



BRAUNSTONE TOWN COUNCIL

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Braunstone Town "Citizens Advisory Panel"

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26th February 2015

Dear Member

A meeting of the **BRAUNSTONE TOWN CITIZENS ADVISORY PANEL** will be held at the Braunstone Civic Centre on Thursday 5TH MARCH 2015 commencing at 7.30pm, for the transaction of the business set out below.

The Council extends an invitation to any interested local residents, users groups and staff to attend the meeting to participate in the debate.

Yours sincerely

Executive Officer & Town Clerk

AGENDA

1. **APOLOGIES**
2. **DISCLOSURES OF INTEREST**
3. **REPORT OF THE MEETING HELD ON 4TH DECEMBER 2014**
To receive the report of the last meeting of the Citizens Advisory Panel held 4th December 2014 (**Enclosed**)
4. **FUTURE OF BRAUNSTONE TOWN LIBRARY**
 - a) To receive background information on current use and services (**Enclosed**).
 - b) To receive a progress report from the Executive Officer & Town Clerk on the Town Council's proposals for a combined public services facility (**Enclosed**).
 - c) To consider the future shape of service provision, as set out in the Terms of Reference (b – d) (**Enclosed**).
5. **NEXT MEETING**
 - a) To consider what information, if any, is required for the next meeting.
 - b) To consider a date for the next meeting of the Citizens Advisory Panel
6. **TERMINATION OF THE MEETING**

BRAUNSTONE TOWN COUNCIL

REPORT OF CITIZENS' ADVISORY PANEL
THURSDAY 4TH DECEMBER 2014

PRESENT: Councillor Mr N Brown (in the Chair), Councillor Mr T Chapman, Mr J Dodd, Local Resident, Councillor Mrs J Fox, Councillor Mrs A Hack, Mrs B Haselgrove, Local Resident, Mr J Haselgrove, Local Resident, Mr J Jameson, Local Resident, Mrs A Smith, Local Resident, Mr T Smith, Local Resident

OFFICERS IN ATTENDANCE: Mr D Tilley, Executive Officer & Town Clerk, Miss J Leech, Assistant Executive Officer – Admin.

APOLOGIES: Mr J Johnson, Local Resident.

1. Disclosure of Interest

There were no disclosures of interest

2. Report of the Meeting held on 9th October 2014

The Report of the Meeting held on 9th October 2014 was received and noted.

3. Holmfield Park Improvement Project

a) Background and Progress Report on Project

The Panel was reminded that a consultation exercise was carried out with local residents with regard to preferred improvements to Holmfield Park in 2012. The feedback received had helped form the list of capital projects for the park which had been included in the Council's 'Proposals & Priorities for Improvements to Our Parks' document. Arrangements had been made with the football teams to relocate to the Thorpe Astley facilities and the Holmfield Park Changing Rooms had been demolished in October 2014.

b) Tender Process for Improvement Works

It was noted that tenders had been invited from play equipment suppliers for the provision of equipment and associated works as per the capital projects' list. The deadline for submissions had been 1st December 2014 and five tenders had been received. The Panel received details of the tenders specification and considered the options available.

The Executive Officer & Town Clerk provided background to the issues around safety surfacing on the Council's parks. It was noted that repair works were required on the existing wetpour surfacing on an annual basis. There was also significant maintenance required on the treebark safety surfaces. A specification requirement of the tender had therefore been for the provision of 'rubber mulch' surface which required less repair and maintenance.

It was noted that there was currently no provision of play equipment within the Council's play areas for children with special needs. It was noted that Blaby Parish Council had been successful in obtaining funding for installing this type of equipment and further details would be obtained.

It was noted that the Policy & Resources Committee meeting on 15th January 2015 would make the decision on the choice of supplier and equipment. Therefore it was the Panel's remit to make recommendations to that Committee.

RECOMMENDED

That the Panel's preference for the installation of 'rubber mulch' surfacing be highlighted to the Policy & Resources Committee. Also that in principle, the Panel would recommend equipment that was durable and vandal resistant.

c) Further consultation

RESOLVED

That further consultation be carried out with relevant groups such as Kidaroo, Parents and Toddlers, etc, with feedback to the Policy & Resources Committee.

4. **Future of Braunstone Town Library**

Members received an update report from the Executive Officer & Town Clerk along with a copy of the Citizens Advisory Panel's Terms of Reference for the provision of library services as adopted at the last meeting of the Panel.

It was noted that Leicestershire County Council's Cabinet had made its decision to pursue with the recommendations to retain 16 main libraries and transfer to invite communities to take over the running of the remaining 36 libraries. Braunstone Town library would be one of the 36 to be transferred.

It was noted that the Councillor Mr N Brown and the Executive Officer & Town Clerk had attended a Scrutiny meeting at the County Council to express a need for a more flexible support package and the County Council had appeared to have taken this request on board. The Town Council's preference was for the support package to be in monetary value rather than support with maintenance and running costs, etc.

Braunstone Town Council has always made clear its intentions to ensure a continued library service. Now that the County Council had made its decision to transfer the Braunstone Town Library to community use, the Council was at a stage to consider the options for the provision of the library service.

The report by the Executive Officer & Town Clerk therefore included options for the Panel to consider for recommendation to the Council's Policy & Resources Committee, however, it was the purpose of the Advisory Panel to be open to other recommendations. The initial two options were; to locate the existing Connect Service Shop into the Library; or, to re-engineer the exterior of the Civic Centre to create a single reception and access point to both buildings. It was noted that Blaby District Council wished to continue to support the existing Connect Service Shop, however, it was looking towards making savings, which could be made by combining to services with the Library.

It was noted that it would cost more money in capital to carry out a re-structuring of the buildings. However, it was hoped that this option would allow the Town Council to work in partnership with both the County and District Council, and potentially other key partners, in providing services from the facility, which would result in reduced running costs to the Town Council.

It was discussed the benefits of the facility being used by a wider sector of community groups, rather than limited to library services. There were also additional services that could be provided, particularly for the younger users of the service and also options for an outreach service to Thorpe Astley. There was discussion regarding the involvement of volunteers in assisting in the running of services.

5. **Next Meeting**

It was noted that the next scheduled meeting of the Citizens Advisory Panel was 5th March 2014. It was noted that the decision making process for the County Council's to enter into agreements with interested community groups had been delegated to officers. However, it was considered that submissions of interest would not be expected to be submitted to the County Council until around April 2015. A decision would be made as to whether to proceed with the March meeting of the panel dependant on progress.

6. **Termination of Meeting**

The meeting closed at 8.45pm

Background information about current use and services for this library

The information in this section is intended to provide an overview of current use of and services provided in this library. This information is provided as background information only, and may help you to plan the services you wish to provide from this library in future.

Demographics

Braunstone Town library is located within the area serviced by Blaby District Council and Braunstone Town Council. The population was 16,850 at the last census count in 2011.

To see the catchment area for this library and other Parish demographics, you can access an interactive statistics dashboard via the 'futurelibraries' section on the County Council website www.leics.gov.uk/futurelibraries

Library membership

When people register to become a member of the library service, they are also asked questions with regards to their age and gender. Answering these questions is voluntary. The following data therefore reflects only that information which borrowers have been willing to record with us so should be used as indicative only.

There are 1,326 active users of the library (as at 31st March 2014) and a membership of 2,713 (as at 31st August 2014) as follows:

Age profile

0 - 4	5 - 11	12 - 17	18 - 29	30 - 49	50 - 64	65 & over	Total with ages	Total without ages
233	905	183	259	517	245	369	2,711	2

Gender/Disability

Female	Male	Disability	Gender not stated
1266	867	148	580

Library ownership

The library occupies an area of 176 sq m and is held on a long lease by the County Council for which rent is payable of £1.00 per annum. The County Council also contributes towards the running costs of the library.

The entrance access and the library are all on one level.

The lease of this building to a community body would be on the basis of a full (external and internal) repairing and insuring lease subject to the consent of the landlord. The landlord's consent is not guaranteed and is dependent upon the circumstances of each community body.

Facilities and services

It has (as of June 2013) the following facilities and services:

Automatic doors	Yes	Local studies and family history	Yes
Baby changing facilities	Yes	Children's area	Yes
Audio/Talking books	Yes	Children's story tapes/CDs	Yes
DVDs	Yes	Bookstart	Yes
ReferenceBooks Information services	Yes	Wriggly readers/ Storytime	Yes
Access to courses/classes	Yes	Photocopier	Yes
Local newspapers	Yes	Scanner	Yes
Local / Tourism information	Yes	Printer	Yes
Study space / Homework help	Yes	Fax machine	Yes
Exhibition/Display space	Yes	Internet taster sessions	Yes
Housebound reader service	Yes	OS mapping service	No
		Wi-Fi	Yes

Opening hours

The library is open to the public for a total of 24 hours per week. Hours of opening are currently,

Monday	Closed am	2 - 7pm
Tuesday	Closed am	2 - 5pm
Wednesday	10am - 12 noon	2 - 5pm
Thursday	Closed am	2 - 5pm
Friday	10am - 12 noon	2 - 5pm
Saturday	10am - 1pm	Closed pm

Staffing

There are 4 part time staff working at this library. The library is generally double staffed, but is single staffed during quieter periods.

Activities

Current activity includes:

- Weekly drop in 'Worksmart' sessions on Tuesday afternoons, run by Adult Learning
- Weekly coffee morning on Fridays which are very well attended. This involves some staff support with moving furniture.
- A well-used ongoing jigsaw swap scheme which is run by the community, with the library providing a small space for a few jigsaws.
- Adult Learning Services plan to start regularly using the space for events/training on Thursday mornings whilst the library is closed.

(Previous activities which were popular while there was funding / volunteers to provide them: a weekly writing group run by Blaby District Council, Surestart's weekly Sing a Song a Story, volunteer-run story sessions for under-5s.)

Staff led activity

Holiday events for families with craft activity table and stories. Occasional events at other times.

Summer Reading Challenge – number of joiners in 2014 – 205 children

Performance

The following are the key performance statistics for the period 2011/12 – 2013/14, and are provided to give an overview of the current trends in usage.

Item	FY2011-12	FY2012-13	FY2013-14
Annual issues	43013	37065	34095
Average issues per hour open	24.9	30.9	28.4
Annual visits	44293	33077	30762
Average visits per hour open	25.7	27.6	25.6
New joiners	550	364	349
People borrowing	1656	1462	1319
Annual PC use (hours)	n/a	2192.1	2038.7
Average PC use per hour open	n/a	1.8	1.7



BRAUNSTONE TOWN COUNCIL

CITIZENS' ADVISORY PANEL – 5th MARCH 2015

Progress Report – Town Council's proposals for a combined public services facility

Following Leicestershire County Council's decision to invite communities to take over the running of 36 Libraries, including Braunstone Town Library, Braunstone Town Council's expression of interest based on creating a combined public services facility for the Library and Customer Service Shop has been accepted as a basis for further discussion with the County Council in order to develop a detailed business case.

The Executive Officer and Town Clerk is liaising with officers at both Leicestershire County Council and Blaby District Council on the detailed arrangements for the model, including service levels and standards, resource requirements, the mechanism for identifying and reviewing the costs of the service and the contributions made by each organisation.

Customer, Community Development and Social Inclusion Services

Meetings have been held with Blaby District Council's Director of People and Corporate Services Group Manager in connection with the current service level agreement for the Customer Services Shop and associated services and the future shape and costs of providing Customer, Community Development and Social Inclusion services through the proposed model. Work is being undertaken on the detailed arrangements and costings and further discussions are due to take place this month, with a decision likely late spring/early summer.

Library and other County Council Services

To date meetings have been held with the following from Leicestershire County Council in connection with the Library Service, premises and potential other services:

- Head of Service Delivery, Communities and Wellbeing;
- Project Manager;
- Library Area Service Managers;
- Senior HR Advisor;
- Premises Officer; and
- Legal Services Officer.

These discussions have involved the likely employment transfer of County Council staff who work in Braunstone Town Library to Braunstone Town Council (known as TUPE). Also, the intention of the Town Council to retain service levels of the Library at least to the same levels of a County Council directly managed Library. Issues of concern were raised about book stock, DVDs and local studies. Reassurances were given about the continued professional input into book stock provision, which will remain a county wide stock. DVDs would not be purchased centrally but access to the supplier and knowledge base can be given. The arrangement to relocate unique local publications and archival material to The Record Office or the nearest County Library with a Local History would be implemented regardless of the Community Library proposals.

Additional Services

The Town Council has received expressions of interest in being involved in the combined Library/Customer Service Shop from Braunstone Heritage Archive Group and a potential volunteer who would like to develop early years reading.

Changes to the Civic Centre

One of the options under consideration for the co-location of the Customer Services Shop and the Library is to re-engineer the exterior of the Civic Centre to create a single reception and access point to both buildings. This would allow flexibility of Library opening hours and enable the space to be used for hire and other events outside Library opening times. Architects have drawn up outline proposals. Copies of the plans will be available for inspection at the meeting. Should the Town Council pursue this option, such works are likely to be costly and both services would be disrupted during the works. Although, integrating both buildings into one in the long term would allow more flexible space and the potential to raise the revenue income of the Civic Centre.

Next Steps

There are further liaison meetings planned between the Executive Officer and Town Clerk and officers of our potential partners. Given the scale of the project it is likely that discussions will take place around costs and how much impact opening hours and proposed staffing will have on the overall cost of the service.

A final set of draft proposals, which has the general agreement of all partners, could be produced by early spring, meaning that approval and adoption could take place late spring/early summer. Launching the new service model would then be estimated to be around late summer/early autumn.

BRAUNSTONE TOWN COUNCIL

BRAUNSTONE TOWN CITIZENS ADVISORY PANEL

BRAUNSTONE TOWN LIBRARY SERVICE – TERMS OF REFERENCE

Braunstone Town
"Citizens Advisory Panel"
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PURPOSE: To support Braunstone Town Council to work with the community, other partners and stakeholders and to use its offices, powers and influence to keep the Braunstone Town Library open and to provide a better service that is more responsive to the needs of local residents".

The Citizens Advisory Panel shall have authority and consent to undertake its work in accordance with the general responsibilities delegated to it and in accordance with the Terms of Reference as set out below:

Developing future Library provision in Braunstone Town

- a) Develop options for Library service provision, taking into account the aspirations of service users and the community and the availability of resources.
- b) Identify appropriate and realistic service standards (including customer service and performance), including mechanisms for review and the continued engagement of the community and service users.
- c) Identify new initiatives and potential partnership arrangements, including sources of funding in order to provide a better and more responsive service.
- d) Promote the involvement of volunteers and community groups in providing Library services and make recommendations on the balance of resources between paid, volunteer and professional staffing and support.

Ensuring a better and more responsive Library service in Braunstone Town

- e) Assess emerging new priorities, undertake benchmarking and research best practice, assess the availability of resources and recommend improvements to Library provision.
- f) Assess the needs of the community undertaking consultation utilising a range of methods and tools and make appropriate recommendations where necessary to revise customer service standards and service provision.
- g) Make recommendations on appropriate performance measures and future targets and receive regular performance monitoring reports and make recommendations on improvements where necessary.
- h) Review the effectiveness of mechanisms to engage the community and volunteers in the provision of a Library Service.

The Panel will evidence its work and make appropriate recommendations to the Council's Policy & Resources Committee.

