer may not be sufficient to give a whole family ready access. Children, for example, might need to do their homework at the same time.

Impact of removing PN charges

Removing PN charges would ensure digital access for all, particularly people in deprived communities. It would support WCC's efforts to 'channel shift' - providing services more cheaply electronically. But it would cost around £30,000 per year - an amount WLIS, with more than £2 million of savings to make, simply cannot afford. Members may decide, as part of the budget-setting process next February (2012), to allocate extra funds so that PN charges can be removed.

Cabinet may wish to consider removing charges for Warwickshire library members but retaining those applied to non-members or 'guests' - which generate valuable income. The £30,000 per annum quoted above is the income from members and silver surfers. The additional income from guests is approximately £11,000 per annum.

AGENDA MANAGEMENT SHEET

Name of Committee	**Communities Overview and Scrutiny Committee**
Date of Committee	**10 October 2011**
Report Title	**Work Programme 2011-12**
Summary	This report outlines the draft work programme for the Committee
For further information please contact:	Dave Abbott Democratic Services Officer Tel: 01926 412323 daveabbott@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	No
Background papers	None

CONSULTATION ALREADY UNDERTAKEN: Details to be specified

Other Committees	☐	....
Local Member(s)	☒	N/A
Other Elected Members	☐	
Cabinet Member	☐	....
Chief Executive	☐	....
Legal	☐	....
Finance	☐	....
Other Strategic Directors	☐	
District Councils	☐	....
Health Authority	☐	....
Police	☐	....
Other Bodies/Individuals	☐	

Warwickshire
County Council

FINAL DECISION: No

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐	*...*
To Council	☐	*...*
To Cabinet	☐	....
To an O & S Committee	☐	
To an Area Committee	☐	....
Further Consultation	☐	....

Warwickshire
County Council

Communities Overview and Scrutiny Committee
10 October 2011

Work Programme 2011-12

Report of the Chair of the Communities Overview and Scrutiny Committee

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Recommendation

The Communities Overview and Scrutiny Committee is recommended to agree the work programme, to be reviewed and reprioritised as appropriate throughout the year.

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1.   Summary

The Committee's Work Programme is attached as Appendix A. The Work Programme will be reviewed and reprioritised throughout the year so that the Committee can adopt a flexible approach and respond to issues as they emerge.

CLLR WHITEHOUSE
Chair of the Communities Overview and Scrutiny Committee
Shire Hall
Warwick

10 October 2011

Warwickshire
County Council

Communities O&S Work Programme 2011-12

| | | | Type of review | | | | Link to corporate priorities | | | | |
| | | | | | | | Ambition 1

Community and Customers | Ambition 2

Safety and Protection | Ambition 4

Enterprise, Transport and Tourism | Ambition 5

Environment and Housing | Ambition 7

Organisation |
MEETING DATE	**ITEM AND RESPONSIBLE OFFICER** High priority Medium priority Low priority	**OBJECTIVE OF SCRUTINY**	Performance Management	Holding Executive to Account	Policy Review / Development	Overview					
10 October 2011	Libraries Transformation (Kushal Birla)	To consider the changes to the Library service.		✓	✓		Reconfigure the Library Service.				Focus and rationalise local council services.
06 December 2011	Major Infrastructure (Adrian Hart / Roger Newham)	To scrutinise how WCC secures transport infrastructure to support major development, using the LEP as a case study.				✓			Improve accessibility and transport options within Warwickshire.		
	Service Impact of Staffing Reductions (Mark Ryder, Louise Wall, Graeme Fitton, Kushal Birla)	To consider the impact of staff reductions across all service areas and submit its views to the O&S Board.	✓	✓			This item potentially relates to all service ambitions.	This item potentially relates to all service ambitions.	This item potentially relates to all service ambitions.	This item potentially relates to all service ambitions.	Slim down the organisation and encourage innovation.
	Quarterly Performance Report	To review the quarterly performance of services within the Committee's remit.	✓	✓							
09 February 2012	Fire and Rescue Service Improvement Plan (Gary Phillips)	To scrutinise implementation of the improvement plan and assess the impact of fire station closures.	✓	✓				Reduced number and severity of fires, and fire related injuries and deaths.			Slim down the organisation and encourage innovation.
	Community Fire Safety (Gary Phillips)	To scrutinise the effectiveness of Community Fire Safety.	✓		✓			Reduced number and severity of fires, and fire related injuries and deaths.			
	Community Policing (Martin McNevin)	To assess the impact of the changes to Community Policing.	✓		✓			Reduced levels of crime and anti-social behaviour.			
12 April 2012	HS2 – WCC Strategy (Mandy Walker)	(If HS2 goes ahead) To scrutinise the strategy for mitigation of negative impacts and assess how to make the most of the benefits for Warwickshire.			✓					Maintain our natural environment for future generations.	
	Fire Control (Gary Phillips)	To consider proposals for Fire Control.			✓			Reduced number and severity of fires, and fire related injuries and deaths.			
	The Impact of Bus Service Reductions on Communities (Dan Green)	To scrutinise the impact of the changes to transport provision for service users.		✓	✓		Customers are able to access services more effectively.		Improve accessibility and transport options within Warwickshire.		
13 June 2012	Road Safety (Estyn Williams)	To assess the impact of the changes to safety camera operation.		✓	✓			Warwickshire residents are safe on our roads.			
	Anti-Social Behavior (Mark Ryder)	To assess strategies in place to reduce ASB and the impact of changes to public service provision on ASB (e.g. changes to the Youth Service).		✓	✓			Reduced levels of harm caused by anti-social behaviour.			
	Highways Contract (Andrew Savage)	To scrutinise the effectiveness of the new highways contract with Belfour Beatty.	✓	✓				Proactively maintain the highways network to a safe standard, working with partners to do so.			Work with other public sector organisations to integrate services.
	Street Lighting (Jeff Welsby)	To scrutinise the changes to street lighting following budget savings.	✓		✓						

Communities O&S Work Programme 2011-12

MEETING DATE	ITEM AND RESPONSIBLE OFFICER High priority Medium priority Low priority	OBJECTIVE OF SCRUTINY	Type of review				Link to corporate priorities				
			Performance Management	Holding Executive to Account	Policy Review / Development	Overview	Ambition 1 Community and Customers	Ambition 2 Safety and Protection	Ambition 4 Enterprise, Transport and Tourism	Ambition 5 Environment and Housing	Ambition 7 Organisation
Items to be timetabled											
	Climate Change	To scrutinise the effectiveness of the Climate Change Partnership. To review the outcomes achieved by the Climate Change Partnership.	✔	✔						Reduce CO2 emissions in the public sector. Support community to tackle climate change. Explore sustainability.	
	Waste Contract – New Technologies	To scrutinise the impact of the new waste technologies.			✔					Reduce the amount of waste sent to landfill.	Work with other public sector organisations to integrate services.
	Review of the Corporate Business Plan		✔		✔						
	Standing Item - Quarterly Performance Reports		✔	✔							
Briefing notes											
	S106 Agreements (Jasbir Kaur)	To outline the extent to which local authorities adopt a consistent approach to S106 agreements. To provide an update on S106 outlined in report presented to Environment OSC on 19/02/09.				✔					
	Review of Domestic Support Services in Warwickshire Kate Nash/Sue Ingram	Proposals following the outcomes of the Consultation on Review of Domestic Support Services in Warwickshire				✔		Work with the Police to reduce levels of domestic violence.			