



*Meeting:* **Adults and Communities Overview and Scrutiny Committee**

*Date/Time:* **Tuesday, 6 October 2015 at 2.00 pm**

*Location:* **Sparkenhoe Committee Room, County Hall, Glenfield**

*Contact:* **Miss. A. Rog (Tel. 0116 305 0455)**

*Email:* **anna.rog@leics.gov.uk**

### **Membership**

Mrs. R. Camamile CC (Chairman)

Mr. M. H. Charlesworth CC   Ms. Betty Newton CC  
Mr. S. J. Hampson CC   Mr. A. E. Pearson CC  
Mr. D. Jennings CC   Mr. T. J. Richardson CC  
Mr. M. T. Mullaney CC   Mr. S. D. Sheahan CC

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– Notices will be on display at the meeting explaining the arrangements.**

### **AGENDA**

<u>Item</u>	<u>Report by</u>
1. Minutes of the meeting held on 1 September 2015.	(Pages 5 - 16)
2. Question Time.	
3. Questions asked by members under Standing Order 7(3) and 7(5).	
4. To advise of any other items which the Chairman has decided to take as urgent elsewhere on the agenda.	
5. Declarations of interest.	
6. Declarations of the Party Whip in accordance with Overview and Scrutiny Procedure Rule 16.	



7. Presentation of Petitions under Standing Order 36.

8. Future Strategy for Delivery of Library Services. Director of Adults and Communities (Pages 17 - 26)

The appendices to this report have been circulated to members and can be viewed on the County Council's website, at <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=4461&Ver=4>  
A copy can also be obtained by contacting the committee officer.

9. Outcome of Consultation on Mobile Library Services. Director of Adults and Communities (Pages 27 - 34)

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A copy can also be obtained by contacting the committee officer.

10. Date of next meeting.

The next meeting of the Committee is scheduled to take place on 3 November 2015 at 2.00pm at County Hall.

11. Any other items which the Chairman has decided to take as urgent.

## **QUESTIONING BY MEMBERS OF OVERVIEW AND SCRUTINY**

Members serving on Overview and Scrutiny have a key role in providing constructive yet robust challenge to proposals put forward by the Cabinet and Officers. One of the most important skills is the ability to extract information by means of questions so that it can help inform comments and recommendations from Overview and Scrutiny bodies.

Members clearly cannot be expected to be experts in every topic under scrutiny and nor is there an expectation that they so be. Asking questions of 'experts' can be difficult and intimidating but often posing questions from a lay perspective would allow members to obtain a better perspective and understanding of the issue at hand.

Set out below are some key questions members may consider asking when considering reports on particular issues. The list of questions is not intended as a comprehensive list but as a general guide. Depending on the issue under consideration there may be specific questions members may wish to ask.

### **Key Questions:**

- Why are we doing this?
- Why do we have to offer this service?
- How does this fit in with the Council's priorities?
- Which of our key partners are involved? Do they share the objectives and is the service to be joined up?
- Who is providing this service and why have we chosen this approach? What other options were considered and why were these discarded?
- Who has been consulted and what has the response been? How, if at all, have their views been taken into account in this proposal?

### **If it is a new service:**

- Who are the main beneficiaries of the service? (could be a particular group or an area)
- What difference will providing this service make to them – What will be different and how will we know if we have succeeded?
- How much will it cost and how is it to be funded?
- What are the risks to the successful delivery of the service?

### **If it is a reduction in an existing service:**

- Which groups are affected? Is the impact greater on any particular group and, if so, which group and what plans do you have to help mitigate the impact?
- When are the proposals to be implemented and do you have any transitional arrangements for those who will no longer receive the service?
- What savings do you expect to generate and what was expected in the budget? Are there any redundancies?
- What are the risks of not delivering as intended? If this happens, what contingency measures have you in place?

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Minutes of a meeting of the Adults and Communities Overview and Scrutiny Committee held at County Hall, Glenfield on Tuesday, 1 September 2015.

PRESENT

Mrs. R. Camamile CC (in the Chair)

Mr. M. H. Charlesworth CC

Ms. Betty Newton CC

Mr. S. J. Hampson CC

Mr. A. E. Pearson CC

Mr. D. Jennings CC

Mr. T. J. Richardson CC

Mr. M. T. Mullaney CC

Mr. S. D. Sheahan CC

14. In Attendance.

Mr. D. Houseman MBE CC, Lead Member for Adult Social Care (Minutes 22 – 25 and 27 refer).

Mary Barber, Programme Director of Better Care Together (Minute 22 refers).

15. Minutes.

The minutes of the meeting held on 2 June 2015 were taken as read, confirmed and signed, subject to Minute 12 being amended to reflect that Mr. S. D. Sheahan CC, declared a personal interest that could lead to bias in the Final Report of the Scrutiny Review Panel on Help to Live at Home, and left the room during the discussion on the matter.

16. Question Time.

The Chief Executive reported that no questions had been received under Standing Order 35.

17. Questions asked by members under Standing Order 7(3) and 7(5).

Dr. T. Eynon CC asked the following questions:-

- (a) “What specific plans have been articulated to manage the collections affected by the closure of Snibston Discovery Museum in accordance to the best practice described in the Leicestershire Museums Collections Management Framework 2015-2019?
- (i) How will the formal review process determine the priorities for rationalisation and disposal?
- (ii) How will the process identify which collections are included and excluded from the review?

- (iii) How will the process ensure that the outcome of review and any subsequent rationalisation does not “reduce the quality or significance of the collection” and instead, as per the policy, “result(s) in a more useable, well managed collection”?
  - (iv) How long is this process likely to take and what is the estimated cost?
  - (v) How will the process deal with the Sheepy Magna wheelwrights workshop and the collection that goes with it?
  - (vi) What is the estimated cost of dismantling and relocating the two beam engines? Which authority, institution or other body is responsible for funding this process?
- (b) The Collections Management Framework states “we believe that, alongside the preservation of our rich heritage, access for everyone is the most important thing that we can work to achieve.”
- (i) With the closure of the 5,000 square metres of display space at Snibston, how will the people of Leicestershire now be able to see their collections?
  - (ii) LCC “now hold the largest public collection of Palitoy toys outside of London.” The Collections Management Framework includes “continuing to add to the Palitoy collection with particular reference to older and archive material.” Where will this collection be displayed?
- (c) Over 95% of the collections have been received as offers of gift from local people, communities, groups, companies and organisations held in trust for the people of Leicestershire now, and for future generations.  
The Collections Management Framework states “it is vital that a sense of community ownership is established through a system for managing the collections that everyone can relate to.”
- (i) How will donors of items held at Snibston be consulted and/or informed regarding their future management?
  - (ii) What procedure will be followed for those items, interactives, set-dressings and other exhibits donated to or created for the Snibston Museum that are not accessioned parts of the collections? Will the donors or creators of such items be involved in their disposal?
- (d) The Collections Management Framework states “the stability of the environmental conditions in which an object is kept is crucial to its long-term survival.” Specifically, it states “a piece of costume would need a relative humidity of 50% with a variation of no more than 5%. If these conditions cannot be achieved throughout the display or loan area, then controlled display cases should be used.”

- (i) Where will the NEXT textile collection be stored and how will the fabrics be protected from deterioration?
- (ii) How much will it cost to rehouse the collection and how will this be funded?
- (e) The Leicestershire Museums Collections Management Framework 2015-2019 states that “certain museum collections are designated for handling and support hands-on learning services.”
  - (i) What proportion of these collections and services were housed at Snibston?
  - (ii) What will be the impact of the closure on these services?
- (f) The Leicestershire Museums Collections Management Framework 2015-2019 states “Responsible, curatorially motivated disposal takes place as part of a museum’s long-term collections policy, in order to increase public benefit derived from museum collections.” It also mandates officer to “Seek the views of stakeholders (such as donors, researchers, local and source communities and others served by the museum) who have a vested interest in a proposed disposal.”

What challenges does the closure of Leicestershire’s largest Museum pose for adherence to this policy?

- (g) A Council report titled ‘STEAM trends 2009-12 Leicestershire Museums’ provided in table form economic impact data for six Leicestershire Museums, including Snibston Discovery Museum, for the years 2009 to 2012.

What was the total economic impact of each Museum including tourist days, tourist numbers, and employment supported for the years 2013 and 2014?”

Mrs. Camamile CC replied as follows:-

- “ (a) The plans to manage the collections are in line with Cabinet decision of 14<sup>th</sup> January 2015, which authorised the Director of Adults and Communities to undertake an audit and condition assessment of the collections currently at Snibston and where relevant related collections held in other storage locations and to identify opportunities for the display of those collections in alternative appropriate locations. The detail of how this will be achieved is outlined in the response to questions below.
  - (i) The purpose of the audit and review is not to develop priorities for rationalisation leading to disposal programme, but to ensure that collections formerly on display can be moved to new display or storage locations, or for items on loan to the service to be returned to their owners, as per the particular loan conditions. The audit will ensure that we have current and complete data in relation to the collections that were on display including legal title, condition (as this will affect any decisions on how these objects may be stored or allowed as loans to other museums in the future) and any special factors, such as health and safety implications, requirements for transportation and movement. If the audit and review of collections identifies the need to rationalise by disposal then this will be a distinct and

additional process subject to the demands of the Museum Accreditation Guidelines and County Council policy.

- (ii) The process will include all collections formerly on display and in store at the Snibston site and where relevant related collections held in other storage locations. For example, it is customary to store collections of a similar type together. Therefore, if we were to move archaeological items, we would seek to store these alongside other collections of the same type and may, in addition, need to review those items too. We may have particular items on display in another venue and there may be an opportunity, to move items around to improve exhibitions in other areas. Some of the objects which were on display at Snibston are from larger collections, or groups of objects that were donated or purchased together. We would therefore review those objects in the context of the objects being removed from display to make sure that the object groupings remain coherent.
  - (iii) At this stage there are no proposals for rationalisation leading to disposal. The information provided by the audit will inform our overall understanding of the collections, collection groups and specific items and how we manage collections in the future. Once we have all of this information, this will inform decisions about priority areas, any specific conservation needs pertaining to an object's movement and future location, and the possibilities for other accredited public museums to display objects previously displayed at Snibston, so that the public may continue to benefit from them. We currently do this with all of the collections that are currently not on display in LCC and partner museums as managed loans. It should be noted that, since the establishment of the Museums Service in 1997, at any one time only a very small proportion (approx. 5%) of the collections is on public display, although access is made available to researchers and students.
  - (iv) We currently estimate that the audit will be complete within 12 months. The expected costs of the audit, including returning loaned items to owners and other items to storage locations was included in the Cabinet report in January 2015 and is £440,000.
  - (v) The Wheelwrights workshop and its collection will be included in the audit and review process. There are no proposals to relocate the workshop as part of this process.
  - (vi) One of the beam engines is owned by the City Council and one by the County Council. The specific costs associated with the dismantling and relocating of the engines will be informed by the audit and review process and are included within the overall costs for the audit and review.
- (b)
- (i) The County Council continues to make its collections accessible through its other museum venues. These are Bosworth Battlefield; Charnwood Museum; Donington le Heath Manor House; Harborough Museum; Melton Carnegie Museum. Collections are also available to view, by appointment, at the Collections Resources Centre and collections which are currently in storage at Snibston, are already accessible in that way. We will continue to make our collections accessible in these ways and increasingly our



collections are available to view online 24/7 via Image Leicestershire and an increasing number of other web based platforms.

- (ii) The whole of the Palitoy collection totals approximately 245 items, of these 42 objects were displayed in the Toy Box exhibition at Snibston. In addition elements of the Palitoy collections are included in displays at our museums. This collection is also used in the “Palitoy and the Toys that Shaped Our Childhoods” touring exhibition which is one of the Service’s commercial touring exhibitions available for hire by museums and other venues nationwide.
- (c)
- (i) When items are donated to the County Council’s Museum collections, it is made clear that they are donated to the Service and not to an individual site. Indeed any items which were displayed at Snibston when it first opened in 1992 had been donated by people to the Service and at other sites. We will, where possible (given that our donor information may only pertain to the donor’s contact details when the object was donated and, given that the Service has been collecting since the middle of the C19th some of these donors may have died or, if they were commercial businesses, ceased operation or moved from the address that we have on file) contact donors when the audit is underway and engage them in decisions over any objects which the Service needs to consult upon. It is not normal practice to consult with donors when the service is moving objects from display or exhibition into one of the collections centres or stores, as this is a frequent occurrence and part of our normal work. If there is the possibility to lend objects to other museums we will consult with donors (if the above circumstances relating to contact information allows) to engage them in this decision.
  - (ii) The majority of items described here have been purchased by the County Council, sometimes with the support of an external grant, it would not be normal practice to consult with suppliers on subsequent disposal of items provided. In some cases these items have been created as part of community projects and where possible we will consult with community representatives or organisations to engage them in the decision making. Where it is possible to reuse/recycle items within the County Council we will do so. The disposal of non-collections assets will be led by property services and a full audit of these items is being produced in line with the County council’s procedures around asset management. We have recorded contact details for organisations/individuals that have expressed an interest in specific items that are not accessioned but still hold personal or family importance.
- (d)
- (i) The Fashion Gallery at Snibston has only ever displayed a proportion of the NEXT collection. The rest of the historic and contemporary collections, which have no connection to the company, form the wider fashion collections held by the Museum Service. The items currently displayed at Snibston will be return to the Collections Resources Centre, where the rest of the collection is housed and cared for. It will continue to be used by further and higher education providers, individual researchers and for loan by other museums and galleries as is current practice.

- (ii) There were approximately 1,000 items in the Fashion Gallery these all have an existing home location at CRC and will be returned there. The costs for this are included within the audit and review.
- (e)
  - (i) The majority of these collections were moved to the management of our education service – Creative Learning Services (formerly Museums Education and Library Services for Education) in 2012. These collections, which include Artworks; Held in the Hand; Resource Box are not stored in the Snibston Galleries and will remain available to loan to schools, colleges and community groups, including care homes.
  - (ii) The closure of Snibston is not expected to have any impact on the handling collections or their use.
- (f) The County Council is not currently proposing to dispose of items from the museum collections, as a result of the decision to close Snibston.

Should this position change recommendations for disposals would be in accordance the guidance set out in the Collections Management Framework.

- (g) Communities and Wellbeing commissioned a special report in 2012, which used data from the Steam report, visitor figures from LCC Museums, including Snibston and data from a visitor survey undertaken at venues, which asked visitors about whether they were on a day visit, had stayed overnight etc. This report has not been commissioned again and therefore we are unable to provide the economic data requested. We can supply visitor figures for Leicestershire Museums for 2013 and 2014 if this would be useful.”

Dr. Eynon CC asked the following supplementary questions:-

- “(a) Has the new Collections Management Framework been authorised by Cabinet which I understand is a requirement for Museum Accreditation?
- (a)(iv) The answer is confusing. Surely the specific cost of the dismantling and relocating the engines will be informed by (not included in) the overall costs for the audit and review? Is this correct and could I have an answer as to who will pay for relocating the beam engine belonging to the City Council?
- (b) (ii) There is a number of important anniversaries coming up:-  
2016, 50 years of Action Man. 2017,  
2019, 80 years since Palitoy came to Coalville,  
2019, centenary of founding of Palitoy.  
Will the Museum service be in a position to celebrate these events in their geographical context of Coalville?
- (c) Who should Members pass questions to regarding donated parts of the Collections?
- (d) Will the Museum Service be liable to pay back the Heritage Lottery Fund Grant associated with the NEXT display?

(f) Should the position regarding disposals change, will Members be consulted?"

Mrs. Camamile CC replied to the effect that a written response would be provided to Dr. Eynon by officers.

18. Urgent Items.

There were no urgent items for consideration.

19. Declarations of interest.

The Chairman invited members who wished to do so to declare any interest in respect of items on the agenda for the meeting. The following declarations were made:-

Mr. A. E. Pearson CC declared a personal interest in item 10 on the agenda, as he was the local member for Melton South (Minute 24 refers).

Mrs. M. E. Newton CC declared a personal interest in item 8, as members of her family were employed within NHS (Minutes 24 and 25 refer).

20. Declarations of the Party Whip.

There were no declarations of the party whip.

21. Presentation of Petitions.

The Chief Executive reported that no petitions had been received under Standing Order 36.

22. Update on the Better Care Together Programme.

The Committee considered a joint report of the Director of Adults and Communities and the Programme Director for Better Care Together, the purpose of which was to update the Committee on the programme and highlight some of the implications for the Adult Social Care in Leicestershire. A copy of the report marked "Agenda Item 8" is filed with these minutes.

The Chairman welcomed to the meeting Mary Barber, the Programme Director for Better Care Together to introduce the report and answer questions. Mr. Dave Houseman MBE CC, Cabinet Lead Member for Adult Social Care, was also present to comment on the report.

In introducing the report, Mary Barber emphasised that:-

- (i). There was a recognition across the health economy that delivering the Better Care Together programme was necessary to ensure that the health and care system was sustainable going forward.
- (ii). Whilst the Better Care Together Board was confident that good progress could be made it was clear that not all the issues, financial and operational were solvable.
- (iii). The investment of £3 million made by the Clinical Commissioning Groups had reduced demand in the acute sector. In this regard members were advised that

15% of people currently in hospitals need not be there, and if such people were cared for at home or in community settings this would release some £200 million from the acute sector.

Mr. Houseman expressed his support for the programme and emphasised the importance of more effective care for residents, and a better user experience.

In response to questions members were advised as follows:-

- (i). The current 80 : 20 spend (Acute : Community) was unlikely to change in the short term as the acute sector was significantly overspent. The challenge for the health and social care economy in Leicestershire was to ensure increased investment in community based services which in turn would reduce or at least halt the increase in demand for acute services.
- (ii). Frontline staff and clinicians were included in the designing of new care pathways. Their involvement and commitment was vital to the success of the programme.
- (iii). All the key stakeholders were included in the Partnership Board and had oversight of the programme. This would ensure that a joined up approach to services was developed and that responsibility and accountability was clearly defined.
- (iv). The intention was to launch a major public consultation toward the end of November and that the comments and concerns now expressed by members would be reflected in the consultation document.

The Chairman and members thanked Mary Barber for her presentation.

RESOLVED:

That the report be noted.

23. Leicestershire and Rutland Safeguarding Adult Board Annual Report 2014/15.

The Committee considered the draft Annual Report of the Leicestershire and Rutland Safeguarding Board (LRSAB) for 2014-15. A copy of the report, marked "Agenda Item 9", is filed with these minutes.

The Chairman welcomed to the meeting Paul Burnett, Independent Chair of the Safeguarding Boards, to introduce the report and answer any questions. Mr. Dave Houseman MBE CC, Cabinet Lead Member for Adult Social Care, was also present to comment on the draft Annual Report.

In introducing the report, the Mr. Burnett advised that, since the previous year, the Board had noted significant successes in complying with the Care Act 2014, building upon the previous year's work. The Committee was pleased to note that the Board had now put in place revised and robust processes, procedures and practice guidance in order to carry out this new statutory function.

The Board placed a strong emphasis on partner engagement at LRSAB meetings. Though attendance at meetings was good, the target attendance of 75% had not been achieved. Efforts were also being made to make the Board more dynamic and

responsive, with a reduced emphasis on paper reports and a more pro-active, enquiry-based approach.

There had been a spike in the number of safeguarding referrals in 2013/14, however this year had seen referrals return to the levels seen during 2012/13 and therefore more in-line with the Council's statistical neighbours. The profile of the safeguarding referrals encountered by the Board had changed over 2014/15 with around 65 % of the referrals received from a "residential" rather than "community" setting. A key priority for the forthcoming year would be to increase awareness amongst communities and to test whether the right number of referrals were being received from those community settings.

Arising from the discussion, the following points were noted:-

- (i). Concern was expressed in regard to the potential risk for those transitioning from Children to Adult Services. Though it was noted that there had been improvements in this area, members felt that it would be helpful to have a further report on transitions process at a future meeting of the Committee;
- (ii). Whilst it was important that the Board's primary focus should be on the key targets and performance measures it was recognised that there was an equally important challenge to make information about the Board, its policies and how to make referrals more accessible especially to those in community settings.
- (iii). The Committee was pleased to learn of the Board's continued focus on Deprivation of Liberty Safeguard referrals and was assured that these were monitored in order to identify and support those considered to be most at risk.

RESOLVED:

That the Annual Report and information now provided be noted.

24. Supported Accommodation for Older People in Leicestershire - Catherine Dalley House Elderly Persons' Home.

The Committee considered the report of the Director of Adults and Communities, concerning the proposed closure of the Catherine Dalley Elderly Persons' Home, Melton Mowbray and inviting the Committee to comment on the proposed closure. A copy of the report marked "Agenda Item 10" is filed with these minutes.

The Chairman welcomed to the meeting Mr Houseman, Lead Member for Adult Social Care, Mr Jon Wilson, the Director of Adults and Communities and Mrs Heather Pick, the Assistant Director – Personal Care and Support.

In introducing the report the Director advised that the service provided by staff at the home was good and valued by the local community. The main reason for the proposed closure was that the home was not purpose built and deemed not to be fit for purpose, and it would be extremely costly to bring the home up to a good standard. Should the proposed closure proceed, the site would be made available for extra care housing.

Mr Pearson, the local member, reported that the services provided from Catherine Dalley were excellent and valued. Whilst welcoming the proposal to release the site for extra care housing, which given the demographics in Melton was much needed, he was

concerned that there was no guarantee that the proposed extra care provision would be delivered.

In response to the questions the Committee was advised as follows:-

- (i). The County Council would need to work with the private sector in order to develop extra care. In doing so, the Council would seek to make available the land and, as part of the negotiations, would seek to obtain nomination rights in any new development;
- (ii). None of the existing residents would be able to access extra-care facilities given their age and frailty;
- (iii). No discussions had been undertaken with residents as to any future options. These discussions could only commence if and when a decision to close the home was made. If a decision were to be made to close the home, discussions would take place with the residents and their carers and appropriate alternative provision would be sought. In this regard the Committee was assured that this would be done sensitively, and that none of the eleven residents would be financially disadvantaged;
- (iv). The initial comments from the consultation which commended the staff and service provision were acknowledged. The proposal to close was not in any way a reflection on the quality of service. If a decision was made to close, the Department would work closely with the staff to find alternative employment opportunities as part of any Action Plan;
- (v). The use of the home for re-ablement beds was a short term measure and re-provision would be addressed as part of the overall provision of health and social care provision in the locality.

RESOLVED:

- (a) That the report be noted;
- (b) That it be noted that Catherine Dalley House was not purpose built and the accommodation was considered not to be fit for purpose;
- (c) That the initial feedback from the consultation, which highlighted the good service provided by staff at Catherine Dalley House be endorsed;
- (d) That the intention to use the site to develop a standalone extra care housing scheme on the site be supported;
- (e) That in the event of closure the remaining 11 residents and their carers be supported in finding appropriate alternative provision.

## 25. Direct Payment Cards and Customer Journey Simplification.

The Committee considered the report of the Director of Adults and Communities outlining the progress made in establishing Direct Payment Cards (DPCs) as the mechanism for delivery of Direct Payments (DP) with a view to simplify customer journey. A copy of the report marked "Agenda item 11" is filed with these minutes.

In introducing the report, the Director advised that the DPCs system would be more transparent and would avoid unnecessary use of cash, whilst ensuring personalisation in purchasing services by the users. The DPCs system would be more responsive and cost effective, ensuring the users have the support they require, which could be monitored on whenever needed, for example on monthly or weekly basis.

Mr Houseman CC drew members' attention to the additional challenge for Adult Social Care in the context of recent media criticism of personalised budgets, especially public cost of unspent balances.

In response to questions, members were advised as follows:-

- (i). The total of 1800 people were on direct payments, with expenditure amounting to nearly £25 million. The intention was to achieve a 5% saving through improved monitoring;
- (ii). The scheme was not mandatory, though given the potential benefits for users and the department it would be actively promoted;
- (iii). Closer monitoring would enable the Department to better understand the pattern of spend, and clarify potential issues particularly in relation to vulnerable service users. Any underspend identified would be discussed with service users before any action was taken to claw back funding;
- (iv). The savings stated in the report were cumulative and net of the cost of introducing the scheme, which was estimated at £190,000 in a full year.

The Committee was advised that this would be the last meeting that Mr. Tony Dailide, Assistant Director would be attending to take up duties elsewhere.

RESOLVED:

- (a) That the report be noted;
- (b) That the Committee appreciation for the work done by Tony Dailide be recorded.

#### 26. Quarter 1 2015/16 Performance Report.

The Committee considered the joint report of the Chief Executive and the Director of Adults and Communities, the purpose of which was to provide an update at the end of quarter one of 2015-16. A copy of the report marked "Agenda Item 12" is filed with these minutes.

Members were advised that, as the national data via Adults Social Care Outcomes (ASCOF) would not be published until October 2015 it was not possible to provide the information on how Leicestershire compared to other authorities in this report. The Committee was also advised of updated figures as follows: -

- (i). "Carers receiving self-direct support" in 2015-16 82%;
- (ii). "Careers receiving direct payments" in 2015-16 66%.

With regard to libraries, members were advised that current performance information related primarily to visits and book issues. Given the changing role of libraries, it was important to consider other measures to access effectiveness, and to that end the Department was looking at work done by CIPFA. It was hoped that such an approach would also allow for the authority's library performance to be compared to other authorities.

The concerns raised about the proportion of people aged 18-64 with learning difficulties in paid employment was noted and members were advised that efforts were being made to improve outcome and recording of information.

RESOLVED:

(a) That the report be noted.

(b) That the officers be requested to provide detailed usage figures on the market town libraries.

27. Annual Adult Social Care Complaints and Compliments Report 2014-15.

The Committee considered the Annual Social Care Complaints and Compliments Report 2014 -15, providing members with the summary of complaints and compliments for Adult Social Care services commissioned or provided by the Adults and Communities Department.

Mr. Houseman CC welcomed the report, and was pleased to note that the compliments outweighed complaints for 2014-15.

The Committee was advised that there were very clear guidelines on making complaints and that staff were trained in resolving complaints within 24 whenever possible. Members were also reassured that the officers were supported by the managers whenever it was not clear what constituted the complaint.

With regard to the decrease in the level of compliments members were advised that there had been a change in reporting, in that solicited "positive feedback" was now not included in the reported figures.

RESOLVED:

That the report be noted.

28. Date of next meeting.

RESOLVED:

It was noted that the next meeting of the Committee would be held on 6 October at 2.00 pm.



**CABINET – 7 OCTOBER 2015****FUTURE STRATEGY FOR THE DELIVERY OF LIBRARY SERVICES****REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES****PART A****Purpose of Report**

- 1 The purpose of this report is to:
  - i. Outline to the Cabinet the progress made with communities who have been assessed as meeting the County Council's conditions to enable them to manage their community library.
  - ii. Provide an update on the second and final round of registrations of interest (ROI) that targeted communities where previously no ROI had been received, or had been received and subsequently withdrawn.
  - iii. Request that a three month consultation exercise be approved with regard to those libraries where a viable outline business plan has not been put forward.

**Recommendations**

- 2 It is recommended that the Cabinet:
  - a) Notes the current position of 32 libraries that are progressing towards community management following the successful submission of outline business plans;
  - b) Notes the additional engagement work that has been completed with communities as part of the second period of ROI;
  - c) Notes that the ROIs and outline business plans of East Goscote, Enderby, Kibworth, Measham, Quorn and Thurmaston now meet with the County Council's conditions and are capable of moving to formal agreements, following approval from the Director of the Adults and Communities and following consultation with the County Solicitor;
  - d) Notes that the outline business plans for Burbage, Cosby, Great Glen, Ibstock, and Sapcote have been provisionally approved subject to minor conditions being met;
  - e) Notes that issues associated with the lease of Kirby Muxloe library need to be resolved before any transfer of the library to community management can be achieved;

- f) Notes that Braunstone Town, Mountsorrel and Narborough have either submitted an outline business case that is not compliant with the published offer of the County Council, or have not submitted an outline business case, and authorises the Director of Adults and Communities, in consultation with the County Solicitor, to commence a three month consultation on the possible closure and replacement with a mobile library service;
- g) Notes that following the best endeavours of the Council some libraries may not be capable of completing the transfer to Community Management for legal or other reasons, and agrees to delegate authority to the Director of Adults and Communities, in consultation with the County Solicitor, to commence consultations on the possible closure and replacement with a mobile library service if communities are unable to progress with their agreed outline business plans;
- h) Agrees that a further report on the outcome of the consultation on alternative library provision and recommendations for libraries listed in f) above be submitted to the Cabinet in March 2016.

### **Reasons for Recommendations**

- 3 The County Council has a statutory obligation to ensure the provision of a comprehensive and efficient library service. An analysis of the current library service indicates that, whilst it is comprehensive, there are a large number of service points, potentially leading to an inefficient use of resources. Alterations to the service proposed would continue to meet the statutory obligations of the Council whilst contributing towards Medium Term Financial Strategy (MTFS) savings.
- 4 Libraries in Braunstone Town, Mountsorrel and Narborough have not been able to produce an outline business plan that meets with the Council's conditions of support and therefore closure of the sites and alternative library provision for those areas through the mobile library service will need to be considered, as outlined in paragraphs 36-38.
- 5 A range of options other than a mobile service are detailed in Appendix A. These include the provision of a community based location for books, a trust model of books in the community and a book vending machine in the local community. Given the financial envelope in which the service is to be delivered, access to the service via the mobile library service represents the most viable and flexible option for providing access to services.
- 6 A consultation exercise will help inform recommendations for alternative library provision through the mobile library service for those libraries listed in paragraph 2 f) above.

### **Timetable for Decisions (including Scrutiny)**

- 7 The Adults and Communities Overview and Scrutiny Committee will consider this report on 6 October 2015, and its comments will be reported to the Cabinet.
- 8 It is intended that a report on the outcome of the consultation and recommendations for alternative service delivery for the libraries referred to in paragraph 2 f) will be

submitted to the Adults and Communities Overview and Scrutiny Committee and the Cabinet in March 2016.

### **Policy Framework and Previous Decisions**

- 9 The MTFS approved by the County Council on 19 February 2014 identified a reduction in funding for library services, including its supporting infrastructure. This saving consisted of a reduction in opening hours at market town and shopping centre libraries, a reduction in the book fund, and the implementation of community managed libraries.
- 10 On 5 March 2014, the Cabinet approved a three month consultation on a proposed remodelling of the library service based on the following elements:
  - 16 major market town and shopping centre libraries funded by the Council with a 20% reduction in opening hours;
  - A support service that will enable local communities to run their local library;
  - An online library service available 24 hours a day, 365 days a year to those with access to the internet;
  - A mobile library service that will provide a regular library service to most villages without a static library.
- 11 On 19 November, 2014, the Cabinet agreed the infrastructure support package to be offered to local communities wishing to operate community managed libraries.
- 12 On 16 March 2015, the Cabinet authorised the Director of Adults and Communities to assess the outline business plans put forward by community groups that had registered an interest in running their community library, and the County Solicitor to prepare the necessary legal agreements where communities were deemed to have in place a satisfactory outline business plan which was compliant with the County Council's requirements for providing support to community managed libraries.
- 13 It also agreed a further round of engagement with community groups would take place where either no ROI was received by the deadline date of 16 January 2015, or where the ROI had been subsequently withdrawn, or where the initial ROI submitted required further work to be compliant with the County Council's requirements.
- 14 On 11 May 2015, the Cabinet noted the assessments of 27 submissions of outline business plans and authorised the Director of the Adults and Communities, following consultation with the County Solicitor, to enter into agreements for 19 community managed libraries to be run by community groups/organisations, subject to appropriate legal agreements in relation to lease and grant funding being in place. It noted that three of the 19 community groups needed to make only minor adjustments to their outline business plans to meet the conditions for approval.
- 15 On 16 June 2015, the Cabinet noted that a further five outline business plans met the County Council's conditions and were capable of being progressed through formal agreements to enable those communities to manage their library. It also agreed further engagement work and a second and final period to invite ROIs and outline business plans for those communities where either no ROI had been received, or an ROI had been received and subsequently withdrawn, and also for Mountsorrel and Braunstone Town, as the outline business plans submitted by those communities were not considered acceptable.

- 16 The Cabinet also requested officers to commence the development of proposals for alternative library service provision should no viable ROI or outline business case come forward.

### **Resources Implications**

- 17 Members will be aware of the worsening financial situation which is reflected in the MTFs approved by the County Council on 18 February 2015. Savings of £2.6m will need to be made by the Communities and Wellbeing Service (part of the Adults and Communities Department) by 2018/19. However the delivery of this year's savings target has been delayed by various issues including:
- Judicial Review of the decision to close Snibston Discovery Museum;
  - Extended negotiations with trade unions regarding the reduction in opening hours at market town and shopping centre libraries;
  - Changes to the timetable for the transfer of community libraries.
- 18 Delays in implementing this year's savings target means that savings have been made elsewhere within the department's budget.
- 19 The annual savings from the community libraries programme remain in line with the initial estimates. For the 32 libraries that are well positioned to become community managed libraries, annual savings are expected to be £0.4m from staff savings and £0.3m from running costs, (net of income) following the end of the seven year tapering period when the groups assume full responsibility for the costs in question. This will also help to enable further savings from the departmental infrastructure that supports all libraries.
- 20 The County Council has set aside £0.3m to support community groups in the initial set up stage. Latest claim estimates against this amount are slightly above this figure. These implementation costs will be met from earmarked transformation funds, as will redundancy and pension costs relating to the staff changes.
- 21 The Director of Corporate Resources and the County Solicitor have been consulted on the contents of this report.

### **Circulation under the Local Issues Alert Procedure**

- 22 As the proposals in this report affect a number of electoral divisions, this report is being circulated to all Members of the Council via the Members' News in Brief.

### **Officers to Contact**

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**PART B****Background**

- 23 The Council aims to enable and facilitate the ongoing provision of library services, wherever possible, by closer working with communities and other providers, whilst at the same time sustaining the countywide infrastructure to enable it to meet its statutory obligations and budget challenges.
- 24 The Council has sought to ensure that local communities are given the opportunity to manage their local library within the framework of a support package provided by the Council over a tapered period of seven years. A very positive response has been received from all 36 communities who have submitted ROIs.
- 25 The proposals for community managed libraries are in line with the County Council's Community Strategy which was agreed by the Cabinet on 13 October 2014. Priority 2 of that Strategy aims to support community groups to operate community managed libraries and to work alongside the Authority to design and deliver services.
- 26 Following reports to the Cabinet on the 11 May and 16 June 2015 and further engagement with local groups and organisations, a total of 21 libraries have been transferred or are in the process of transferring to become community managed libraries. These are listed below:

<b>Library</b>	<b>Current status</b>	<b>Indicative implementation date</b>
Anstey	Transition plan agreed	October 2015
Barrow upon Soar	Transfer completed 27 July 2015	Completed
Barwell	Transition plan to be developed	February 2016
Bottesford	Transition plan agreed	October 2015
Castle Donington	Transition plan to be developed	February 2016
Countesthorpe	Transition plan agreed	August 2015
Desford	Transition plan to be developed	November 2015
Fleckney	Transition plan to be developed	February 2016
Glenhills	Transition plan agreed	September 2015
Groby	Transition plan to be developed	November 2015
Hathern	Transition plan to be developed	January 2016
Kegworth	Transition plan to be developed	January 2016
Leicester Forest East	Transition plan to be developed	December 2015
Market Bosworth	Transition plan to be developed	March 2016
Markfield	Transfer completed 7 September 2015	Completed
Newbold Verdon	Transition plan to be developed	December 2015
Ratby	Transition plan to be developed	January 2016
Rothley	Transition plan agreed	October 2015

Sileby	Transition plan to be developed	December 2015
South Wigston	Transition plan to be developed	March 2016
Stoney Stanton	Transition plan to be developed	November 2015

- 27 The remainder of this report deals with communities that submitted an ROI which required further work, or submitted an ROI which did not comply with the Council's offer of support.

### **Progress update**

- 28 Barrow on Soar became the first community to assume management of their library on 27 July 2015. This was followed by Markfield Library which transferred on 7 September 2015.

### **Kirby Muxloe, Quorn and Thurmaston**

- 29 These libraries were identified as requiring further work being undertaken to their submissions, in order for them to progress to a stage where agreement can be reached. This is detailed below:

<b>Library</b>	<b>Outline Business Plan Status</b>	<b>Recommendation</b>
Kirby Muxloe	Outline business plan approved	Issues associated with the lease of Kirby Muxloe library need to be resolved before any transfer of the library to community management can be achieved
Quorn	Outline business plan approved	Approve for transfer
Thurmaston	Outline business plan approved	Approve for transfer

### **Burbage, Cosby, East Goscote, Enderby, Great Glen, Ibstock, Kibworth, Measham, Narborough and Sapcote**

- 30 The 10 communities in this grouping did not submit an original ROI, or did submit, but subsequently withdrew the ROI. Additional engagement in these communities with existing groups and potential interested parties was completed in June 2015 with the aim of supporting any emerging groups so that they were able to take part in the second round of ROIs.
- 31 ROIs were received and accepted for all libraries and the groups involved were invited to submit outline business plans by 4 September 2015. The progress made with these groups is detailed in the table below:

<b>Library</b>	<b>Outline Business Plan Status</b>	<b>Recommendation</b>
Burbage	Outline business plan approved	Progress to transition to community management subject to minor conditions being met
Cosby	Outline business plan provisionally approved	Progress to transition to community management subject to minor conditions being met
East Goscote	Outline business plan approved	Progress to transition to community management
Enderby	Outline business plan approved	Progress to transition to community

		management
Great Glen	Outline business plan provisionally approved	Progress to transition to community management subject to minor conditions being met
Ibstock	Outline business plan provisionally approved	Progress to transition to community management subject to minor conditions being met
Kibworth	Outline business plan approved	Progress to transition to community management
Measham	Outline business plan approved	Progress to transition to community management
Narborough	Outline business plan not submitted	Consult on possible closure and replacement with Mobile Library service provision
Sapcote	Outline business plan provisionally approved	Progress to transition to community management subject to minor conditions being met

### Braunstone Town and Mountsorrel

- 32 The outline business plan submissions for Braunstone Town and Mountsorrel were evaluated in the first round of assessments, the results of which were reported to the Cabinet in June 2015. In both cases the financial assumptions underpinning the outline business plan did not comply with the Council's published offer of grant funding, and assumed an ongoing element of County Council financial support. Both libraries were therefore included in the second period of ROIs.
- 33 Braunstone Town Council re-submitted two outline business plans as part of the second round of submissions. Neither of the plans were found to be compliant with the County Council's published offer of grant support for the same reasons as outlined in paragraph 32.
- 34 The Mountsorrel War Memorial Trust did not re-submit an outline business plan and therefore have not altered their original proposals. Consequently their plan does not comply with the published offer of grant funding.
- 35 It is recommended that the County Council considers possible closure of the sites and replacing library provision through the mobile library service as part of the consultation period recommended in 2 f) above.

### Libraries not in a position to progress to community managed library status

- 36 Following the processes outlined in paragraph 15, the following libraries are not in a position to progress as a community managed library supported by the County Council :
- Braunstone Town;
  - Mountsorrel;
  - Narborough.
- 37 Information that was provided as part of the consultation process in 2014 indicated that the most likely option for providing access to library services where there was no outline business plan was a remodelled mobile library service. In order to provide a

check on whether this was the most appropriate method of delivery, a range of other options were investigated. These options are summarised in Appendix A.

- 38 This analysis confirmed that the provision of a mobile library service remains the most viable and flexible method of continuing to provide access to library services in the affected communities.

### **Consultation**

- 39 It is recommended that a three month public consultation is undertaken in the communities served by the Narborough, Braunstone and Mountsorrel libraries.
- 40 The aims of the public consultation will be to receive feedback on proposed replacement services to assess impact on users and inform any mitigating measures to be taken.
- 41 It is proposed that the consultation will comprise of the following elements:
- a) A bespoke consultation document that outlines the background and proposals for the specific library available online and in hard copy;
  - b) A survey questionnaire available online and as hard copy integrated into the bespoke document noted above;
  - c) An information event at each library location aimed at informing residents about the proposals and enable them to make an informed response to the consultation (via the survey);
  - d) Information displays at each library.

### **Conclusions**

- 42 Since the initial proposals for the remodelling of Leicestershire's library services were considered in March 2014, a great deal of work has been carried out with local communities to enable them to manage their local library, supported by the County Council. A total of 32 libraries have now either transferred or are expected to do so over the next six months. Many local communities have been assisted by Voluntary Action Leicestershire, which has helped to develop outline business cases and supported training.
- 43 Only three communities have not produced a viable outline business plan. Possible closure of the existing service delivery for these sites is now proposed with a three month consultation over the replacement of the existing facilities with the mobile library service. The proposed three month consultation exercise which, if approved will begin in October 2015, will help to inform recommendations for the future delivery of services for each of these communities.

### **Background Papers**

Report of the Cabinet to the County Council meeting, 19 February 2014 - Medium Term Financial Strategy 2014/15 to 2017/18

<http://ow.ly/JmQUZ>



Report to the Cabinet, 5 March 2014 - Consultation on Proposals for Changes in the Delivery of Community Library Services

<http://ow.ly/JmQOC>

Report to the Cabinet, 19 September 2014 - Outcome of Consultation on Proposals for Changes in the Delivery of Library Services

<http://ow.ly/JmQGv>

Report to the Cabinet, 13 October 2014 – Communities Strategy

[http://politics.leics.gov.uk/Published/C00000135/M00004268/AI00039244/\\$8CommunitiesStrategy.docxA.ps.pdf](http://politics.leics.gov.uk/Published/C00000135/M00004268/AI00039244/$8CommunitiesStrategy.docxA.ps.pdf)

Report to the Cabinet, 19 November 2014 – Future Strategy for the Delivery of Library Services

<http://ow.ly/JmQwT>

Report to the Cabinet 16 March 2015 – Future Strategy for the Delivery of Library Services

<http://ow.ly/QKDBW>

Report to the Cabinet 16 June 2015-Future Strategy for the Delivery of library Services.

<http://ow.ly/QKDxv>

## **Appendices**

Appendix A – Updated Options Appraisal: Alternative Library Service Provision

Appendix B – Equality and Human Rights Impact Assessments in respect of Braunstone Town Library, Mountsorrel Library and Narborough Library

Appendix C - Community profile information in respect of Braunstone Town Library, Mountsorrel Library and Narborough Library

## **Equalities and Human Rights Implications**

- 44 An Equality and Human Rights Impact Assessment (EHRIA) for each of the 36 community libraries was appended to the Cabinet report of 19 November 2014. These have been updated for Braunstone Town, Mountsorrel and Narborough and are attached to this report as Appendix B.
- 45 The EHRIA process is iterative in nature and Equality and Human Rights Improvement Plans, attached to each EHRIA, outlines mitigating actions to be monitored as the consultation outlined in paragraphs 39-41 progresses and for a final assessment be produced for the Cabinet in March 2016.
- 46 An online interactive community profile for each area has been established which outlines key features associated with each community from a number of criteria. This can be viewed through the following link: <http://ow.ly/JmQgE>. This has been supplemented by additional profiling contained in Appendix C for Braunstone Town, Mountsorrel and Narborough where consultation on an alternative service provision is proposed.
- 47 It should be noted that although the majority of the information contained in the profiling work is not required in order to address the authorities Public Sector Equalities Duty, it has been regarded as good practice in order to ensure that an informed decision is made in deciding where services should be targeted if a decision is ultimately taken to close any of the libraries detailed in paragraph 36.

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**CABINET – 7 OCTOBER 2015****FUTURE STRATEGY FOR THE DELIVERY OF MOBILE LIBRARY SERVICES – OUTCOME OF CONSULTATION****REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES****PART A****Purpose of Report**

- 1 The purpose of this report is to inform the Cabinet of the outcome of the consultation exercise on the re-scheduling of the mobile library service and to propose a new model for the delivery of a revised service.

**Recommendations**

- 2 It is recommended that the Cabinet:
  - a) Notes the findings of the consultation and the revised list of mobile library stops that has been informed by that consultation;
  - b) Approves the implementation of a monthly schedule of mobile library service visits from January 2016 to a revised network of stops.

**Reasons for Recommendations**

- 3 The model agreed by the Cabinet for the future delivery of library services in November 2014 identified the provision of a mobile library service as part of its statutory offer. The current service is not consistent across the County and not flexible enough to respond to changes such as new housing developments and changes in patterns of use.
- 4 A re-alignment of the mobile library service would create the flexibility to respond to changes in demand for services due to new housing developments and would provide mitigating action in the event that any community does not take over the management of its local library under the service delivery model approved by Cabinet in November 2014. The review of the current deployment of the mobile library service sought to ensure that access to the book lending service is efficient and supports the current and future demands in a flexible and cost effective way.
- 5 The findings of the subsequent consultation indicate that given a choice between a three-weekly and monthly schedule of visits, a monthly schedule was the preferred choice.

**Timetable for Decisions (including Scrutiny)**

- 6 The Adults and Communities Overview and Scrutiny Committee will consider the report on 6 October 2015, and its comments will be reported to the Cabinet.

## **Policy Framework and Previous Decisions**

- 7 The 2014 Medium Term Financial Strategy (MTFS) was approved by the County Council at its meeting on 19 February 2014 and identified a reduction in funding for library services, including its supporting infrastructure. This saving consisted of a reduction in opening hours at market town and shopping centre libraries, a reduction in the bookfund, and the implementation of community managed libraries.
- 8 On 5 March 2014, the Cabinet approved a three month consultation on a proposed remodelling of the library service based on the following elements:
  - 16 major market town and shopping centre libraries funded by the Council with a 20% reduction in opening hours;
  - A support service that will enable local communities to run their local library;
  - An online library service available 24 hours a day, 365 days a year to those with access to the internet;
  - A mobile library service that will provide a regular library service to most villages without a static library.
- 9 On 19 November, 2014, the Cabinet agreed the proposed model and approved a review of the current deployment of the mobile library service to ensure that access to the book lending service was efficient and it supported current and future demands in a flexible manner. This review included a consultation period of three months with users and other key stakeholders in order to inform the delivery of the mobile provision across the County.

## **Resources Implications**

- 10 Members will be aware of the worsening financial situation which is reflected in the latest MTFS approved by the County Council on 18 February 2015. Savings of £2.6m will need to be made by the Communities and Wellbeing Service by 2018/19. However, the delivery of this year's savings target of £710,000 has been delayed by various issues including:
  - Judicial Review of the decision to close Snibston Discovery Museum;
  - Extended negotiations with Trade Unions regarding the reduction in opening hours at market town and shopping centre libraries ;
  - Changes to the timetable for the transfer of community libraries.
- 11 Delays in implementing this year's savings target means that savings have been made elsewhere within the department's budget.
- 12 Whilst the proposed changes to the mobile library service are not primarily about delivering savings targets, they have the potential to provide a more efficient service which will help relieve budget pressures in other areas of the library service. For example, reducing the number of vehicles used to deliver the mobile library service would deliver a saving of approximately £42.7k per vehicle which includes costs provided for in the Environment and Transport Department's budget. There is a potential for a saving of three vehicles from the six which currently provide the mobile library service which can then be used to provide an enhanced service to those communities where it has not been possible to identify a group to manage their

community library. In addition, the costs of implementing the proposed changes would be minimal.

- 13 The Director of Corporate Resources and the County Solicitor have been consulted on the contents of this report.

### **Circulation under the Local Issues Alert Procedure**

- 14 As the proposals in this report affect a number of electoral divisions, this report is being circulated to all Members of the Council via the Members' News in Brief Service.

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## **PART B**

### **Background**

- 15 The mobile library service is made up of six vehicles that currently deliver a two weekly basic book-lending service to 499 locations in rural villages, hamlets and isolated areas which do not have a static library. The service generates 195,000 loans to 3,800 users of which 2,100 use the service exclusively. The other 1,700 people are occasional users of the mobile library service who also use static libraries.
- 16 The review of the deployment of the mobile library service sits within the wider context of work to remodel the library service in order to meet MTFs targets, agreed by the Council in February 2015. The model, outlined in paragraph 8 includes the provision of a mobile library service that provides a regular service to most Leicestershire villages without a static library.
- 17 It should be noted that the provision of an alternative library service to those communities where it has not been possible to identify a group to manage their community library is not included in the review of the current mobile library service. This alternative service(s) will be identified, consulted on and implemented separately.

### **The Consultation process**

- 18 The Cabinet approved a three month consultation process on the deployment of the mobile library service on 19 November 2014. The consultation period began on 5 January 2015 and ended on 13 April 2015. The proposals outlined in the consultation sought to:
- Change the frequency of visits to locations currently served by the mobile library service to either once every three weeks or once a month;
  - Update the network of mobile library stops to take account of new housing developments and to reflect actual usage;
  - Implement any changes from September 2015 (this was subsequently revised to January 2016).
- 19 The consultation comprised of the following elements:
- Survey form accessible through the County Council's website for residents and stakeholders;
  - Hard copy freepost survey form available in all library service points and on request via dedicated telephone number;
  - Letter sent to mobile library users which outlined the key proposed changes and encouraged them to take part;
  - Easy read formats available by request or through the County Council's website;
  - Help line for anyone who wanted assistance in completing the survey over the telephone;
  - E-letter to Heads of schools;
  - Information booklet setting out proposals of the consultation.
- 20 The consultation was targeted at:

- The general public;
- Mobile library users;
- Stakeholders including local organisations, businesses, community groups and schools.

- 21 The consultation was publicised widely to residents through the media, social media, email newsletters, websites, local advertising and through Leicestershire Matters.
- 22 Staff were consulted on the proposals by providing access to the on-line information and on-line survey form (hard copy survey form where appropriate). Mobile library staff were engaged in a number of briefing meetings.
- 23 Reports outlining the detailed findings from the consultation, as well as the questionnaires, are attached to this report as Appendices A and B.

### **Summary of findings**

#### **Public Survey**

- 24 During the three month consultation period, 602 people responded to the survey, of these:
- 78% were female;
  - 76% were aged over 65;
  - 36% had a long standing illness, disability or infirmity;
  - 71% were wholly retired from work.
- 25 The majority (93%) of respondents had used a mobile library in the last two years.
- 26 A monthly mobile library visit (42% of respondents) was the preferred option over a three weekly visit (25% of respondents). A major reason for this choice was that it made remembering the frequency of the stop easier.
- 27 The majority of people (59%) agreed with the basis on which the network of stops had been reviewed.
- 28 The survey asked whether respondents would be likely to use a range of additional services as part of the mobile library service. These included:
- Items for sale, including newspapers, greetings cards, postage stamps, stationery, mobile phone top up cards and gift vouchers;
  - Access to services and information including Councillor surgeries, health checks, tourist information, information from the Council's partner organisations and other local services;
  - Heritage services in particular travelling museum collections and displays.
- 29 Of these the sale of items and access to services and information received higher response levels (74% and 73% respectively). Further work will now be undertaken by the service to further investigate the provision of these additional services.

### Stakeholder Survey

- 30 A total of 20 stakeholder groups responded to the survey. Of these, 11 were parish/town councils, 6 were schools and 3 were other community groups (a local residents' association, a community library association and a village "friends" group).
- 31 Compared with the public survey, the stakeholder responses indicated a preference for a three-weekly rather than monthly visit. The most common reason for this (6 responses) was that a more frequent service was needed to meet current/future needs.
- 32 The majority of stakeholder responses (10 out of 12) agreed with the basis on which the network of stops had been reviewed. Where stakeholders disagreed, this was due to concerns regarding the growing population of the local areas and the potential impact of the transfer of management of community libraries to local groups.
- 33 As with the public survey, in response to the questions regarding the provision of additional services as part of the mobile library service, it was the sale of items and access to services and information which received the higher response levels.
- 34 In making a recommendation to Cabinet with regard to a three weekly or a monthly schedule, priority was given to the main consultation results on the basis that this represented actual library users.

### Revised network of mobile library locations

- 35 The survey proposed a revised network of mobile library stops. This revised network:
- Took account of recent requests for new stops;
  - Included at least one stop in every village, hamlet or area currently receiving a mobile library service;
  - Excluded any stops with less than three regular users and where there was an alternative stop in the same village, hamlet or area.
- 36 The revised network of mobile library stops is attached to this report as Appendix C.
- 37 Analysis of the responses received from the public survey indicated that a majority of respondents (64%) thought that revising the network of stops would either make little or no difference to their ability to use the mobile library service or would make it easier. A further 10% of respondents stated it would make it easier for them to use the mobile library service.
- 38 As part of the stakeholder survey 12 comments were received regarding specific and additional mobile library stops and visit times. Of these, four comments related to villages with community libraries and therefore not included in this review of the mobile library service. Two additional stops have been added the proposed network in response to three comments (Saxelby Road, Asfordby Village and Dunton Bassett Primary School, Dunton Bassett). Whilst the remaining six comments are to be further investigated by the department.
- 39 It should also be noted that in total further 39 stops have been added to the network that was initially proposed and these are shown in bold in Appendix C.



## **Conclusions**

- 40 The mobile library service is valued by its users and is seen as an important part of village life. The consultation has enabled the Library service to propose a revised network of stops that do not remove the service from any current community, but creates the capacity to respond more flexibly to new developments and may relieve budget pressures in other areas of the library service. For example, the revised service will be delivered using three vehicles therefore the remaining vehicles can be utilised to provide an enhanced service to those communities where it has not been possible to identify a group to manage their community library.
- 41 The mobile library service will continue to review and respond to local demands and ensure that it represents an efficient and flexible way of providing access to library services across the County as part of its statutory provision.

## **Background Papers**

Report of the Cabinet to the County Council meeting, 19 February 2014 - Medium Term Financial Strategy 2014/15 to 2017/18

<http://ow.ly/JmQUZ>

Report to the Cabinet, 5 March 2014 - Consultation on Proposals for Changes in the Delivery of Community Library Services

<http://ow.ly/JmQOC>

Report to the Cabinet, 19 September 2014 - Outcome of Consultation on Proposals for Changes in the Delivery of Library Services

<http://ow.ly/JmQGv>

Report to the Cabinet, 19 November 2014 – Future Strategy for the Delivery of Library Services

<http://ow.ly/JmQwT>

Report to County Council, 18 February 2015 – Medium Term Financial Strategy 2015/16 – 2018/19

<http://ow.ly/SbldW>

## **Appendices**

Appendix A – Proposed Changes to Mobile Libraries - Main Consultation Survey Results

Appendix B – Proposed Changes to Mobile Libraries Stakeholder Consultation Survey Results

Appendix C - Proposed Mobile Library stops from January 2016

Appendix D - Equality and Human Rights Impact Assessment – Mobile Libraries Services

## **Equalities and Human Rights Implications**

- 42 An Equality and Human Rights Impact Assessment (EHRIA) for the proposals has been completed and is attached as Appendix D. The EHRIA identified a number of potential barriers to using the service exist particularly for disabled and older people. However, there a number of mitigating actions either currently in place or which require some further investigation. These include:

- a) Provision of the Home Library Service to those who cannot leave their homes;
  - b) Provision of accessible mobile library vehicles;
  - c) Possible provision of wheeled book carriers for loan or purchase by customers;
  - d) Increased loan limits;
  - e) Publicity material regarding dates of mobile library visits.
- 43 The EHRIA process is iterative in nature and the Equality and Human Rights Improvement Plan outlines mitigating actions to be monitored as the changes to mobile library deployment are made.