

Resources and Fire & Rescue Overview and Scrutiny Committee

26 September 2019

Agenda

The Resources and Fire & Rescue Overview and Scrutiny Committee will meet in **Committee Room 2, Shire Hall, Warwick on Wednesday 26 September 2019 at 2.00 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 5 June 2019

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 2 working days before the meeting.

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 2018/19

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

5. One Organisational Plan Progress Report: April 2018 to March 2019

6. One Organisational Plan Quarterly Progress Report - Q1; April 2019 to June 2019

7. Treasury Management Outturn 2018/2019

8. A report in relation to recent fire deaths and the responses from WFRS following the serious case reviews.

9. Update on Library Usage and Delivery of Digital Services

10. 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).

The next meeting of the committee has been scheduled for Wednesday 18 December 2019, 2pm, Committee Room 2, Shire Hall, Warwick.

Monica Fogarty
Chief Executive
Shire Hall
Warwick

Resources and Fire and Rescue Overview and Scrutiny Committee
Membership for the meeting 26 September 2019

Councillors:

Parminder Singh Birdi (Vice-Chair), Sarah Boad, John Cooke, Judy Falp, Pete Gilbert, Andy Jenns, Bill Olnor, Maggie O'Rourke, Dave Reilly and Adrian Warwick (Chair)

Portfolio Holders: -

Councillor Peter Butlin – Deputy Leader
Councillor Kam Kaur– Customer and Transformation
Councillor Andy Crump – Fire & Rescue and Community Safety

For queries regarding this agenda, please contact:

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

**Minutes of the meeting of the
Resources and Fire & Rescue Overview and Scrutiny Committee
held on 5 June 2019**

Present:

Members of the Committee:

Councillors Parminder Singh Birdi (Vice-Chair), Sarah Boad, John Cooke, Judy Falp, Pete Gilbert, Andy Jenns, Bill Olnor, Dave Reilly and Adrian Warwick (Chair)

Other County Councillors:

Peter Butlin - Deputy Leader and Portfolio Holder for Finance and Property
Andy Wright

Officers:

Helen Barnsley	Democratic Services Officer
Barnaby Briggs	Deputy Chief Fire Officer
Craig Cusack	Assistant Director (Enabling Services)
Sarah Duxbury	Assistant Director (Governance and Policy)
Richard Hopkins	Project Executive CSW/BDUK Superfast Broadband
Paul Inman	E-Services Team Leader and Webmaster
Jacky Lawrence	Corporate Energy Manager
Chris Page	CSW Broadband Mapping and Data Manager
Rob Powell	Strategic Director for Resources Directorate
Virginia Rennie	Strategy and Commissioning Manager (Strategic Finance)
Paul Williams	Democratic Services Team Leader

Before the meeting starting, the Chair welcomed new members to the Committee and placed on record his thanks to the previous Chair of the Committee, Councillor Heather Timms.

The Committee took a moment to reflect on the brave actions taken by those involved in D-Day and gave thanks, as the 75th Anniversary was marked across the country and in France.

1. General

(1) Apologies

Councillor Maggie O'Rourke; replaced by Councillor Alan Webb
Councillors Andy Crump, Kam Kaur and Izzi Seccombe

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

None

(3) Minutes of the meeting held on 27 February 2019

Resolved: That the minutes of the meeting held on 27 February 2019 were approved as a correct record. 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

Councillor Boad raised concerns relating to the ongoing work at Lillington library. There is scaffolding in place and the delay in the completion of the work has led to a rise in anti-social behaviour in the area, in particular, with the scaffolding being used as a climbing frame. It was agreed that Craig Cusack, Assistant Director (Enabling Services) and Sarah Duxbury, Assistant Director (Governance and Policy) would review the situation and provide an update for Councillor Boad.

4. Work Programme 2019-20

The Committee agreed that the following items would be discussed at the next Resources and Fire & Rescue OSC Chair and Group Spokes Meeting to be held on Thursday, 5 September 2019. Once details have been confirmed the items will be added to the work programme for 2019/20

- A review of the Museum and Archive Service
- Property Management Services
- Debt Management Process
- IRMP public consultation results
- WFRS – plans for the impact of HS2 and the construction phase

Resolved

That the Committee agrees the updated 2019-20 Work Programme, as set out in the report and notes the scheduled future meeting dates.

5. Coventry, Solihull & Warwickshire Superfast Broadband Project

Richard Hopkins, Project Executive CSW/BDUK Superfast Broadband and Chris Page, CSW Broadband Mapping and Data Manager presented highlights of the report which details the programme of works for the BDUK Superfast project. It was confirmed to the Committee that superfast connectivity will be delivered to 98% of the CSW region by the end of June 2020.

A demonstration was provided of the new web portal for members which will allow them to check on the status of projects in each division. The portal will show where there is already superfast coverage, which areas will be covered by contract 3, and those areas that are still waiting for funding. The portal will also show those locations which are still under review; where local providers have agreed to provide the service but the work is still outstanding. In these cases, alternative providers are being considered.

Councillor John Cooke welcomed the portal for members and raised a question about developers not being obliged to provide broadband in the same way as other utilities, asking if there was anything that the Committee could do to resolve this such as lobbying MPs. Councillor Peter Butlin, Deputy Leader and Portfolio Holder for Finance and Property responded that this is an area that the Government has resisted putting into planning law. There is pressure on developers to keep new homes saleable, with pressure coming from customers. It was noted that current legislation is failing to satisfy this concern at this point in time.

Councillor Pete Gilbert supported Councillor Cooke's statement and in addition asked officers if the broadband service standard was consistent, rather than just meeting the target for a completed roll out. It was confirmed by officers that Ofcom have recently introduced a standard to hold internet service providers to account if they do not maintain the speed promised. The provider now has a set period of time in which to restore speed to the agreed service standard.

Following a question from Councillor Dave Reilly it was confirmed that in some parts of Warwickshire the outstanding areas for broadband coverage were businesses. It is often prohibitive costs that are the main concern for alternative network providers who have made an offer to provide fibre cable. It was confirmed that there is a priority points scheme in place to identify key areas that have work outstanding as well as additional funding which is allocated specifically for businesses.

Resolved

That the Committee notes the good progress that the Coventry, Solihull & Warwickshire (CSW) Superfast project is making to extend Superfast connectivity across the sub-region.

6. Update on the Launch of the New 'warwickshire.gov.uk' website

Paul Inman, E-Services Team Leader and Webmaster presented the report to the Committee which provided an update on the implementation and next steps for the new warwickshire.gov.uk website.

Following a question from Councillor Bill Oler it was confirmed that provision is made to teach older residents or those who needed support, such as Silver Surfer courses offered at libraries along with other engagement programmes.

Councillor Pete Gilbert added that while the new website was a positive development, Warwickshire County Council still has a role to provide services to those who are not computer literate or who do not have access to internet; often the most vulnerable residents. Craig Cusack Assistant Director (Enabling Services) gave assurance to Members that a fundamental part of the process had been demand management which will continue to be used moving forward to identify where demand for access to services comes from.

In response to a question from Councillor Judy Falp it was confirmed that negative feedback often relates to specific incidents for individuals. User experience with the School Admissions Programme was being reviewed by the Digital by Design team in response to issues raised by customers. The Committee noted that 1,200 members of the public had been involved in determining the structure of the new website.

Resolved

That the Committee welcomes the delivery of the new warwickshire.gov.uk website.

7. Delivery of the Warwickshire Energy Plan: Establishing a Collective Fuel Switching Scheme – Warwickshire Switch and Save (WSS) End of Year One Progress Report

Jacky Lawrence, Corporate Energy Manager presented the report to the Committee confirming that quality criteria are used, as well as research for the cheapest options for single and dual fuel deals.

The Committee noted that the project has enabled officers to help residents with issues such as condensation or boiler repairs. This has been done in partnership with Act on Energy. The scheme has also supported vulnerable residents such as those without access to the internet or those who have lost partners who were previously responsible for sourcing energy deals. There has been an increase in confidence in hard to reach groups who are now more able to switch and save on their energy deals.

Following a question from the Committee it was confirmed that the scheme does not primarily focus on finding green energy solutions but twice renewable energy suppliers have won auctions.

Following a question from Councillor Pete Gilbert in relation to the numbers of residents who refuse the offer made it was confirmed that approximately 75% of those who signed up for the last auction could save money. Some residents only sign up out of interest, and some do not follow up by providing enough information to go further. Members noted that officers do not want to push people into the scheme; working with residents to save money where possible creates trust which could be lost if they were pushed into accepting an offer.

It was noted by the Committee that recommendation three of the report suggests that the scheme will only continue if sufficient referral fee income is achieved and questioned if the Council should be supporting the scheme financially even if costs are not covered through referrals. In response, it was confirmed that without take-up from residents, the scheme wouldn't continue however, officers stated that the project always had a finite life time. If residents can be given the confidence to be comfortable in searching out the best deals and switching energy providers, then the aim of the scheme has been achieved. Councillor Peter Butlin, Deputy Leader and Portfolio Holder for Finance and Property took on board the comments made by the

Committee in relation to financially supporting the scheme further and agreed that consideration would be given to offering financial input for wider promotion of the scheme.

Resolved

That the Committee recommends to Cabinet that:

- 1) Following the initial two year funded trial period, the Warwickshire Switch and Save Scheme continues for a further period, provided that the continuance of the Scheme is on a self-funded basis at no cost to the Council other than staff time;
- 2) Annual referral fee income from year two to be allocated towards the costs of delivering a marketing and promotional campaign in year three for up to three reverse auctions; and
- 3) If sufficient referral fee income is achieved to cover costs to the Council, the WSS Scheme to continue whilst sustainable.

8. Urgent Matters

None

9. Any Other Business

None

The next Resources and Fire & Rescue Overview and Scrutiny Meeting will be on Thursday 26th September 2019 at 2pm, Shire Hall.

The meeting rose at 3:25p.m.

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Chair

Resources and Fire & Rescue Overview and Scrutiny Committee

26 September 2019

Questions to Cabinet Portfolio Holders

Recommendation

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
- 1.3 The list was last updated from the Forward Plan on 11 September 2019.

Decision	Description	Date due	Decision Maker
WCC's Commercial Strategy	The introduction of a Commercial Strategy for WCC will support the Council as it implements it's New Operating Model through better use of existing resources via increased financial returns on investment, improved delivery of social and environmental priorities	17 October 2019	Cabinet
Customer Experience Strategy 2020-2025	This strategy proposes a refreshed approach to customer experience.	14 November 2019	Cabinet
Revised Museums Collection Policy	Report on the revised Museums Policy for Warwickshire County Council	30 January 2020	Cabinet

Revised Archives Collection Policy	A new policy for the Archives Collection	30 January 2020	Cabinet
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Background Papers

None

	Name	Contact Information
Report Author	Helen Barnsley	helenbarnsley@warwickshire.gov.uk
Assistant Director	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk
Strategic Director for Resources	Rob Powell	robpowell@warwickshire.gov.uk
Portfolio Holder	Cllr Kam Kaur Cllr Peter Butlin Cllr Andy Crump	cllrkaur@warwickshire.gov.uk cllrbutlin@warwickshire.gov.uk cllrcrump@warwickshire.gov.uk

Resources and Fire & Rescue Overview and Scrutiny Committee

26 September 2019

Work Programme 2019/20

Recommendations

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

- 1) Agrees the updated 2019/20 Work Programme and makes any additional comments or changes, as required; and
- 2) Notes the scheduled future meeting dates.

1. Work Programme

The updated Work Programme for 2019/20 is attached at Appendix A and will show the committee what items have been considered and what is still outstanding.

2. Briefing Notes

A number of briefing notes have been provided or scheduled to be provided to the committee during 2019/20 as listed in Appendix A.

3. Dates of Future Meetings

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

- 18 December 2019
- 25 March 2020

	Name	Contact details
Report Author	Helen Barnsley	helenbarnsley@warwickshire.gov.uk 01926 412323
Assistant Director	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk
Strategic Director for Resources	Rob Powell	robpowell@warwickshire.gov.uk

**Resources and Fire & Rescue Overview and Scrutiny Committee
Work Programme 2019/20 – 26 September 2019**

Appendix A

Item	Report detail	Date of next report
Questions to the Portfolio Holders / Forward Plan	Report which includes Forward Plan decisions relevant to the remit of the Committee	* Standing item for every meeting
Capital Programme	Updated briefing note to be provided to the Committee regarding Capital Slippage	* Standing item every six months
Finance	Treasury Management Outturn 2018/2019	26 September 2019
Performance	One Organisational Plan Quarterly Progress Report Year End and Q1; April 2019 to June 2019	26 September 2019
Library Services	A report to provide an update on the library services including visitor numbers, events and partnership working	26 September 2019
Warwickshire Fire & Rescue	A report in relation to recent fire deaths and the responses from WFRS following the serious case reviews; to include information on the evaluation process and partnership working	26 September 2019
Warwickshire Fire & Rescue	IRMP Task and Finish Group – update the progress made on the action plan; share results of the Public Consultation on the IRMP	18 December 2019
Finance	Debt Management Process	18 December 2019
Heritage and Culture	An update of the Museum and Archive Service	18 December 2019

**Resources and Fire & Rescue Overview and Scrutiny Committee
Work Programme 2019/20 – 26 September 2019**

Appendix A

Warwickshire Fire & Rescue	HS2; impact of the construction phase of HS2 on Warwickshire Fire & Rescue Service	25 March 2020
Facilities Management	Property Management Services	25 March 2020

Resources and Fire & Rescue Overview & Scrutiny Committee

26 September 2019

One Organisational Plan Quarterly Progress Report: Period under review: April 2018 to March 2019

Recommendation

That the Overview and Scrutiny Committee:

Considers and comments on the progress of the delivery of the One Organisational Plan 2020 for the period as contained in the report.

1. Introduction

- 1.1. The One Organisational Plan (OOP) Quarterly Progress Report for the period April 1st 2018 to March 31st 2019 was considered and approved by Cabinet on 11th June 2019. It provides an overview of the progress of the key elements of the OOP, specifically in relation to performance against key business measures, strategic risks, workforce management, revenue and capital budgets, reserves and savings targets and financial information on Business Units.
- 1.2. This report draws on information extracted from the Cabinet report to provide this Committee with information relevant to its remit.

2. One Organisational Plan 2020: Strategic Context

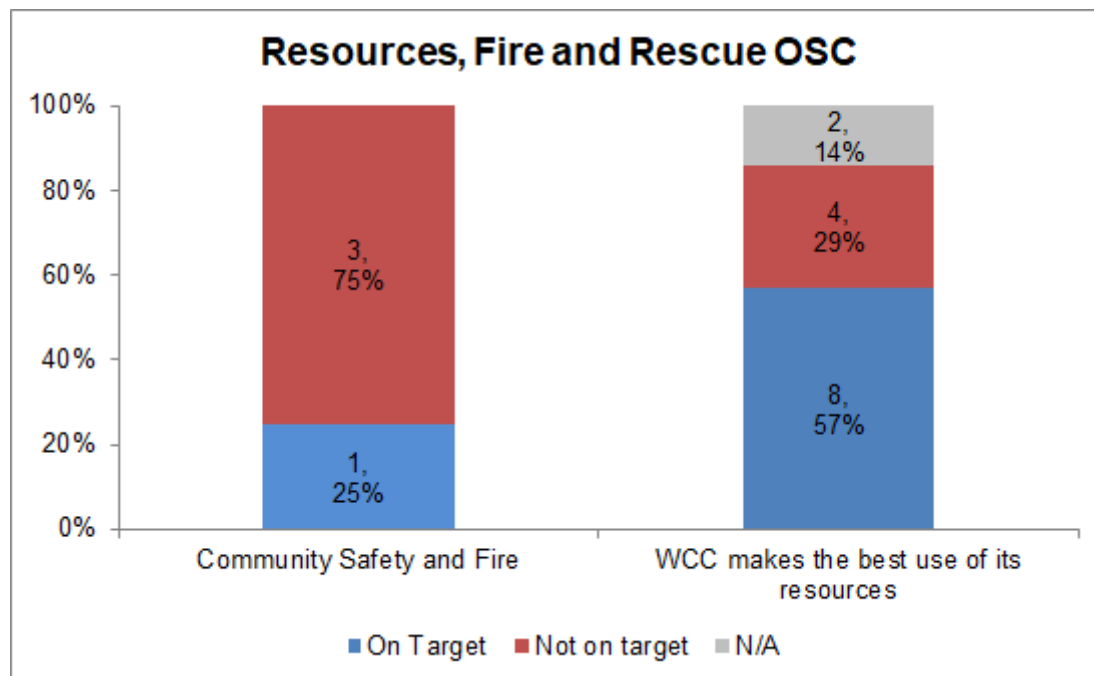
- 2.1 The OOP 2020 Plan aims to achieve two high level Outcomes. Performance is assessed against 62 Key Business Measures (KBM)s, 48 of which are grouped under, and reported against, the agreed policy areas.

Outcome	Policy Area	No. of KBMs
Warwickshire's communities and individuals are supported to be safe, healthy and independent	Adult Social Care	8
	Children are Safe	15
	Community Safety and Fire	6
	Health and Wellbeing	6
Warwickshire's economy is vibrant and supported by the right jobs, training, skills and infrastructure	Economy, Infrastructure and Environment	10
	Education & Learning	3

Item 5

In addition, to demonstrate OOP delivery by ensuring that **WCC makes the best use of its resources**, a total of 14 Key Business Measures have been presented on 1 dashboard.

- 2.2 At the year-end position, 56% (9) of KBMs have achieved target while 44% (7) of KBMs are behind target. 2 KBMs do not have a target set.



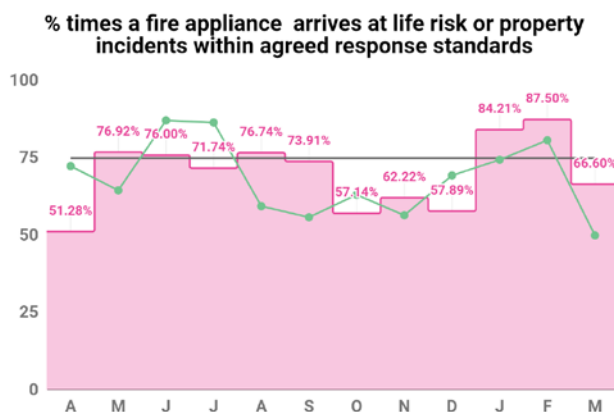
- 2.3 This section presents KBMs where significant good performance or areas of concern need to be highlighted for 18 KBMs across 2 policy areas as appropriate for this Committee;

One Organisational Plan Key Business Measures Scorecard

<p>18/19 Actual 18/19 Target 17/18 Actual</p>	Trend	Trend over longer time period
	DoT	Direction of Travel (DoT) over recent period
		Performance Improving
		Performance Declining
		Performance is Steady

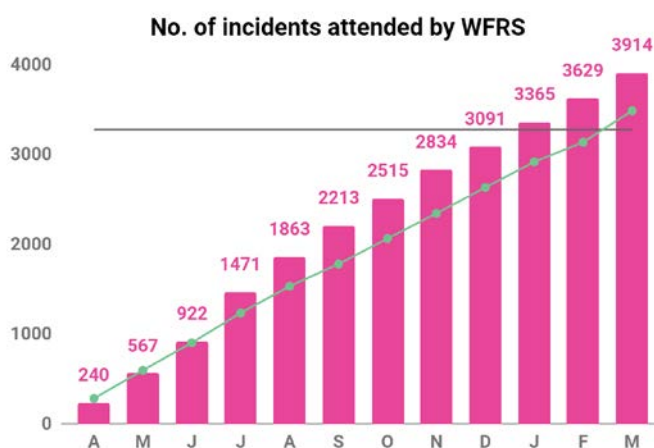
Community Safety and Fire

Areas of concern and remedial action



15/16	16/17	17/18	18/19	Trend	DoT
75%	72.8%	68.36%	70.18%	↓	↓

At year end the % first appliance attending life risk incidents within the agreed response standard of 10 minutes was at an average of 70.18% which is below the expected target of 75%. However, this is a slight increase in performance since 2017/18, where the Service performed at 68.36%. 64% of the incidents which failed the response standard (for the first attending appliance) was to a primary fire. Overall for 2018/19 there was a total of 132 life risk incidents which failed to attend within the 10 minutes set for this measure. Response standards are monitored continuously by the local District Commanders and by Senior Managers on a monthly basis, where trends for unsuccessful incidents investigated with an aim to provide targeted prevention activity in those harder to reach areas. The Service Asset Management Plan provides an overall aspiration to relocate some of the response points across the County to improve response to emergency incidents.



15/16	16/17	17/18	18/19	Trend	DoT
3306	3076	3491	3914	↑	↑

Comparing 2018/19 to the previous year there has been an increase in the number of incidents attended of 12% (423 incidents) and over target by 29.9% (901 incidents). The extended period of hot, dry weather during July accounts for the overall increase as during that period the average number of daily incidents attended doubled and those fires which do not involve property or vehicles tripled. Overall levels of incident activity in all key headline categories have increased compared to the same period last year; fires involving property or vehicles 1.6% (11 incidents), fires not involving property or vehicles 21.5% (133 incidents), false alarms 19% (249 incidents), road traffic collisions 4.1% (14 incidents) and special services, incidents of this type include assistance to other agencies, animal rescues and affecting entry, 2.9% (16 incidents). The Service monitors levels and types of incidents to address any emerging issues to inform community prevention activities.

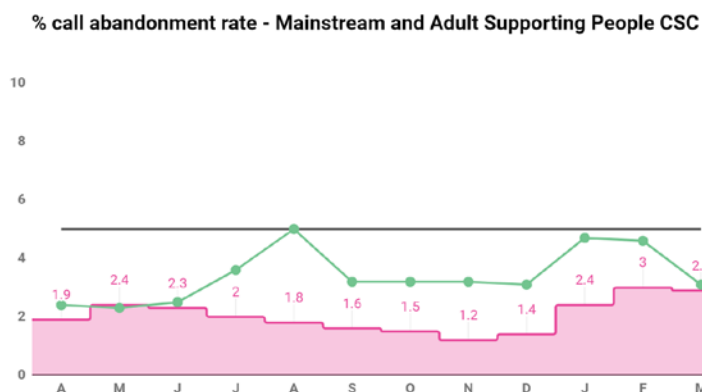


15/16	16/17	17/18	18/19	Trend	DoT
0	3	2	6	↑	↑

There have been 4 confirmed fire related deaths recorded during this year 3 were as a result of accidental fires in the home and the other was as a result of a vehicle fire. There are a further 2 deaths in accidental fires in the home that are suspected to be fire related but the Coroner's official verdict is awaited. Every fire related death in the home is comprehensively investigated by the Service and partners to identify any learnings which will, in turn, inform proactive and targeted fire safety campaigns across the County.

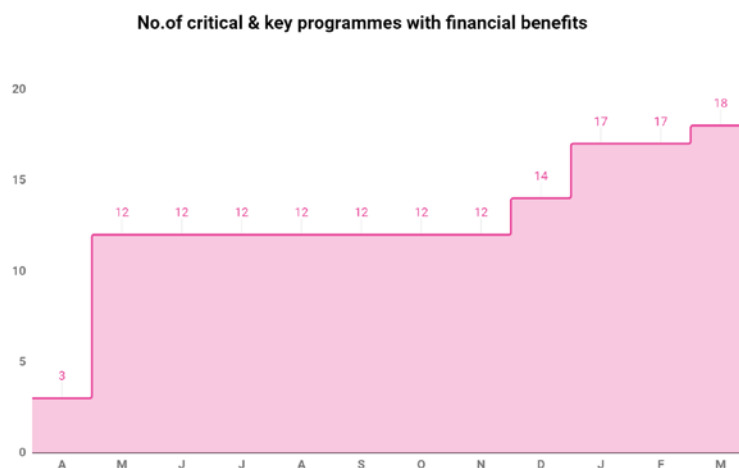
Warwickshire makes the best use of its resources

Areas of good progress



15/16	16/17	17/18	18/19	Trend	DoT
6.32	2.9	3.5	2.9	↔	↔

The average abandonment rate throughout 2018/19 has been 2% against a target of 5%. The average for 2017/18 was 3.4%. The service continues to closely monitor this measure. The Service has also taken on additional services including non-safeguarding calls for MASH (multi-agency safeguarding hub).

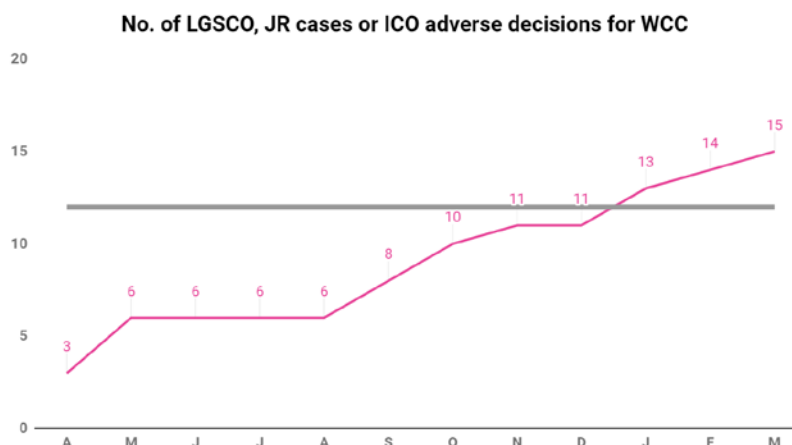


15/16	16/17	17/18	18/19	Trend	DoT
New measure			18	N/A	↑

The overall number of critical/ key projects has reduced to 24 at year end as projects have closed and resources have been redirected to other priority areas where applicable. 18 of these have

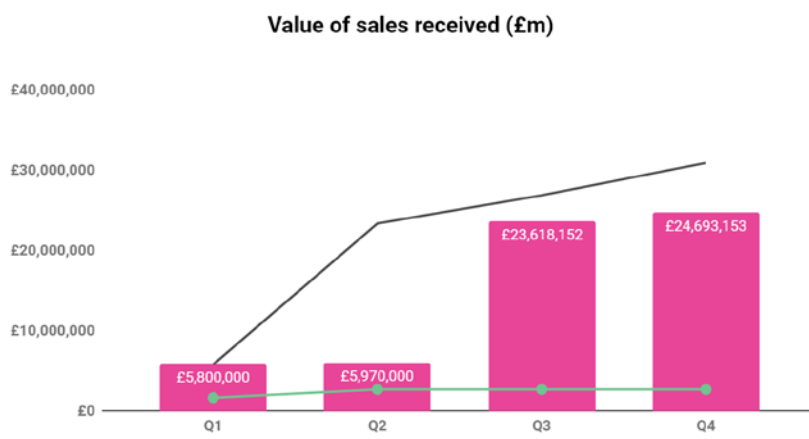
clear financial benefits identified, which is a significant improvement from the initial 3 projects at the start of the year. It is anticipated that with the introduction of the new project management software Verto from the 1st April 2019, and the implementation of the change management framework that performance in this area will continue to improve.

Areas of concern and remedial action




15/16	16/17	17/18	18/19	Trend	DoT
	New measure	13	15	↑	↑

At the end of the 2018/19 year 15 adverse decisions had been made against WCC; by the Local Government & Social Care Ombudsman (12) the Information Commissioner's Office (2) and the First Tier Tribunal (1). There were no successful Judicial Reviews against the Council. The target for all adverse decisions was 12 so the target has been exceeded by 3. In terms of the LGSCO adverse decisions 7 of the upheld decisions related to the People Directorate (Adult Social Care = 5; Blue Badge = 1; Children's Safeguarding = 1) and 5 related to the Communities Directorate (Education & Learning = 3; Transport & Economy = 2). Service areas are kept up to date in relation to relevant Ombudsman cases and the Ombudsman produces a regular case digest which is shared with relevant officers. Learning from cases (whether WCC cases or otherwise) is also shared across the organisation through Assistant Directors and more locally with other relevant officers, based on the nature of the case concerned.



Item 5

15/16	16/17	17/18	18/19	Trend	DoT
New measure		£2,706,540	£24,693,153	N/A	
<p>Six receipts have been delivered to the value of £24,693,153. The target for value to sales received is £30,927,271. The initial Europa Way receipt has been received to the value of £17,577,252 and will be followed by a further receipt on 29/11/2020 to the value of £6,023,000. Receipts for Atherstone 2 Racemeadow Road; Rugby land at Meadow Farm have also been received; deposits associated with Grendon Household Waste Site, former Ridgeway School and Former Marie Correlli Playing field have also been received. The Eastboro Way, and remainder of Nuneaton Manor Park sites are anticipated to complete in 2019/20.</p>					

2.4 More detailed progress on the remaining KBMs relevant to this Committee is reported through the Scorecards in Appendix A.

Financial Commentary – relevant finance information taken from Cabinet report

3.1 Revenue Budget

3.1.1 The Council has set the following performance threshold in relation to revenue spend: a tolerance has been set of zero overspend and no more than a 2% underspend. The following table shows the forecast position for the Business Units concerned.

	2018/19 Budget £'000	2018/19 Outturn £'000	Revenue Variance £'000 %	Retained Reserve s £'000	Financial Standing £'000
Customer Service	9,115	9,180	65 0.71%	(654)	(589)
No financial issues to report					
Finance	3,768	3,578	(190) -5.04%	(880)	(1,070)
HR & OD	5,215	4,860	(355) -6.81%	(335)	(690)
Staffing fluctuations in HROD over the year have impacted on the year-end financial position for the service. Implementation of the new operating model for HROD across Governance and Policy and Enabling will seek to address this.					
ICT Services	9,131	8,619	(512) -5.61%	(220)	(732)
The Schools Traded Services met their surplus target despite significant pressures from changes in the customer base. The target was met through managing expenditure and a large shift in hardware turnover to schools. Delays in the contracts for Project Connect (telephony) and a number of other projects have resulted in underspends for Corporate ICT Development and Network Service. Vacant position held to assist with staffing pressures in 19/20.					
Law & Governance	1,000	398	(602) -60.20%	(213)	(815)
Trading activity for 2018-19 has remained healthy. New external income has been generated for legal services as well as additional income from existing customers by Internal Income. Internal demand remains high. Underspends in Democratic Services and Audit are as a result of staffing vacancies.					

Performance	5,842	5,702	(140) -2.40%	(25)	(165)
Property Services					
Property Services	10,797	9,450	(1,347) -12.48%	(508)	(1,855)
Outturn underspent position is largely as a result of a combination of reduced expenditure on maintenance (due to the mild winter), increased landlord income and trading activity.					
Fire & Rescue	19,427	19,892	465 2.39%	(1,957)	(1,492)
The final outturn position for the service is an overspend of £465,000. This does however include the abortive capital costs of £731,000 relating to the Southam training project. It has been approved that these costs will be funded from WCC general reserves which will therefore reduce the service outturn position to an underspend of £266,000.					

3.2 Delivery of the 2017-20 Savings Plan

3.2.1. The savings targets and forecast outturn for the Business Units concerned are shown in the table below:

	2018/19 Target £'000	2018/19 Forecast Outturn £'000
Customer Service	10	10
Finance		
Finance	65	65
HR & OD		
HR & OD	75	75
ICT Services		
ICT Services	363	363
Law & Governance		
Law & Governance	49	49

Performance	55	55
Property Services	1,583	1,649
Additional saving delivered from the reduction in the Council's borrowing costs as a result of using capital receipts from the sale of land and buildings to reduce long term debt		
Fire & Rescue	0	0

3.3 Capital Programme

3.3.1. The table below shows the approved capital budget for the business units, any slippage into future years and the RAG status at Quarter 3:

	Approved budget for all current and future years (£'000)	Slippage from 2018/19 into Future Years £'000	Slippage from 2018/19 into Future Years (%)	Current quarter - new approved funding / schemes (£'000)	Newly resourced spend included in slippage figures (£'000)	All Current and Future Years Forecast (£'000)
Fire & Rescue	9,612	(785)	-17%	(3,491)	(277)	5,844
Slippage relates to the vehicle replacement programme where delivery of the aerial turntable ladder has been delayed until May 2019.						
Customer Service	2,518	(161)	-25%	(38)	0	2,480
Overall cost of the library refurbishment project less than estimated						
ICT Services	23,780	614	12%	(13)	0	23,767
There has been a greater amount of expenditure on information assets of £0.614 million, this reduces the overall slippage figure. This relates to the development of rural broadband project, there has been an upturn in build in Q4.						

Property Services	29,640	(968)	-7%	4,562	3	34,205
There have been a number of delays to project dates. These delays mostly relate to schools and non-schools maintenance schemes, due to programme / access arrangements and economical use of contractor resource. Please see annexes for further details.						

4. Supporting Papers

- 4.1 A copy of the full report and supporting documents that went to Cabinet on the 11th June 2019 is available via the following [link](#) and in each of the Group Rooms.

5. Background Papers

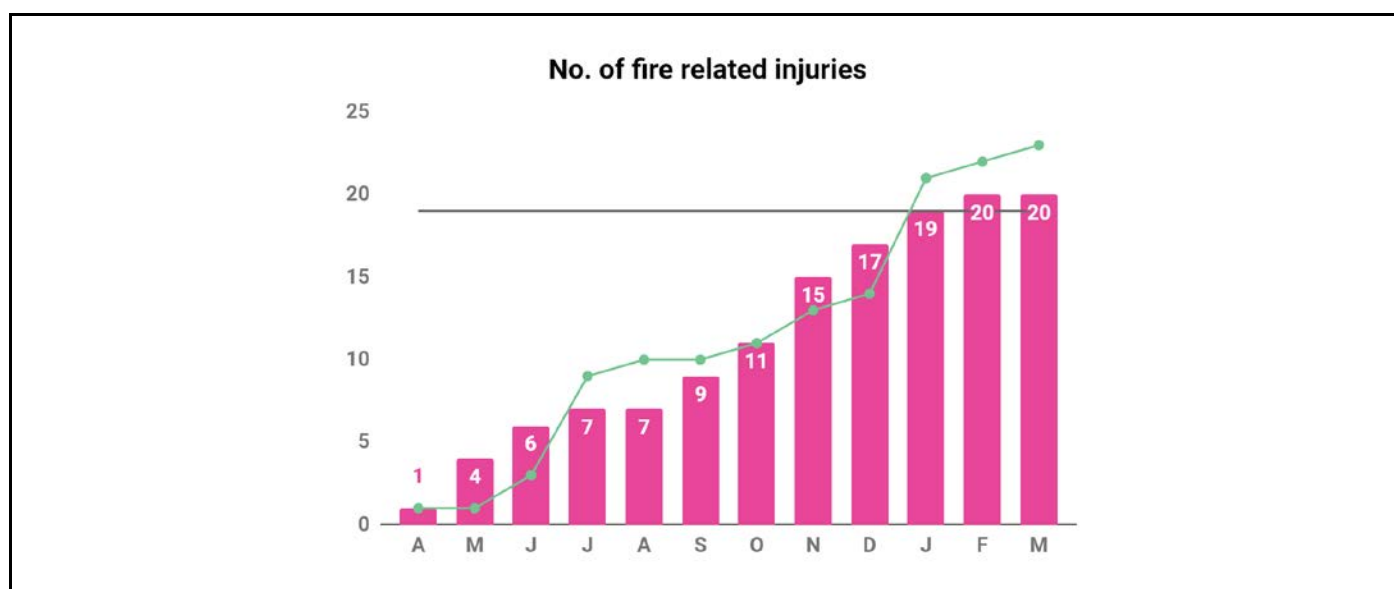
None

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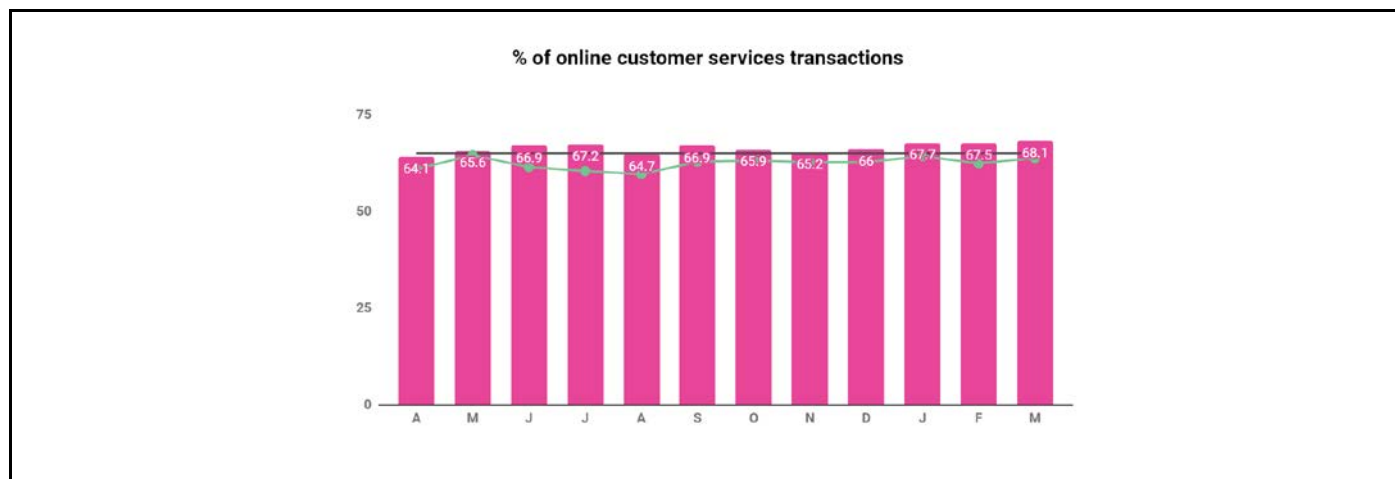
Appendix A One Organisational Plan Key Business Measures Scorecard

	Trend	Trend over longer time period
	DoT	Direction of Travel (DoT) over recent period
		Performance Improving
		Performance Declining
		Performance is Steady



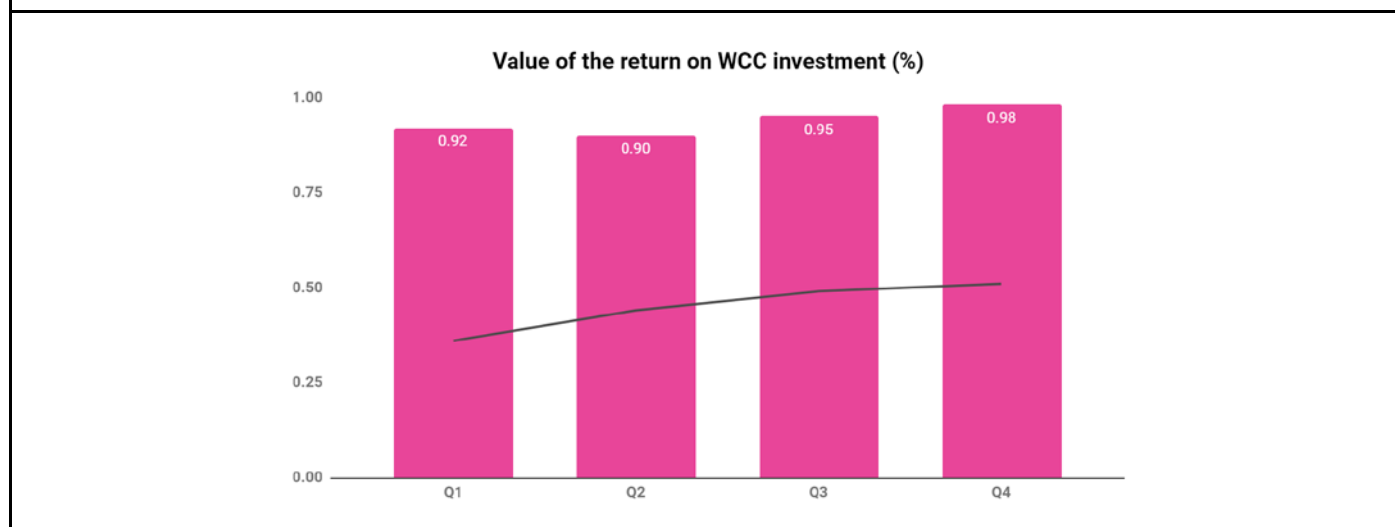
15/16	16/17	17/18	18/19	Trend	DoT
21	14	23	20		

There have been 20 fire related injuries recorded across the county this year which is 3 less than in 2017/18. Overall, despite the significant increase in fires attended this year to date, levels of fire related injuries have remained low and when compared nationally Warwickshire is one of the best performers for this measure. The highest number of fire related injuries were recorded in November with 5 in just 2 incidents. The Service closely monitors levels and types of incidents involving fire related injuries to address any emerging issues to inform community prevention activities.



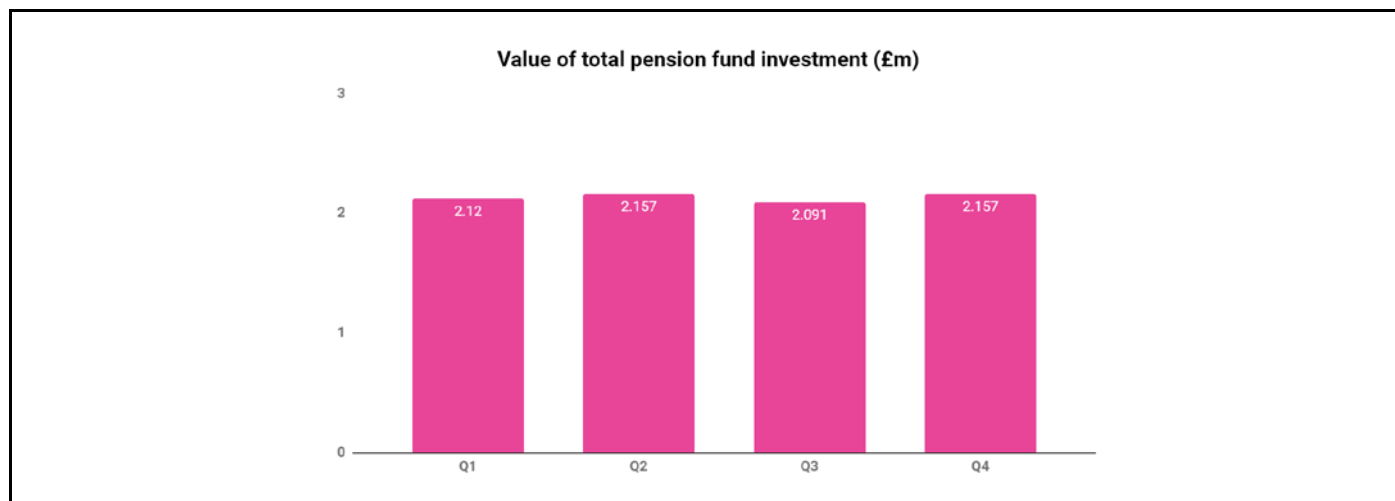
15/16	16/17	17/18	18/19	Trend	DoT
N/A	54.9%	62.3%	68.1%	↑	↑

This figure shows the percentage digital take-up for those services where there is a digital offer for customers. The outturn for 2018/19 is 66.3%, against a target of 65%. The average for 2017/18 was 62.3%.



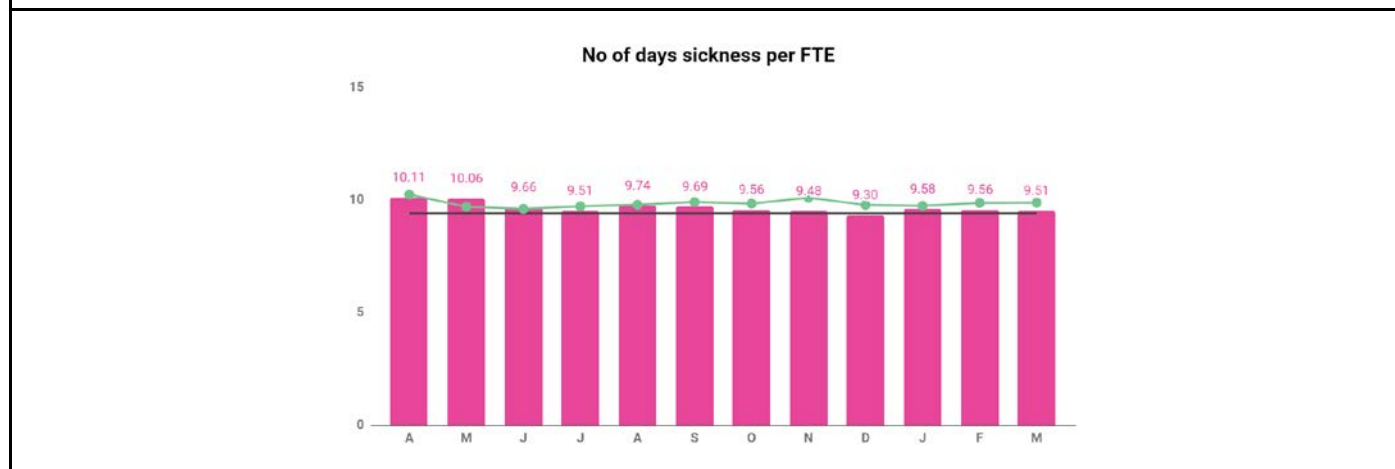
15/16	16/17	17/18	18/19	Trend	DoT
New measure			0.98%	N/A	↑

Rate of return has continued to stay above the target, with the target (0.51%) and the rate of return (0.98%) increasing slightly towards the year end as a result of bank rate increases.



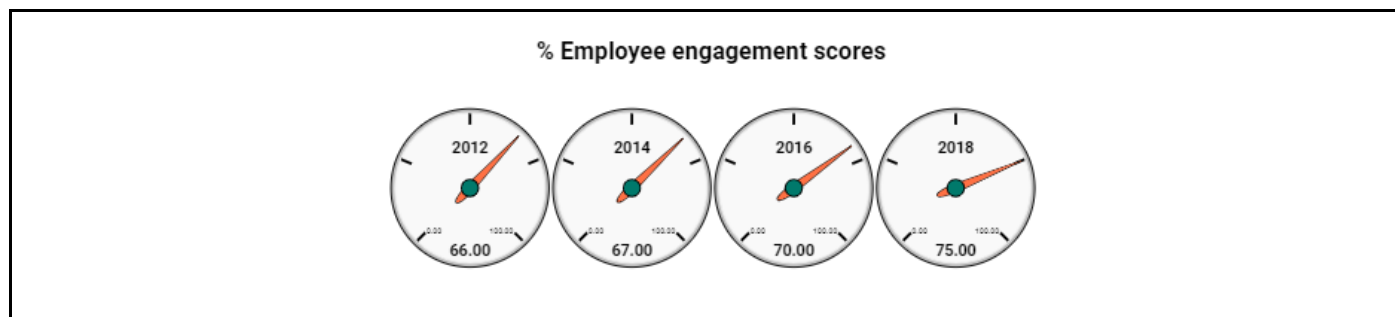
15/16	16/17	17/18	18/19	Trend	DoT
New measure			£2.157m	N/A	↔

2018/19 has seen significant volatility in the markets, but this included better performance in the last quarter. However, the fund is made up of a mixture of higher risk/return investments such as equities and also lower risk lower return investments such as bonds in order to diversify risk overall. The next triennial valuation is under way in 2019 and will inform employer contributions from April 2020 onwards.



2012	2014	2016	18/19	Trend	DoT
10.26	9.9	9.87	9.51	↓	↔

The rolling 12-month figure for absence is 9.5 which is a reduction on the figure for the same period last year (9.9). This is the lowest reported year end figure since 2011/12 and is the third year that a reduction in the absence figure has been reported. A full report on absence will be presented to Staff and Pensions in September 2019. Focus will continue to be on proactive interventions around wellbeing, the new Occupational Health Contract and targeted action on high absence rates/ common reasons for absence in order to achieve the 9.4 target. The HROD Service has set up a sickness absence monitoring group and continue to take a proactive approach to absence management.



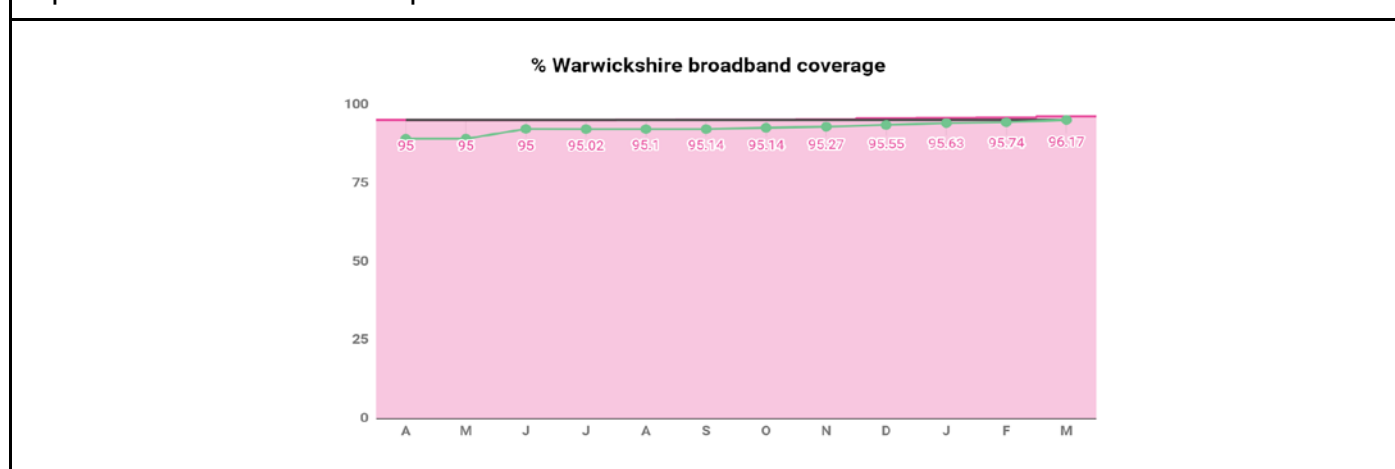
15/16	16/17	17/18	18/19	Trend	DoT
66%	67%	70%	75%	↑	↑

75% achieved in 2018 sees a 5% increase from 2016 and is 8% above the local authority benchmark of 67%. The score is calculated from six employee engagement questions within the Your Say survey, five of these questions have seen an increase since 2016 which is excellent.



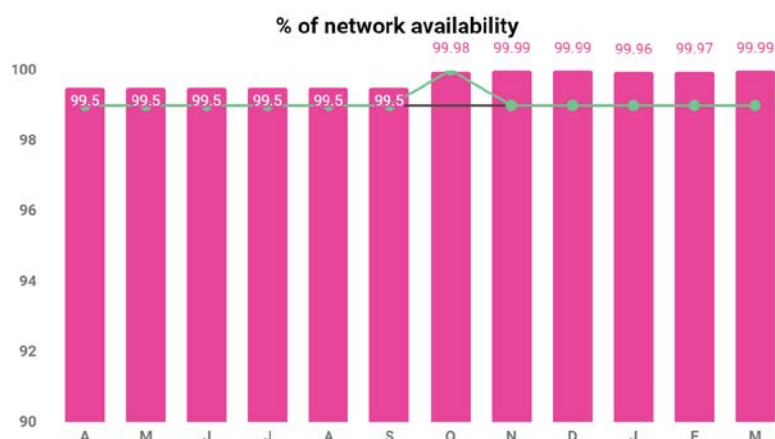
15/16	16/17	17/18	18/19	Trend	DoT
New measure		33	7	↓	↓

The number of reportable incidents for 18/19 has been considerably lower than 17/18 with only 7 reported in 18/19 and 33 reported in 17/18.



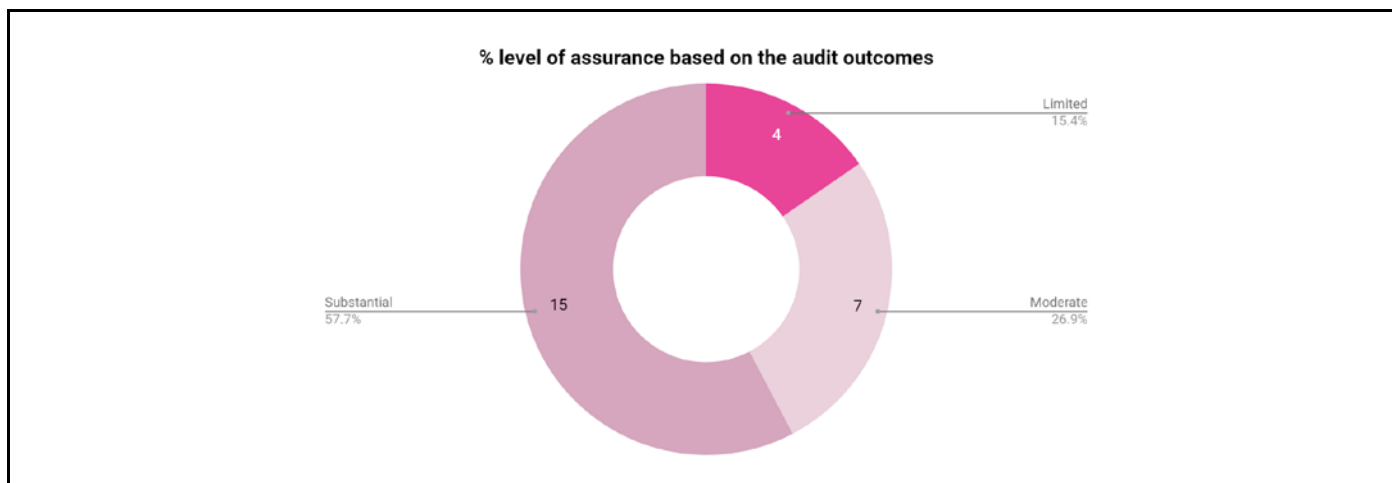
15/16	16/17	17/18	18/19	Trend	DoT
89%	92.02%	95%	96.17%	↑	↑

Contract 2 has now officially completed and Openreach are in closure with all remaining work to be completed within 40 days after 31/03/19. The contract delivered 22209 Total Homes Passed (THP) versus 20954 as originally planned. This figure will rise as the service assures the works. This means that since Broadband Delivery UK (BDUK) has started, over 68,000 properties across Coventry, Solihull and Warwickshire (CSW) are now able to connect to the fibre network due to the CSW Broadband Programme. The service finished the Department for Digital, Culture, Media and Sport (DCMS) Take-Up Fund Project campaign activities and were successful in obtaining extra funding from DCMS to cover this work. This means that the service has been able to conduct its biggest ever demand stimulation campaign, targeting over 12000 properties in areas where take-up has been lower or slower than expected without costing the CSW Project any expense. The service is now working on Contract 3 which is the next phase of BDUK rollouts plus the Local Full Fibre Network programme which will deliver a further 15000+ premises delivery and 400+ public sector sites. In addition, the service has received positive reviews and data from the independent website Thinkbroadband. Detailed analysis can be found here for Warwickshire as a whole or each sub area with the CSW programme: <https://labs.thinkbroadband.com/local/E1000031>



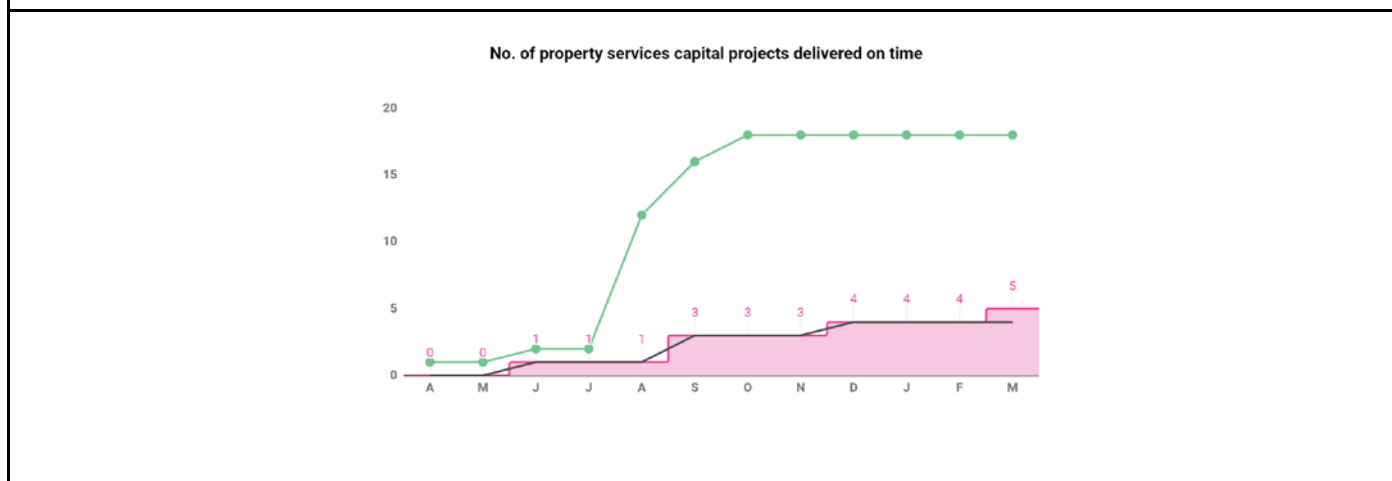
15/16	16/17	17/18	18/19	Trend	DoT
100%	99%	99%	99.99%	↔	↑

Network availability results (99.99% at year-end). An ongoing project has now been completed, future proofing the infrastructure for the next 5 years.



15/16	16/17	17/18	18/19	Trend	DoT
New measure			Substantial - 57.7% Moderate - 26.9% Limited - 15.4%	N/A	N/A

As at the end of March over half of the opinions have been substantial (57.7%) and 15% Limited. NB. Substantial makes reference to where No more than 1 or 2 significant recommendations possibly with some merits attention, whereas limited is 1 or 2 fundamental recommendations (may also have some substantial recommendations) OR 6 or more significant recommendations. There are further reports which are being finalised and will be completed before the Annual Report is produced for the May Audit and Standards Committee. At this stage the spread of opinions provides a positive picture of the control environment, with a higher proportion of Substantial opinions than for 2017/18.



15/16	16/17	17/18	18/19	Trend	DoT
New measure		27	5	N/A	↑

All 4 projects identified at Year-Start have been completed (Shipston High School; Barford St Peter's Primary School; Coleshill CE Primary School and Old Shire Hall/ Judge's house) and an additional 1 project which was added within Year has been completed (Macintyre Academy).

Resources and Fire & Rescue Overview & Scrutiny Committee

26 September 2019

One Organisational Plan Quarterly Progress Report:

Period under review: April 2019 to June 2019

Recommendation

That the Overview and Scrutiny Committee:

Considers and comments on the progress of the delivery of the One Organisational Plan 2020 for the period as contained in the report.

1. Introduction

- 1.1. The One Organisational Plan (OOP) Quarterly Performance Progress Report for the period April 1st 2019 to June 30th 2019 was considered and approved by Cabinet on 12th September 2019. The report provides an overview of progress of the key elements of the OOP, specifically in relation to performance against Key Business Measures (KBMs), strategic risks and workforce management. A separate Financial Monitoring report for the period covering both the revenue and capital budgets, reserves and delivery of the savings plan was presented and considered at the same meeting.
- 1.2. This report draws on information extracted from the Cabinet report to provide this Committee with information relevant to its remit.

2. One Organisational Plan 2020: Strategic Context

2.1 The OOP 2020 Plan aims to achieve two high level Outcomes:

- **Warwickshire's communities and individuals are supported to be safe, healthy and independent;** and,
- **Warwickshire's economy is vibrant and supported by the right jobs, training, skills and infrastructure.**

Progress to achieve these outcomes is assessed against 58 KBMs.

Outcome	No. of KBMs
Warwickshire's communities and individuals are supported to be safe, healthy and independent	24
Warwickshire's economy is vibrant and supported by the right jobs, training, skills and infrastructure	17

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In addition, to demonstrate OOP delivery by ensuring that **WCC makes the best use of its resources**, a total of 17 KBMs are monitored.

2.2 Of the 58 KBMs, 22 are in the remit of this Overview and Scrutiny Committee. At the Quarter 1 position, 50% (11) of KBMs are currently on track and achieving target while the 23% (5) of KBMs are not on track and behind target and 27% (6) are not applicable as the data is currently unavailable or it is not appropriate to have a target set. Chart 1 below summarises KBM performance by outcome.

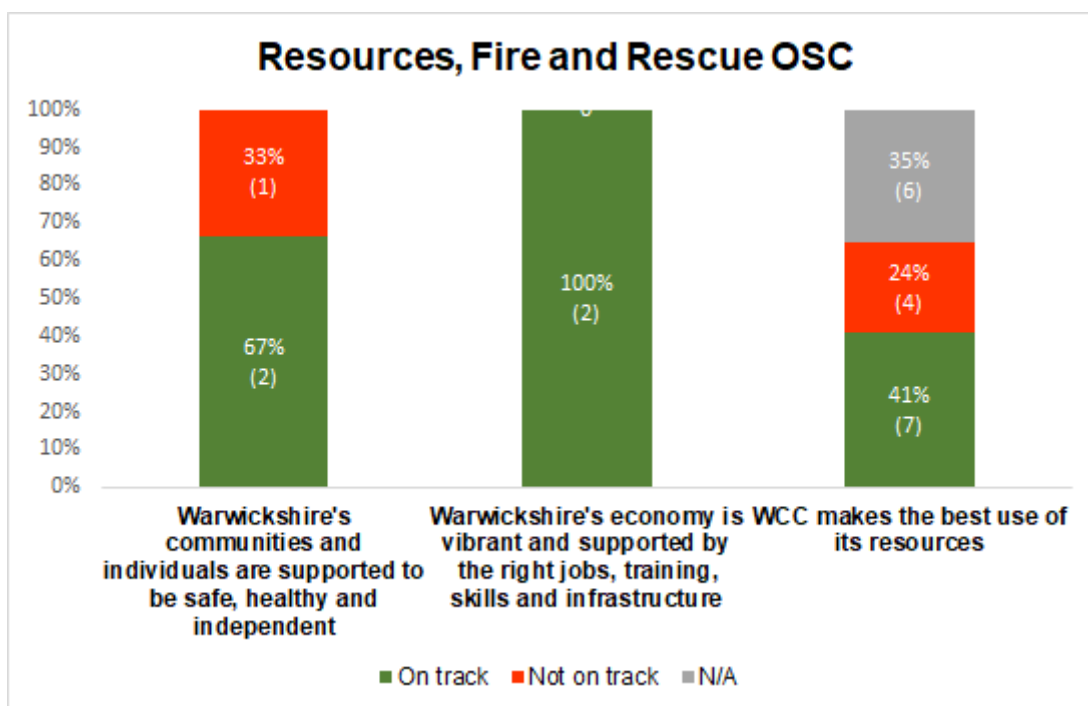


Chart 1

2.3 Of the 50% (11) KBMs achieving target there are several measures where performance is of particular note, including:

- No. of referrals to the Local Government and Social Care Ombudsman upheld, where there has been 1 complaint upheld (although related to last year), compared to 4 for the same period in 2018/19;
- Value of the return on WCC investment where the Quarter 1 figure of 1.09% is positively above the target set of 0.57%.

2.4 Chart 2 below illustrates the considered projection of performance over the forthcoming reporting period.

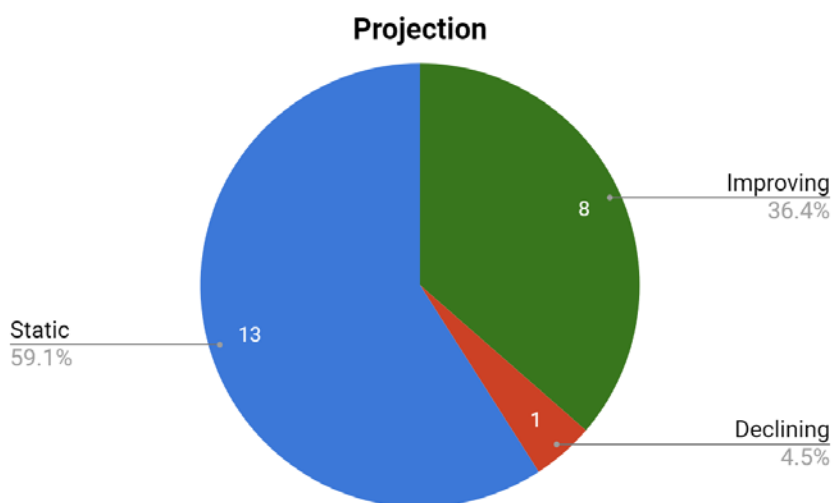


Chart 2

Of the 22 performance measures, 5 KBMs are not on track and behind target, however the following 4 are projected to improve over the next reporting period:

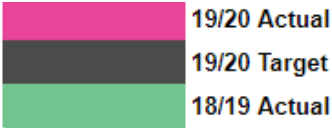



- % times an appliance arrives at a life risk or property incidents within agreed response standards;
- % of projects on track;
- Average days sickness per full time equivalent; and,
- % reduction in agency spend.

The 5th measure ‘% traded income against target’ is projected to remain static.

The measure which is projected to decline is % Capital ‘Major’ Projects delivered on time. Currently this measure is achieving 100%, compared to the target set of 80%. The service considers that the projection for this measure may decline over the next period as more projects are delivered but should remain above the target set.

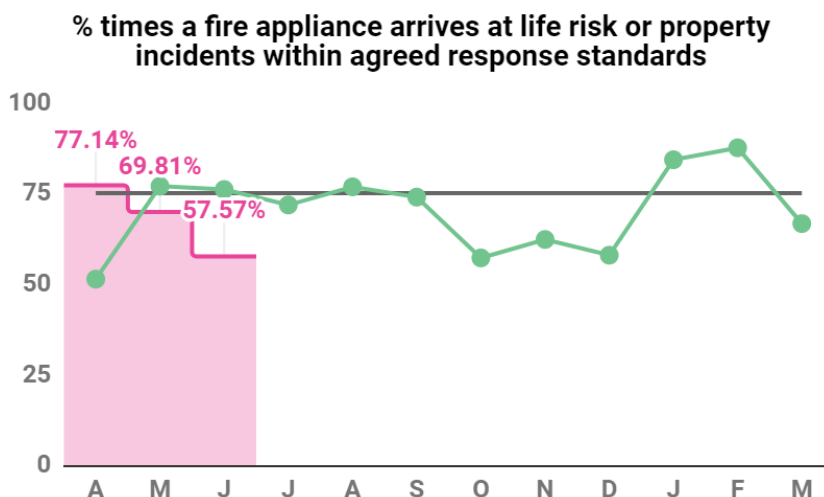
2.5 The following section presents KBMs where significant good performance or areas of concern need to be highlighted for the 22 KBMs across the 2 high level outcomes as appropriate for this Committee. Performance for all other measures is included in Appendix A.




One Organisational Plan Key Business Measures Scorecard

	Projection	Is the expected performance projected to improve, decline or remain static over the next reporting period
	DoT	Direction of Travel (DoT) over recent period
	Trend	Trend over longer time period
		Performance Improving
		Performance Declining
		Performance is Steady

Warwickshire’s communities and individuals are supported to be safe, healthy and independent

Areas of concern and remedial action



16/17	17/18	18/19	Trend	DoT	Projection
72.8%	68.36%	70.18%			

During Quarter 1 the % first appliance attending life risk incidents within the agreed response standard of 10 minutes was at an average of 69.13% which is below the expected target of 75%. However, this is a slight increase in performance since the year end, where the Service performed at 68.07%.

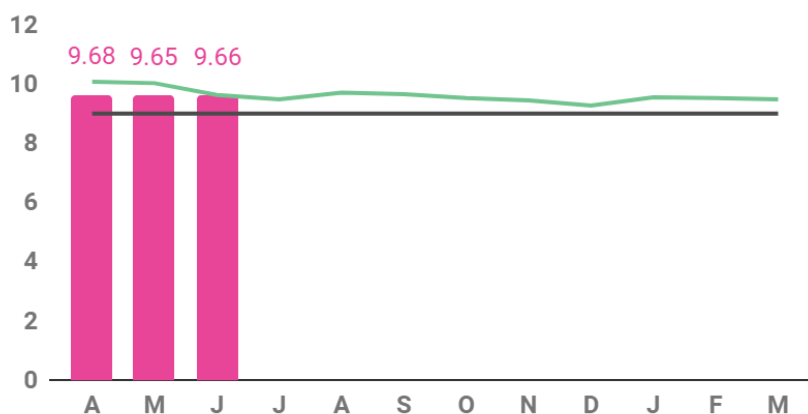
Of the 43 incidents where the response standard wasn't achieved during Quarter 1, 63% (27 incidents) were fires involving property or vehicles, 30% (13 incidents) were RTC's and 7% (3 incidents) were to Special Services. Response standards are monitored continuously by the local District Commanders and by Senior Managers monthly and trends for unsuccessful incidents are identified and considered. The Service works flexibly across all the crewing systems working to provide optimum operational crewing, e.g. on call staff will be utilised to support whole-time crewing when needed and vice versa. This increases financial pressures on the Service and has a negative effect for on call availability. Recruitment and retention of on call firefighters is an ongoing challenge which reflects the national picture, but the Service has seen significant improvements in on call availability in recent months. Service Control redeploy both staff and vehicles daily to optimise emergency cover, however with the unpredictability and geographical spread of incidents the mitigating effect of this will always be limited. Targeted fire prevention activity is delivered in remote rural areas which the Service knows it will struggle to reach within the 10-minute response time.

The Service Asset Management Plan sets out the intention to relocate some whole time response points onto transport nodes across the County with the intention of improving response to emergency incidents, particularly those on the motorway network.

Warwickshire makes the best use of its resources

Areas of concern and remedial action

No. of days sickness per FTE



16/17	17/18	18/19	Trend	DoT	Projection
9.9	9.87	9.51	↓	↔	↓

The average days sickness is currently running at 9.66 days, rolling 12 months, which is tracking Quarter 1 performance from 2018/19. Absence continues to reduce with 9.5 days in 2018/19 being the lowest absence has been since 2012/13, however the low rate of reduction remains a concern. The Staff and Pensions Committee in September will set the 2019/20 target,

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recommended 5% reduction on the 2018/19 out turn. The proposed target for 19/20 is 9.04 days per Full Time Equivalent (FTE). The workplace health and wellbeing strategy was launched in June 2018 and a steering group has been established to ensure the strategy is implemented. The steering group works with Public Health, the focus is on proactive interventions and ways to wellbeing, particularly mental health and wellbeing champions. Sickness absence surgeries are in place for managers and bespoke training and support has been provided in targeted areas. Sickness absence levels continue to be reported to managers monthly and the HR Advisory service provides support and guidance to managers to manage long and short-term sickness absence. Corporate Board has asked for sessions to be arranged with each Strategic Director to review levels of sickness absence by Directorate. HROD also continues to liaise with the highest performing authorities to learn lessons from their approach.

Financial Commentary – relevant finance information taken from Cabinet report

3.1 Revenue Budget

3.1.1 The Council has set the following performance threshold in relation to revenue spend: a tolerance has been set of zero overspend and no more than a 2% underspend. The following table shows the forecast outturn position for the Services concerned.

	2019/20 Budget £'000	2019/20 Outturn '000	Revenue Variance £'000 %	Retained Reserves £'000	Financial Standing £'000
Business and Customer Services	11,142	11,151	10 0.09%	(1,067)	(1,057)
No financial issues to report					
Commissioning Support Unit	3,296	3,055	(241) -7.31%	(357)	(598)
Vacancies held pending outcome of the Service redesign/ new structure					
Enabling Services	21,450	20,410	(1,040) -4.85%	(593)	(1,633)
Revenue assumptions in Enabling Services continue to be built on vacancies being filled by year end. As the year progresses this assumption may no longer be valid. Risks continue to the income generated by trading and fees for capital programmes. Further risk will compound should Tier 3 management positions not be filled, requiring interim staff to continue in post.					
Finance	4,572	4,342	(230) -5.03%	(1,086)	(1,316)
<ul style="list-style-type: none"> - £0.147m increased recharge to the Pension Fund - remaining underspend forecast is predominantly due to vacancies pending restructure Subsequent forecast likely to be closer to budget due to costs of interim and agency staff and allocation of savings.					
Governance and Policy	2,561	2,711	150 5.86%	(2,693)	(5,543)
Projected overspends within Property Management are under review in the context of the costs for major project - Hawkes Point/ Montague Road					

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Fire and Rescue	20,352	20,507	155 0.76%	(2,223)	(2,068)
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No further commentary in respect of the declared forecast summary. In respect of key risks in revenue forecast: Although not substantively alive risk nor indicated here, it is important to note the high potential risk associated with probable National legal and or industrial action taken in respect of the Day Crewing System, which if realised will create an ongoing revenue pressure of circa £750k to £1m to address.

3.2 Delivery of the 2017-20 Savings Plan

3.2.1. The savings targets and forecast outturn for the Business Units concerned are shown in the table below and all are expected to be delivered by the end of the financial year:

	2019/20 Target £'000	2019/20 Actual to Date £'000	2019/20 Forecast Outturn £'000
Business and Customer Services	125	125	125
Commissioning Support Unit	150	150	150
Enabling Services	704	704	704
Finance	95	95	95
Governance and Policy	886	-267	886
Fire and Rescue	369	369	369

3.3 Capital Programme

3.3.1. The table below shows the approved capital budget for the business units, any slippage into future years

	Approved budget for all current and future years (£'000)	Slippage from 2019/20 into Future Years £'000	Slippage from 2019/20 into Future Years (%)	Current quarter - new approved funding / schemes (£'000)	Newly resourced spend included in slippage figures (£'000)	All Current and Future Years Forecast (£'000)
Business and Customer Services	2,057	0	0%	0	0	2,057
Enabling Services	30,141	1	0%	160	0	30,301
Increased cost in ICT Software Development £0.2m - Schedule of projects is more heavily Digital focussed than anticipated from budget setting in 2018-19. To be funded from revenue.						
Governance and Policy	9,324	(341)	0%	0	997	10,321
£0.341m slippage in Rural Services Capital Maintenance Programme due to staff turnover delaying implementation. £0.997m additional cost of Hawkes Point.						
Fire and Rescue	6,407	10	0%	0	10	6,417
£0.01m added to programme for a breathing apparatus washing machine funded from revenue						

3.3.2. At the meeting on 12th September, Fire and Rescue Service asked Cabinet to approve an allocation of £602k from general reserves to address the issues identified by the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) report related to the work of the fire protection team.

4. Supporting Papers

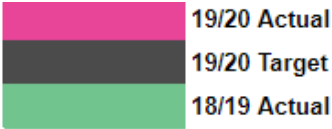



4.1 A copy of the full report and supporting documents that went to Cabinet on the 12th September 2019 is available via the following links ([performance](#) and [finance](#)) and in each of the Group Rooms.

5. Background Papers

None




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Appendix A One Organisational Plan Key Business Measures Scorecard

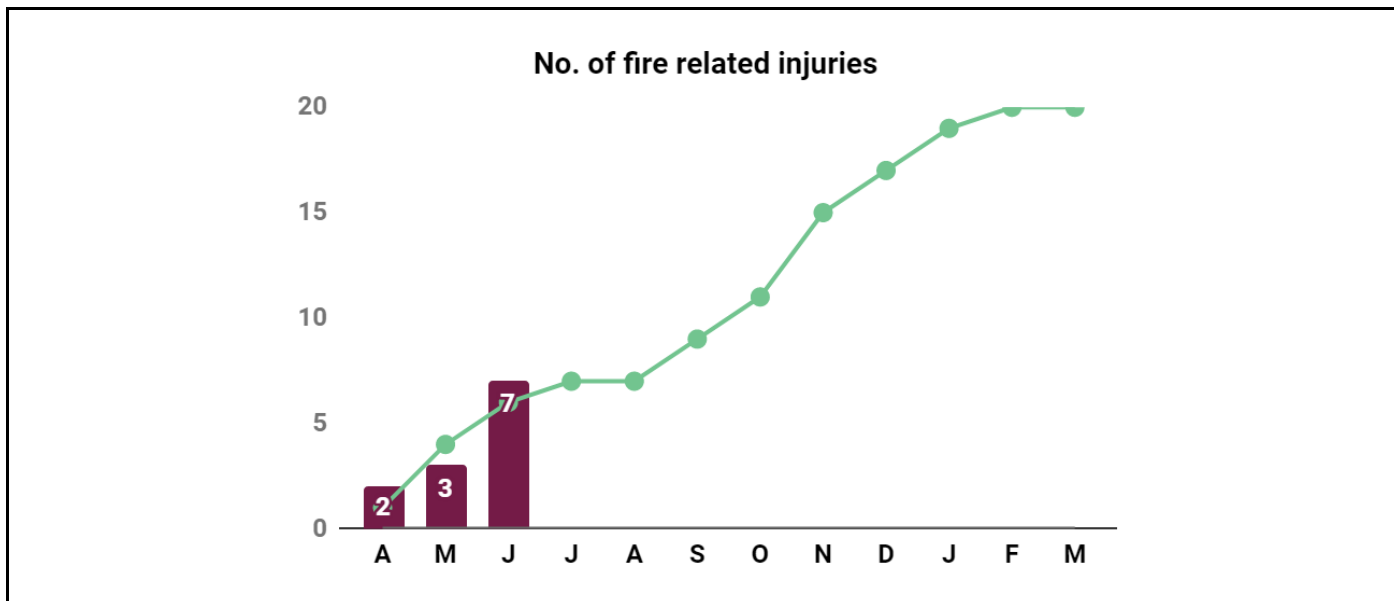
	Projection	Is the expected performance projected to improve, decline or remain static over the next reporting period
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		Performance Improving
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		Performance is Steady

Warwickshire’s communities and individuals are supported to be safe, healthy and independent



16/17	17/18	18/19	Trend	DoT	Projection
3	2	6			

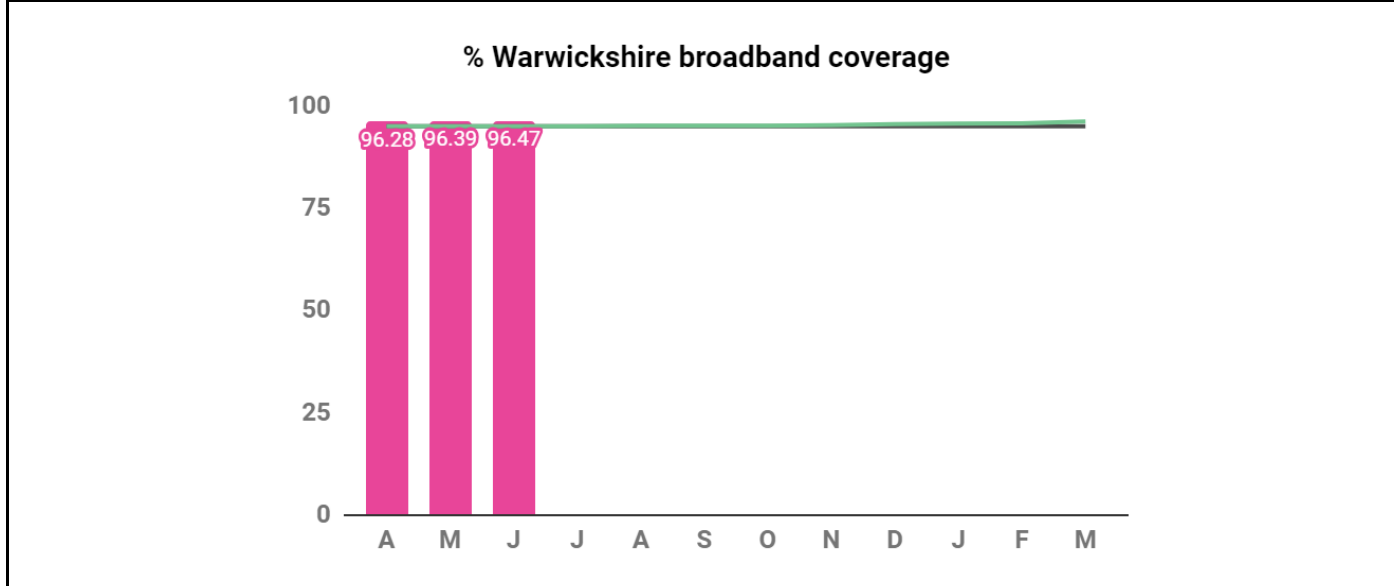
During Quarter 1 of the 2019/20 period there have been zero fire related deaths recorded, this is an improvement on the same period last year when there had been 1 fire related death recorded.



16/17	17/18	18/19	Trend	DoT	Projection
14	23	20	↔	↑	↔

During Quarter 1 there have been 7 fire related injuries recorded across the county which is 1 more than during the same period in 2018/19. Historically levels of fire related injuries in Warwickshire have remained low and when compared nationally Warwickshire is one of the best performers for this measure. Of the 7 fire related injuries, 1 was considered serious in nature, 4 were slight injuries and 2 casualties received first aid at the scene. The Service closely monitors levels and types of incidents involving fire related injuries to address any emerging issues to inform community prevention activities. Similarly, to the fire related deaths measure, the Service will work with partners to better understand any underlying causal factors (such as mental health issues or alcohol / drug dependencies etc.) in the endeavour of preventing similar incidents and injuries in the future.

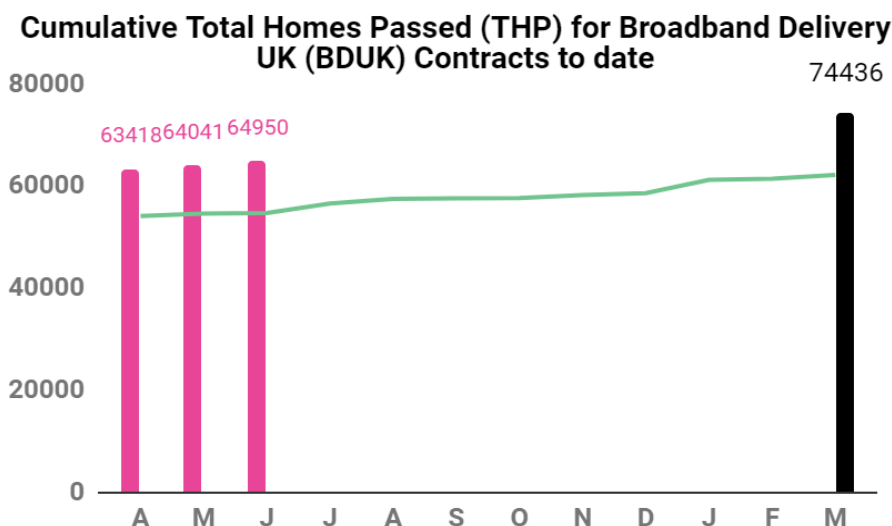
Warwickshire’s economy is vibrant and supported by the right jobs, training and skills and infrastructure



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16/17	17/18	18/19	Trend	DoT	Projection
92.02%	95%	96.17%	↑	↔	↔

The Service is continuing to make steady progress on delivery targets for each Contract. Contracts 1 & 2 are now complete, and Contract 3 is now in build. This will complete the BDUK programme by March 2021 and take coverage percentages for Warwickshire to 98%. The Service is working on rescoping areas and a number of pilot schemes for partners, Stratford for example, to assist in areas which would not commercially be viable or covered using part local body funding and part government funding strategies. The Service is now actively engaged with the Department for Digital, Culture, Media and Sports (DCMS) and West Midlands 5G (WM5G) in looking at utilising Coventry, Solihill and Warwickshire’s nationally recognised mapping expertise for 5G works in the Warwickshire area alongside the West Midlands Combined Authority.

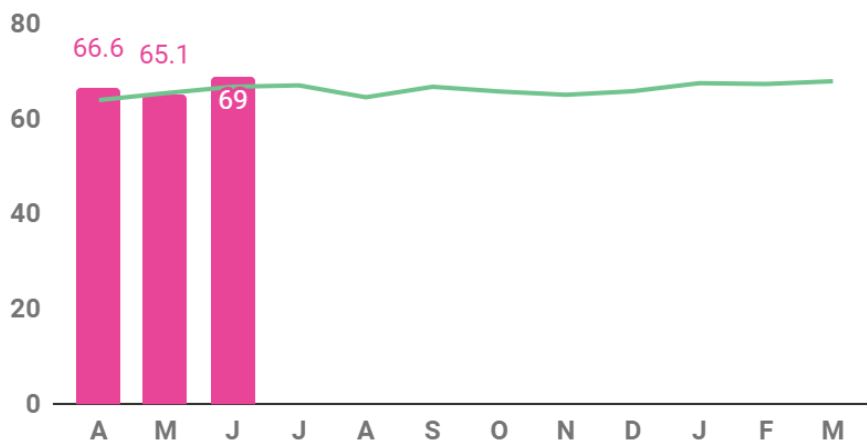


16/17	17/18	18/19	Trend	DoT	Projection
New measure				↑	↑

During June a further 26 cabinets / structures went live across the region meaning that Openreach have now achieved their contractual targets for both coverage and speed in terms of Total Homes Passed (THP). The Service is now in build on Contract 3 with a further 11,000 premises identified for upgrade to full fibre, 1,900 of which have already been delivered.

Warwickshire makes the best use of its resources

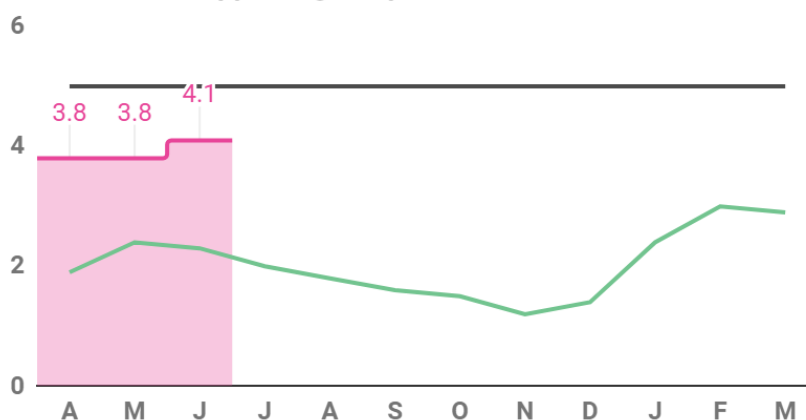
% of online customer service transactions completed



16/17	17/18	18/19	Trend	DoT	Projection
54.9%	62.3%	68.1%	↑	↔	↔

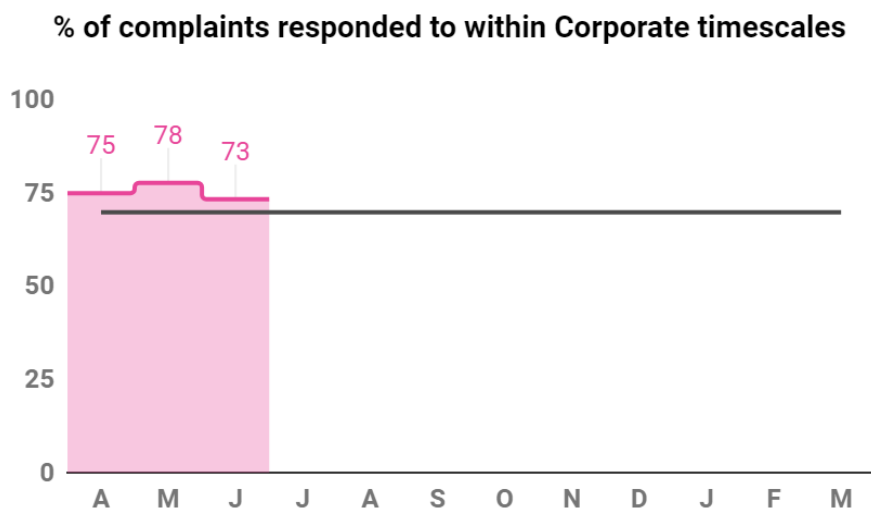
Performance against this measure shows the percentage digital take-up for those services where there is a digital offer for customers. The outturn for Quarter 1 is an average of 66.6% which is an improvement on Quarter 1 last year with an outturn of 65.5%. Although this measure currently doesn't have a target, the performance is good as the aim is high is best. This measure needs to be reviewed based on the transformation programme and the move to providing digital services to members of the public to manage demand.

% call abandonment rate for customers calling the Mainstream and Adult Supporting People Customer Service Centre



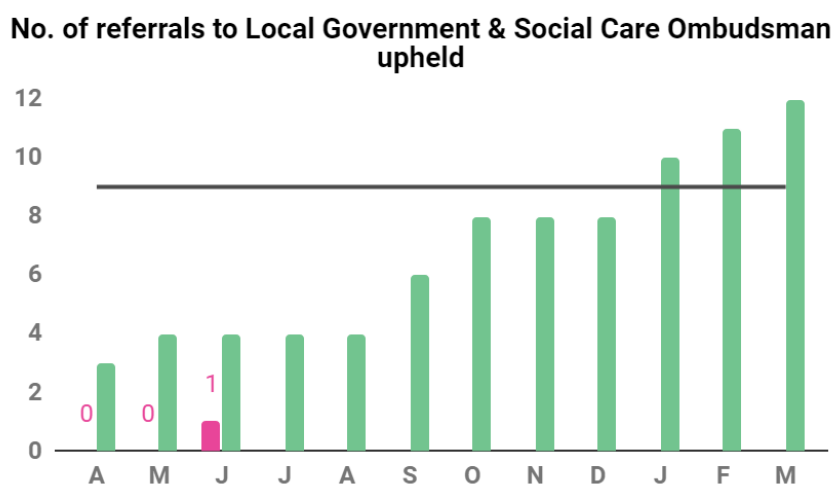
16/17	17/18	18/19	Trend	DoT	Projection
2.9	3.5	2.9	↔	↑	↔

The average abandonment rate for Quarter 1 is 3.9% against a target of 5% and the average for 2018/19 for the same period was 2.2%. The service has taken on additional services including non-safeguarding calls for MASH (multi-agency safeguarding hub). These calls have high average handling time which has impacted on the number of advisors available to take calls as they are occupied for longer. The service continues to closely monitor this measure.



16/17	17/18	18/19	Trend	DoT	Projection
73.25%	75.62%	N/A	↑	↔	↔

This measure shows the percentage of all complaints that are resolved within the Service Level Agreement. The outturn for Quarter 1 is encouraging with an average of 75.66% against a target of 70%.

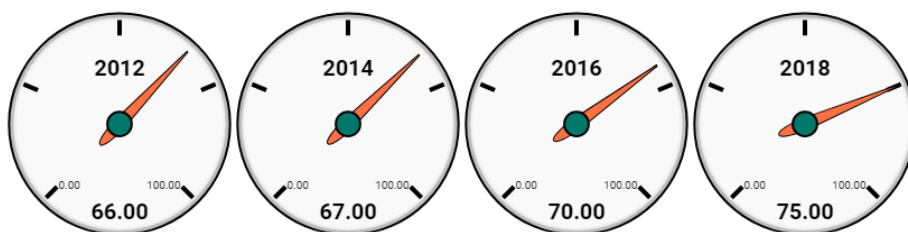


16/17	17/18	18/19	Trend	DoT	Projection
11	11	15	↑	↑	↔

By Quarter 1 last year there were 4 upheld LGSCO complaints. For the same period this year, there has been 1, although it is related to a complaint which was referred to the LGSCO last year. The one upheld complaint this year related to the manner in which a parking fine complaint was dealt with. It is early in the year and the Service will need to wait to see how referrals towards last quarter of last year progress, however, the signs are encouraging.

Service areas are kept up to date in relation to relevant Ombudsman cases and the Ombudsman produces a regular case digest which is shared with relevant officers. Learning from cases (whether WCC cases or otherwise) is also shared across the organisation through Assistant Directors and more locally with other relevant officers, based on the nature of the case concerned. Any specific recommendations are referred to the relevant Assistant Director.

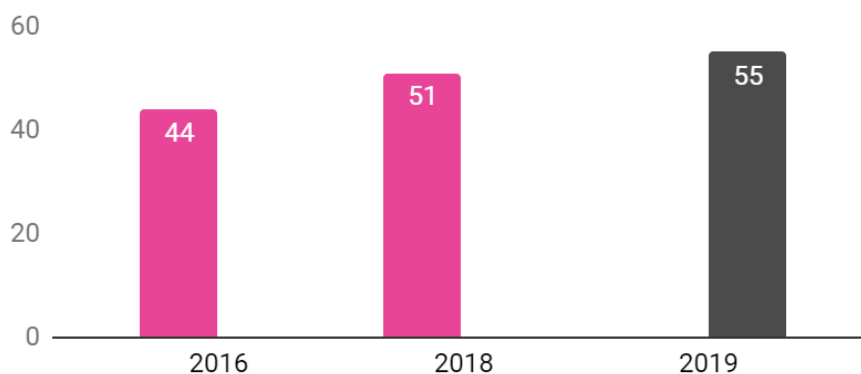
% Employee engagement scores



16/17	17/18	18/19	Trend	DoT	Projection
67%	70%	75%	↑	↑	↔

This is an annual measure based on the 'Your Say' staff survey, which was undertaken June/ July 2019. The results will not be known until September and will be reported at mid-year.

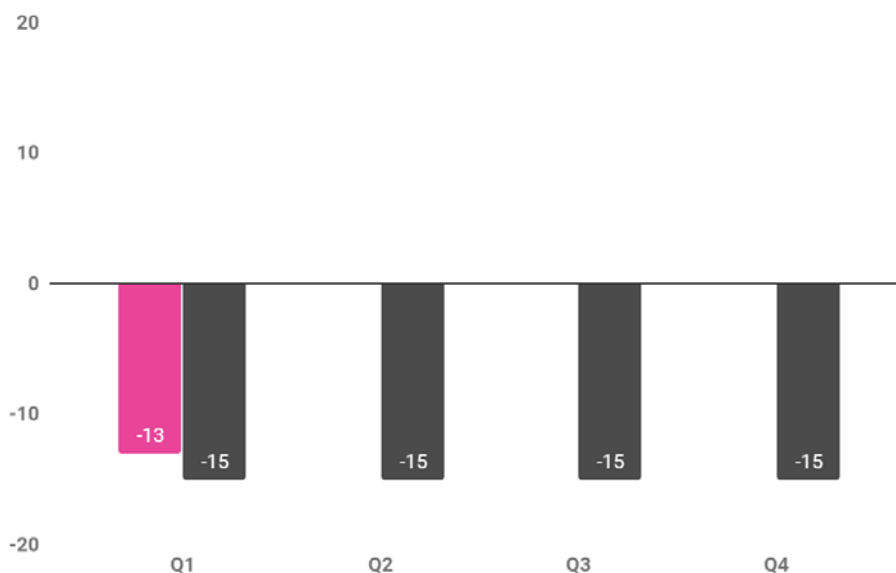
% think that poor performance is dealt with in my team



16/17	17/18	18/19	Trend	DoT	Projection
44%	N/A	51%	↑	↑	↑

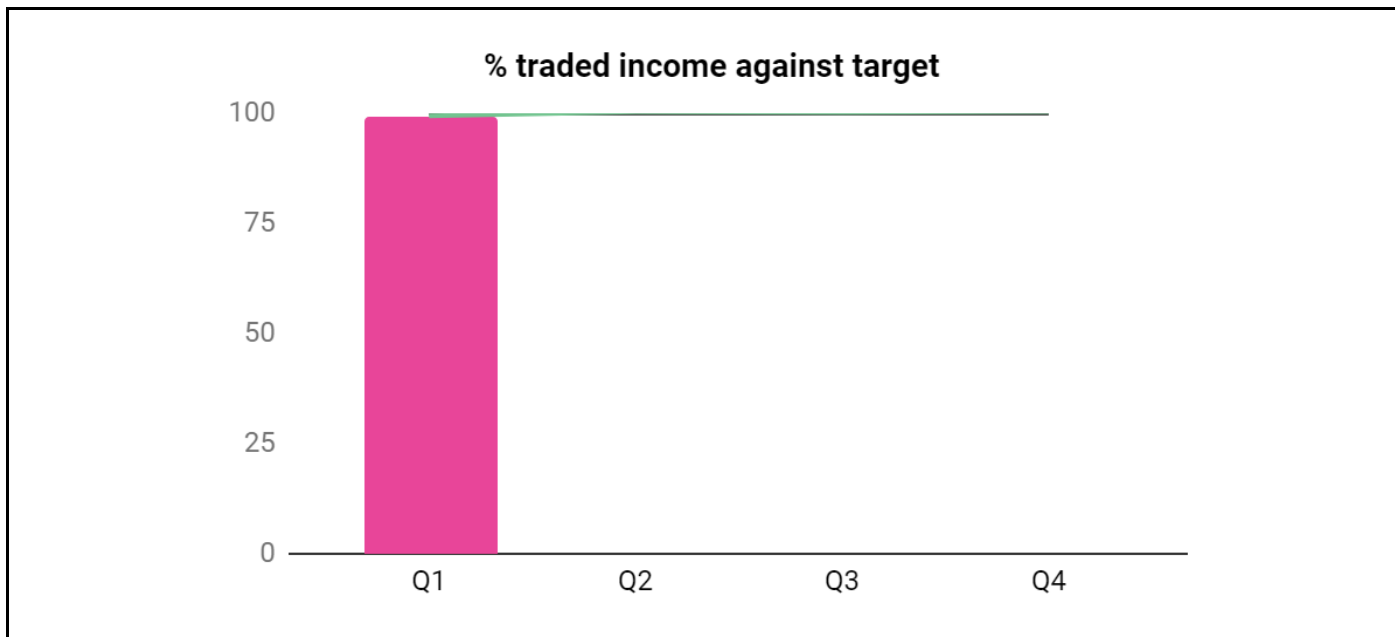
This is an annual measure based on the 'Your Say' staff survey, which was undertaken June/ July 2019. The results will not be known until September and will be reported at mid-year.

% reduction in agency spend



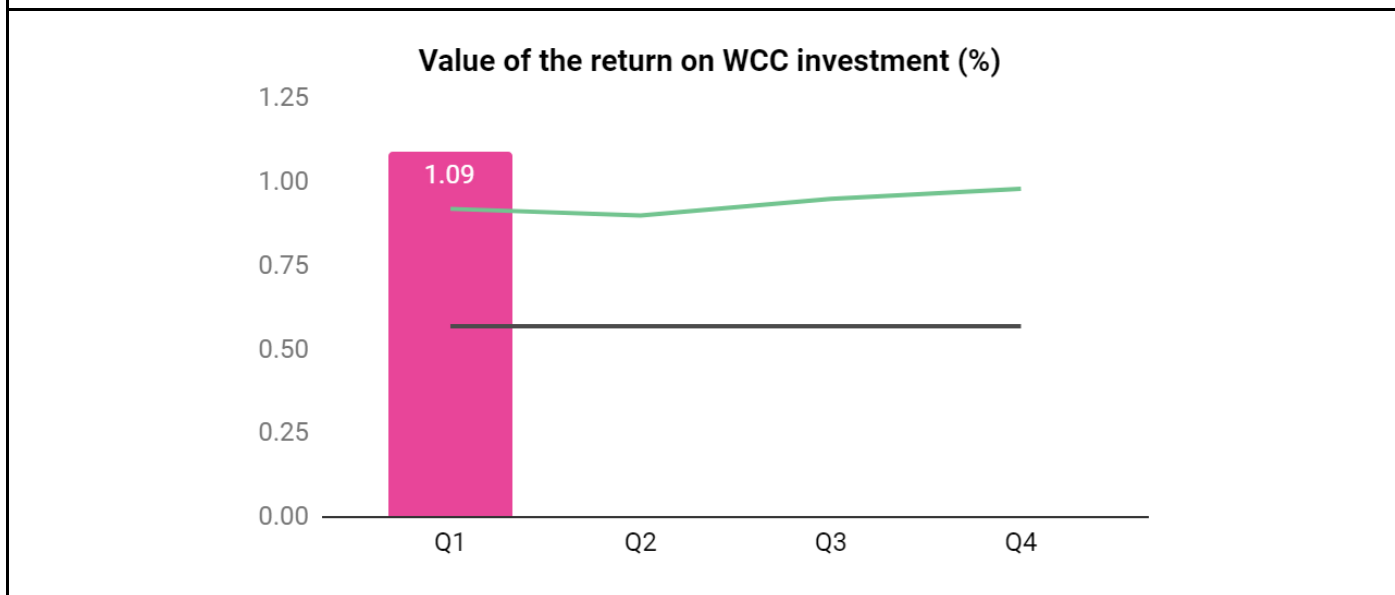
16/17	17/18	18/19	Trend	DoT	Projection
New measure				N/A	↔

This measure is currently subject to further discussions at Corporate Board. Quarter 1 forecast performance for the authority is at -13%, compared to a target of -15%.



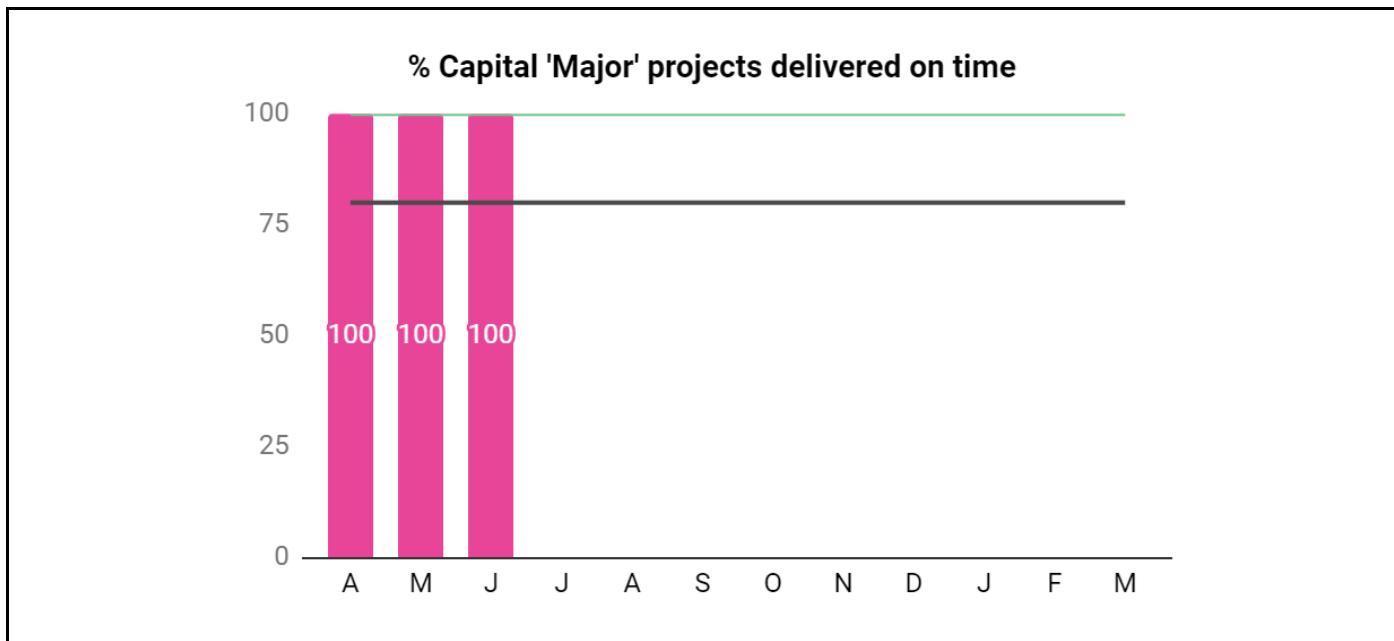
16/17	17/18	18/19	Trend	DoT	Projection
				N/A	↔

Forecast income against budgeted data is running at 99% for Quarter 1.



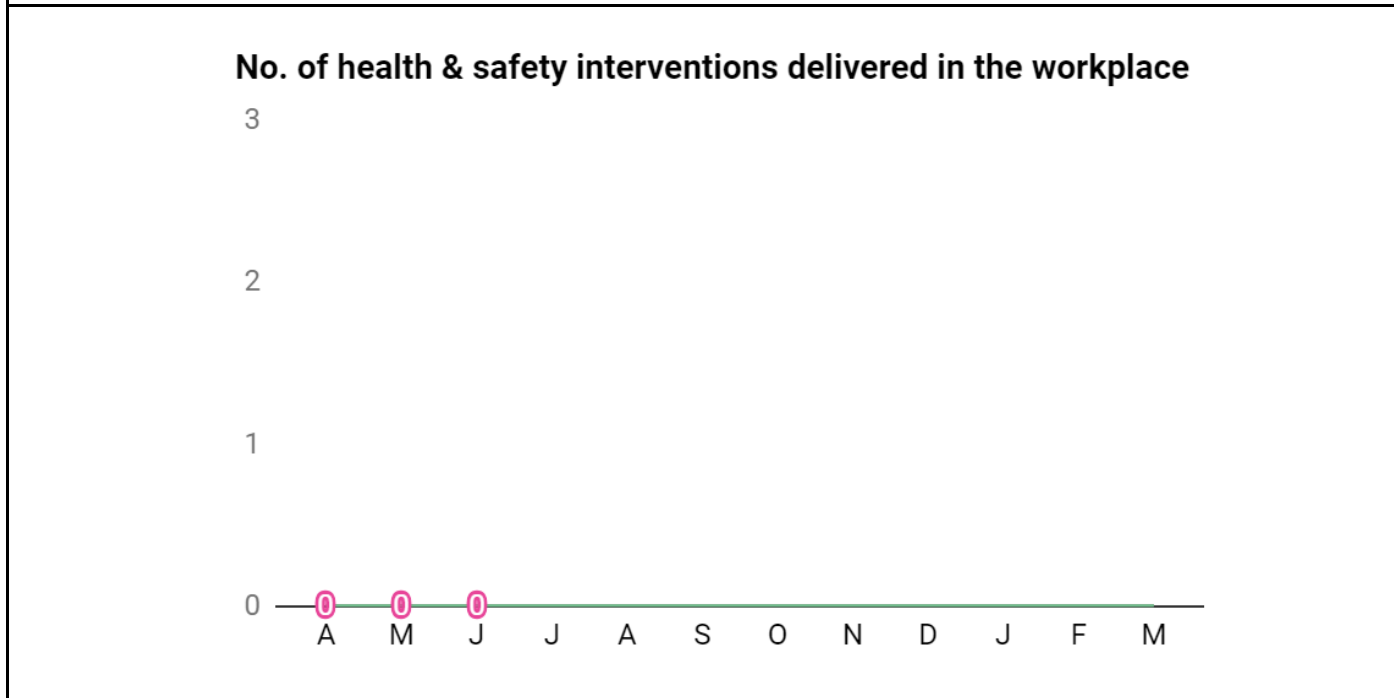
16/17	17/18	18/19	Trend	DoT	Projection
New measure	0.87%	0.98%	N/A	↑	↔

Rate of return has increased to 1.09%, as would be expected in line with gradually increasing base rates. In addition, a change in mix of investments in the last year has helped to increase the rate of return. The overall return in 2017/18 was 0.87% and in 2018/19 was 0.98%.



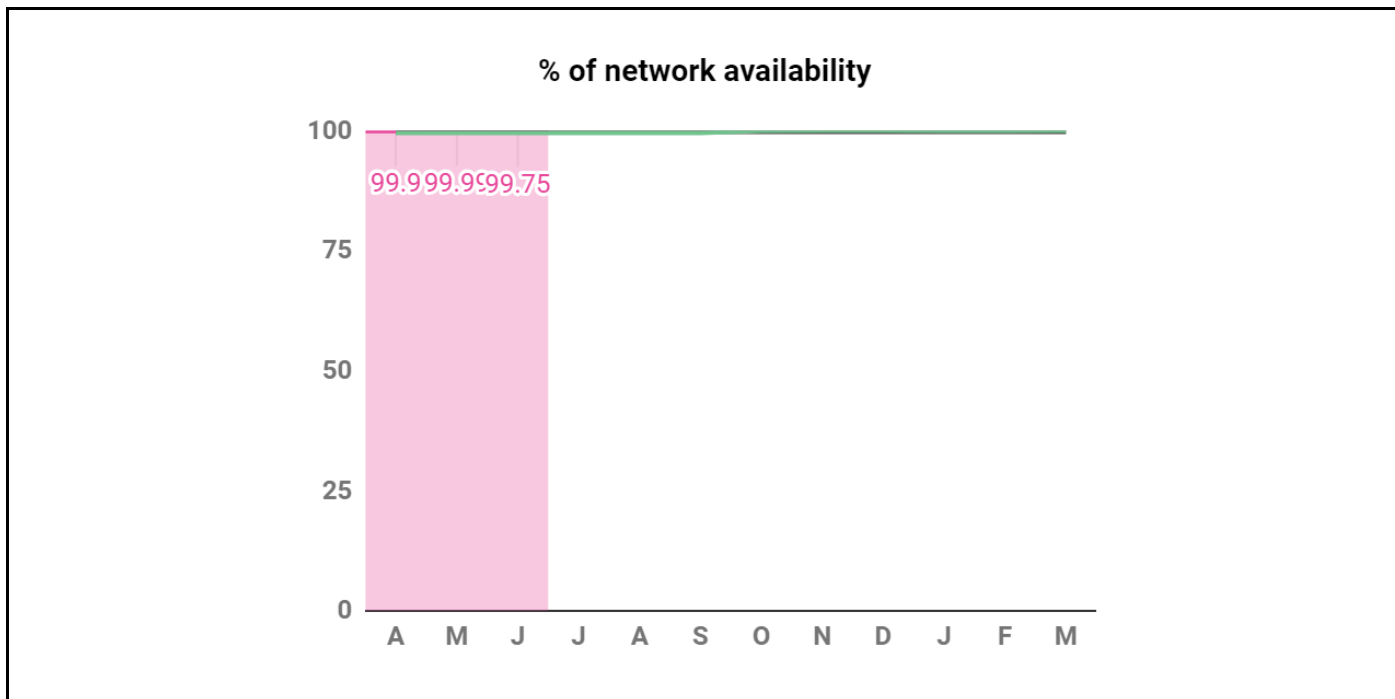
16/17	17/18	18/19	Trend	DoT	Projection
New measure		125%	N/A	↔	↓

The performance for Quarter 1 is 100% as 1 out of 1 major capital projects (Long Lawford Primary School) was completed as forecast in this period. The measure may decline over the next period as more projects are delivered but remaining above the target score of 80%.



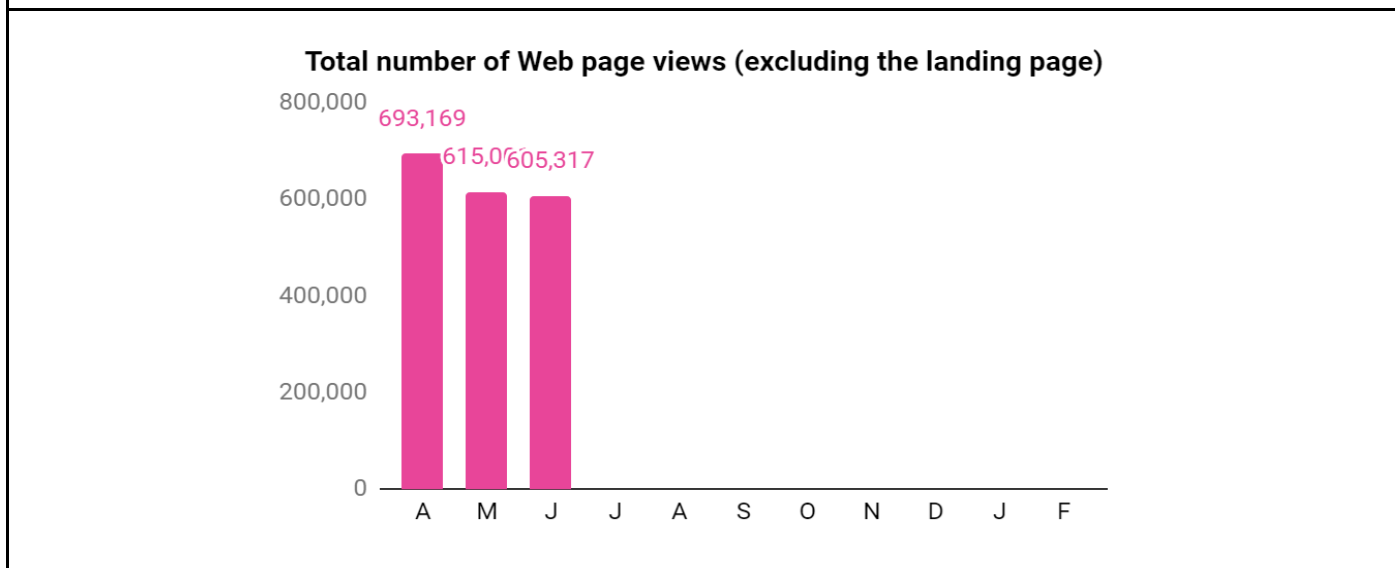
16/17	17/18	18/19	Trend	DoT	Projection
New measure	1	0	↓	↔	↔

On target - there have been zero health and safety interventions delivered in the workplace



16/17	17/18	18/19	Trend	DoT	Projection
99%	99%	99.99%	↔	↔	↔

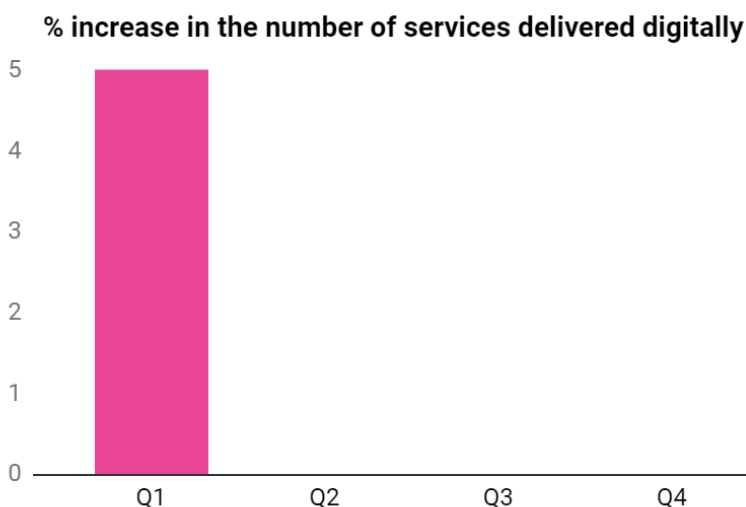
Overall network availability continues to be excellent on a month by month basis.



16/17	17/18	18/19	Trend	DoT	Projection
New measure				↓	↑

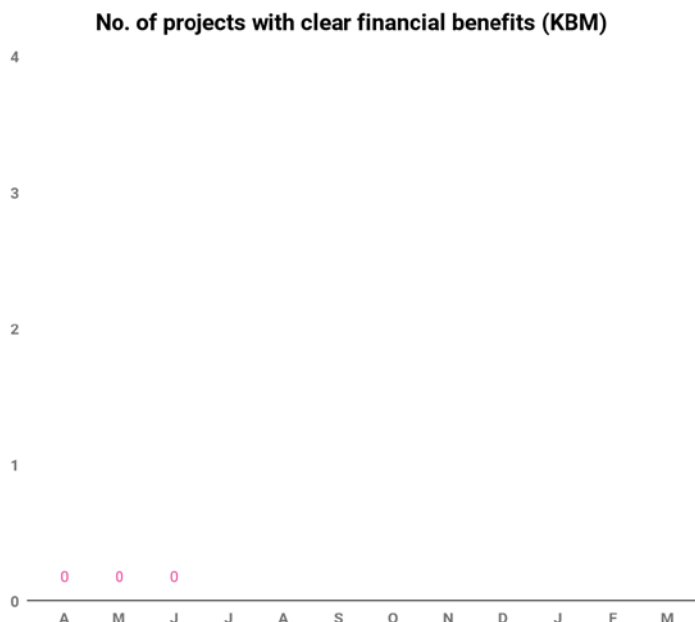
A total of 1,913,487 page views were recorded in this quarter, equating to 3.14 page views per visit. This period saw a peak in mid-April correlating to primary school admissions results offer day.

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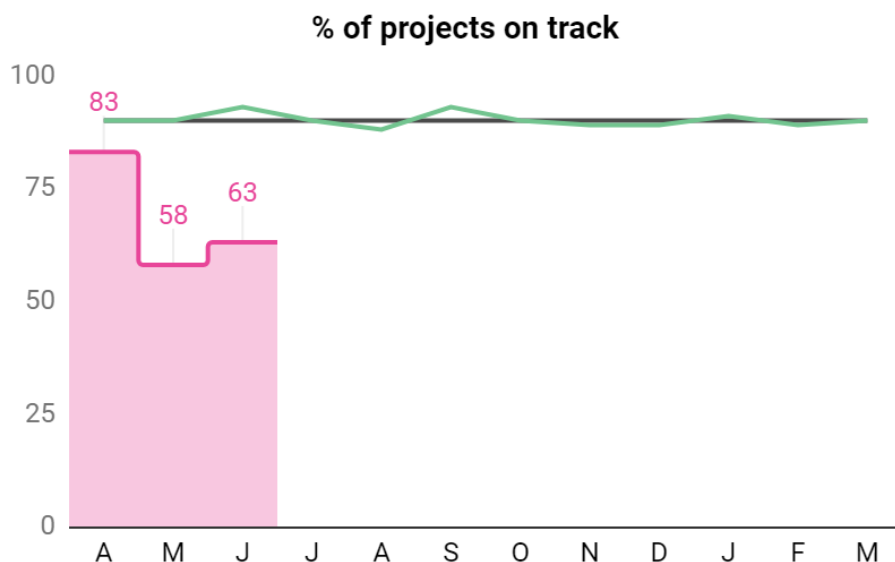
16/17	17/18	18/19	Trend	DoT	Projection
New measure				N/A	↑

6 services have been digitally delivered during Quarter 1, which equates to a 10.5% increase, compared to approximately 57 services which were offered at the end of 18/19. These are school bus pass payments; renewal of concessionary travel passes; replacement of concessionary travel passes; referral to adult weight management and physical activity (Fitter Futures) referral to family weight management (Fitter Futures) and in year transfers.



16/17	17/18	18/19	Trend	DoT	Projection
New Measure		18	N/A	↔	↑

Verto, the new project management system is beginning to improve the reporting on financial benefits and the performance is expected to steadily improve over the coming quarters, from what has historically been a low base. The system, along with better governance and processes, is enabling the Commissioning Support Unit to capture and monitor this information properly as the Project Management community becomes fully conversant with both the system and the new Governance processes.



16/17	17/18	18/19	Trend	DoT	Projection
New measure	85%	90%	↑	↔	↑

Verto, the project management system, went live in April. The Commissioning Support Unit has worked closely with the Project Management community and senior managers to ensure that the information held is properly reflective of the current status of projects resulting in more accurate forecasting of status and where resources need to be targeted to get those that are not on track, back on track.

Now that the Project Management community are comfortable with the system, the Service is beginning to work with those projects managers whose projects are compromised (red) or at risk of compromise (amber). The current priority is to understand what is causing these projects to be off track and come up with a plan to bring them back into line. This includes consideration of resourcing, mitigation of risk and issues and ensuring that Programme Managers are driving projects forward by removing obstacles to delivery.

A longer term plan looks at ways to upskill all project staff particularly in areas such as risk and issue identification and escalation to ensure that items that could derail project timescales are dealt with soon enough to prevent the project becoming at risk of compromise.

Resources and Fire & Rescue Overview and Scrutiny Committee

26 September 2019

Treasury Management Outturn 2018/19

Recommendation

That the committee considers and comments on Treasury Management outturn in respect of 2018/19.

1 Introduction

- 1.1 The treasury management outturn was reported to Cabinet in July and at that meeting an invitation was extended to this committee to explore this area of activity. This report sets out the treasury management outturn as reported to Cabinet for the committee to consider.
- 1.2 Warwickshire County Council complies with the requirements of The Chartered Institute of Public Finance and Accountancy's (CIPFA's) Code of Practice (COP) on Treasury Management (Revised) 2009. The primary requirements of the Code are the:
 - creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council's treasury management activities.
 - creation and maintenance of Treasury Management Practices which set out the manner in which the Council will seek to achieve those policies and objectives.
 - production of an Annual Treasury Management Strategy Report for the year ahead, a midyear review report (as a minimum) and an annual review report of the previous year.
 - delegation by the Council of responsibilities for implementing and monitoring treasury management policies and practices, and for the execution and administration of treasury management decisions.
- 1.3 Under the CIPFA Code, it is necessary to report on the outturn of the annual treasury management activity for the authority, and to provide a monitoring report during the year.

1.4 Treasury management in the context of this report is defined as:

“The management of the local authority’s cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.” (*CIPFA Code of Practice*).

2 Investments

2.1 The Council has an investment portfolio consisting of reserves and cash arising from daily receipts being in excess of payments on a short term basis.

2.2 Security and liquidity of cash was prioritised above the requirement to maximise returns. The Council adopted a cautious approach to lending to financial institutions, and continuously monitored credit quality information regarding the institutions on the Council’s approved Lending List.

2.3 The Council’s investment portfolio at the end the financial year 2018/19 was as follows:

Table 1: Investment Position at 31 March 2019

	Invested at 31st March 2018	Additions (Withdrawals)	Invested at 31st March 2019
In house deposits	25.036	142.487	167.523
Money Market/External Funds	240.280	- 66.827	173.453
Total Treasury Management Investments	265.316	75.660	340.976
Cash	18.970	- 0.917	18.053
Total Cash and Cash Equivalents and Short Term Investments	284.286	74.743	359.029

2.4 Balances overall have increased to £359m. This is partly an intentional outcome of a prudent Minimum Revenue Provision approach, where cash is set aside (£12.4m this year) annually in advance of needing to make loan repayments – and significant loan repayments (£30m) are due over the next couple of years. In addition, reserves have been increased as a result of a revenue underspend of £17.6m and a capital underspend leading to unused capital receipts and grants totalling £23m. These unused funds will be used to finance future spending. The capital underspend has meant that it was not necessary to increase borrowing during the year. Further capital and revenue grants of £23m were received in advance, for example grants from government for the 2019/20 financial year.

2.5 The mix of in house and externally managed funds has changed as a result of action to reduce concentration risk in money market funds. Appendix A illustrates the deposits making up the £359m of cash held at the year end. This includes reference to £18m of cash.

- 2.6 The performance of the Council's internally and external managed investments (weighted) versus the benchmark is set out in Table 2:

Table 2: Investment Performance to 31 March 2019

	Average Interest rate year to date	Target rate: Average YTD 7 day LIBID	Variance
	%	%	%
In house deposits	0.68	0.51	0.17
Money Market/External Funds	1.08	0.51	0.57
Total	0.98	0.51	0.47

- 2.7 The investment environment in 2018/19 continued to be a challenging one for investors, however the average return achieved of 0.98% is an improvement on the previous year which was 0.87%. The increase in the bank rate and an increase in the proportion of funds being placed in longer dated deposits that provide higher returns have contributed towards this.
- 2.8 Appendix B illustrates the mix of treasury management investment returns from the different deposits held at the end of the year. Returns vary from 0.51% to 4.36% however risk also varies with return. This analysis excludes cash balances which are not investments and long term investments that are not held for treasury management purposes.
- 2.9 The interest earned on the Council's investments was as follows:

Table 3: Interest Earned to March 2019

	Year to date Gross £m	Costs £m	Year to date Net £m
In house deposits	0.582	n/a	0.582
Money Market/External Funds	2.859	0.394	2.465
Total	3.441	0.394	3.047

- 2.9 Externally managed funds incur management fees which are noted in Table 3. Internally managed funds do not present fees in the same way, either county council cash is lent to other institutions (e.g. other local authorities) who pay fees as the borrower, or are invested in deposit funds that present net returns rather than gross returns with costs.
- 2.10 The Council also received income from longer term investments that are held for service reasons rather than treasury management purposes, including for example the University of Warwick Science Park and Educaterers Ltd. Long

term investments total £2m, and the total interest earned by the Council when including these additional funds was £3.5m.

- 2.11 The costs in Table 3 relate to the direct fees of fund managers. In addition to these costs there are costs of managing the treasury management service and tax advice which bring total costs associated with income earned to £0.5m.
- 2.12 Most of the deposits simply provide a return and the deposit value is static. However two funds are of a nature where the deposit itself has a value which can rise or fall, presenting an opportunity for higher returns but with higher risk. These are the CCLA Property Fund and the Threadneedle Social Bond Fund. The changes in the underlying asset value of these investments are not reflected in investment returns above but would be realised upon selling. The movements in asset value during 2018/19 are illustrated in Appendix C. The property fund has increased in value, the social bond fund reduced in value and then returned close to its initial value.
- 2.13 Further information about funds held (duration and Fitch rating) is summarised in Appendix D. This information focuses on treasury management investment returns and so excludes cash balances which are not investments, and long term investments which are not held for treasury management purposes.
- 2.14 Table 4 details our consultant’s view on interest rates. With continued uncertainty over the final terms of Brexit, the base rate and money market rates are likely to remain at low levels until mid-2020. The impact of this is the continuation of low returns on cash deposits and money market funds. Further commentary on the wider economic environment from our external advisers (Link) is provided at Appendix E. Note that this commentary relates to what was known at the time of the outturn but some events, in particular in relation to Brexit have moved on since then.

Table 4: Interest Rate Forecast

	Present – May 2019 %	Jun 2019 – Feb 2020 %	Mar 2020 – Aug 2020 %	Sep 2020 – May 2021 %	Jun 2021 to Feb 2022 %	Mar 2022 onwards %
Interest Rate Forecast	0.50	0.75	1.00	1.25	1.50	1.75

Source: Link Asset Services

- 2.15 The Council does not currently hold any variable rate debt and so is not exposed to interest rate risk on debt. However increasing rates mean that the duration of cash investments needs to be short enough that they are not locked into rates that are then left behind as better rates become available, with this risk being balanced against the fact that longer dated investments get higher returns.

3 Debt Financing

- 3.1 The authority had borrowing held with the Public Works Loans Board (PWLB) of £352m of principal, and the total balance outstanding at the 31st March 2019 was £359.9m after including accrued interest. The weighted average interest payable on the loans during 2018/19 was 4.85%. Total interest payable for the year was £17.054m.
- 3.2 During the financial year, the authority had no maturing debt. The County did not undertake any new long term borrowing in 2018/19 and borrowing remained within the prudential limits. The profile of when debt was taken out and when it is due to mature is set out in Appendix F.
- 3.3 A review of PWLB debt was undertaken, driven by the relatively high rates being paid compared to what is currently available. It was not appropriate to refinance this debt due to the early redemption fees put in place by HM Treasury to protect from the loss of income that would result if local authorities did refinance to lower rates. This position will be kept under review.

4 Compliance with Treasury Limits and Prudential Indicators

- 4.1 During 2018/19, the Council operated within the treasury limits and Prudential Indicators set out in the Council's Treasury Policy Statement and Treasury Management Strategy. Full details of the Prudential Indicators set for 2019/20 are shown in Appendix G. Explanations of the terminology employed is set out in Appendix H.

5 Sensitivity Analysis

- 5.1 For the purposes of disclosure on Market Risk a sensitivity analysis has been carried out to show the impact of a change in interest rates of + 1% on the debt portfolio.

5.2 The following table shows the results of the sensitivity analysis:

	Actual	+1% increase in Base Rate	
	F.V. at 31.03.2019 £m	F.V. at 31.03.2019 £m	Difference £m
Debt (new borrowing)	550.224	468.153	82.071
Debt (early repayment)	648.788	543.447	105.341

5.3 The above table demonstrates how as interest rates rise the fair value of a given level of debt reduces. The early repayment figures are higher than the new borrowing figures, and this illustrates the early redemption penalties for Public Works Loan Board debt.

6.0 Financial Implications

6.1 The financial implications of the Treasury Management outturn are set out in the body of the report.

Background Papers

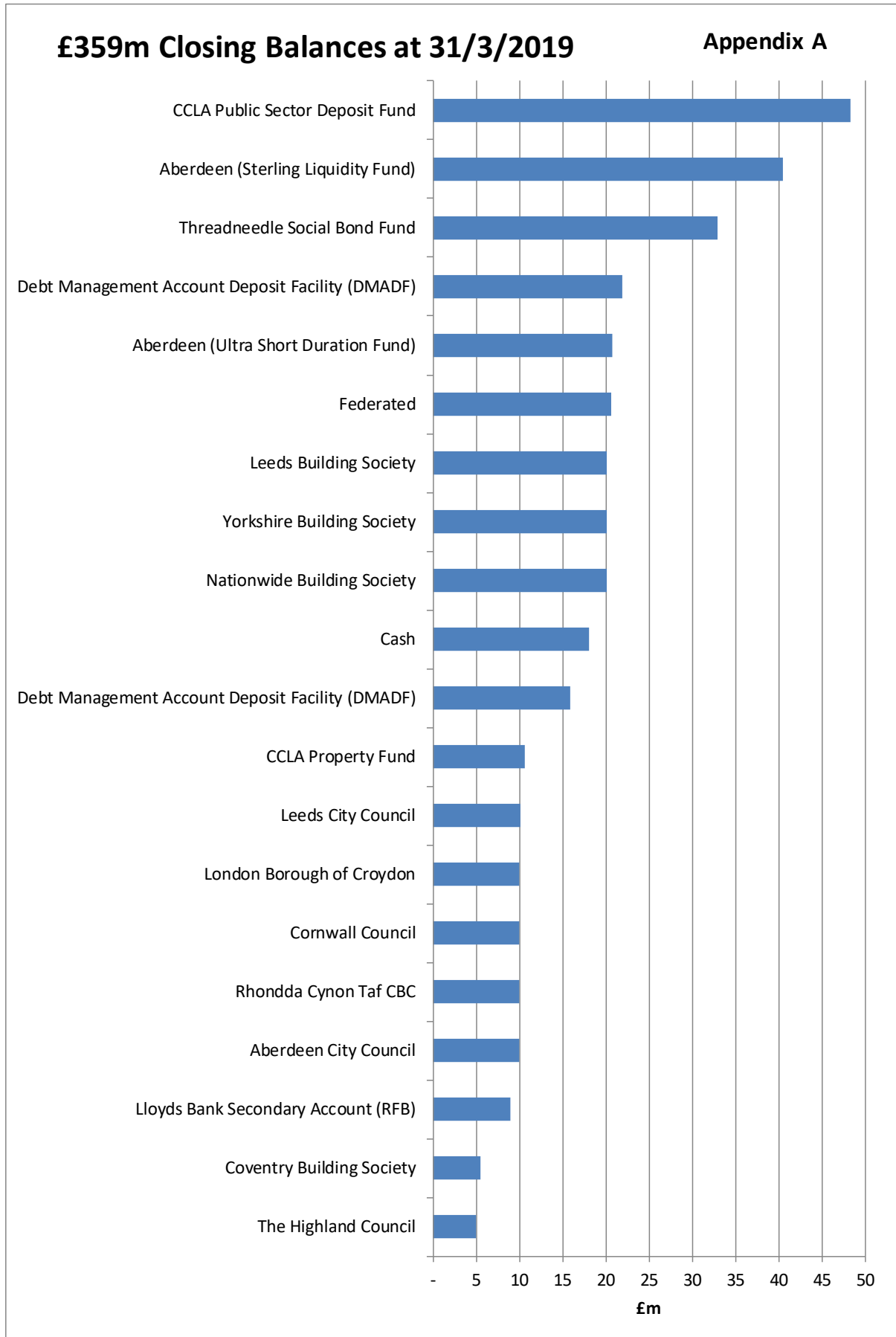
None

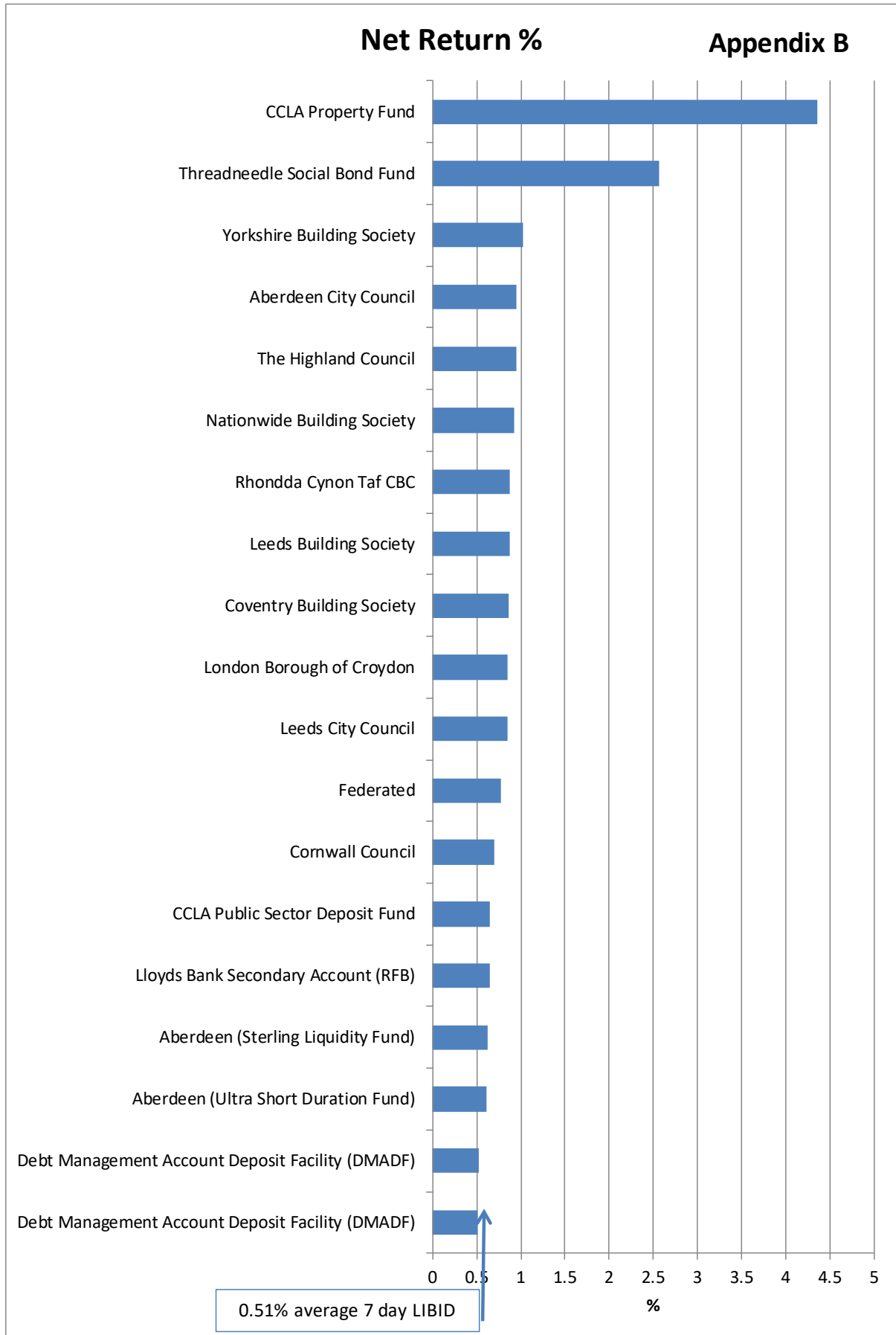
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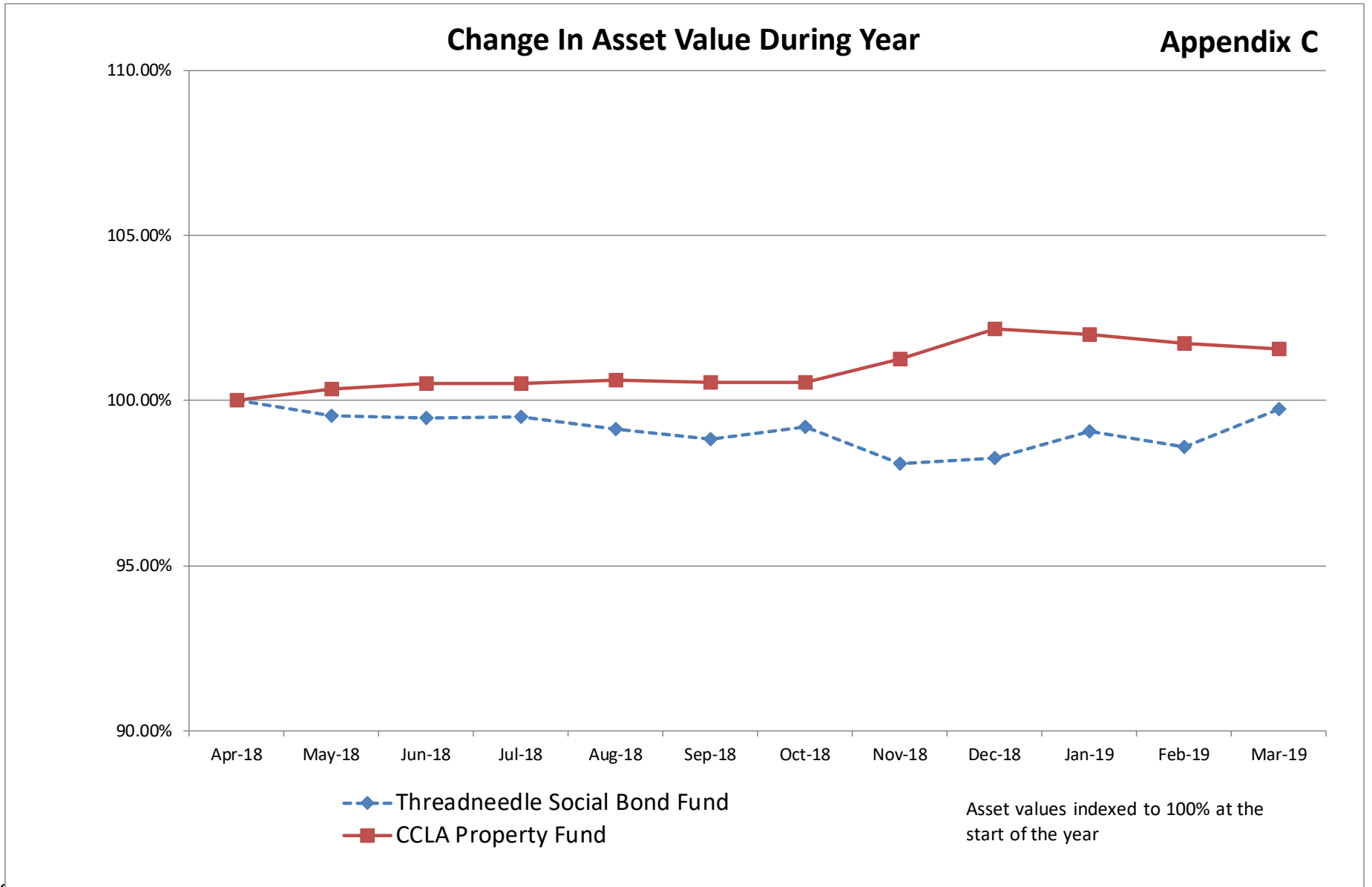
The report was circulated to the following members prior to publication:

Local Member(s): none

Other members: none







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Cash Funds Summary

Appendix D

Internally Managed Funds	Total £m	Net % Rate	Duration (days From 31/3/2019) Note 1	Duration (total days from inception) Note 2	Fitch Long Term Credit Rating
Lloyds Bank Secondary Account (RFB)	9.0	0.65	same day	same day	A+
Leeds Building Society	20.1	0.87	12	182	A-
Leeds City Council	10.0	0.85	37	183	A-
Yorkshire Building Society	20.1	1.02	138	273	A-
Cornwall Council	10.0	0.70	3	90	AA
London Borough of Croydon	10.0	0.85	127	214	AA
Coventry Building Society	5.5	0.86	47	128	A
The Highland Council	5.0	0.95	198	273	AA
Rhondda Cynon Taf CBC	10.0	0.88	114	181	AA
Nationwide Building Society	20.0	0.92	61	120	A
Aberdeen City Council	10.0	0.95	127	181	AA
Debt Management Account Deposit Facility (DMADF)	21.9	0.51	8	28	AA
Debt Management Account Deposit Facility (DMADF)	15.8	0.52	25	29	AA
	167.5				

Externally Managed Funds	At 31 March 2019 £m	Net Return %	Duration (Days From 31/3/2019)	Duration (total days from inception)	Fitch Long Term Credit Rating
CCLA Public Sector Deposit Fund	48.2	0.65	same day	same day	AAA
Aberdeen (Sterling Liquidity Fund)	40.4	0.62	same day	same day	AAA
Aberdeen (Ultra Short Duration Fund)	20.7	0.61	next day	next day	AAA
Federated	20.6	0.78	next day	next day	AAA
Threadneedle Social Bond Fund	32.9	2.56	4 days	4 days	
CCLA Property Fund (Note 3)	10.7	4.36	up to 30 days	up to 30 days	
Total	173.5				

Note 1 - This records the duration from the end of the year to give an indication of overall liquidity at one point in time.

Note 2 - This records the overall duration of each asset to give an indication of how long cash is placed for in each fund.

Note 3 - The CCLA Property Fund has a monthly dealing date so the maximum wait would be 30 days.

Fees

Internally managed funds do not have gross fees - a net return on investment is received.

Externally managed funds have fees in the range 0.1% to 0.65%, but the returns quoted above are net of fees.

Appendix E

The Economy and Interest Rates

UK. After weak **economic growth** of only 0.2% in quarter one of 2018, growth picked up to 0.4% in quarter 2 and to a particularly strong 0.7% in quarter 3, before cooling off to 0.2% in the final quarter. Given all the uncertainties over Brexit, this weak growth in the final quarter was to be expected. However, some recovery in the rate of growth is expected going forward. The annual growth in Q4 came in at 1.4% y/y confirming that the UK was the third fastest growing country in the G7 in quarter 4.

After the Monetary Policy Committee raised **Bank Rate** from 0.5% to 0.75% in August 2018, it is little surprise that they have abstained from any further increases since then. We are unlikely to see any further action from the MPC until the uncertainties over Brexit clear. If there were a disorderly exit, it is likely that Bank Rate would be cut to support growth. Nevertheless, the MPC has been having increasing concerns over the trend in **wage inflation** which peaked at a new post financial crisis high of 3.5%, (excluding bonuses), in the three months to December before falling only marginally to 3.4% in the three months to January. British employers ramped up their hiring at the fastest pace in more than three years in the three months to January as the country's labour market defied the broader weakness in the overall economy as Brexit approached. The number of people in work surged by 222,000, helping to push down the unemployment rate to 3.9 percent, its lowest rate since 1975. Correspondingly, the total level of vacancies has risen to new highs.

As for **CPI inflation** itself, this has been on a falling trend since peaking at 3.1% in November 2017, reaching a new low of 1.8% in January 2019 before rising marginally to 1.9% in February. However, in the February 2019 Bank of England Inflation Report, the latest forecast for inflation over both the two and three year time horizons remained marginally above the MPC's target of 2%.

The rise in wage inflation and fall in CPI inflation is good news for consumers as their spending power is improving in this scenario as the difference between the two figures is now around 1.5%, i.e. a real terms increase. Given the UK economy is very much services sector driven, an increase in **household spending power** is likely to feed through into providing some support to the overall rate of economic growth in the coming months.

Brexit. The Conservative minority government has so far, (8.4.19), been unable to muster a majority in the Commons over its Brexit deal. The EU has set a deadline of April 12 for the House of Commons to propose what form of Brexit it would support. If another form of Brexit, other than the proposed deal, does get a majority by April 12, then it is likely there will need to be a long delay to Brexit to allow time for negotiations with the EU. It appears unlikely that there would be a Commons majority which would support a disorderly Brexit or revoking Article 50, (cancelling Brexit). There would also need to be a long delay if there is no majority for any form of Brexit. If that were to happen, then it increases the chances of a general election in 2019; this could result in a potential loosening of

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monetary policy and therefore medium to longer dated gilt yields could rise on the expectation of a weak pound and concerns around inflation picking up.

USA. President Trump's massive easing of fiscal policy in 2018 fuelled a (temporary) boost in consumption in 2018 which generated an upturn in the strong rate of growth; this rose from 2.2%, (annualised rate) in quarter 1 of 2018 to 4.2% in quarter 2, 3.5% in quarter 3 and then back to 2.2% in quarter 4. The annual rate came in at 2.9% for 2018, just below President Trump's aim for 3% growth. The strong growth in employment numbers has fed through to an upturn in wage inflation which hit 3.4% in February, a decade high point. However, CPI inflation overall fell to 1.5% in February, a two and a half year low, and looks to be likely to stay around that number in 2019 i.e. below the Fed's target of 2%. The Fed increased rates another 0.25% in December to between 2.25% and 2.50%, this being the fourth increase in 2018 and the ninth in the upward swing cycle. However, the Fed now appears to be edging towards a change of direction and admitting there may be a need to switch to taking action to cut rates over the next two years. Financial markets are now predicting two cuts of 25 bps by the end of 2020.

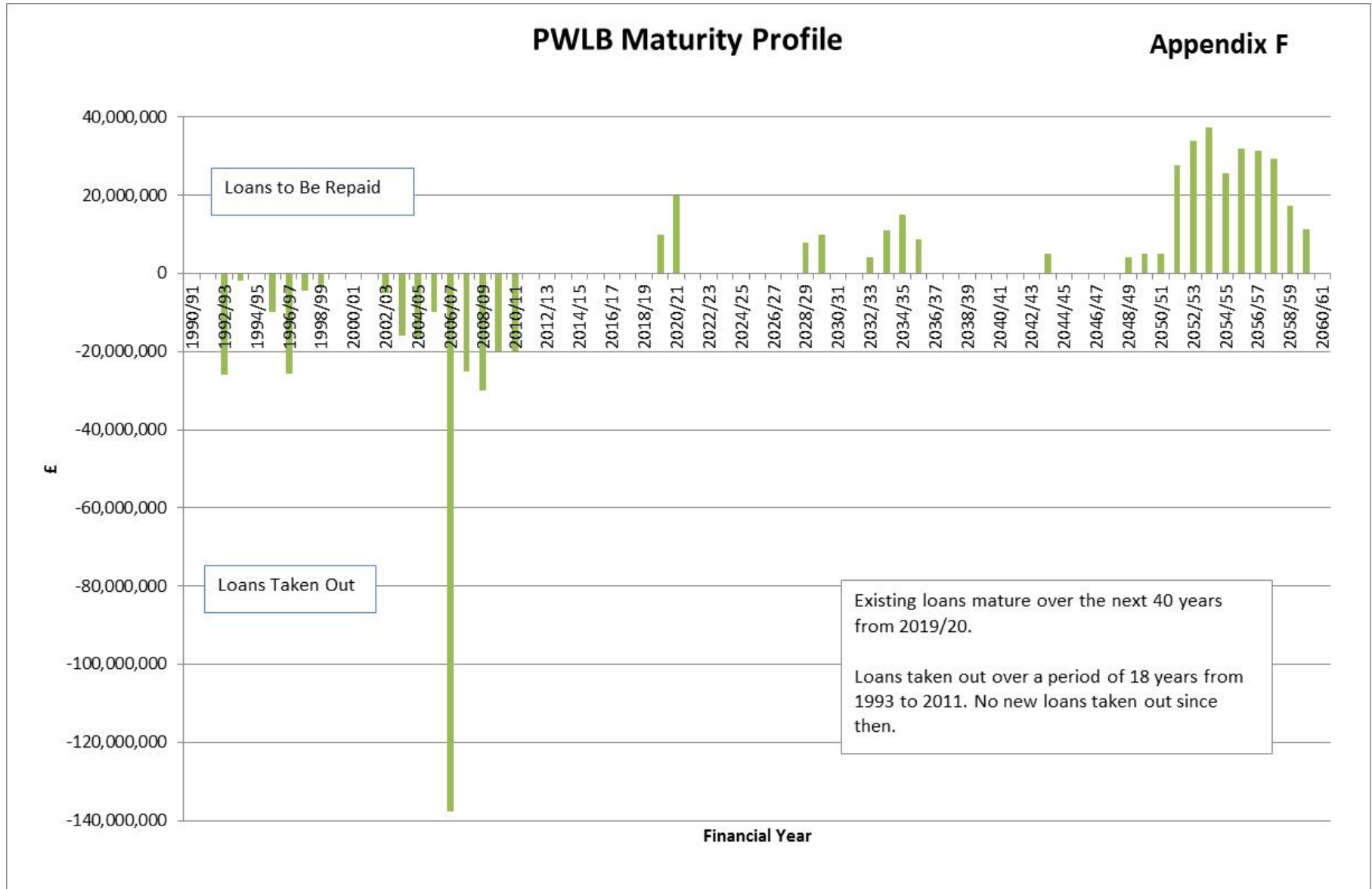
EUROZONE. The European Central Bank (ECB) provided massive monetary stimulus in 2016 and 2017 to encourage growth in the Eurozone and that produced strong annual growth in 2017 of 2.3%. However, since then the ECB has been reducing its monetary stimulus measures and growth has been weakening - to 0.4% in quarters 1 and 2 of 2018, and then slowed further to 0.2% in quarters 3 and 4; it is likely to be only 0.1 - 0.2% in quarter 1 of 2019. The annual rate of growth for 2018 was 1.8% but is expected to fall to possibly around half that rate in 2019. The ECB completely ended its programme of quantitative easing purchases of debt in December 2018, which means that the central banks in the US, UK and EU have all ended the phase of post financial crisis expansion of liquidity supporting world financial markets by purchases of debt. However, the downturn in growth, together with inflation falling well under the upper limit of its target range of 0 to 2%, (but it aims to keep it near to 2%), prompted the ECB to take new measures to stimulate growth. With its refinancing rate already at 0.0% and the deposit rate at -0.4%, it has probably reached the limit of cutting rates. At its March 2019 meeting it said that it expects to leave interest rates at their present levels "at least through the end of 2019", but that is of little help to boosting growth in the near term. Consequently, it also announced a third round of Targeted Longer Term Refinancing Options; this provides banks with cheap borrowing every three months from September 2019 until March 2021 which means that, although they will have only a two-year maturity, the Bank is making funds available until 2023, two years later than under its previous policy. As with the last round, the new Targeted Longer Term Refinancing Options will include an incentive to encourage bank lending, and they will be capped at 30% of a bank's eligible loans.

CHINA. Economic growth has been weakening over successive years, despite repeated rounds of central bank stimulus; medium term risks are increasing. Major progress still needs to be made to eliminate excess industrial capacity and the stock of unsold property, and to address the level of non-performing loans in the banking and credit systems.

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JAPAN - has been struggling to stimulate consistent significant GDP growth and to get inflation up to its target of 2%, despite huge monetary and fiscal stimulus. It is also making little progress on fundamental reform of the economy.

WORLD GROWTH. Equity markets are currently concerned about the synchronised general weakening of growth in the major economies of the world: they fear there could even be a recession looming up in the US, though this fear is probably overdone.



Prudential Indicators

Appendix G

	2017/18	2018/19	2019/20	2020/21	2021/22
(1). AFFORDABILITY PRUDENTIAL INDICATORS					
	Actual	Actual	estimate	estimate	estimate
	£'000	£'000	£'000	£'000	£'000
Capital Expenditure	78,344	84,077	230,593	55,489	7,261
Ratio of financing costs to net revenue stream	%	%	%	%	%
	7.10	6.99	6.78	7.66	7.57
Gross borrowing requirement	£'000	£'000	£'000	£'000	£'000
Gross Debt	362,274	362,274	352,274	332,274	332,275
Capital Financing Requirement as at 31 March	313,947	301,581	407,734	392,611	377,098
Under/(Over) Borrowing	(48,327)	(60,693)	55,460	60,337	44,823
In year Capital Financing Requirement	£'000	£'000	£'000	£'000	£'000
	(2,746)	(12,367)	106,154	(15,123)	(15,513)
Capital Financing Requirement as at 31 March	£'000	£'000	£'000	£'000	£'000
	313,947	301,581	407,734	392,611	377,098
PRUDENTIAL INDICATOR	2017/18	2018/19	2019/20	2020/21	2021/22
(2). TREASURY MANAGEMENT PRUDENTIAL INDICATORS					
	Approved	Approved	estimate	estimate	estimate
Authorised limit for external debt -	£'000	£'000	£'000	£'000	£'000
Borrowing	549,049	516,818	547,273	541,125	498,510
other long term liabilities	12,000	12,000	12,000	12,000	12,000
TOTAL	561,049	528,818	559,273	553,125	510,510
Operational boundary for external debt -	£'000	£'000	£'000	£'000	£'000
Borrowing	457,540	430,681	456,061	450,938	415,425
other long term liabilities	10,000	10,000	10,000	10,000	10,000
TOTAL	467,540	440,681	466,061	460,938	425,425
Upper limit for fixed interest rate exposure					
Net principal re fixed rate borrowing / fixed term investments	100%	100%	100%	100%	100%
Upper limit for variable rate exposure					
Net principal re fixed rate borrowing / fixed term investments	25%	25%	25%	25%	25%
Upper limit for total principal sums invested for over 365 days (per maturity date)	£'000	£'000	£'000	£'000	£'000
	£0	£60,000	£60,000	£60,000	£60,000
Maturity structure of new fixed rate borrowing during year	upper limit	upper limit	lower limit		
under 12 months	20%	20%	0%		
12 months and within 24 months	20%	20%	0%		
24 months and within 5 years	60%	60%	0%		
5 years and within 10 years	100%	100%	0%		
10 years and above	100%	100%	0%		
Maturity structure of new variable rate borrowing during year	upper limit	upper limit	lower limit		
under 12 months	20%	20%	0%		
12 months and within 24 months	20%	20%	0%		
24 months and within 5 years	60%	60%	0%		
5 years and within 10 years	100%	100%	0%		
10 years and above	100%	100%	0%		

Note – The top line capital expenditure figures represent currently approved capital expenditure and hence they tail off in future years. However as new capital expenditure plans are developed and approved the actual capital spent in future years will be higher than is set out here.

Prudential Indicators Glossary

Ratio of financing costs to net revenue stream

The ratio of financing costs to net revenue stream shows the estimated annual revenue costs of borrowing, less net interest receivable on investments, plus repayments of capital, as a proportion of annual income from council taxpayers and central government. The estimates of financing costs include current and future commitments based on the capital programme.

Gross Borrowing

Gross borrowing refers to the Authority's total external borrowing and other long term liabilities versus the Capital Financing Requirement.

Actual and Estimated Capital Expenditure

Actual and estimates of capital expenditure for the current and future years.

Capital Financing Requirement

The Capital Financing Requirement (CFR) represents capital expenditure financed by external debt and not by capital receipts, revenue contributions, capital grants or third party contributions at the time of spending. The CFR measures the Authority's underlying need to borrow externally for a capital purpose. The Authority has a treasury management strategy which accords with the CIPFA Code of Practice for Treasury Management in the Public Services.

Authorised Limit

In respect of its external debt, the Authority approves authorised limits for its total external debt gross of investments. These limits separately identify borrowing from other long-term liabilities such as finance leases. Authorised Limits are consistent with the Authority's current commitments, service plans, proposals for capital expenditure and associated financing, cash flow and accord with the approved Treasury Management Policy statement and practices. The Authorised Limit is based on the estimate of most likely prudent, but not necessarily the worst case scenario and provides sufficient additional headroom over and above the Operational Boundary.

Operational Boundary

The Operational Boundary for external debt is based on the same estimates as the authorised limit but reflects the Head of Finance's estimate of the most likely, prudent but not worst case scenario, without the additional headroom included within the authorised limit to allow for unusual cash movements, and equates to the

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maximum of external debt projected by this estimate. The operational boundary represents a key management tool for in-year monitoring. Within the operational boundary, figures for borrowing and other long-term liabilities are separately identified.

Limits on Interest Rate Exposure

This means that the Authority will manage fixed and variable interest rate exposure within the ranges. This provides flexibility to take advantage of any favourable movements in interest rates.

Resources and Fire and Rescue Overview and Scrutiny Committee

26 September 2019

Warwickshire Fire Deaths January 2018 - December 2018

Recommendation

The Resources and Fire and Rescue Overview and Scrutiny Committee receive and note the contents of this report.

1.0 Key Issues

- 1.1 Between January and December 2018 Warwickshire Fire and Rescue Service (WFRS) attended 187 accidental or deliberate dwelling fires, six of which had fatal consequences for the occupants of the properties.

N.B. Some of the incident details are very complex and still under investigation by Warwickshire police, therefore this report will only provide generic details of the areas where the fires happened. All names have been removed for confidentiality reasons.

- 1.2 The increase in fire fatalities in 2018 was in stark contrast to the performance data for previous years which showed that the County had very low numbers of fire related deaths:

2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
1	2	0	3	2	6

- 1.3 There are many Community and Local Government publications, as well as independent research documents, which demonstrate the beneficial effect that preventative work carried out by fire and rescue services and partners nationally has had in helping to reduce dwelling fires and fire deaths.
- 1.4 It is acknowledged and recognised by Government that the proactive community fire safety work undertaken by fire and rescue services (FRSs) with local partner agencies has helped to reduce these numbers significantly.
- 1.5 WFRS take a very proactive approach to its prevention activities and has a broad range of initiatives in progress. This number of fatalities across a twelve-month period is unusual in recent history.

- 1.6 The fires occurred in separate districts of the County, namely North Warwickshire, Nuneaton and Bedworth, Stratford and Rugby. They occurred at differing times of the day (or night) and the causes varied, meaning that no clear trend or incident pattern is evident. The first fire engine attendance times to all the fires in question were within our current emergency response standard of ten minutes from the initial call being received by Service Control.
- 1.7 Following each incident the District Commander with responsibility for the area undertook a review of the incident to implement fire safety initiatives relative to the risk and impact, details of which are highlighted and contextualised later in this report.
- 1.8 Notwithstanding normal day to day business is that all staff in all districts drive forward the importance of fire safety by offering Safe and Well Checks to the most vulnerable in our communities. Our teams will use demographic data to identify higher risk communities and target prevention campaigns, often where high footfall rates will allow high interaction opportunities. In partnership with WCC communications team we promote national, regional and local campaigns using social media and press releases, addressing general or specific fire safety issues. We ensure our staff are visible and approachable in high risk areas; we fit smoke alarms, provide resources and advice where appropriate and work in partnership with other agencies to ensure the most vulnerable of our community are supported to the best of our abilities. All such initiatives are managed, funded and supported by the fire prevention team.
- 1.9 In all fatal cases, a full fire investigation is undertaken by a specialist Fire Investigation Officer and a report is compiled detailing the cause and origin of the fire. The Fire Investigation Officer is normally required to attend the Coroner's Court and present their findings, which assist the Coroner's Office to determine and understand the cause of death.
- 1.10 A WFRS Serious Fire Incident Review (SFIR) meeting is also undertaken with partner agencies, such as adult social care, Warwickshire Police, individual case workers and drugs and alcohol teams. Any actions discussed or identified are then fed into the place-based partnership teams. Across all the SFIRs conducted for 2018, the conclusions highlighted that in almost all circumstances, communication and data sharing between the teams was vital. This is reflected in the County Council ICT / data development plans.

2.0 Details of the individual incidents are listed below:

2.1	Address	North Warwickshire
	Name	Male N/A (Deceased as a result of the fire).
	DOB or AGE	Believed to be age 60
	Date of Incident	23.06.18
	Incident Number	0007394
	Time of Call	17:27 hrs

Incident Summary

2.2 The incident occurred in a modern construction mid-terraced domestic premises. On arrival there were no external signs of fire. Whilst a crew donned breathing apparatus, another crew without breathing apparatus broke into the premises via the back door and made their way through the property and up the stairs to the first floor, to undertake a quick check of the property. It was at the top of the stairs when the crew first encountered smoke. The occupier was in a first-floor bedroom. The occupant was on the bedroom floor, covered in a blanket, adjacent to the bed. The breathing apparatus crew then carried the occupant downstairs and passed him through the lounge window to a crew outside who then commenced Cardiopulmonary Resuscitation (CPR). The cause of death for the occupant was carbon monoxide poisoning and smoke inhalation from fire.

Previous Knowledge & Vulnerabilities

- 2.3 The Community Fire Safety (CFS) Department had information provided to them after a Safe & Well visit to this address. This was initiated after crews were called to a kitchen fire at the property. Due to the nature of the individual concerned a Home Fire Safety Check (HFSC) was carried out by Community Safety Officers (CSOs) in the prevention team.
- 2.4 A 10-year smoke detector was installed by WFRS and advice provided by the CFOs. Neighbours confirmed this actuated two hours before the call but no early 999 call to the emergency services was placed; after two hours neighbours rang the Police on 101 who then called the Fire Service.

Actions

- 2.5 WFRS personnel carried out hot strikes* in the local vicinity following the fatality to ensure the local community were reassured and had the best advice available.
- 2.6 **Hot strikes are where the local fire crews visit properties door to door directly after a serious or fatal incident, dropping leaflets and offering immediate intervention and advice to those in the immediate vicinity.*
- 2.7 The Station Commander in charge of Nuneaton carried out a radio interview with a local media channel and used this opportunity to promote the importance of fire safety in the home.

Conclusions

- 2.8 This is a tragic incident due to the personal circumstances, health and lifestyle of the gentleman.
- 2.9 He was a heavy drinker, smoker and was prescribed medications for depression. A combination of all these may have resulted in the individual falling asleep whilst smoking. Ultimately this led to his death. WFRS had provided advice, smoke detection equipment and recorded all the details. They also advised him to see a GP for further depression support.
- 2.10 WFRS/ CFS teams could have registered the visit via the Multi Agency Safeguarding Hub (MASH) but felt the intervention provided was adequate and ensured that the gentleman was “on the radar” of all the other supporting agencies, for further intervention and support.
- 2.11 A further visit was arranged to reassess his personal circumstances, but no access or contact was achieved despite numerous attempts.
- 2.12 A serious fire incident review (SFIR) has been conducted for this incident. The actions arising from the SFIR for both Fire & other partners highlighted the inappropriate use of the 101 number and the need for WFRS to revisit the level of community work with known drug or alcohol users.

3.0

Address	Nuneaton and Bedworth district
Name	Male N/A
DOB or AGE	78 Years old
Date of Incident	17.07.18
Incident Number	008872
Time of Call	18:22 hrs

Incident Summary

- 3.1 Male with dementia, had accidentally left an old-fashioned style chip pan on the cooker. This was left unattended when he went back into the front room (lounge) to watch television and forgot about the chip pan. He then went back into the kitchen to switch the cooker off when he discovered the smoke coming from the chip pan. He also went looking for his dog, taking in some smoke before being led out by the neighbours. Fire crews administered first aid until the ambulance arrived.
- 3.2 The Station Commander (SC) arrived as the gentleman was being transferred to hospital. There were no reported complications at the incident and the gentleman was talking coherently in the back of the ambulance. He was only taken to hospital as a precautionary measure by the ambulance crews.
- 3.3 Neighbours reported back to crews approximately two hours after being taken to hospital that the gentleman was doing well and was ok.

- 3.4 The duty Group Commander received a letter from the County Coroner 8-9 days post incident to state the gentleman had passed away and requested the details of the incident. The Station Commander who attended the scene forwarded those details on immediately.

Previous Knowledge & Vulnerabilities

- 3.5 WFRS held no knowledge of this gentleman, and no HFSC or Safe & Well (S&W) had been carried out prior to the accidental fire.

Actions

- 3.6 S&W checks offered to the local community. No media or radio interviews as this was not known to be a fire death until the Coroner’s letter arrived. CFS were not informed of the incident and are not generally notified where no injury or death had occurred, which was believed to be the case by attending crews.
- 3.7 Actions for partners and WFRS have been produced on completion of the SFIR. This has now been captured and fed into the overarching action plan, which in turn is fed into the MASH and place-based partnership teams.

Conclusions

- 3.8 Post fire death; the gentleman’s death was recorded as fatal injury as a result of the smoke inhalation. The time elapsed before he passed away from the actual incident is not known, but likely to be less than one week due to the postage of the letter and Coroner’s request for information.
- 3.9 A SFIR will be conducted for this incident as it is classed as a fire death. CFS teams are liaising with the local MASH to gather information and to ascertain the delay in informing the Fire Service of the death. Partners have been invited to comment and to date no information has been received.

4.0

Address	Stratford district
Name	Female N/A
DOB or AGE	48 Years old
Date of Incident	01.11.18
Incident Number	014508
Time of Call	21.08 hrs

Incident Summary

- 4.1 Fire in a touring caravan (with a large awning fitted) sited at a touring site in the Stratford district.

- 4.2 CCTV evidence supported the conclusions drawn by the Fire Investigators. The fire is most likely accidental and believed to have started from drying clothes inside the awning on a gas fire. Clothes then fell or caught light and spread the fire through the extremely cluttered awning. The deceased was under the influence of alcohol in the caravan and was in a seated position. Either she did not wake due to the alcohol consumed or she was overcome by the smoke.

The suspicion of alcohol consumption has been confirmed by a previous telephone conversation to the Police by other caravan site occupants and voice recordings of the occupant discussing an earlier dispute with her partner. The lady's partner was in the local pub at the time of the fire and not on the scene.

- 4.3 All evidence supports this conclusion; even though there is a history of alleged arson related crime against the partner this is not believed to be a factor for this incident. A SFIR has not taken place for this incident, due to the nature of the fire and CCTV evidence that supported the Fire Investigation Officers opinion of the event.

Previous Knowledge & Vulnerabilities

- 4.4 Well known to Arson Reduction and Police for previous arson convictions, threats by fire setting and other offences. A Housing association evicted the couple a few months previously and all updates via the MASH from that point on were lost due to them moving location.

Actions

- 4.5 Immediate action was taken by the Duty SC and the district SC to task Gaydon Fire Station to lead an initiative to target caravan parks in the district. Alcester were also asked to deliver caravan fire safety leaflets to other surrounding parks outside of their normal district. The district Station Commander is supporting and co-ordinating this initiative.
- 4.6 Alcester Station will report their activities to the district SC with a focus on carrying out a S&W check at each occupied caravan they find, unfortunately a low level of uptake has been reported so far, but crews will persist with their efforts.
- 4.7 From March 2019 the district SC will ensure this is a yearly objective to complete across the summer months. The plan, which also covers the Stratford district reflects this approach.

Conclusions

- 4.8 We have received no confirmation that the Police have finished investigating this case. There are some complications to this incident, involving other crime related suspicions and potential criminal offences.

WFRS did know about the individuals concerned and monitored their previous address, until the individuals relocated following a housing association eviction. Unfortunately, we then lost track of them as they adopted a pattern of itinerant living in touring caravans at sites across Warwickshire.

- 4.9 A SFIR has not taken place for this incident, due to the nature of the fire and CCTV evidence that supported the event.

5.0

Address	Nuneaton and Bedworth district
Name	Female N/A
DOB or AGE	82 years
Date of Incident	02.11.18
Incident Number	014519
Time of Call	05.30 hrs

Incident Summary

- 5.1 Persons reported (turn out sheet information- house fire, black smoke from top front bedroom, bedridden lady).
- 5.2 *Note: -This was the third fire call to this address over a two-year period. It is important to note the checks in homes and for individuals changed from HFSC to S&W during the second and third incident to incorporate the wider health agenda work we have adopted.*
- 5.3 First incident - 02.9.16 - 08:34 hours – one casualty rescued and treated by ambulance for smoke inhalation. The cause of the fire was smoking in bed. An elderly man (husband) was escorted from property with no effects from smoke. A Home Fire Safety Check (now called Safe & Well) was carried out and smoke detectors fitted. Advice was given around smoking in bed, smoking cessation, smoke alarms and general fire safety.
- 5.4 Second incident - 04.6.17 - 15:00 hours – one casualty rescued and taken to hospital with severe burns to her legs and side. The cause of fire was smoking in bed.
- 5.5 A S&W was carried out with fire retardant sheets and duvet provided. Smoking cessation advice was given but refused by the occupant. The woman was bedridden and widowed, so confirmed as a single occupancy. Further smoke detection fitted, and the occupant received daily care.
- 5.6 The cause of the third incident on 02.11.18 was the occupant smoking in bed. The fire investigation officer is certain that due to her heavy smoking habit and the previous history associated with this person, that this was the cause of the fire.

- 5.7 The occupant was bedridden on an electric bed with an air mattress fitted. She did have fire retardant duvets and fire-retardant sheets (provided by WFRS) however if uncovered the air mattress burned readily under test. It is suspected that she fell asleep whilst smoking or dropped a cigarette on the exposed air mattress / bed which led to the fire and her death.
- 5.8 Warwickshire Police hold CCTV footage which supports this supposition, though it is not available for wider viewing.
- 5.9 The occupant had received several ongoing visits from the Fire Service regarding prevention, wellbeing advice and S&W checks. The Fire Service had fitted smoke detection in each room apart from the room she was in due to the heavy smoking habit.

Previous Knowledge & Vulnerabilities

- 5.10 The occupant was known to all agencies because of her health-related problems and she received visits from carers daily. No 'official' cause of death has been confirmed by the coroner to date. WFRS prevention department have provided advice and equipment to support the local risk area.

Actions

- 5.11 WFRS Prevention department started a process to gather information regarding previous history. Compiled and completed on 20.11.18.
- 5.12 Nuneaton district SC immediately started a hot strike; leafleting at Asda and Tesco's in Bedworth and Nuneaton and other areas of high footfall in the risk area. Initial local media release and further social media releases took place when the time was right to reinforce messages around fire safety. This was implemented with immediate effect on the 2/11/2018.

Conclusions

- 5.13 Actions for partners and WFRS have been produced on completion of the SFIR. This has now been captured and fed into the overarching action plan which in turn is fed into the MASH and place-based partnership teams.
- 5.14 It is known from previous case studies, that certain emollient creams used for bedridden patients can accelerate fires if used in households where there are enhanced smoking risks (although emollient cream was not the case in this circumstance, they are used readily with air mattresses). However, this type of mattress, when exposed to a naked flame or heat source, will still burn readily. Discussions are ongoing with partners on how best to flag when and where this type of mattress is fitted and the patient is a bedridden smoker, so appropriate action can be taken.

6.0	Address	Rugby district
	Name	Male N/A
	DOB	Unknown – aged 5
	Date of Incident	15.11.18
	Incident Number	15174
	Time of Call	02:48 hrs

Incident Summary

- 6.1 WFRS Fire Control received a 999 call to this incident from the Police. Calls were also received from residents in the same street. Upon arrival the house was completely involved in an intense fire due to conditions within the house and fire loading.
- 6.2 There were four people in the property, some of whom received severe burns. Casualties in the property were confirmed to be located at a residence opposite, and under the initial care of the Police due to severe burns. On arrival of the ambulance service, they took over the care of the casualties from the two Police officers who were providing emergency first aid using WFRS trauma packs.
- 6.3 One of the occupants of the house was a 5-year-old child and was being treated by Police and Ambulance staff and was subject to an estimated 90-95% burns, his injuries were extensive. Unfortunately, he passed away approximately 4 months post incident in the hospital burns unit.
- 6.4 It is believed that another of the occupants was the mother of the child and approximately 28 years old. Anecdotal evidence suggests she was a smoker. This injured party was subject to approximately 30-40% burns to legs and lower torso. The details are recorded in this report as this is classed as a serious fire injury and to provide some additional substance to the fire death.
- 6.5 The fire was deliberately ignited. This has been independently confirmed by fire investigation officers, a forensic specialist from Prometheus forensics (appointed by the Police) and a specialist fire investigation dog that identifies accelerants (hydrocarbons).

Previous knowledge & Vulnerabilities

- 6.6 Known to all agencies, due to the complex nature of this case no further information can be provided at this stage.

Actions

- 6.7 This is a complex and harrowing case where firefighters and officers have been involved in Police investigations and have provided statements. We do not have all the details at present. This case is now a fire death but subject to a wider Police investigation and Coroners inquiry. The SFIR will take place upon completion of any court cases.

NB. Currently under Police control due to the sensitivities around this incident hence the limited detail provided.

7.0	Address	Nuneaton and Bedworth district
	Name	Male N/A
	DOB	87 years old
	Date of Incident	29.11.18
	Incident Number	15782
	Time of Call	14.24 hrs

Incident Summary

- 7.1 Fatal fire - on arrival crews found an elderly gentleman deceased. Burns to the gentleman initially suggested he had died as a result of the fire; however, toxicology reports have proved that he died of a heart attack pre fire.
- 7.2 At approximately 11.00 hours on the 29.11.2018 the occupant activated his care line; a family member responded and found him ok. They recalled care line and reset the care line alarm. He was bedridden and had daily carers.
- 7.3 At approximately 14.20 hours crews were notified of a house fire. On arrival the occupant was found deceased in his bed with approximately 10% burns to his body, burns to the bed and floor.
- 7.4 He was a heavy smoker. A fire investigation has taken place, details from that investigation suggest that a cigarette started the fire, therefore the initial findings suggested this was WFRS third smoking related fire death, however since then it has now been confirmed by the Coroner as a pre fire death. The fire was a result of the owner passing away from a heart attack and dropping the cigarette which then led to the fire.

Previous Knowledge & Vulnerabilities

- 7.5 No previous knowledge to the fire and rescue services, however he was on the ASC profile on firm step. Discussions are ongoing with partners on how best to flag bedridden vulnerable people who are heavy smokers to the Fire and Rescue Service so we can take appropriate action.

- 7.6 Progress is being made to ensure vulnerability / risk data is safely shared with all essential partners. A meeting took place on 3/12/2018 to enable sharing data more widely with WFRS via the MOSAIC system. Action plans have been developed and implemented to address these issues, Good progress is being made to ensure data protective security arrangements are in place to enable such data to be safely shared and compliant with General Data Protection Regulations.
- 7.7 Main vulnerabilities unidentified to WFRS were: bedridden in a downstairs room, heavy smoker and elderly. Again, the gentleman lived alone with a carer attending daily.

Actions

- 7.8 Pop up banners located in prominent areas. Hot strike, press release produced for councillors, press release for general public drafted and approved. A SFIR would have taken place if the coroner had not confirmed this was a pre-fire death.
- 7.9 Presentation developed by Group Commander Sargent and delivered to the Safeguarding Board on what to look for in a property (called advice for carers). This is also on the safeguarding website. Wallet size cards have been produced by Prevention, giving advice for carers, telephone numbers, referral emails and other useful advice; this will enhance carers knowledge. These have been shared to the safeguarding board for distribution to partner agencies.
- 7.10 Age Concern UK; have also expressed an interest in fire providing additional training to their carers which we will support.

Conclusions

- 7.11 Unfortunately the gentleman passed away as a result of a heart attack prior to the fire. As this was not a fire death any direct preventative actions on fire safety would have not assisted with changing the tragic outcome; however, further opportunities are being explored to work with partner agencies, to better understand the 'up-stream' causal factors behind fire deaths and injuries.

8.0 Areas of concern which span across the cases

The following areas of concern were highlighted within the reports: -

- All the casualties possessed or lived in potentially vulnerable circumstances.
- Some of the casualties were trapped and unable to self-rescue, due to either mobility issues and/or the effects of alcohol/drugs.
- Some of the casualties lived in council, district, and borough or housing association properties.

- All but one of the properties had smoke detection facilities which were not linked or monitored. It is believed one also had CCTV linked to relatives /carers, but this was not working as effectively as it should have been.
- Four of the casualties were known to be heavy smokers, two of which were bedridden and had daily carers.
- Five casualties suffered with some form of ill-health including mental illness.
- Two properties had received a Home Fire Safety Check (HFSC). One of which had fire prevention intervention to support the needs of the individual occupant; however, the prevention resources provided were not being used or utilised effectively.

9.0 Following each of the six fatal fires, immediate action was taken at all the locations to raise awareness and to provide guidance and resources to the local community about fire prevention. Where applicable Safe & Well checks were carried out providing fire prevention resources such as fire-retardant sheets, smoke alarms and guidance materials. WFRS completed 5933 Safe & Well checks in 2018/19.

10.0 It is recognised that our MOSAIC system could be used more effectively to share risk data across County Council and with partners.

10.1 MOSAIC provides WFRS and MOSAIC users with enhanced data sharing capabilities on the most vulnerable in our society. It allows us to target even more robust preventative measures to reduce the risk of serious injury or death.

10.2 As part of the wider WCC ICT data sharing project, the MOSAIC tool is being enhanced further to allow system integration allowing effective data sharing between all partners. Providing all partners with the opportunity to widely share identified risks and information will enable speedy and appropriate action to be taken, with the overarching aim of reducing the overall risk.

11.0 Proposals

11.1 1. WFRS will continue to use the MOSAIC system under current working arrangements for data sharing. As aforementioned, a number of system and functional improvements have been identified that will optimise data sharing between key partners. This will further enhance the vital need for continued cross checking / uploading of files to the system for all partner's awareness and in turn allowing WFRS key staff the ability to cross check names and ensure appropriate timely action is taken.

- 11.2 MOSAIC wider data sharing will continue to be role based and limited to eight WFRS Prevention staff to cross check data against names from the Insight Service list forwarded for assessment. This is for confidentiality and control purposes.
- 11.3 WFRS will produce our visit record, along with any identified concerns, which will be uploaded into MOSAIC providing reassurance, cross checking of data and safe systems of work for WFRS and partners attending properties and support efficient enhanced data sharing where appropriate (in line with WCCs data sharing and system integration project).
- 11.4 2. Scope full or partial collaboration with WCC's Community safety department at a shared location suitable to house all prevention partners.
- 11.5 Develop the relationship further with WCC's Community safety teams and partners to allow WFRS Prevention teams to have direct links to community safety issues and vice versa; this would encompass road safety, fire prevention, trading standards and education services, giving a wider opportunity to share learning, resources and bridge any gaps and aid communication between teams immensely.
- 11.6 With a longer-term vision to build a Safer Warwickshire hub, where prevention advice, specifically designed scenarios, coaching and mentoring for all aspect of prevention work can take place. West Midlands Fire Service and Gloucestershire Fire and Rescue Service have excellent examples of this already in place.

See link for more detail <https://www.safeside.org.uk/>

- 11.7 3. Continue to build on the enhanced Safe and Well checks carried out by fire prevention teams, as wider data and analysis is collated WFRS will be able to develop our Safe and Well check to meet trends.
- 11.8 Our Safe and Well check and referral process is being evaluated by our health and wellbeing advisor and the results will provide beneficial and informative data sets, enabling us to build on the current advice provided, our existing frailty pathway, and collaborate more effectively with other partners.
- 11.9 With a longer-term vision to integrate systems between partners as the wider WCC IT data sharing project is implemented, therefore ultimately efficiently resourcing and reassuring those who need it most in our community.

12.0 Financial Implications

- 12.1 This section of the report is for information however there is dependency based on the venue selected to house a collaborative team. Currently we are unable to provide an estimate, although it is unlikely there will be any cost implications if the venue chosen is a WCC owned premises. If not, then funding will need to be identified from within WCC's existing budget to meet the costs of an appropriate venue and team operation.

12.2 Campaign costs for property fires are included in our day to day business.

13.0 Timescales associated with the decision and next steps

13.1 This section of the report is for information however if the proposals are supported then, following further discussions, work to identify a suitable venue will progress with immediate effect. We have already started to scope out some potential buildings that might be suitable.

13.2 It is estimated that to fully collaborate teams would take some time; it is likely this could be achieved within twelve months providing a suitable venue can be found. Immediate direction to collaborate would be needed to drive forward the change.

Background papers

No supporting background papers for this report.

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The report was circulated to the following members prior to publication:

Local Member(s): none

Other members: none

Resources and Fire & Rescue Overview & Scrutiny Committee

26 September 2019

Update on Library Service Performance and the Delivery of Digital Services

1 Introduction

- 1.1 This report gives Members an update 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.

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

When these unprecedented permanent savings were required, Warwickshire Libraries radically changed how services would be delivered for members of the public going forward.

The Service was one of the first library authorities in 2012 to transfer 14 libraries to community management following comprehensive county-wide public consultation. All but one (an honesty library) of the social enterprises are still operating with continued support from the county service. This and other measures enabled the service to achieve more than £2 million of savings without a single compulsory redundancy. The Service was also one of the first services to introduce Radio-Frequency Identification (RFID) technology for self-service returns and renewals and e-books some years ago.

The Service has 32 libraries across the county (including 13 that are community-managed) plus the mobile and outreach services. It also has one of the largest volunteer-run home delivery services, for housebound readers, in the country.

In the last few years, the county council has also delivered two new libraries in Alcester and Southam. There are plans to move the current library in Whitnash to a new location incorporating a community centre. The Service recently completed a major remodelling of Stratford upon Avon's historic library, which now accommodates the Registration Service with an attractive wedding venue in the centre of town. Eight libraries have been remodeled and discussions are progressing with respect to building a new Library in Nuneaton as part of a major town centre regeneration, which will also incorporate a business centre.

The digital offer in Libraries continues to be expanded and improved. The People's Network computers in all the libraries have been replaced and all libraries offer free public Wi-Fi. Last year the Service launched Let's Make Spaces (please see section 6 below).

The book fund and training budget have not been reduced and the Service has now received permanent funding for Sunday opening in the three Hub libraries in Leamington Spa, Rugby and Nuneaton and funding to retain the current opening hours at Whitnash and Lillington Libraries following the closure of the one stop shops by Warwick District Council. In addition, the Leamington Town Council has for the last few years provided funding for additional opening hours at Lillington Library.

Children no longer have to pay overdue fines – this was done because one of the main barriers to library usage in this age group was the accrual of fines. The Service continues to pilot different event including piloting a scheme to serve lunch (funded by the Welfare Scheme) at story sessions during the school holidays.

The Service has been successful in securing for external funding to deliver reading festivals and the Service was one of 10 library services in the UK and Ireland working on a Google-sponsored digital resources programme to help create a toolkit for digital resources namely online safety, digital skills and coding. The aim was to create to create a toolkit for library staff to use to help customers develop digital knowledge, skills and confidence.

Recently the Service was accepted as a member of the Living Knowledge Network. The Living Knowledge Network is a UK-wide partnership of national and public libraries. Created by the British Library to explore new ways for libraries across the country to work as one, the network currently includes over 20 public libraries, the British Library itself, the National Library of Scotland and the National Library of Wales.

The Living Knowledge Network is the only network of its kind in the UK and is centred on exchanging knowledge and developing memorable experiences for public library users including exhibitions, live event streams and poetry performances. Staff will benefit from skill sharing events, international partnerships, leadership training days and mentoring schemes.

Warwickshire Libraries increasingly share premises - and some staff - with other local services, and work with many partners to achieve economies of scale and deliver better customer experience for members of the public.

The progress that has been made to date is in part due to a more business-like approach to service delivery and income generation and to the management merger of previously separate frontline services and 'one organisation' thinking, for example, the Registration Service. The management portfolio has recently been extended to include Heritage and Culture, which offers obvious synergies with the Library Service and further opportunities for collaborative working.

The Service continues to reshape and realign the library network to meet the needs and preferences of modern-day customers including the physical and online services. Last year there were 1,417,440 visits to our libraries and mobiles and 105,151 people of all ages attended 6,467 library events. In addition, there were nearly 12 million virtual visits to the library online services.

The Service does have a national reputation for innovation and getting things done and are frequently visited by other authorities including Library Services keen to learn from Warwickshire's approach.

3 Trends

- 3.1 How members of the public 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 continues to exploit digital technology to explore new ways of delivering services and develop the online service offer. The challenge for the Service is that it must meet the different needs of users, for example, 0-5 year olds want books, younger generation digital, older generation books and digital (see Appendix 3). The library service redesign aims to cater for all of these different needs not simply digitise all its services.
- 3.2 Popular online services include the following:
- Easy access to searching, renewing and requesting 590,000 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 members of the public in Nuneaton and Bedworth. 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 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 The Library Service Network

- 4.1 The county council continues to run 18 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 15 locations with opening hours that reflect local need
 - Library Direct - online library open 24/7, plus mobile, outreach and housebound reader services

5 Library Performance

5.1 In 2018/19 county council-run libraries: (see Appendix 1 for all data)

- Received **1,417,440** visits (around 4,100 per day)
- Lent out **1,611,417** books, CDs and DVDs (around 4,700 per day)
- Handled **322,836** enquiries (around 940 per day)
- Provided **225,561** public computer sessions (around 650 per day) and
- Received **105,151** attendees at library events (around 300 per day)

Appendix 2 sets out the 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 current service offer.

5.2 Digital Services delivered in the Library Service include:

- Use of Virtual Library, please see 5.3 below
- Use of public computer 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 spaces – digital equipment and resources, please see below.

5.3 The Virtual Library Service consists of:

- eBooks and 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 these were introduced in 2010:

2017/18	2018/19
37,126	55,532 (50% increase)

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

2017/18	2018/19
16,225	27,603 (70% increase)

ENewspapers

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

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 are also popular:

2017/18	2018/19
37,883	124,484 (229% increase)

Electronic Information Resources (eSubs)

Our eSubs performance exceeded the cumulative total of the previous year by a percentage of 9.5%:

eSubs	2017/18	2018/19
Ancestry	169,802	107,455
Britannica	1,007	1,486
Oxford Music	437	486
Oxford English Dictionary	844	1,442
Oxford Dictionary of National Biography	2,960	1,945
Oxford Reference Online	559	366
Who's Who	1,061	673
Very Short Introductions (Oxford press)	110	86
Times Digital Archive	3,805	6,180
Naxos – Classical Music Online	39,773	28,299
Driver Theory Test	5,086	5,690
RB Digital eMagazines	16,225	27,603
Press Reader – eNewspapers	37,883	124,484
GoCitizen – Life in UK Test Questions	215	190
Totals	279,767	306,385

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 visits made to our Community Managed Libraries cannot be included in the statistics reported to The Chartered Institute of Public Finance & Accountancy (CIPFA). Neither can visits to priority vulnerable groups such as outreach Home Delivery visits. The council has to report the number of service points, issues at the service points which are under the local authority statutory service i.e. directly managed by the local authority:

2017/18	2018/19
1,453,243	1,417,440 (2.5% decrease)

5.5 Physical Issues (loans)

Book lending is falling as part of a national trend as information is more readily available online. As already stated, performance data from Community Managed Libraries is excluded from the nationally available data. Warwickshire has the smallest number of service points of any English County Library Authority - this impacts on the number of 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:

2017/18	2018/19
1,588,539	1,555,892 (2% decrease)

5.6 Community Managed Libraries

Since April 2012 Warwickshire Library Service has supported 13 Community Managed Libraries. These libraries use the same library management system as the county council libraries and are stocked with county council library books including receiving regular allocations of new titles. These libraries have a weekly library van delivery service and visits from library staff four times a year. The staff undertake stock work and liaise with the individual CML management team regarding performance, training and other issues. The libraries are also supported by a dedicated telephone helpline. The successful transition of these libraries from the county council to becoming community managed has been used as a model for other Local Authorities looking to restructure their library service. The county council Library Service and several of the community managed libraries have hosted visits from colleagues from other authorities to share our collective learning and experiences.

2017/18	2018/19
90,333	85,896 (5% decrease)

5.7 Home Delivery Service

Working with 57 volunteers, library staff currently deliver to 415 vulnerable customers around the county who are unable to get to a static library or access the mobile library. Customers of the Home Delivery Service get a 4-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 3-weekly service to rural areas in Warwickshire, stopping at 250 locations on 39 different routes around the county using 3 purpose-built vehicles, serving up to 2000 customers.

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 Let's Make spaces will be to encourage economic growth and support the skills agenda in Warwickshire.
- 6.2 '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. The spaces 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 There has been overwhelmingly positive feedback from 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 been successful in being awarded funding for a Let's Make Digital Apprentice. Receiving supported training the apprentice will assist in the day-to-day running of the Let's Make spaces and support the Let's Make 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 The Service continues to work with a widening range of partners both for economies of scale and to provide members of the public with the convenience of more services under one roof.

7.2 The Service 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 Partnership services and arrangements include the following:

- A number of Warwickshire libraries provide front office police enquiries. The arrangement helps Warwickshire Police to focus more resources on frontline policing. Multi-functional library teams also deal with Blue Badge and concessionary travel passes 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. The Service does not apply for the visa for the applicants, it helps them in setting up an email, accessing the site, clicking on the right boxes etc. The Service is one of 14 pilot authorities across the country and as 'We are Digital' are based in Warwick the Library Service is working closely with this Service to refine its 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 and continues to be used by members of the public
- The Service is also supporting the Health & Wellbeing agenda. The service is working very closely with the Family Information Service and a number of third sector partners to move forward this agenda.
- BookTrust is the UK's largest children's reading charity dedicated to getting children reading. Their flagship program Bookstart, reaches millions of families across the country each year with books, resources and advice to encourage parents and carers to start reading with their babies from birth. The Service received nearly £250,000 worth of books each year to deliver to all babies and toddlers across Warwickshire.

8 The Wider Service Offer

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 (Libraries Connected) 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

8.3 Warwickshire Libraries provides universal services to support some of the council's key target age groups. The infographic in Appendix 3 demonstrates user needs and what the library service delivers to these key audiences.

9 Conclusion

- 9.1 The Service continues to modernize its services to better meet the needs of members of the public (you and old) and a 24/7 society. It will continue to innovate, exploring new ways to deliver services both physical and online.

10 Background Papers

None.

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Report Author	Ayub Khan	01926 412657
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Strategic Director	Rob Powell	01926 412564
Portfolio Holder	Kam Kaur	

Attachments

Appendix 1 – A Year in Warwickshire Libraries Infographic.

Appendix 2 – 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.

Appendix 3 - Library Service Offer Infographic.

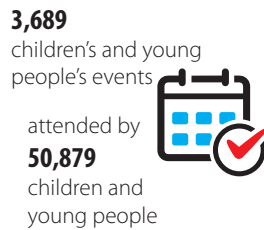
A Year in Warwickshire Libraries



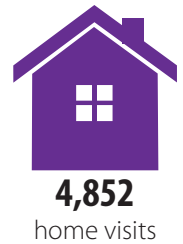
1,417,440

visits to our libraries and mobile libraries

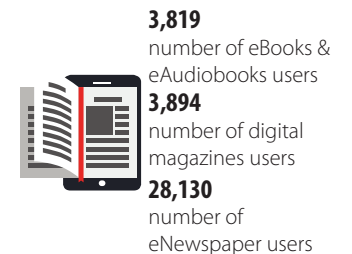
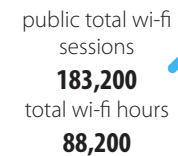
LEARNING



COMMUNITY, HEALTH & WELLBEING



DIGITAL & INFORMATION



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 2018/19:



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, newspapers, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A3/A4 black and white, read and relax area, meeting rooms, UK Online Centre, public toilet, Disabled parking permit (blue badge), Concessionary Travel Pass, Street lighting and highways, Warwickshire Police public enquiry service, Reading Well Collections & Stratford District Council Services.

Regular events:



Betty's Crib Club - Mondays 10:00 - 12:00.



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



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

Silver Surfers - Thursdays 10:00 - 12:00. Free computer and tablet help for people aged 50 plus. Drop in session.

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

Crafternoon Tea - Fridays 13:30 - 15:30.

Lego Club - Last Friday of the month 16:00 - 17:00. Creative themed sessions for children to build and create with Lego.

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



Age of event attendees

0-4 years	334
6-17 years	399
12-17 years	44
18+ years	1,924
Total	2,701



Age of registered borrowers

0-5 years	245
6-17 years	1,879
18-59 years	1,590
60+ years	1,421
Total	5,135

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 2018/19:



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, newspapers and magazines, computers with printing and scanning – printing is black and white or A4 colour, WiFi, photocopier – A3/A4 black and white or colour, local studies and family history collection, UK Online Centre, designated safe place, Reading Well Collections, Shelf Help for Teens, Concessionary Travel Pass.

Regular events:

Silver Surfers - Mondays 10:00 - 11:00 and 11:00 - 12:00. Free computer and tablet help for people aged 50 plus. Drop in session.

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

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

The Wednesday Club - First Wednesday of the month 13:30 - 15:00. A different topic and guest speaker each month.

Family History Surgery - Third Wednesday of the month. 14:00 - 16:00. Research your family tree with help from volunteers.

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

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

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees



Age of registered borrowers

0-5 years	542
6-17 years	3,394
18-59 years	3,359
60+ years	1,681
Total	8,976

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 2018/19:



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, large print, newspapers and magazines; Audio books & Playaways; Asian reading material; Reading Well collection; computers with printing & scanning (A3/A4 black & white & colour printing); WiFi; photocopier (A3/A4 black & white & colour); read & relax area; UK Online Centre; designated 'Safe Place' Concessionary Travel Pass.

Regular events:



Job Club - Mondays 09:30 - 13:00 and Tuesdays 09:30 -17:00 (By appointment; ask staff for details)



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



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

Tea & Talk - 1st Wednesday of every month 10:00-11:00. Talks from a wide variety of speakers; refreshments available

Stitch Up Club - Fridays 13:00 - 15:00.

Silver Surfers- Fridays 12:00 - 14:00. Free computer and tablet help for people aged 50 plus. (Please book in advance)

Lego Club - Alternate Fridays 15:30 - 16:45. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	1,668
6-17 years	977
12-17 years	27
18+ years	3,236
Total	5,908



Age of registered borrowers

0-5 years	565
6-17 years	3,513
18-59 years	4,673
60+ years	2,270
Total	11,021

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 2018/19:



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, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, local studies and family history collection, UK Online Centre, baby changing facilities, public toilet, Concessionary Travel Pass, Street lighting and highways, Warwickshire Police public enquiry service, designated Safe Place & Reading Well Collections.

Regular events:



Family History Surgery - Every third Monday of the month 10:00 - 12:00.



Knitting Club - Tuesdays 14:00 - 16:00.



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



Crochet Group - Every Wednesday. 10:00 - 12:00.

Reading Group - First Thursday of the month 15:00 - 16:00.

Silver Surfers - Thursdays 10:00 - 12:00. Free computer and tablet help for people aged 50 plus.

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

Coleshill Poetry Appreciation Group - First Saturday of month 10:00 - 12:00.

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for school aged children to build and create with Lego.



Age of event attendees



Age of registered borrowers

0-5 years	259
6-17 years	846
18-59 years	1,186
60+ years	863
Total	3,154

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 2018/19:



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, 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, 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 Pass, leisure services, arrange collection of large or bulky unwanted household items, recycling, CAB, Warwickshire Police public enquiry service & Reading Well Collections, designated Safe Place

Regular events:



Crafternoon Tea - Mondays.14:30 - 16:00.



Family History Help - Mondays. 10:00 - 12:00.



Story Stomp - Tuesdays 10:00 - 10:30.

Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Library Reading Group - 2nd Tuesday of the month 14:30 - 16:00.

Rhyme Time - Wednesdays 11:00 - 11:30.

Songs and rhymes for 0-2 year olds and parents and carers.



Age of event attendees

0-4 years	2,151
6-17 years	176
12-17 years	1
18+ years	3,974
Total	6,302



Age of registered borrowers

0-5 years	664
6-17 years	2,943
18-59 years	4,327
60+ years	3,125
Total	11,059

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 2018/19:



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, 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, read and relax area, UK Online Centre, public toilet, baby changing facilities, designated Safe Place, Reading Well Collections, Local & Family History Collections, Concessionary Travel Pass.

Regular events:



Silver Surfers - Mondays 14:00 - 16:00. Free computer and tablet help for people aged 50 plus. Drop in session.



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



Leamington Family History Group - Third Thursday of month 11:00 - 12:30.



Code Club – Friday 16:30 - 17:30 (term time only). Free after school club for children aged 9 - 11 years. (Please check availability).

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

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

Lego Club - Saturdays 14:00 - 15:00. Creative themed sessions for children to build and create with Lego. Sundays 12.30 - 13.30.

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

Book Magic - Sundays 14:00 - 14:30. Children's stories and activities.

Crime Prevention Surgery - Monthly session



Age of event attendees

0-4 years	3,131
6-17 years	1,391
12-17 years	343
18+ years	4,571
Total	9,436



Age of registered borrowers

0-5 years	1,283
6-17 years	7,444
18-59 years	13,818
60+ years	3,893
Total	26,438

Lillington

Valley Road
Lillington
Leamington Spa
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 2018/19:



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, newspapers, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, meeting room for hire, Read and relax area, UK Online Centre, Reading Well Collections, Warwickshire Police public enquiry service & designated Safe Place.

Regular events:



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



Games and Gossip - Tuesdays 14:00 - 15:30. Board games fun with Scrabble, Monopoly, chess and draughts.



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

Creative Chatter - Thursdays 13:30 - 15:00.

Lego Club - Saturdays 10:30 - 11:30. Creative themed sessions for children to build and create with Lego.

Chatterbooks - Friday 16:00 - 17:00. Encouraging children aged 8 - 11 to take pleasure in reading. Book talk, fun games and crafts. Last Friday of each month.



Age of event attendees

0-4 years	1,580
6-17 years	371
12-17 years	4
18+ years	1,780
Total	3,735



Age of registered borrowers

0-5 years	329
6-17 years	604
18-59 years	1,341
60+ years	689
Total	2,963

Mobile Library and Home Delivery Service



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



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	0
5-11 years	0
12-17 years	0
18+ years	147
Total	147



Age of registered borrowers

0-5 years	31
6-17 years	155
18-59 years	159
60+ years	3,745
Total	4,090

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 2018/19:



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, large print, newspapers and magazines;



Audio books & Playaways;



Asian, Polish & Nepalese

reading material; Reading

Well collection; Warwickshire

Local History Collection,

George Eliot Collection;

Warwickshire Music and

Drama Collection; 'Let's Make'

digital technology suite;

computers with printing and

scanning (A3/A4 black &

white & colour printing);

WiFi; photocopier (A3/A4

black & white & colour);

study area; Warwickshire

Police public enquiry service;

Warwickshire Registration

Service; UK Online Centre;

designated 'Safe Place,'

Concessionary Travel Pass.

Regular events:

Let's Make digital technology - Workshops, events & activities, independent use; ask staff for more information, or see www.warwickshire.gov.uk/letsmake for current programme.

Stitch Up Club - Tuesdays 12:30 - 14:30.

Readers Digest Reading Group - First Tuesday of the month. 14:30 start.

Code Club - Wednesday 16:30 - 17:30 - Free beginners coding club for ages 8 - 11 years. Also combined with an advanced Code Club+ offering HTML, Javascript and Python for those familiar with Scratch.

Family History Help - Every fourth Wednesday of the month (except December) 10:30 - 12:30.

Story Stomp - Thursdays 09:45 - 10:15. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

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

Silver Surfers - Thursday 14:00 - 16:00. Free computer and tablet help for people aged 50 plus.

History Hub - Alternate Fridays 14:30 - 16:00.

Lego Club - Alternate Saturdays 14:00 - 15:30. Creative themed sessions for children to build and create with Lego.

Book Magic - Sundays 11:30 - 12:00. Stories and craft activities for children.



Age of event attendees

0-4 years	1,943
6-17 years	1,676
12-17 years	38
18+ years	4,587
Total	8,514



Age of registered borrowers

0-5 years	1,110
6-17 years	9,056
18-59 years	13,387
60+ years	4,852
Total	28,405

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 2018/19:



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, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, UK Online Centre, designated Safe Place, Warwickshire Police public enquiry service, Reading Well Collections, Shelf Help for Teens & MiniSorted, Concessionary Travel Pass.

Regular events:



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



Book and a Brew - Thursday 10:30 - 11:30. Tea, coffee and a chat.



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

Silver Surfers - Thursdays 10:00 - 12:00. Free computer and tablet help for people aged 50 plus.

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	1,755
6-17 years	4,103
12-17 years	58
18+ years	3,377
Total	9,293



Age of registered borrowers

0-5 years	327
6-17 years	1,250
18-59 years	1,369
60+ years	720
Total	3,666

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 2018/19:



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, large print, newspapers and magazines; Audio books & Playaways; Asian & Polish reading material; Reading Well collection; local & family history collections; 'Let's Make' digital technology suite; computers with printing & scanning (A3/A4 black & white or colour printing); WiFi; photocopier (A3/A4 black & white or colour); study area; Warwickshire Registration Service; Careers Service; UK Online Centre; designated 'Safe Place,' Concessionary Travel Pass.

Regular events:

'Let's Make' digital technology –workshops, regular events & activities, independent use; see www.warwickshire.gov.uk/letsmake for full details of programmes available or ask staff for details

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

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

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

Code Club – Tuesdays 16:00 – 17:00 (term time only). Free after school coding clubs for children aged 9 – 11 (contact the library to check availability).

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

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

Rugby Talks - First Monday of the month 14:00 - 15:00. Talks from a wide variety of speakers

Games Group - Thursdays 10:00 – 12:00. Come along to play a wide variety of board games.

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

Lego Club – Saturdays 14:00 – 15:00. Creative themed sessions for children to build and create with Lego. Booking through Eventbrite required.

Coder Dojo – Saturday 9.30-11.30 once a month. For 8-16 year olds. Coding for all abilities

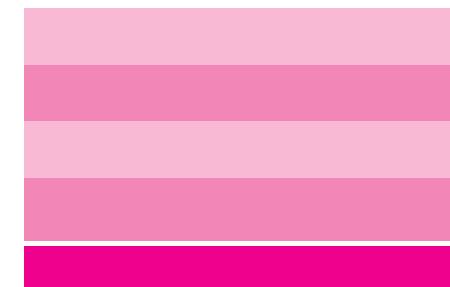
Rugby Young Writers Group – One Saturday every month. For children and young people interested in any kind of creative writing (Contact Writing West Midlands for further information and to book places).

Book Magic –Sundays 14.00-15.00 come & listen to stories and enjoy craft fun (not on the 2nd Sunday of the month)

Family Film Club - 2nd Sunday of the month 14.00-15.30. Family film show.



Age of event attendees



Age of registered borrowers

0-5 years	1,747
6-17 years	11,992
18-59 years	17,079
60+ years	6,382
Total	37,200

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 2018/19:



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, newspapers, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, read and relax area, UK Online Centre, Disabled parking permit (blue badge), Concessionary Travel Pass, Street lighting and highways, Warwickshire Police public enquiry service & Reading Well Collections.

Regular events:



Lego Club – Second and fourth Tuesday of the month 15:30 – 16:30. Imaginative, creative Lego sessions for primary school aged children. Drop in session - no need to book.



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



Silver Surfers – Tuesdays 14:00 – 16:00. Free computer and tablet help sessions for people aged 50 plus (please book in advance).

Shipston Library Reading Group – First Thursday of each month. 10:30 – 12:00. For adults.

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

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

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



Age of event attendees

0-4 years	530
6-17 years	193
12-17 years	2
18+ years	1,247
Total	1,972



Age of registered borrowers

0-5 years	182
6-17 years	1,078
18-59 years	838
60+ years	879
Total	2,979

Southam

Tithe Place
High Street
Southam
CV470HB

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 2018/19:



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, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, public toilet, baby changing facility, UK Online Centre, Disabled parking permit (blue badge), Concessionary Travel Pass, Report street lighting faults, Warwickshire Police public enquiry service, Stratford District Council Services & ReadingWell Collections.

Regular events:



Code Club - Mondays 16:00 - 17:00. Free after school coding clubs for children aged 8 - 11.



Chatterbooks - Monthly on a Tuesday. 15:45 - 16:45. Encouraging children aged 8 - 11 years to take pleasure in reading. Book talk, fun games and crafts.



Rhyme Time - Tuesdays 11:00 - 11:30. Term time only. Songs and rhymes for 0-2 year olds and parents and carers.

Lego Club - Tuesdays 15:30 - 16:30. Creative themed sessions for children to build and create with Lego (please check availability).

Silver Surfers - Thursdays 12:45 - 13:45 and 14:00 - 15:00. Free computer and tablet help for people aged 50 plus.

Story Stomp - Fridays 11:00 - 11:30. Term time only. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.



Age of event attendees

0-4 years	1,988
6-17 years	2,685
12-17 years	9
18+ years	2,961
Total	7,643



Age of registered borrowers

0-5 years	486
6-17 years	2,203
18-59 years	2,439
60+ years	1,497
Total	6,625

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 2018/19:



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, computers with printing – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, Warwickshire Direct, Stockingford Early Years Centre – support for childminders and carers, adult education, toy library, daycare provision, crèche, Designated Safe Place & Reading Well Collections.

Regular events:



Lego Club - Mondays 15:30 - 16:30 (term time only). Creative themed sessions for children to build and create with Lego.



Silver Surfers - Mondays 14:00 - 16:00. Free computer and tablet help for people aged 50 plus.



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

Stockingford Stitch In Time - Fridays 14:00 - 16:00.



Age of event attendees

0-4 years	502
6-17 years	882
12-17 years	2
18+ years	765
Total	2,151



Age of registered borrowers

0-5 years	196
6-17 years	572
18-59 years	656
60+ years	150
Total	1,574

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 2018/19:



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, 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, read and relax area, meeting room, UK Online Centre, Concessionary Travel Pass, Designated Safe Place, Reading Well Collections, Local and Family History Collection, Warwickshire Registration Service.

Regular events:



Silver Surfers - Mondays 13:00 - 15:00 and Wednesdays 10:30 - 12:30. Free computer and tablet help for people aged 50 plus. Drop in session.



Family History Help Session - Tuesdays 10:00 - 12:00.



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

Rhyme Time - Babies from birth - Wednesdays 11:00 - 11:30. Rhymes and song for new-born and young babies with their parents and carers. This is ideal for babies not yet moving around.

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

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

Stratford Family History Group - First Friday of the month 10:30 - 12:00.

Lego Club - Saturdays 11:00 - 12:00. Imaginative, creative Lego sessions for primary school aged children.

Shakespeare For All - First Saturday of the month 11:00 - 13:30. Join experts from the Shakespeare Birthplace Trust as they read through Shakespeare's complete works. Free of charge but spaces are limited so available on a first come first served basis.

Craft Club - Thursdays 13:00 - 14:30.



Age of event attendees

0-4 years	1,340
6-17 years	487
12-17 years	36
18+ years	2,758
Total	4,621



Age of registered borrowers

0-5 years	599
6-17 years	4,532
18-59 years	6,351
60+ years	4,044
Total	15,526

Warwick

Warwick Library and Information Centre
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 2018/19:



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, 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, UK Online Centre, public toilet, baby changing facilities, Designated Safe Place, Reading Well Collections, Warwickshire Police public enquiry service.

Regular events:



Story Stomp - Mondays 09:30 - 10:00. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.



Lego Club - Alternate Tuesdays 15:45 - 17:15. Creative themed sessions for primary school aged children aged 8 - 11 to build and create with Lego. Drop in session - no need to book.



Silver Surfers - Tuesdays 14:00 - 16:00. Free drop in computer and tablet help session for people aged 50 plus.

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

Coffee Morning - First Wednesday of the month 10:30 – 12:00. With guest speaker. £1.00 charge.

Rhyme Time - Thursdays 09:30 - 10:00 and 11:00 - 11:30. Songs and rhymes for 0-2 year olds and parents and carers.

Chatterbooks – Wednesday 16:00 – 17:00 encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Booking through Eventbrite required.

Lego Club - Saturdays, 10:30 - 11:30. Creative themed sessions for primary school aged children to build and create with Lego. Drop in session - no need to book.

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



Age of event attendees

0-4 years	3,085
6-17 years	553
12-17 years	90
18+ years	3,669
Total	7,397



Age of registered borrowers

0-5 years	967
6-17 years	6,311
18-59 years	6,396
60+ years	2,860
Total	16,534

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 2018/19:



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, newspapers, computers with printing – printing is A4 black and white or colour, WiFi, photocopier - A4 black and white, UK Online Centre, Reading Well Collections, Warwickshire Police public enquiry service, read and relax area, Children’s Centre outreach events.

Regular events:



Family History 121s - Second and fourth Monday of the month 10:00 - 12:00.



Silver Surfers- First and third Monday of the month. 10:00 - 12:00 and on the second and fourth Friday of the month. 10:00 - 12:00. Free computer and tablet help sessions for people aged 50 plus. (Please book in advance).



Lego Club - First Wednesday of the month 15:45 - 16:45. Creative themed sessions for children to build and create with Lego. Drop in session - no need to book.

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

Wellesbourne Library Book Club - Second Wednesday of the month 11:00 - 12:00. New members welcome.

Craft Club - Alternate Fridays 14:00 - 16:00. Bring your own projects, share ideas and find inspiration.

Games Group - Fridays 14:00 - 16:00. Scrabble, chess and draughts.

Rhyme Time - Fridays 10:00 - 10:30. Songs and rhymes for 0-2 year olds and parents and carers.



Age of event attendees



Age of registered borrowers

0-5 years	213
6-17 years	555
18-59 years	894
60+ years	576
Total	2,238

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 2018/19:



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, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, read and relax area, meeting room for hire, public toilet, baby changing facility, UK Online Centre, Reading Well Collections, Town Council works out of Whitnash, Warwickshire Police public enquiry service.

Regular events:



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



Crafternoon Tea - Tuesdays. 14:30 - 16:00.



Reading Group - Meets monthly on a Wednesday. 14:00 - 15:00.

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

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

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	1,112
6-17 years	503
12-17 years	13
18+ years	1,748
Total	3,376



Age of registered borrowers

0-5 years	310
6-17 years	526
18-59 years	913
60+ years	281
Total	2,030

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 2018/19:



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, large print; Audio books; Reading Well collection; computers with printing & scanning (A4 black & white or colour printing); WiFi; photocopier (A4 black & white or colour); UK Online Centre; designated 'Safe Place' ; Warwickshire Police public enquiry service; public toilet, baby changing facilities, Concessionary Travel Pass.

Regular events:



Silver Surfers - Monday's 14:30 - 17:00. Free computer and tablet drop in help sessions for people aged 50 plus.



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



Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	425
6-17 years	154
12-17 years	0
18+ years	616
Total	1,195



Age of registered borrowers

0-5 years	108
6-17 years	388
18-59 years	426
60+ years	224
Total	1,146

Warwickshire Library Service Offer for Everyone

