

Resources and Fire & Rescue Overview and Scrutiny Committee

25 April 2018

Agenda

The Resources and Fire & Rescue Overview and Scrutiny Committee will meet in **Committee Room 2, Shire Hall, Warwick on Wednesday 25 April 2018 at 2 p.m.**

Please note that this meeting will be filmed for live broadcast on the internet. Generally, the public gallery is not filmed, but by entering the meeting room and using the public seating area you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. All recording will be undertaken in accordance with the Council's protocol on filming and use of social media.

The agenda will be:

1. General

(1) Apologies

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

Members are required to register their disclosable pecuniary interests within 28 days of their election or appointment to the Council. A member attending a meeting where a matter arises in which s/he has a disclosable pecuniary interest must (unless s/he has a dispensation):

- Declare the interest if s/he has not already registered it
- Not participate in any discussion or vote
- Must leave the meeting room until the matter has been dealt with (Standing Order 39).
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests must be declared in accordance with the Code of Conduct. These should be declared at the commencement of the meeting.

(3) Minutes of the meeting of the Resources and Fire & Rescue Overview and Scrutiny Committee held on 28 February 2018

All public papers are available at www.warwickshire.gov.uk/cmis

2. Public Question Time

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Overview and Scrutiny Committee. Questioners may ask two questions and can speak for up to three minutes each. To be sure of receiving an answer to an appropriate question, please contact Helen Barnsley 5 working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council representatives are aware of the matter on which you wish to speak.

3. Questions to the Portfolio Holders relevant to the Overview and Scrutiny Committee

Up to 30 minutes of the meeting is available for the Committee to put questions to the Leader and Portfolio Holders on any matters relevant to the remit of the Overview and Scrutiny Committee.

4. Work Programme 2017/18

To consider the Committee's proposed Work Programme and future areas of scrutiny activity.

5. Update on the delivery of Digital Services and Usage of the Library Service

This report provides an overview on the performance of the Warwickshire Library Service and an update on digital services delivered by the service.

6. Urgent Matters

At the discretion of the Chair, items may be raised which are considered urgent (please notify Democratic Services in advance of the meeting).

7. 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'.

EXEMPT ITEMS FOR DISCUSSION IN PRIVATE (PURPLE PAPERS).

8. Eastern Shires Purchasing Organisation (ESPO) - Update Report

This report provides an update on the key issues and current initiatives of the ESPO.

9. Property Services Review & Facilities Management and Construction Delivery Options

This report provides a review of property services and future delivery options.

The next meeting of the committee has been scheduled for Wednesday 11 July 2018 at 2:00pm in Committee Room 2.

David Carter
Joint Managing Director
Shire Hall
Warwick

Resources and Fire and Rescue Overview and Scrutiny Committee **Membership for the meeting 25 April 2018**

Councillors:

Parminder Singh Birdi (Vice-Chair), Sarah Boad, John Cooke, Andy Crump, Judy Falp, Pete Gilbert, Andy Jenns, Maggie O'Rourke, Bill Olnor and Heather Timms (Chair)

Portfolio Holders:-

Councillor Peter Butlin – Deputy Leader

Councillor Kam Kaur – Customer and Transformation

Councillor Howard Roberts – Fire and Community Safety

For queries regarding this agenda, please contact:

Helen Barnsley, Democratic Services Officer
Tel: 01926 412323, e-mail: helenbarnsley@warwickshire.gov.uk

**Minutes of the meeting of the
Resources and Fire & Rescue Overview and Scrutiny Committee
held on 28 February 2018**

Present:

Members of the Committee:

Councillors Parminder Singh Birdi (Vice-Chair), Sarah Boad, John Cooke, Andy Crump, Andy Jenns, Bill Olnier, Maggie O'Rourke and Heather Timms (Chair)

Other County Councillors:

Kam Kaur - Portfolio Holder for Customer & Transformation

Howard Roberts – Portfolio Holder for Fire & Community Safety

Officers:

Helen Barnsley - Democratic Services Officer

John Betts - Head of Finance

David Carter - Joint Managing Director (Resources)

Sarah Duxbury - Head of Law and Governance & Interim Head of Human Resources and Organisational Development

Tricia Morrison - Head of Performance and Interim Head of ICT Services

Rob Moyney - Deputy Chief Fire Officer

Steve Smith - Head of Property Services

Sushma Soni - Performance & Improvement Officer (Policy Lead)

1. General

(1) Apologies

None

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

None

(3) Minutes of the meeting held on 20 December 2017

Resolved

That the minutes of the meeting held on 20 December 2017 be signed as correct.

Matters Arising

There were no matters arising

2. Public Question Time

There were no public questions received or presented at the meeting.

3. Questions to the Portfolio Holders relevant to the Overview & Scrutiny Committee

- Following a question from Councillor Sarah Boad regarding the recent announcement of the Fire Service Memorandum of Understanding between the County Council and West Midlands Fire Service, Councillor Howard Roberts, Portfolio Holder for Fire & Community Safety was able to confirm that in-depth talks had not yet started, however three initial areas had been identified –

- Control Centre
- Training
- Provision of support to Health and Social Care

Councillor Roberts was able to confirm that the talks are expected to result in a better, forward looking fire service. It was agreed that regular updates would be provided to the Committee and that this may require additional meetings to be organised.

- Following a question from Councillor Andy Jenns relating to the additional expenditure incurred on the Hawkes Point project, Steve Smith, Head of Property Services, agreed to provide the business case information to the Committee by the next meeting in July 2018.

- Councillor Maggie O'Rourke requested information relating to the staff sickness levels in the fire service. Councillor Kam Kaur, Portfolio Holder for Customer and Transformation, confirmed that the Staff and Pensions Committee received a full report on the matter. Members of the Committee were asked to note that some of the sickness levels in the fire service were as a result of injuries that had occurred outside of work and that this was a situation that could not be predicted. It was confirmed that there was no risk to any service in the county council as a result of any current sickness levels.

4. Work Programme 2017-18

The Chair proposed that the following items be added to the Committee's work programme -

- 25 April 2018
 - Update on the Library Service, current initiatives & opportunities.
 - A report on Eastern Shires Purchasing Organisation (ESPO)
- 11 July 2018
 - Update on Digital Transformation - progress with the various IT initiatives.
 - Estates Update.
 - The One Organisational Plan Outturn report.

- 19 September 2018
 - Trading and income streams. School income is the main area, the report to include the first year of Educaterers trading.

Members raised concerns about the recent introduction of the Your HR system and the issues that they had faced. Sarah Duxbury, Head of Law and Governance & Interim Head of Human Resources and Organisational Development, assured the Committee the same system was in place for Members and officers and that while some teething problems are always expected with new systems, it was important that the council moves forward with new technology. Sarah Duxbury confirmed that members had received briefings on the new system and 1-1 training sessions had been offered. She confirmed that she would look into the slowness of accessing the system which some members had been experiencing.

The discussion moved onto the importance of ensuring that those residents who are without the equipment or skills to access services online are not left behind. In view of the fact that residents are increasingly expected to access online services, the Committee raised concerns that Warwick District Council are proposing to close some One Stop Shops. It was agreed that the subject would be covered as part of the update on library services which is due to be presented to the Committee in April 2018. The digital transformation update in July 2018 will provide further information to the Committee.

Resolved

The Committee:

- 1) Agrees the updated 2017-18 Work Programme and makes any additional comments or changes, as required; and
- 2) Notes the scheduled future meeting dates.

5. One Organisational Plan Quarterly Progress Report (Quarter 3 2017/18)

Tricia Morrison, Head of Performance and Interim Head of ICT Services presented the report to the Committee and highlighted the following points –

- The report includes information relevant to the remit of this Committee relating to Quarter Three performance
- The full report was presented to Cabinet on January 25 2018
- Section Three of the report highlights the outcomes for the council
- Section Four provides information on the current financial position of the council

Following a question from Councillor Bill Olnier, Steve Smith was able to reassure the Committee that the council has no contracts with Carillion Plc and therefore the collapse of the company was not expected to have any impact on the council.

David Carter, Joint Managing Director (Resources) confirmed to the Committee that the target of 9.5 days for staff sickness had been agreed by the Staff and Pensions Committee. The target is a 5% reduction on the previous year.

Councillor Andy Crump requested that the Committee monitor the performance of the Broadband UK project. There has been £3.850 million slippage on the project and the failure to supply broadband in certain, mainly rural, parts of the county is having an impact on residents, education and the economy.

Councillor Maggie O'Rourke asked for further information relating to the response time for the fire service first and second appliances. Rob Moyney, Deputy Chief Fire Officer stated that due to the rural locations in some parts of the county there will always be occasions that the target is not met. Warwickshire Fire and Rescue Service always move resources to ensure that demand is met and assured the Committee that whenever there has been a failure to meet the response target, Officers look at the reason why and find short term solutions while reviewing long term asset management. It was also confirmed to the Committee that the improved RDS staffing figures were not only as a result of a recent recruitment but also the flexibility of resource allocation across the teams.

Following a question about the 5% call abandonment rate David Carter was able to confirm that the target set by the council is more challenging than the industry standard. The information provided does not include details about the individual calls but there is a call back facility for any residents who do not want to wait in a call queue.

The Committee questioned the £3.5 million under spend in the revenue budget for the Authority as a whole, highlighted in Appendix A, but were reassured to hear that it is a very small percentage of the authority's overall budget. The council must deliver outcome and outputs within the set budgets and there is generally more concern about avoiding overspends.

In relation to Property Services, Members asked about the reasons for the forecasted slippage in capital receipts and were informed that this was due to delays in the completion of negotiations on Europa Way and Montague Road projects.

The Committee inquired about the KBM on two legal challenges, which has a red RAG rating and were informed that these had arisen as a result of two decisions by the Information Commissioner's Office and both had been addressed now.

Resolved

The Committee considers and comments on the progress of the delivery of the One Organisational Plan 2020 for the period of April-September 2017, as contained in the report

6. IRMP 2017-2020 Task and Finish Group

Rob Moyney, Deputy Chief Fire Officer presented the report to the Committee stating that the Integrated Risk Management Plan (IRMP) for WFRS had been agreed in July 2017. The Task and Finish Group had been established to comment on the progress in the implementation of the IRMP Action Plan 2017/18.

In addition, the Committee was informed that following the recent announcement of the Fire Service Memorandum of Understanding between the County Council and West Midlands Fire Service, shared ways of working together would be explored. One area in particular would be how the fire service could help support hospital to home transportation.

WFRS has also expanded the 'self and well' checks that they offer to residents. This was made possible by expanding the role of officers and being able to cover a wider area.

With reference to the pilot schemes for first responders, this has not been progressed as far as the fire service would have liked. One issue has been the requirement of West Midlands Ambulance Service for enhanced policies which have not yet been agreed. The fire service and Members expressed disappointment that there had been no progress.

Resolved

The Committee receives and notes the work undertaken by the Task and Finish Group and supports the recommendation that the Group be re-established at a time congruent with the development of the next IRMP Action Plan (2018/19).

7. Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)

Rob Moyney, Deputy Chief Fire Officer provided an update to the Committee regarding the inspection arrangements of the HMICFRS including the latest information from the Home Office. Guidance has now been received on the three main themes of the inspection process; effectiveness, efficiency and people. There will be 67 questions underpinning the three themes.

The inspection process will not include governance, although inspectors can use their discretion in this area if they feel it is necessary. Fire services will be expected to complete a self-assessment five weeks before the inspection to collate information and provide data.

Following a question from Councillor Bill Olnier, Rob Moyney confirmed that it was unlikely that the recently announced Memorandum of Understanding would be taken into account during the inspection of WFRS.

Members noted that the inspection team will include seconded fire officers from other fire services as well as an officer from the Home Office. It was also noted that £750k from the transformation fund has been set aside to manage any challenges from the inspection.

Members of the Committee requested a training session on the new inspection process in order to gain a full understanding of everything that is involved.

Resolved

The Committee receives and notes the latest information with regards to the HMICFRS inspection arrangements and the preparatory work being undertaken.

8. Urgent Matters

The Chair circulated a briefing note to the Committee regarding the level of savings made by the fire and rescue service, and any impact the savings had on corporate or support services.

9. Date of Next Meeting

The date of the next Resources and Fire & Rescue Overview and Scrutiny Committee was confirmed as 25 April 2018 at 2 p.m. in CR2, Shire Hall.

The meeting rose at 3.15pm

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Chair

Resources and Fire & Rescue Overview and Scrutiny Committee

25 April 2018

Questions to Cabinet and Portfolio Holder

Recommendations

That the Resources and Fire & Rescue Overview and Scrutiny Committee consider the forthcoming Cabinet and Portfolio Holder decisions relevant to its remit, asking any relevant questions and considering areas for further scrutiny, where appropriate.

1.0 Cabinet and Portfolio Holder Decisions

- 1.1 The decisions relevant to the remit of the Committee are listed below. Members are encouraged to seek updates on decisions and identify topics for pre-decision scrutiny. The Portfolio Holder for Customer and Transformation and the Portfolio Holder for Fire and Community Safety may be in attendance at the meeting to answer any questions from the Committee.
- 1.2 The remit of the Committee covers the following - Fire & Rescue, budget, medium term financial plan, corporate business plan, planning and performance arrangements, finance, property, information technology, facilities management, workforce strategy and development, law and governance, libraries, customer service and communications
- 1.2 The list was last updated from the Forward Plan on 16 April 2018.

Decision	Description	Date due	Cabinet / PfH
Addition to the Capital Fund	Approval to Add FRM Whitacre Heath PLR Project to WCC's Capital Programme	18 May 2018	Portfolio Holder - Deputy Leader (Finance and Property)
Addition to the Capital Fund	Addition of one Developer-funded scheme to the 2018/2019 Capital Programme		
Addition to the Capital Fund	Addition to the Capital Programme for works to implement the Warwickshire County Council Business Centres Strategy		

Resources and Fire & Rescue Overview and Scrutiny Committee

25 April 2018

Work Programme 2017/2018

Recommendations

That the Resources and Fire and Rescue Services Overview and Scrutiny Committee:

- 1) Agrees the updated 2017/18 Work Programme and makes any additional comments or changes, as required; and
- 2) Notes the scheduled future meeting dates.

1.0 Work Programme

- 1.1 At the Council meeting held on 24 September 2015, the remit of the Corporate Services Overview and Scrutiny Committee was changed to include Fire and Rescue Service and Libraries, and the name of the committee was changed to *Resources and Fire and Rescue Overview and Scrutiny Committee*.

OSC	Remit	Strategic Director	PFH's
Resources & Fire & Rescue <i>(includes Fire & Rescue and Libraries)</i>	Fire & rescue, budget, medium term financial plan, corporate business plan, planning and performance arrangements, finance, property, information technology, facilities management, workforce strategy and development, law and governance, libraries, customer service and communications	Resources Chief Fire Officer	Deputy Leader Community Safety Customers

1.2 The updated Work Programme for 2017/18 is attached at Appendix A and will show the committee what items have been considered and what is still outstanding.

2.0 Briefing Notes

2.1 A number of briefing notes have been provided or scheduled to be provided to the committee during 2017/18 as listed in Appendix A.

3.0 Dates of Future Meetings

3.1 Future meetings of the Committee have been scheduled for 2pm on the following dates:

- 11 July 2018
- 19 September 2018
- 12 December 2018
- 27 February 2019

Appendices:

Appendix A – Work Programme 2017/18

	Name	Contact details
Report Author	Helen Barnsley	helenbarnsley@warwickshire.gov.uk 01926 412323
Head of Service	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk 01926 412090
Strategic Director	David Carter	davidcarter@warwickshire.gov.uk 01926 412564

**Resources and Fire & Rescue Overview and Scrutiny Committee
Work Programme 2017/18 – 25 April 2018**

Appendix A

Reports for future meetings

Item	Report detail	Date of last report	Date of next report
Questions to the Portfolio Holders / Forward Plan	Report which includes Forward Plan decisions relevant to the remit of the Committee	N/A	* Standing item for every meeting
Treasury Management	Updated briefing note to be provided to the Committee regarding Capital Slippage	N/A	*Standing item for every other meeting – next due 11 July 2018
One Organisational Plan	Report - One Organisational Plan Quarterly Outturn Report	N/A	11 July 2018
Customer Services	Library update including the delivery of digital services	N/A	25 April 2018
	Digital Transformation update – progress with the various IT initiatives	N/A	11 July 2018
Finance	ESPO update including the new commercial company	N/A	25 April 2018
	2017/2018 Outturn Report	N/A	11 July 2018
	Traded Services and Educaterers Performance 2017/18 and update	N/A	19 September 2018
Property Services	Results of Soft Market Testing	N/A	25 April 2018
	Estate and Strategic Sales update	N/A	11 July 2018

**Resources and Fire & Rescue Overview and Scrutiny Committee
Work Programme 2017/18 – 25 April 2018**

Appendix A

Briefing Notes requested at 28 February 2018

Item	Briefing Note detail	Date requested	Date circulated
Work Programme 2017/18	Information to be provided on the slowness of accessing the new Your HR system which some members had been experiencing (SD)	28 February 2018	

Any other Business

Item	Detail	Date requested	Completed
Warwickshire Fire and Rescue Service	Members of the Committee requested a training session on the new inspection process in order to gain a full understanding of everything that is involved.	28 February 2018	

Resources and Fire & Rescue Overview and Scrutiny Committee

25 April 2018

Update on Library Usage and the Delivery of Digital Services

1 Introduction

- 1.1 This report gives members an overview on the performance of the Warwickshire Library Service and an update on digital services delivered by the Service.

2 Background

- 2.1 In 2011 the Library Service was required to reduce annual costs by more than £2 million within three years, as part of the wider Warwickshire County Council (WCC) One Organisation Savings Plan and as a result of budget pressure on the Service to deliver earlier savings plans.

As part of its service delivery strategy, digital services were seen as a key area of development. This report highlights some of the progress the service has made in this area.

3 Trends

- 3.1 How people use libraries, and what they value libraries for, has changed. Libraries are not so much about buildings, nowadays, as the services that are provided - both face to face and 'virtual'. Use of online library services has doubled in recent years and continues to rise. The Library Service plans to use digital technology to explore new ways of delivering services and develop the online service offer.
- 3.2 Popular online services include the following:
- Easy access to searching, renewing and requesting 653,000 items using the library catalogue
 - Online access to some of the worlds most trusted reference collections including newspaper and journal archives
 - The ability to listen online to classical music
 - Free access to Ancestry.com in libraries (for researching family history)
 - Library news and information about events and activities

- The Working Lives project which showcases audio reminiscences of the working memories of Nuneaton and Bedworth people. The George Eliot collection of letters provides online access to a facsimile and transcript of the county's unique collection of historical artefacts.

3.3 Meanwhile, face to face visits and borrowings have been falling, in line with national trends with digital use going up. Warwickshire is in the top quartile of all English County Library Authorities for digital visits.

4 Library Service Network

4.1 WCC continues to run 19 static libraries as part of a three-tier network:

- Library Hub - in three main centres of population offering the widest range of services and longest opening hours
- Library Local - in 16 locations with opening hours that reflect local need
- Library Direct - online library open 24/7, plus mobile, outreach and housebound reader services

5 Performance

5.1 In 2016/17 WCC-run libraries:

- Received **1,543,730** visits (around 4,500 per day)
- Lent out **1,608,413** books, CDs and DVDs (around 4,700 per day)
- Handled **332,247** enquiries (around 960 per day)
- Provided **254,707** public computer sessions (around 740 per day) and
- There were **85,200** attendees at library events (around 250 per day)

Individual Library Profiles – This is a two page summary for each library, showing the annual performance of the library and what services and events are available as part of the customer service offer. (see Appendix 1).

5.2 Digital Services delivered in the Library Service include:

- Use of Virtual Library, please see below
- PC related events and activities e.g. Silver Surfers supporting older people get on-line
- Use of public computer network
- Provision of free WiFi
- Access to Let's Make – digital equipment and resources, please see below.

5.3 The Virtual Library Service consists of:

- eBooks & eAudio books
- eMagazines; 50 popular titles, for example Gardeners World, Top Gear, Countryfile, Good Food
- eNewspapers; over 2,000 popular UK and international titles
- Electronic Information Resources; subscription sites providing free online reference information from encyclopaedias, dictionaries, Driver Theory Test, GoCitizen (UK Citizenship Test preparation), Britannica Online, Naxos Classical Music Library, Ancestry.com, Times Digital Archive, Who's Who

eBook and eAudio downloads have risen year on year since we introduced them in 2010:

April to December 2016	April to December 2017
21,593	26,665 (25% increase)

eMagazines service started in 2013 and usage has risen every year:

April to December 2016	April to December 2017
11,331	12,023 (7% increase)

eNewspapers

Press Reader usage has rocketed since new changes were made in 2017 to how users can access it (the app, hotspots, 3 day downloads)

The number of issues read passed the previous year by August 2017

The most popular newspapers are the UK dailies (The Daily Mail is the most popular) and local titles like the Warwickshire, Nuneaton and Coventry Telegraphs and Birmingham Mail:

April to December 2016	April to December 2017
8,075	24, 284 (200% increase)

Electronic Information Resources (eSubs)

Our eSubs performance exceeded the cumulative total of the previous year (at the same point) by a considerable percentage of 30%:

eSub	April to December 2016	April to December 2017
Ancestry	126,487	142,758
Britannica	374	644
Oxford Music	287	277
OED	932	506
ODNB	1,760	2,042
ORO	287	469
Who's Who	1,188	865
Very Short Introductions	14	110
TDA	2,915	2,620
Naxos	16,383	31,031
Driver Theory	2,367	4,015
Zinio	11,331	12,023
Press Reader	8,194	24,851
GoCitizen	91	118
Totals	172,610	222,329

5.4 Physical visits

Whilst Warwickshire is in the top quartile of all English County Library Authorities for digital visits, it is in the bottom quartile for physical visits. This is mainly due to the fact that we do not include visits made to our Community Managed Libraries and visits to priority vulnerable groups such as outreach Home Delivery visits:

April to December 2016	April to December 2017
1,173,090	1,089,168 (7% decrease)

5.5 Physical issues (loans)

Warwickshire is in the bottom quartile of all English County Library Authorities for physical issues. Book lending is falling as part of a national trend as information is more readily available online. As we exclude Community Managed Libraries from the data Warwickshire also has the smallest number of service points of any English County library authority, therefore this impacts on physical visits and issues. In addition, Warwickshire has invested in developing its digital offer including e-books which is not included in the figure below:

April to December 2016	April to December 2017
1,229,880	1,194,299 (3% decrease)

5.6 Community Managed Libraries

Since April 2012 Warwickshire Libraries have supported 12 Community Managed Libraries. These libraries use the same library management system as the WCC libraries and are stocked with WCC library books, receiving regular allocations of new titles. They have a weekly library van delivery service and visits from library staff four times a year who undertake stock work and liaise with the individual CML management team regarding performance, training and other issues. They are also supported by a dedicated telephone helpline. The successful transition of these libraries from WCC to Community Managed has been used as a model for other Local Authorities looking to restructure their library service- WLIS and several of the CMLs hosting visits from colleagues to share our experiences.

Issues

April to December 2016	April to December 2017
72,744	69,109

5.7 Home Delivery Service

Working with 64 volunteers, library staff currently deliver to 404 customers who are unable to get to a static library or access the mobile library. Customers of the Home Delivery service get a 3 weekly delivery of books and spoken word titles direct to their home. The service also delivers to nursing homes to ensure the residents have an 8 weekly exchange of stock. Volunteers are key to the successful delivery of this service as volunteers give us about 350 hours of their time every month.

The Mobile Library Service delivers a 4 weekly service to rural areas in Warwickshire, stopping at 274 locations on 26 different routes around the county using 3 purpose- built vehicles, serving up to 2000 different customers. We also provide a mobile library services to Solihull residents as we work with Solihull MBC to do so. The Home Delivery Service and Mobile Library Service also signpost to partner services such as Warwickshire Fire & Rescue Home Safety Checks and Age UK Safe & Well services. All these services enable residents to stay safely in their own homes for longer and the delivery of library services to them helps them stay connected and continue with their leisure or educational reading, promoting mental well-being.

6 'Let's Make' in Warwickshire Libraries

- 6.1 With the help of Arts Council Libraries Opportunities for Everyone Innovation funding, two Let's Make spaces have been developed in Nuneaton and Rugby libraries, offering access to the latest digital technologies and equipment in two areas of Warwickshire which experience pockets of social deprivation. These facilities complement the existing library offer by supporting and addressing the needs of the digital agenda. This provides an opportunity to build on and improve digital knowledge and skills, together with enhancing local community confidence, helping to raise educational attainment and providing the opportunity to align much sought after digital and STEM (Science, Technology, Engineering and Maths) skills with the job market. The ambition of these Makerspaces will be to encourage economic growth and support the skills agenda in Warwickshire.
- 6.2 Makerspaces, ('Let's Make' in Warwickshire), are welcoming and accessible spaces where people can come together to create, try out new ideas, learn and share new skills and expertise and make things in different ways, offering new digital learning opportunities in libraries.
- 6.3 The spaces offer a range of inspiring activities which include; virtual and augmented reality, robotics, coding and programming, 3D design and printing, animation and film making, sewing, embroidery and crafting, together with music creation and soundscapes. The intention is to 'grow' the offer, working in partnership with internal WCC partners, digital and design experts, liaising with local digital and design businesses and industries in the area and building on links with Higher Education/Further Education partners to provide additional expertise and user opportunities.
- 6.4 Let's Make services and resources help to build confidence and logical thinking, raise aspirations and support WCC priorities and policies towards narrowing gaps and creating equality of opportunity for all. They promote digital inclusion, widen participation and demonstrate the impact of libraries in supporting quality learning to meet the needs of 21st century communities.
- 6.5 Although the spaces will be formally launched later this year, there has already been overwhelmingly positive feedback from initial 'taster sessions' held in both libraries, proving the resource to be extremely popular and valuable for all ages. Some of the feedback received includes:
- Yes, yes, yes!! Definitely we will come for any events like this! MANY THANKS
 - Please have more sessions
 - Do it again please
 - Love it. Great for Kids clubs and adult workshops
 - We really enjoyed it. It showed the children a different way of learning and play and interaction using new and up-to-date tech. Fab venue and fab time I had with the children
 - I would be happy to help to be a volunteer in this group
 - Would really like to arrange some workshops for home educators here

6.6 Libraries have also recently been successful in being awarded funding for a Let's Make Digital Apprentice. Receiving supported training they will assist in the day-to-day running of the Let's Make spaces and support the Coordinator in the planning, promotion and delivery of a wide range of digital learning opportunities, whilst gaining valuable digital knowledge and skills for themselves.

7 Partnership working

7.1 WLIS continues to work with a widening range of partners both for economies of scale and to provide customers with the convenience of more services under one roof. All council-run libraries are now branded 'Warwickshire Direct' - repositioning the service as part of the corporate drive towards 'One Front Door'.

7.2 WLIS is a front-facing, skilled and trusted service that has much to offer other service providers, to help them meet local needs and priorities cost-effectively. Libraries have a physical presence in local communities and the ability to reach, attract and serve wide-ranging audiences.

7.3 Some partnership arrangements generate valuable income for WLIS, as well as savings for the public purse, and help to protect services that could otherwise be at risk. For example:

- A number of Warwickshire libraries provide front office police enquiries. The arrangement helps Warwickshire Police to focus more resources on frontline policing, and libraries get paid per enquiry handled. Multi-functional library teams also deal with Blue Badge and concessionary travel applications.
- UK Visa Assist - eight of our libraries support eligible applicants; those who are struggling to get on line or have no computer access to apply for a visa online. We don't actually apply for the visa for them, but help them in setting up an email, accessing the site, clicking in the right boxes etc. We are one of 14 pilot authorities across the country and as 'We are Digital' are based in Warwick we are working closely with them to refine the operational procedures.
- The county's Books on Prescription scheme, which won an innovation award, is a collection of self-help titles for people with mild to moderate mental health problems. It was launched in partnership with Adult Social Care and NHS Warwickshire, who provided libraries with set-up funding of £61,000.
- The Library Service is also supporting the Health & Wellbeing agenda and Alcester Library is one of the sites for the 'Let's Talk' proof of concept. The service is supporting the recruitment of volunteers and is working very closely with the Family Information Service and a number of third sector partners to move forward this agenda.

8 Bigger picture

8.1 Library services contribute towards achieving council objectives, local priorities and wider agendas - by actively supporting:

Knowledge access to local information

Language and learning skills according to the National Literacy Trust children who use libraries are twice as likely to be above-average readers

Lifelong learning from hobbies to work-related skills

Employment special services for job-seekers and resources to help employers develop their businesses

Culture and heritage working closely with museums and arts services to stimulate interest in past and present

Health and wellbeing through programmes like Books on Prescription

Social inclusion spaces where all sorts of people and ages can comfortably come together

Community and a sense of place a venue and focus for local events and activities

The independence and wellbeing of older people who are big library users

E-government free internet access and helpful staff in every library, including mobile libraries

8.2 The Society of Chief Librarians has developed a new Culture Offer which was recently launched at Stratford Library to complement the existing five Universal Offers, along with a Children's Promise, these offers are an integral part of our services for our customers:

- **Health Offer** – Public libraries contribute to the health and well-being of local communities. This offer promotes and enables key health partnerships
- **Reading Offer** – Libraries provide a modern reading service within local communities, in all formats and for all ages
- **Digital Offer** – Digital services, skills and access underpins a 21st century library service; Digital supports and enables the delivery of all the offers
- **Information Offer** – Libraries support people to access information and services in vital areas: government online information and services, careers and job seeking, health, personal financial information and benefits
- **Learning Offer** – Strategic planning framework which allows public library services to plan, develop and promote their role and contribution to lifelong-learning
- **Children's Promise** – Shaping 21st century children's library services and sets out the library journey – the way libraries engage with children and young people as they grow. The promise underpins all other offers in relation to children

9 Conclusion

- 9.1 The WLIS transformation programme is ongoing - modernising services to better meet the needs of 21st century customers and a 24/7 society. WLIS continues to innovate, exploring new ways to deliver services both physical and online.

10 Supporting Documents

None

	Name	Contact Information
Report Author	Ayub Khan	01926 412657
Head of Service	Kushal Birla	01926 412013
Managing Director	David Carter	01926 412564
Portfolio Holder	Kam Kaur	

Attachments

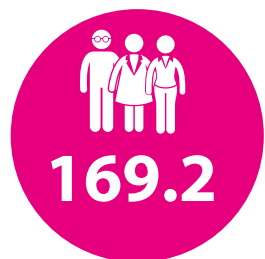
Appendix A – Individual Library Profiles – These are a two page summary for each library, showing the annual performance of the library and what services and events are available for customer use

Warwickshire

Library & Information Service has a network of 8 core libraries and a fleet of 3 mobile libraries servicing the whole community of Warwickshire; we also support 12 community (Social enterprises) libraries across the county.



Key details and Stats 2016/17:



Staff (FTE)



Volunteers



Opening Hours (Weekly)



Loans



Public Computer Sessions



Event Attendance



Virtual Visits



Visits



Computer Support



Enquiries



Registered Borrowers



Summer reading challenge starters



Requests

Facilities:



Books, talking books, large print, CDs, feature and children's DVDs, newspapers and magazines, spoken word, playaways, Asian reading material, computers with printing and scanning – *printing is A3/A4 black & white or colour*, WiFi, photocopier – *A3/A4 black & white or colour*, fax service, read and relax area, UK Online Centre, public toilet, baby changing facilities, designated safe place, Books on Prescription - *Adult, Sorted, MiniSorted & Dementia Collections*, Careers Service, Guideposts, Warwickshire Police Public Enquiry Service, UK Visa Service

Regular events:



Rhyme Time – songs and rhymes for 0 – 2 year olds and parents and carers

Story Stomp – fun for 2 – 4 year olds and their parents and carers, following on from Rhyme Time

Book Magic – come and listen to children's stories and enjoy craft fun

Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts

Code Club – free after school coding clubs for children aged 9 – 11

Lego Club – creative themed sessions for primary school aged children to build and create with Lego

Reading Hack – year-round activities and groups for 13-19 year olds

Young Writers Group – for children and young people interested in any kind of creative writing

Silver Surfers – free drop-in computer and tablet help sessions for people aged 50 plus

Family History Group

Reading Group

Games Group. Scrabble, Monopoly, chess and draughts

Knitting Group



Age of event attendees

0-4 years	30,164
5-11 years	10,221
12-17 years	817
18+ years	43,998
Total	85,200



Age of registered borrowers

0-5 years	10,921
6-17 years	56,456
18-59 years	74,074
60+ years	35,870
Total	177,321

Alcester

Globe House
Priory Road
Alcester
B49 5DZ

Opening Hours

Mon	09.30 – 17.30
Tue	CLOSED
Wed	09.30 – 17.30
Thu	09.30 – 17.30
Fri	09.30 – 17.30
Sat	10.00 – 16.00 (Limited Service 13.00-16.00)
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



**Regular
Volunteers**



**Opening
Hours (Weekly)**



Loans



**Public Computer
Sessions**



**Event
Attendance**



Visits



**Computer
Support**



Enquiries



**Registered
Borrowers**



**Summer reading
challenge
starters**

Facilities:



Books, talking books, large print, feature and children's DVDs, newspapers, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white*, fax service, read and relax area, meeting room, UK Online Centre, public toilet, Disabled parking permit (blue badge), Concessionary travel passes, Street lighting and highways, Warwickshire Police public enquiry service, Books on Prescription - *Adult & Dementia Collections*, UK Visa Service

Regular events:



Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Every second Friday of the month, 16:00 – 17:00

Rhyme Time – Songs and rhymes for 0-2 year olds and parents and carers. Wednesdays, 10:30 – 11:00

Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Fridays, 10:30 – 11:00

Lego Club – creative themed sessions for children to build and create with Lego. Fridays, 16:00 – 17:00

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Thursdays 10:00 – 12:00

Craftnoon Tea – Fridays, 13:30 – 15:00

Alcester Library Reading Group. Every second Thursday of the month 14:00 – 16:00

Betty's Board Games. Mondays, 10:00 – 12:00



Age of event attendees

0-4 years	508
5-11 years	213
12-17 years	20
18+ years	1,930
Total	2,671



Age of registered borrowers

0-5 years	232
6-17 years	1,698
18-59 years	1,429
60+ years	1,168
Total	4,527

Atherstone

Long Street
Atherstone
Warwickshire
CV9 1AX

Opening Hours

Mon	09.30 – 16.00
Tue	09.30 – 17.00
Wed	09.30 – 17.00
Thu	09.30 – 13.00
Fri	09.30 – 16.00
Sat	09.30 – 13.00
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is black and white or A4 colour*, WiFi, photocopier – *A3/A4 black and white*, fax service, local studies and family history collection, UK Online Centre, designated safe place, Books on Prescription - *Adult, Sorted, MiniSorted & Dementia Collections, Shelf Help for Teens*, UK Visa Service

Regular events:

Rhyme Time: Babies from birth – songs, cuddles and tickles for new born babies up to nine months, and their parents and carers. Fridays, 10:00 – 10:30

Rhyme Time – songs and rhymes for 0-2 year olds, and parents and carers. Tuesdays, 10:00 – 10:30 and 11:00 – 11:30

Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Wednesdays, 10:00 – 10:30

Chatterbooks – encouraging children aged 8–11 to take pleasure in reading. Book talk, fun games and crafts. The last Tuesday of the month, 15:45 – 16:45

Lego Club – creative themed sessions for children to build and create with Lego. Saturdays, 11:00 – 12:00

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Mondays, 10:00 – 12:00

Games Club. Come along for a fun morning of Scrabble, Monopoly, chess and draughts. Thursdays, 10:00 – 12:00

Afternoon Coffee – a different topic and guest speaker. First Wednesday of each month, 13:30 – 15:00

Family History Surgery – with the Nuneaton and North Warwickshire Family History Society. Every third Wednesday of the month, 14:00 – 16:00



Age of event attendees

0-4 years	2,282
5-11 years	1,028
12-17 years	75
18+ years	2,867
Total	6,252



Age of registered borrowers

0-5 years	509
6-17 years	3,053
18-59 years	2,915
60+ years	1,352
Total	7,829

Bedworth

18 High Street
Bedworth
CV12 8NF

Opening Hours

Mon	09.30 – 17.00
Tue	09.30 – 17.00
Wed	09.30 – 17.00
Thu	CLOSED
Fri	09.30 – 17.00
Sat	09.30 – 14.30
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular Volunteers



Opening Hours (Weekly)



Loans



Public Computer Sessions



Event Attendance



Visits



Computer Support



Enquiries



Registered Borrowers



Summer reading challenge starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers and magazines, Asian reading material, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white or colour*, fax service, read and relax area, UK Online Centre, Warwickshire Registration Service, designated safe place, Books on Prescription - *Adult, Sorted, MiniSorted & Dementia Collections*, UK Visa Services

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Tuesdays, 11:00 – 11:30

Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Tuesdays, 10:00 – 10:30

Lego Club – creative themed sessions for children to build and create with Lego. Alternate Fridays, 15:30 – 16:45

Silver Surfers – free computer and tablet help sessions for people aged 50 plus

Job Club

Adult & Community Learning and English for Speakers of Other Languages classes



Age of event attendees

0-4 years	1,179
5-11 years	332
12-17 years	11
18+ years	1,536
Total	3,058



Age of registered borrowers

0-5 years	577
6-17 years	3,399
18-59 years	4,147
60+ years	1,820
Total	9,943

Coleshill

19a Parkfield Road
Coleshill
Birmingham
B46 3LD

Opening Hours

Mon	09.30 – 12.30
Tue	09.30 – 12.30 & 13.30 – 17.30
Wed	09.30 – 12.30
Thu	09.30 – 12.30 & 13.30 – 17.30
Fri	09.30 – 12.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A4 black and white or colour*, fax service, local studies and family history collection, UK Online Centre, baby changing facilities public toilet, Disabled parking permit (blue badge), concessionary travel passes, Street lighting and highways, Warwickshire Police public enquiry service, designated safe place, Books on Prescription - *Adult, Shelf Help & Dementia Collections*

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Tuesdays, 11:00 – 11:30



Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Fridays, 11:00 – 11:30



Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Last Saturday of the month, 10.30 – 11.30

Lego Club – creative themed sessions for children to build and create with Lego. Saturdays, 11:00 – 12:00

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Thursdays, 10:00 – 12:00

Coleshill Poetry Appreciation Group – meet first Saturday of the month, 10:00 – 12:00

Family history surgery. Every third Monday of the month, 10:00 – 12:00

Knitting club. Tuesdays, 14:00 – 16:00

Reading group. First Thursday of the month, 15:00 – 16:00



Age of event attendees

0-4 years	784
5-11 years	304
12-17 years	26
18+ years	1,666
Total	2,780



Age of registered borrowers

0-5 years	271
6-17 years	674
18-59 years	1,041
60+ years	678
Total	2,664

Kenilworth

Smalley Place
Kenilworth
CV8 1QG

Opening Hours

Mon	09.00 – 17.30
Tue	09.00 – 17.30
Wed	10.30 – 17.30
Thu	09.00 – 17.30
Fri	09.00 – 17.30
Sat	09.00 – 13.00
Sun	CLOSED



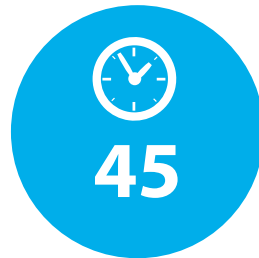
Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, CDs, feature and children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white or colour*, fax service, UK Online Centre, read and relax area, public toilet, baby changing facilities, housing benefit, council tax, housing and repairs, disabled parking permit (blue badge), environmental services, including pest control, street lighting and highways, electoral registration, registrars, concessionary travel passes, leisure services, arrange collection of large or bulky unwanted household items, recycling, CAB, Warwickshire Police public enquiry service, Books on Prescription – *Adult, Sorted, MiniSorted, Shelf Help & Dementia Collections*

Regular events:



Rhyme Time – songs and rhymes for 0-2 years old and parents and carers. Wednesdays, 11:00 – 11:30



Story Stomp – fun session for 2-4 years old and their parents and carers to follow on from Rhyme Time. Tuesdays, 10:00 – 10:30



Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Various times

Family History help sessions – Mondays, 10:00 – 12:00

Board Games Afternoon – Tuesdays, 14:00 – 16:00



Age of event attendees

0-4 years	1,486
5-11 years	109
12-17 years	26
18+ years	3,580
Total	5,201



Age of registered borrowers

0-5 years	701
6-17 years	2,659
18-59 years	3,845
60+ years	2,666
Total	9,871

Leamington Spa

Royal Pump Rooms, Parade
Leamington Spa
CV32 4AA

Opening Hours

Mon	09.30 – 18.00
Tue	09.30 – 18.00
Wed	09.30 – 18.00
Thu	10.00 – 19.00
Fri	09.30 – 18.00
Sat	09.30 – 16.30
Sun	12.00 – 16.00



Key details and Stats 2016/17:



Staff (FTE)



**Regular
Volunteers**



**Opening
Hours (Weekly)**



Loans



**Public Computer
Sessions**



**Event
Attendance**



Visits



**Computer
Support**



Enquiries



**Registered
Borrowers**



**Summer reading
challenge
starters**

Facilities:



Books, talking books, large print, CDs, feature and children's DVDs, newspapers and magazines, spoken word, playaways, Asian reading material, computers with printing and scanning – *printing is A3/A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white or colour*, fax service, read and relax area, UK Online Centre, public toilet, baby changing facilities, designated safe place, Books on Prescription - *Adult, Sorted, MiniSorted, Shelf Help & Dementia Collections*, UK Visa Service

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Fridays, 10:30 – 11:00

Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Tuesdays, 10:30 – 11:00

Book Magic – children's stories and activities. Sundays, 14:00-15:00

Chatterbooks – encouraging children aged 8-11 to take pleasure in reading. Book talk, fun games and crafts. Once every four weeks, Saturdays, 10:30 – 11:30

Lego Club – creative themed sessions for children to build and create with Lego. Saturdays, 14:00 – 15:00

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Mondays, 14:00 – 16:00. Drop-in sessions

Leamington Family History Group. Third Thursday of the month, 11:00 – 12:30



Age of event attendees

0-4 years	3,010
5-11 years	791
12-17 years	160
18+ years	4,519
Total	8,480



Age of registered borrowers

0-5 years	1,307
6-17 years	6,502
18-59 years	11,773
60+ years	3,246
Total	22,828

Lillington

Valley Road
Lillington
Leamington
CV32 7SJ

Opening Hours

Mon	09.30 – 12.30 & 13.30 – 18.00
Tue	09.30 – 12.30 & 13.30 – 17.30
Wed	CLOSED
Thu	09.30 – 12.30 & 13.30 – 18.00
Fri	09.30 – 12.30 & 13.30 – 17.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A4 black and white or colour*, fax service, meeting room for hire, UK Online Centre, housing benefit, council tax, housing and repairs, disabled parking permit (blue badge), environmental services, including pest control, street lighting and highways, electoral registration, registrars, concessionary travel passes, leisure services, arrange collection of large or bulky unwanted household items, recycling, Books on Prescription – *Adult, Sorted, MiniSorted, Shelf Help & Dementia Collections*, Warwickshire Police public enquiry service

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Mondays 10:30 – 11:00



Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Tuesdays 14:00 – 14:30



Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Last Monday of every month, 16:00 – 17:00

Lego Club – creative themed sessions for children to build and create with Lego. Saturdays, 10.30 – 11.30

Games and Gossip – board games. Fun with Scrabble, Monopoly, chess and draughts. Tuesdays, 14:00 – 15:30



Age of event attendees

0-4 years	1,730
5-11 years	175
12-17 years	3
18+ years	1,845
Total	3,753



Age of registered borrowers

0-5 years	313
6-17 years	414
18-59 years	1,113
60+ years	611
Total	2,451

Nuneaton

Church Street
Nuneaton
CV11 4DR

Opening Hours

Mon	10.00 – 18.00
Tue	09.00 – 18.00
Wed	09.00 – 18.00
Thu	09.00 – 18.00
Fri	09.00 – 17.00
Sat	09.00 – 16.00
Sun	10.00 – 14.00



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers and magazines, spoken word playaways, Asian reading material, Warwickshire Local Studies Collection, Music and drama collection, computers with printing and scanning – *printing is A3/A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white or colour*, fax service, read and relax area, UK Online Centre, designated safe place, Books on Prescription - *Adult, Sorted, MiniSorted & Dementia Collections*, UK Visa Services, Warwickshire Police public enquiry service

Regular events:



Rhyme Time – Fun songs and rhymes for 0-2 year olds and their parents and carers. Thursdays, 11:00 – 11:30

Story Stomp – Fun with stories and rhymes for 2-4 year olds and their parents and carers. Thursdays, 9:45 – 10:15

Book Magic – stories and activities for children. Sundays, 11:30 – 12:00

Code Club – free after school coding clubs for children aged 9-11. Wednesdays, 16:30 – 17:30

Lego Club – creative themed sessions for children to build and create with Lego. Alternate Saturdays, 14:00 – 15:30

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Thursdays, 14:00 – 16:00.

Family History Group. Every fourth Wednesday of the month (except December), 10:30 – 12:30

Nuneaton Bookworms reading group. Every fourth Thursday of the month (except December), 19:00 – 20:30

Stitch Up Club. Tuesdays, 12:30 – 14:30

History Hub. Alternate Fridays, 14:30 – 16:00



Age of event attendees

0-4 years	1,974
5-11 years	1,033
12-17 years	256
18+ years	4,698
Total	7,961



Age of registered borrowers

0-5 years	1,152
6-17 years	8,902
18-59 years	11,860
60+ years	4,038
Total	25,952

Polesworth

Bridge Street
Polesworth
Tamworth
B78 1DT

Opening Hours

Mon	CLOSED
Tue	09.30 – 13.00 & 14.00 – 19.00
Wed	CLOSED
Thu	09.30 – 13.00 & 14.00 – 18.00
Fri	09.30 – 13.00 & 14.00 – 18.00
Sat	09.30 – 13.00
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, fax service, photocopier – *A4 black and white or colour*, UK Online Centre, designated safe place, Warwickshire Police public enquiry service, Books on Prescription - *Adult & Dementia Collections, Shelf Help for Teens*

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Tuesdays, 11:00 – 11:30



Story Stomp – fun session with stories and rhymes for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Thursdays, 10:00 – 10:30. Term time only



Lego Club – creative themed sessions for children to build and create with Lego. Saturdays, 11:00 – 12:00

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Thursdays, 10:00 – 12:00

Book and a Brew – tea, coffee and a chat. Thursdays, 10:30 – 11:30



Age of event attendees

0-4 years	1,726
5-11 years	1,531
12-17 years	22
18+ years	1,420
Total	4,699



Age of registered borrowers

0-5 years	302
6-17 years	970
18-59 years	1,189
60+ years	599
Total	3,060

Rugby

Little Elborow Street
Rugby
CV21 3BZ

Opening Hours

Mon	09.00 – 17.30
Tue	10.00 – 19.00
Wed	09.00 – 17.30
Thu	09.00 – 17.30
Fri	09.00 – 17.30
Sat	09.00 – 16.00
Sun	12.00 – 16.00



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, CDs, feature and children's DVDs, newspapers and magazines, spoken word, playaways, Asian reading material, computers with printing and scanning – *printing is A3/A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white*, fax service, Careers Service, UK Online Centre, designated safe place, Books on Prescription – *Adult, Sorted, MiniSorted, Shelf Help & Dementia Collections*, UK Visa Service

Regular events:

Rhyme Time – songs and rhymes for 0 – 2 year olds and parents and carers. Wednesdays, 09:30 – 10:00 and 11:00 – 11:30 ; Fridays 11:00 – 11:30 (term time only)

Story Stomp – fun for 2 – 4 year olds and their parents and carers, following on from Rhyme Time. Mondays, 11:00 – 11:30 (term time only)

Book Magic – come and listen to children's stories and enjoy craft fun. Sundays, 14:00 – 15:00

Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Every first Saturday of the month, 11:00 – 12:00

Code Club – free after school coding clubs for children aged 9 – 11. Tuesdays, 16:00 – 17:00 (term time only)

Lego Club – creative themed sessions for children to build and create with Lego. Saturdays, 14:00 – 15:00

Reading Hack – year-round activities and groups for 13-19 year olds. Alternate Wednesdays, 16:00 – 17:00

Spark Young Writers Group – for children and young people interested in any kind of creative writing. One Saturday every month

Silver Surfers – free drop-in computer and tablet help sessions for people aged 50 plus. Mondays, 10:30 – 11.30 and 11:30 – 12:30

Rugby Family History Group. Every third Thursday of the month, 14:00 – 16:30

Tuesday Evening Reads – reading group. Third Tuesday of the month, 18:00 – 19:00

Games Group. Scrabble, Monopoly, chess and draughts. Thursdays, 10:00 – 12:00

Knitting Group. Mondays, 10:00 – 12:00



Age of event attendees

0-4 years	5,691
5-11 years	1,230
12-17 years	81
18+ years	7,439
Total	14,441



Age of registered borrowers

0-5 years	1,942
6-17 years	10,658
18-59 years	15,321
60+ years	5,329
Total	33,250

Shipston

12 Church Street
Shipston-on-Stour
CV36 4AP

Opening Hours

Mon	09.30 – 12.30
Tue	09.30 – 12.30 & 13.30 – 17.30
Wed	CLOSED
Thu	09.30 – 12.30 & 13.30 – 17.30
Fri	CLOSED
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A4 black and white or colour*, fax service, read and relax area, UK Online Centre, Disabled parking permit (blue badge), Concessionary travel passes, Street lighting and highways, Warwickshire Police public enquiry service, Books on Prescription - *Adult & Dementia Collections*

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Tuesdays, 10:45 – 11:15



Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Thursdays, 11:30 – 12:00



Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Monthly on a Saturday, 10:30 – 12:00

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Tuesdays, 14:00 – 16:00

Shipston Library Reading Group – for adults. Monthly on a Thursday, 10:30 – 12:00

Thursday Club – a drop-in craft and board game session for adults. Thursdays, 14:00 – 16:00

Lego Club – imaginative, creative Lego sessions for primary school aged children. Last Tuesday of the month, 15:30 – 16:30



Age of event attendees

0-4 years	372
5-11 years	224
12-17 years	4
18+ years	581
Total	1,181



Age of registered borrowers

0-5 years	205
6-17 years	932
18-59 years	754
60+ years	729
Total	2,620

Southam

Tithe Place
High St
Southam
CV47 0HB

Opening Hours

Mon	09.30 – 17.30
Tue	09.30 – 17.30
Wed	CLOSED
Thu	09.30 – 17.30
Fri	09.30 – 17.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



**Regular
Volunteers**



**Opening
Hours (Weekly)**



Loans



**Public Computer
Sessions**



**Event
Attendance**



Visits



**Computer
Support**



Enquiries



**Registered
Borrowers**



**Summer reading
challenge
starters**

Facilities:



Books, talking books, large print, feature and children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A4 black and white or colour*, fax service, local studies and family history service, public toilet, baby changing facility, UK Online Centre, Disabled parking permit (blue badge), Concessionary travel passes, Report street lighting faults, Warwickshire Police public enquiry service, Stratford District Council Services, Designated safe place, Books on Prescription - *Adult, Sorted & Dementia Collections*, CAB

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Tuesdays, 11:00 – 11:30 (term time only)

Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Fridays, 11:00 – 11:30 (term time only)

Code Club – free after school coding clubs for children aged 9-11. Mondays, 16:00 to 17:00

Lego Club – creative themed sessions for children to build and create with Lego. Thursdays, 16:00 – 17:00

Silver Surfers – free computer and tablet drop-in help sessions for people aged 50 plus. Thursdays, 13:00 – 14:00 and 14:15 – 15:15

Citizen's Advice Bureau. Mondays, 9:30 – 12:30



Age of event attendees

0-4 years	2,161
5-11 years	1,741
12-17 years	1
18+ years	2,977
Total	6,880



Age of registered borrowers

0-5 years	434
6-17 years	1,817
18-59 years	1,905
60+ years	1,155
Total	5,311

Stockingford

St Paul's Road
Stockingford
Nuneaton
CV10 8HW

Opening Hours

Mon	08.30 – 17.00
Tue	08.30 – 17.00
Wed	08.30 – 17.00
Thu	08.30 – 17.00
Fri	08.30 – 17.00
Sat	CLOSED
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



**Regular
Volunteers**



**Opening
Hours (Weekly)**



Loans



**Public Computer
Sessions**



**Event
Attendance**



Visits



**Computer
Support**



Enquiries



**Registered
Borrowers**



**Summer reading
challenge
starters**

Facilities:



Books, talking books, large print, children's DVDs, computers with printing – *printing is A4 black and white or colour*, WiFi, photocopier – *A4 black and white or colour*, fax service, Warwickshire Direct, Stockingford Early Years Centre – support for childminders and carers, adult education, toy library, daycare provision, crèche, Designated safe place, Books on Prescription - *Adult, MiniSorted & Dementia Collections*

Regular events:



Rhyme Time – Songs and rhymes for 0-2 year olds and parents and carers. Wednesdays, 10:00 – 11:00 (term time only)

Lego Club – creative themed sessions, for primary school aged children, to build and create with Lego. Mondays, 15:30 – 16:30 (term-time only)

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Mondays, 14:00 – 16:00

Stockingford Stitch in Time. Fridays, 14:00 – 16:00



Age of event attendees

0-4 years	662
5-11 years	33
12-17 years	2
18+ years	654
Total	1,351



Age of registered borrowers

0-5 years	258
6-17 years	438
18-59 years	607
60+ years	124
Total	1,427

Stratford

12 Henley Street
Stratford-upon-Avon
CV37 6PZ

Opening Hours

Mon	09.00 – 17.00
Tue	09.00 – 17.00
Wed	09.00 – 17.00
Thu	09.00 – 17.00
Fri	09.00 – 17.00
Sat	10.00 – 15.00
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, feature and children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white*, fax service, read and relax area, meeting room, UK Online Centre, concessionary travel passes, Designated safe place, Books on Prescription - *Adult, Sorted, MiniSorted, Shelf Help & Dementia Collections*, UK Visa Service

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Tuesdays, 11:00 – 11.30

Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Fridays, 11:00 – 11:30

Lego Club – creative themed sessions, for primary school aged children, to build and create with Lego. Second Saturday of the month, 11:00 – 12:00

Shakespeare for All – join experts from the Shakespeare Birthplace Trust as they read through Shakespeare's Complete Works. Turn up and read, or simply to sit back and listen. Free of charge but spaces are limited so places are available on a first come first served basis. www.shakespeare.org.uk for a full schedule of dates and works. First Saturday of the month, 11.00 – 13.30, starting March 2018

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. Mondays, 13:00 – 15:00 and Wednesdays, 10:30 – 12:30

Stratford Library Reading Group. Second Thursday of the month, 15:00 – 16:00

Family history help sessions – Tuesdays, 10:00 – 12:00

Stratford Family History Group. First Friday of the month, 10.30 – 12.00



Age of event attendees

0-4 years	863
5-11 years	232
12-17 years	8
18+ years	1,435
Total	2,538



Age of registered borrowers

0-5 years	580
6-17 years	4,188
18-59 years	5,553
60+ years	3,226
Total	13,547

Warwick

Shire Hall
Warwick
CV34 4RL

Opening Hours

Mon	08.00 – 17.30
Tue	08.00 – 17.30
Wed	08.00 – 17.30
Thu	08.00 – 17.30
Fri	08.00 – 17.00
Sat	09.00 – 16.00
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



**Regular
Volunteers**



**Opening
Hours (Weekly)**



Loans



**Public Computer
Sessions**



**Event
Attendance**



Visits



**Computer
Support**



Enquiries



**Registered
Borrowers**



**Summer reading
challenge
starters**

Facilities:



Books, talking books, large print, feature and children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A3/A4 black and white or colour*, fax service, UK Online Centre, public toilet, baby changing facilities, Designated safe place, Books on Prescription - *Adult, Sorted, MiniSorted, Shelf Help & Dementia Collections*, UK Visa Service, Warwickshire Police public enquiry service

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Thursdays, 9:30 – 10:00 and 11:00 – 11:30

Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Mondays, 9:30 – 10:00

Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Once every four weeks, Saturdays, 14:00 – 15:30

Page Turners – book and craft activities for Year Seven and above. Every four weeks on a Saturday, 14:00 – 15:30

Lego Club – creative themed sessions for children, for children aged 8-11, to build and create with Lego. Alternative Tuesdays, 15:45 – 17:15

Silver Surfers – free drop-in computer and tablet help sessions for people aged 50 plus. Tuesdays, 14:00 – 16:00

Coffee Morning – with guest speakers. £1.00 charge. First Wednesday of every month, 10:30 – 12:00

Reading Group. Every six weeks on a Tuesday, 14:30 – 16:00



Age of event attendees

0-4 years	3,082
5-11 years	741
12-17 years	67
18+ years	3,485
Total	7,375



Age of registered borrowers

0-5 years	1,024
6-17 years	5,880
18-59 years	5,271
60+ years	2,343
Total	14,518

Wellesbourne

Kineton Road
Wellesbourne
Warwick
CV35 9NF

Opening Hours

Mon	09.30 – 12.30
Tue	CLOSED
Wed	09.30 – 12.30 & 13.30 – 17.30
Thu	CLOSED
Fri	09.30 – 12.30 & 13.30 – 17.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers, computers with printing – *printing is A4 black and white or colour*, WiFi, photocopier - *A4 black and white*, UK Online Centre, Books on Prescription - *Adult, MiniSorted & Dementia Collections*, Parenting Projects, Warwickshire Police public enquiry service

Regular events:



Rhyme Time – songs and rhymes for 0 – 2 year olds and their parents / carers. Fridays, 10:00 – 10:30



Story Stomp – story telling for 2 – 4 years olds and their parents / carers. Wednesdays, 11.00 – 11.30



Games group – scrabble, chess, draughts. Fridays, 14:00 – 16:00

Family History 121s. Second and fourth Mondays of the month, 10:00 – 12:00

Silver Surfers – free computer and tablet help sessions for people aged 50 plus. First and third Fridays of the month, 10:00 – 12:00

Lego Club – imaginative, creative Lego sessions for primary school aged children. First Wednesday of the month, 15:45 – 16:45



Age of event attendees

0-4 years	1,052
5-11 years	50
12-17 years	15
18+ years	1,216
Total	2,333



Age of registered borrowers

0-5 years	176
6-17 years	412
18-59 years	757
60+ years	483
Total	1,828

Whitnash

Franklin Road
Whitnash
Leamington Spa
CV31 2JH

Opening Hours

Mon	10.30 – 17.00
Tue	10.30 – 17.00
Wed	13.30 – 17.00
Thu	CLOSED
Fri	10.30 – 16.00
Sat	10.30 – 13.30
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



Regular Volunteers



Opening Hours (Weekly)



Loans



Public Computer Sessions



Event Attendance



Visits



Computer Support



Enquiries



Registered Borrowers



Summer reading challenge starters

Facilities:



Books, talking books, large print, children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A4 black and white or colour*, fax service, read and relax area, meeting room, public toilet, baby changing facility, UK Online Centre, Housing benefit, Council tax, Housing and repairs, disabled parking permit (blue badge), Environmental health, Street lighting and highways, Electoral registration, Registrars, Concessionary travel passes, Leisure services, Arrange collection of large or bulky unwanted household items, Recycling, Books on Prescription - *Adult, Shelf Help & Dementia Collections*, Town Council works out of Whitnash, Warwickshire Police public enquiry service

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Fridays 11:15 – 11:45



Story Stomp – fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time. Mondays 11:15 – 11:45



Chatterbooks – encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Once every four weeks, Saturdays 11:00 – 12:00

Lego Club – creative themed sessions for children to build and create with Lego. Saturdays, 11:00 – 12:00



Age of event attendees

0-4 years	1,261
5-11 years	430
12-17 years	23
18+ years	1,365
Total	3,079



Age of registered borrowers

0-5 years	248
6-17 years	373
18-59 years	778
60+ years	223
Total	1,622

Wolston

Warwick Road
Wolston
Coventry
CV8 3GX

Opening Hours

Mon	14.30 – 17.00
Tue	14.30 – 17.00
Wed	14.30 – 17.00
Thu	10.30 – 13.00
Fri	10.30 – 13.00
Sat	10.30 – 13.00
Sun	CLOSED



Key details and Stats 2016/17:



Staff (FTE)



**Regular
Volunteers**



**Opening
Hours (Weekly)**



Loans



**Public Computer
Sessions**



**Event
Attendance**



Visits



**Computer
Support**



Enquiries



**Registered
Borrowers**



**Summer reading
challenge
starters**

Facilities:



Books, talking books, large print, feature and children's DVDs, newspapers and magazines, computers with printing and scanning – *printing is A4 black and white or colour*, WiFi, photocopier – *A4 black and white or colour*, fax service, local studies and family history service, UK Online Centre, public toilet, baby changing facilities, Designated safe place, Books on Prescription - *Adult, MiniSorted & Dementia Collections*, Warwickshire Police public enquiry service

Regular events:



Rhyme Time – songs and rhymes for 0-2 year olds and parents and carers. Wednesdays, 14:30 – 15:00



Silver Surfers – free computer and tablet drop-in help sessions for people aged 50 plus. Mondays, 14:30 – 17:00



Age of event attendees

0-4 years	316
5-11 years	2
12-17 years	0
18+ years	443
Total	761



Age of registered borrowers

0-5 years	108
6-17 years	323
18-59 years	368
60+ years	187
Total	986

Mobile Library and Home Delivery Service



Key details and Stats 2016/17:



Staff (FTE)



Volunteers



Opening Hours (Weekly)



Loans



Event Attendance



Visits



Computer Support



Enquiries



Registered Borrowers

Facilities:



Books, talking books, large print and spoken word, computers with printing and scanning – *printing is A4 colour*, photocopier – *A4 colour*, signposting to safe & well checks for Age UK, Warwickshire Fire & Rescue Services, Shopmobility, Warwickshire Health Transport



Age of event attendees

0-4 years	23
5-11 years	22
12-17 years	17
18+ years	337
Total	399



Age of registered borrowers

0-5 years	22
6-17 years	167
18-59 years	304
60+ years	3530
Total	4023