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28 March 2013

CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL – ‘TO FOLLOW’ ADDENDUM

Wednesday 3 April 2013

4 pm

Council House (Next to the Civic Centre), Plymouth

Members:

Councillor Tuffin, Chair.

Councillor Michael Leaves, Vice-Chair.

Councillors Ball, Casey, Damarell, Philippa Davey, Haydon, Jarvis, Jordan, Martin Leaves and Ricketts.

*PLEASE FIND ATTACHED SUPPLEMENTARY INFORMATION PROVIDED IN RESPECT OF AGENDA
ITEM NOS. 6, 7 AND 8.*

Tracey Lee
Chief Executive

CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

6. CRIME STATISTICS (Pages 1 - 2)

The panel will receive for its information a report on crime statistics.

7. SAFE AND STRONG MINUTES (Pages 3 - 12)

The panel will receive for its information the Safe and Strong minutes.

8. LIBRARY MODERNISATION TASK AND FINISH GROUP REPORT (Pages 13 - 32)

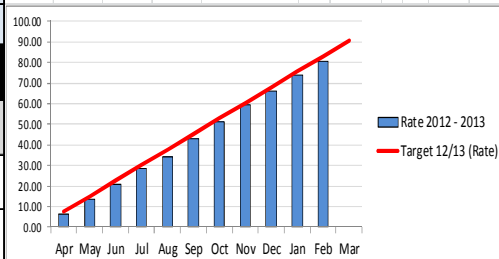
The panel will receive for its information a copy of the report arising from the Library Modernisation Task and Finish Group.

Communities Services Performance Overview

Quarter 3 2012/13

Reduce the Gap between the worst 10 neighbourhoods & city average per 1000

Annual Data	2012/13 Performance													
	10/11	11/12	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Rate 2011 - 2012	Different Neighbourhood Boundaries in 11/12													
Rate 2012 - 2013		94.3	6.6	13.6	20.6	28.4	34.2	43.1	51.4	59.3	66.4	73.7	80.8	
Target 12/13 (Rate)			7.55	15.1	22.64	30.19	37.4	45.29	52.83	60.38	67.93	75.48	83.02	90.53

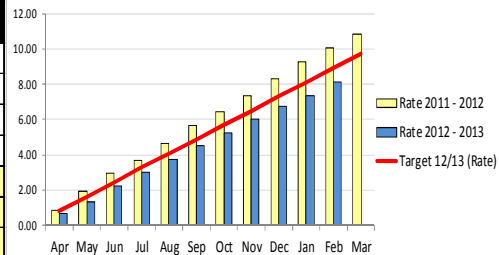


Closing the gap in overall crime

ON TARGET (2012/13 Target to have a gap of no more 90.53 rate per 1,000 population ()
 Total of 21,004 recorded crimes for the period April to Feb 2012/13
 At the end of February we are on target to achieve the closing of the gap for this year, mainly due to considerable improved performance in some of the key volume crime areas. For the period April to Feb 2012/13 the levels of overall crime decreased in the worst ten neighbourhoods by 9.2% (2,127 fewer crimes/victims) compared to the same period in 2011/12.

Acquisitive Crime - Rate per 1000 population

Annual Data	2012/13 Performance													
	10/11	11/12	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Rate 2011 - 2012	10.14	10.83	0.85	1.92	2.93	3.68	4.64	5.63	6.43	7.37	8.33	9.26	10.06	10.83
Rate 2012 - 2013			0.68	1.34	2.21	3.01	3.72	4.52	5.26	6	6.74	7.34	8.1	
Target 12/13 (Rate)		9.94	0.81	1.62	2.44	3.25	4.06	4.87	5.68	6.49	7.31	8.12	8.93	9.74
% Change compared to 11/12			-0.17	-0.58	-0.72	-0.67	-0.92	-1.11	-1.17	-1.37	-1.59	-1.92	-1.96	
Actuals 11/12		2802	219	496	757	951	1201	1457	1664	1906	2154	2396	2602	2802
Actuals 12/13			175	347	572	778	963	1169	1362	1559	1743	1899	2096	
% difference in Actuals			-20%	-30%	-24%	-18%	-20%	-20%	-18%	-18%	-19%	-21%	-19%	

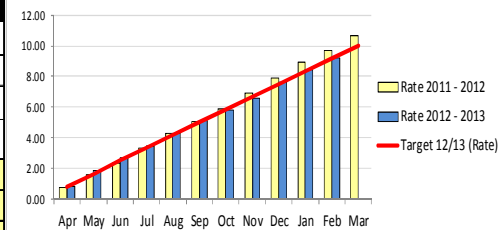


Acquisitive Crime

ON TARGET - (2012/13 Target of not more than 2,517 crimes)
 197 crimes reported in Feb which represent a decrease of 4.4% compared to Feb 2011 (206). Total crimes recorded for the period April to Feb 2012/13 was 2096 (an average of 191 reported crimes per month). We are currently on track to achieve this year's target. For the period April to Feb 2012/13 levels of Serious Acquisitive crime have reduced by 19% (506 fewer crimes/victims) when compared to the same period in 2011/12.

Violence with Injury - Rate per 1000 population

Annual Data	2012/13 Performance													
	10/11	11/12	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Rate 2011 - 2012	10.44	10.63	0.78	1.61	2.39	3.36	4.28	5.08	5.91	6.9	7.92	8.91	9.67	10.63
Rate 2012 - 2013			0.86	1.86	2.68	3.48	4.33	5.15	5.83	6.61	7.59	8.42	9.22	
Target 12/13 (Rate)		10.23	0.84	1.67	2.51	3.34	4.18	5.01	5.85	6.69	7.52	8.35	9.19	10.03
% Change compared to 11/12			0.08	0.25	0.29	0.12	0.05	0.07	-0.08	-0.29	-0.33	-0.49	-0.45	
Actuals 11/12		2749	202	416	620	870	1108	1313	1530	1786	2049	2305	2501	2749
Actuals 12/13			222	482	693	901	1121	1332	1510	1709	1964	2178	2386	
% difference in Actuals			10%	16%	12%	4%	1%	1%	-1.3%	-4%	-4%	-6%	-5%	

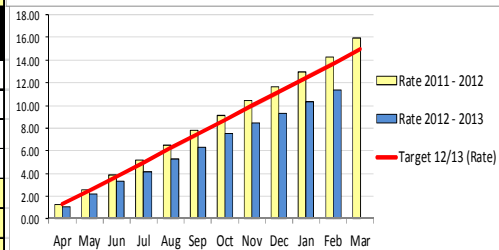


Violence with Injury

ABOVE TARGET (2012/13 Target of not more than 2,594 crimes for the year)
 Total of 2386 recorded crimes for the period April to Feb 2012/13 (an average of 217 crimes per month)
 We are currently performing just above this year's target. In Feb there were 208 violent crimes which represents the second highest rate of crime this year. However this was a 6.1% increase compared to Feb 2012. For the period April to Feb 2012/13 levels of Violence with injury have decreased by 4.6% when compared to the same period in 2011/12 (115 fewer crimes/victims).

Criminal Damage - Rate per 1000 population

Annual Data	2012/13 Performance													
	10/11	11/12	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Rate 2011 - 2012	16.2	15.97	1.29	2.59	3.89	5.19	6.47	7.78	9.09	10.38	11.68	12.98	14.28	15.97
Rate 2012 - 2013			1.02	2.15	3.27	4.17	5.29	6.33	7.48	8.45	9.32	10.31	11.38	
Target 12/13 (Rate)		15.58	1.25	2.49	3.74	4.98	6.23	7.48	8.72	9.97	11.21	12.46	13.7	14.95
% Change compared to 11/12			-0.27	-0.44	-0.62	-1.02	-1.18	-1.45	-1.61	-1.93	-2.36	-2.67	-2.90	
Actuals 11/12		4131	380	700	1001	1336	1734	2062	2441	2813	3134	3468	3788	4131
Actuals 12/13			265	556	845	1080	1370	1638	1934	2187	2412	2666	2945	
% difference in Actuals			-30%	-21%	-16%	-19%	-21%	-21%	-21%	-22%	-23%	-23%	-22%	

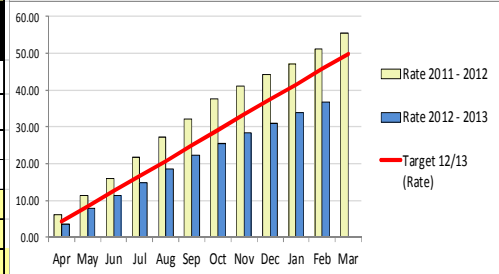


Criminal Damage

ON TARGET - (2012/13 Target of not more than 3,868 crimes)
 Total of 2945 recorded crimes for the period April to Feb 2012/13 (an average of 268 reported crimes per month)
 We are currently on track to achieve this year's target. For the period April to Feb 2012/13 levels of all Criminal Damage have reduced by 22.3% (843 fewer crimes/victims) when compared to the same period 2011/12.

Rate of Anti-social Behaviour incidents per 1000 population

Annual Data	2012/13 Performance													
	10/11	11/12	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Rate 2011 - 2012	72.82	55.44	6.19	11.33	15.96	21.69	27.05	32.14	37.53	41.06	44.07	47.04	51.1	55.4
Rate 2012 - 2013			3.59	7.78	11.17	14.67	18.6	22.22	25.37	28.2	30.83	33.68	36.67	
Target 12/13 (Rate)		72.09	4.16	8.32	12.47	16.63	20.79	24.95	29.11	33.26	37.42	41.58	45.74	49.89
Rate compared to 11/12			-3	-4	-5	-7	-8	-10	-12	-13	-13	-13	-14	
Actuals 11/12		14342	1603	2932	4130	5613	6999	8314	9708	10623	11401	12273	13221	14342
Actuals 12/13			930	2014	2889	3796	4807	5749	6564	7305	7977	8714	9489	
% difference in Actuals			-42%	-31%	-30%	-32%	-31%	-31%	-32%	-31%	-30%	-29%	-28%	



Anti-Social Behaviour

EXCEEDING TARGET (2012/13 Target of not more than 18,463 incidents)
 Total of 9,489 recorded incidents for the period April to Feb 2012/13 (an average of 862 reported incidents per month)
 We are currently exceeding this year's target. For the period April to Feb 2012/13 levels of all anti-social behaviour has reduced by 28.2% (3732 fewer incidents) when compared to the same period in 2011/12.

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Safe and Strong Steering Group Meeting
31 January 2013
Council House, Plymouth

<p>Attendees; Pete Aley Mark Benden (MB) Rob Bourne (RB) on behalf of George Plenderleith Chris Clewer (CC) Sarah Hopkins (SH) Stuart Palmer (SP) Keith Pascoe (KP) on behalf of Chris Bridgeman Cllr Chris Penberthy (CP) – Chair Marion Tremlett (MT) Di Baumer (DB)</p>	<p>Apologies; George Plenderleith (GP) (Vice Chair) Dave Simpkins Susan Shaw Gary Wallace (GW) Dr David Croot (DC) Chris Bridgeman (CB)</p>
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Decisions Made/Points to note/Actions

Agenda Item	Action Required	Owner	Update
1	<p>Welcome to:</p> <ul style="list-style-type: none"> • Marion Tremlett, attending on behalf of Dave Simpkins • Rob Bourne, attending on behalf of George Plenderleith • Fiona Fleming – attending for Item 4c • Natasha Giles (PPP Team) attending for Item 5d 		
2	<p>Notes/Decisions/Actions from last meeting (29/11/2012):</p> <p>Updates on outstanding actions from previous meetings:</p> <ul style="list-style-type: none"> • An update on EIG allocation and its distribution awaited. • Drug Epidemic – GW still to provide a briefing note that could be shared with stakeholders and Members and a ‘storyboard’ for partners and for sharing with Council Departments. • Reducing Reoffending Peninsula Strategy – ‘courts statement’ – MB to speak 	<p>DS/MT</p> <p>GW</p>	

Agenda Item	Action Required	Owner	Update
	<p>to Ian Ansell. MB discussing report at next Reducing Reoffending Group next week.</p> <ul style="list-style-type: none"> Drugs – set up T&F Group to look at current issues raised at S&S – SH liaising with Craig McCardle to discuss most appropriate way forward – a report/update will come back to S&S at the appropriate time. 	<p>MB</p> <p>SH</p>	
3. PERFORMANCE REPORT:			
4a	<p>SH reported headlines on performance year-to-date as follows:</p> <p>Level 2 indicator - “Close the Gap in Overall Crime¹”:</p> <ul style="list-style-type: none"> Currently on target. An 11% reduction for the period April to December 2012/13 when compared to the same period the year before (1,233 fewer crimes). <p>Level 3 targets:</p> <ul style="list-style-type: none"> Serious Acquisitive Crime – Currently on target. Target for 2012/13 – not more than 2,517 crimes. Total Apr-Dec = 1,743. Criminal Damage – Currently on target. Target for 2012/13 – not more than 3,868 crimes. Total Apr-Dec = 2,412. Violence with Injury – Slightly off target. Target for 2012/13 – not more than 2,594 crimes. Total Apr-Dec 1,964. However this still represents a 4% decrease on the same period in 2011/12. ASB – Currently exceeding target. Target for 2012/13 – not more than 18,463 crimes. Total year to date 7,977. <p>S&S noted Plymouth’s position in MSFG had improved from 6th to 5th best out of 15.</p> <p>MB advised re-offending figures in Plymouth remained high but that there were</p>		

¹ Close the gap between the 10 worst neighbourhoods for crime (City Centre, Stonehouse, Morice Town, Mutley, East End, Devonport, Barne Barton, Greenbank & University, Whiteleigh, Stoke) and the city average.

Agenda Item	Action Required	Owner	Update
	<p>less new entrants which might suggest some preventative work maybe having an impact. Further work being done with Analysts on re-offending statistics. It was reported that there appears to be less youth offending, but that the type of offending being committed by young people was more acute.</p> <p>Decision: S&S acknowledged this good performance.</p>		
4. RESOURCE DECISIONS:			
4a	<p>Homes and Communities Restructure –</p> <p>SP updated S&S on the outcome of the restructure which was complete. The aim of the restructure was to ensure ‘teams around the problems/challenges that the city faces’, closer to the issue and closer to the customer.</p> <p>Decision: S&S noted the update</p>		
4b	<p>SARC Future Commissioning -</p> <p>A report was provided to the meeting providing the current situation and raising concerns regarding immediate and future commissioning of SARCs locally and across the peninsula and that the local SARC Commissioning Board had not met since March 2012 leaving some uncertainty particularly for commissioned services and no clarity about the way forward, especially locally and with forthcoming national changes/introduction of NHS Commissioning Boards.</p> <p>Decision:</p> <ul style="list-style-type: none"> • S&S agreed the recommendations and that they be passed back to the Chair of the local SARC Commissioning Board. • This was subject of Budget Scrutiny –PA to check in minutes/amendment in relation to the ‘Health’ responsibility’ • MB to forward useful paper on NHS/CCG 	<p>SH PA MB</p>	

Agenda Item	Action Required	Owner	Update
4c	<p>Domestic Abuse – Commissioning/Outcomes (Fiona Fleming (FF) in attendance to present this item)</p> <p>FF attended to present the outcomes for domestic abuse to be included in the commissioning plan and forthcoming tender. She advised sufficient funding secured to support the top end/high risk victims and to sustain this. Length of contract being tendered is 5 years + provision for a 2-year extension.</p> <p>An allocation also identified for early intervention and perpetrators – FF advised she would be happy to report to S&S in the future on the outcomes of this.</p> <p>FF felt it was important to keep pressure on Health in terms of shared responsibility and, if needed, as welfare reform ‘bites’ – as at the moment main funding sources were Council and Police.</p> <p>Demand on service to be monitored. Confirmation on the Police ‘indicative’ commitment of £110K still awaited.</p> <p>Decision: S&S noted this update</p>		
4d	<p>Drug/Alcohol Treatment – Feedback from T&F Group</p> <p>SH advised that there had been difficulties in progressing this – but there had also been a clear direction from Carole Burgoyne for her to work with Craig McCardle in Adult Social Care/Commissioning,</p> <p>Query about where do the DAAT goes as of 1st April 2013 when Health transfer into the Council.</p> <p>SH advised a meeting was being arranged between Craig, Mark Benden and Gary Wallace to explore a way forward.</p>		

Agenda Item	Action Required	Owner	Update
5. STRATEGIC DECISIONS:			
5a	<p>Police and Crime Panels Update (Standing Item) SH advised the Panel met on 17 Jan 2013. Key items discussed:</p> <ul style="list-style-type: none"> • Discussion between Chair of the Panel and the Police and Crime Commissioner including agreed ways of working between the Office of the Police and Crime Commissioner and Panel. • Police and Crime Commissioner presented emerging strategic themes, objectives and priorities for the police and crime plan • proposals for dealing with the confirmation hearing of pcc's selection for chief constable panel • the process for dealing with non-criminal complaints about the police and crime commissioner • report on feedback and support from other panels regarding the precept regulation and timeline. • work programme/future meeting dates <p>CP advised that the he and the Leader met with the Commissioner in December and agreed to meet regularly. They discussed the importance of sourcing/maintaining resources for Plymouth. The Commissioner was provided with a briefing pack about the issues and challenges for Plymouth. They also discussed the licensing review and options around the new powers in regard to late night levy and early morning restriction orders. This was a positive meeting.</p> <p>CP advised that the Commissioner was also regularly attending the Peninsula CSP Chairs meetings.</p> <p>Decision: S&S noted this update.</p>		

Agenda Item	Action Required	Owner	Update
5b	<p>Police and Crime Plan Consultation</p> <p>The draft Police and Crime Plan was discussed and was here as part of the consultation. This was a very high level plan, but there was no expectation that the Plan would detailed. It was felt the measures were very generic and not drilled down to local policing areas. It was agreed that the ‘differentials’ and the unique and distinct challenges experienced in Plymouth were not captured but should be reiterated in the feedback. How the targets were determined and arrived at would be key. CP advised that it would be sufficient for him to respond to the consultation on behalf of the CSP and this would be backed by the Leader.</p> <p>CP asked SH to circulate the final version of the Peninsula Strategic Assessment and asked S&S members to reflect on what this is saying for a further discussion at future S&S meeting.</p> <p>Decision: S&S agreed the method for feeding back on the Consultation to the Police and Crime Plan.</p>	<p>SH All</p> <p>SH/CP</p>	
5c	<p>Report from Peninsula CSP Chairs (Standing Item)</p> <p>The last meeting was cancelled due to bad weather – no report/update for this meeting.</p>		
5d	<p>Child Poverty Plan – Consultation (Presentation by Natasha Giles)</p> <p>NG attended and gave the S&S members a brief overview of the child poverty plan consultation process how it will get signed off and how partners could still feed in even though the deadline was today. The underpinning aim was to identify how we can work together creatively to deliver preventative measures and address child poverty as a city strategy based on a needs analysis. The Plan is focused around 3 themes:</p>		

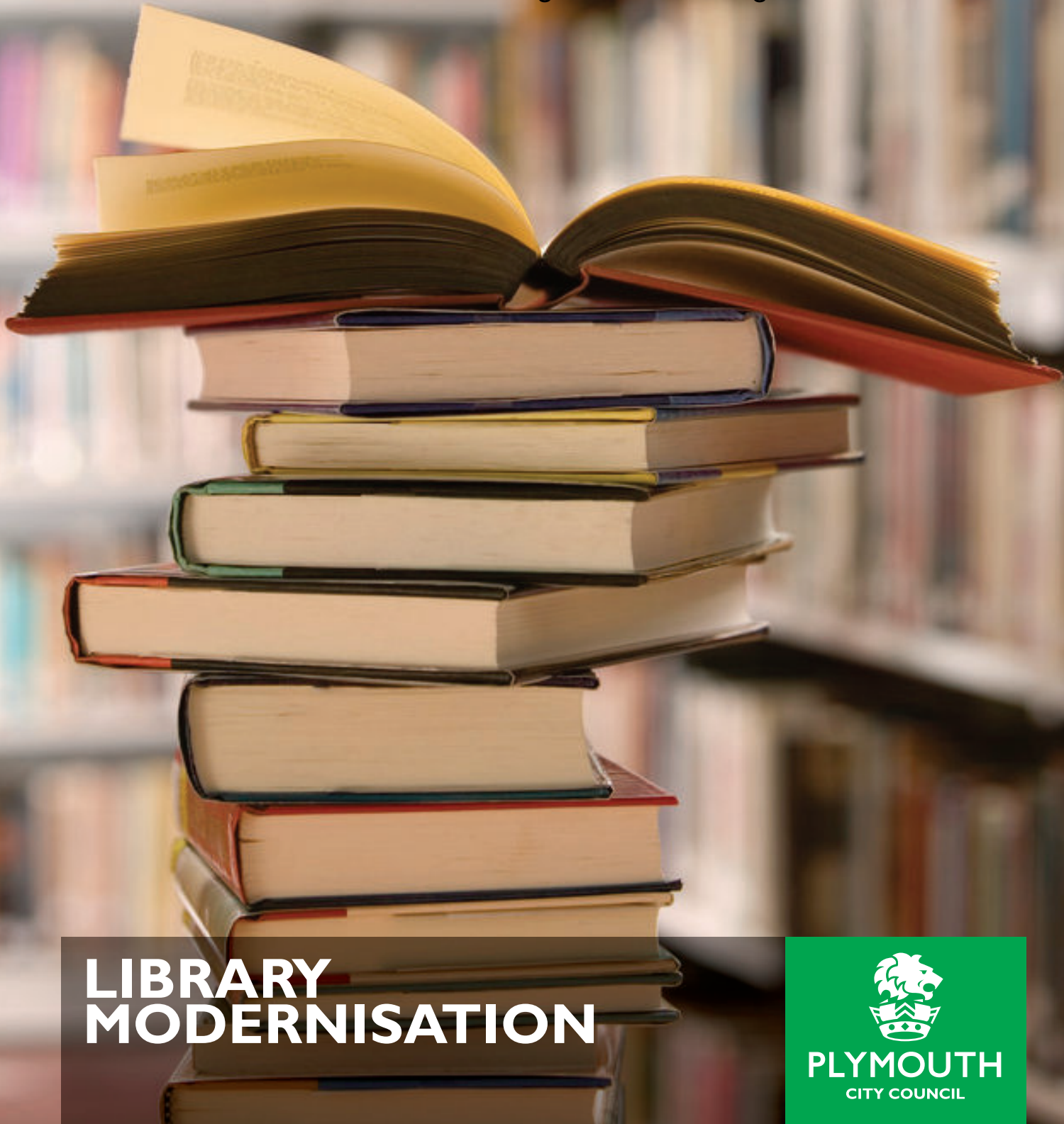
Agenda Item	Action Required	Owner	Update
	<ul style="list-style-type: none"> •financial support and independence •family life and children’s life chances •communities and neighbourhoods. <p>Connecting this with other plans was fundamental.</p> <p>S&S were advised that success potentially preventing further escalation of levels of poverty which would be challenging in itself.</p> <p>Decision: S&S noted the request and partners acknowledged opportunity to still feed in to the consultation process and support the journey of the plan.</p>		
5e	<p>Welfare Reform (Standing Item)</p> <p>PA advised S&S of the two most current and significant factors of concern:</p> <ul style="list-style-type: none"> • delay in the benefits cap – hitting snags • flat rate pension scheme – announcement will have an impact. <p>Locally there are two schemes which may assist but these have also in themselves been subject of cuts:</p> <ul style="list-style-type: none"> • Council Tax Support • Emergency and Welfare Fund (provides cash and eg white-goods for people on low incomes and in crisis, and there are restrictions on the number of times people can claim. Demand on service unknown quantity) <p>Working families are likely to be some of the ‘hardest hit’ when having to pay additional council tax,</p> <p>It is envisaged that autumn/winter 2013 will be the crunch time for people and</p>		

Agenda Item	Action Required	Owner	Update
	<p>where the impact will be really starting to be felt by families.</p> <p>PA advised that the Police had provided a PCSO to work full time for a fixed period of time who has been doing a lot of work to determine 'on the ground' feedback from offenders in the form of qualitative information about why offenders might be offending or re-offending.</p> <p>PA further advised that the Council had made efficiencies elsewhere in order to plough into support payments. The Council would also be arranging more publicity about support for people and families. Awareness of credit unions needs to be raised – the more they're used the more support they can provide.</p> <p>MB advised it would be good to raise some basic awareness in Probation. Also, that Probation might look at their assessment tool to take account of the welfare reform and the impact it might have on their clients.</p> <p>The Fire Service are also looking at some work around these issues.</p> <p>Decision S&S noted the update.</p>		
5d	<p>Sex Workers/Prostitution</p> <p>CP raised this as an issue. Whilst not necessarily a city priority, this is certainly an issue in the Stonehouse community in particular, there had been recent meetings involving 11 different agencies. There are currently 54 'visible' sex-workers known to services in the area. CP wanted to explore what the CSP role was and where the issue sits. There were two strands to this work,</p> <ul style="list-style-type: none"> • The ASB/sex and drug litter (and kerb crawling) • The safety of the sex workers themselves 		

Agenda Item	Action Required	Owner	Update
	<p>CP proposed this needed scoping out and looking at best practice elsewhere and maybe this could be tasked to one of the delivery groups?</p> <p>Decision S&S acknowledged the issue and endorsed some scoping activity by the CSP to identify best practice and tools for addressing the issues.</p>	<p>CP/SH</p>	
6. ANY OTHER BUSINESS:			
<p>6</p>	<p>S&S were advised that as of 1st April, 2013, Clinical Commissioning Groups become a statutory partner of CSPs. A letter had gone to Peter Rudge seeking a nomination but a reply is awaited.</p> <p>MB advised S&S that there were proposed national changes to the Probation Services under the heading “Transforming Rehabilitation” and invited partners to respond to the consultation which closes 22nd February.</p>	<p>ALL</p>	

Next meeting: TBC

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LIBRARY MODERNISATION



A report of the Customers and Communities
Overview and Scrutiny Panel – Task and Finish Group
following a review of Library Modernisation

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2. SCRUTINY APPROACH
3. FINDINGS
4. CONCLUSIONS
5. RECOMMENDATIONS

APPENDICES

- A Project Initiation Document
- B Witness Evidence Summaries
- C Background Documentation

DRAFT

1. INTRODUCTION

1.1 The library service is delivered under the Public Libraries and Museums Act 1964 which lays down local authorities' statutory obligations which, in summary, are –

- provide a “comprehensive and efficient” library service for all persons in that area that want to make use of it;
- promote the service;
- lend books and other printed material free of charge for those who live, work or study in the area.

1.2 Plymouth's public library service has a long and distinguished history with its first library opening in 1876. Membership is open to anyone with a permanent address in the city and members may borrow books free of charge.

1.3 The city currently has 17 libraries which vary significantly in terms of size, facilities and usage. Despite achieving good satisfaction rates in a recent customer survey and having a high number of service users at a number of libraries, the total number of active library users has declined - a common theme shared nationally. In 2011/12 Plymouth libraries made 1,034,515 loans compared to 2,113,461 in 1995/6.

1.4 In addition to the fall in library loans, many of the council's libraries are either in need of major refurbishment or are no longer fit for purpose. In a financial climate which is seeing tough cuts to local government funding, local authorities are faced with making difficult decisions over which services to prioritise and are therefore having to explore new, more innovative, ways of delivering those services; libraries being no exception.

1.5 At a meeting of the Customers and Communities Overview and Scrutiny Panel on 20 June 2012, the Deputy Leader reported that a review into library modernisation was currently being undertaken and he sought members' assistance in helping to shape proposals for a modern library service in order to safeguard its future.

1.6 This report summarises the findings of the task and finish group review and makes a number of recommendations to Cabinet on how a modern library service should look.

2. SCRUTINY APPROACH

2.1 The Overview and Scrutiny Management Board approved the establishment of a task and finish group to review library modernisation at its meeting on 25 July 2012.

2.2 Task and Finish Group Aims and Objectives

2.2.1 The aims and objectives of the library modernisation review were to –

- Maintain and enhance the citywide network of library buildings and services;

- Expand the role of libraries to provide council information and services and those of its key partners, such as the NHS;
- Establish a blueprint for development which improves literacy, and by improving literacy improve employability;
- Create a service which remains sustainable in the face of future reductions in expenditure;
- Embed the “cooperative council” concept to the way communities contribute to decision making about the service;
- Consider an approach to the use of volunteers which is appropriate to Plymouth and its communities

2.2.2 The objectives of the task and finish group were to make recommendations on how the aims and objectives of the new service could be achieved, with particular emphasis on accessibility for people who do not have a local library and attracting people who do not currently use the service. The project initiation document (PID) is attached as appendix A to this report.

2.3 Task and Finish Group Membership

2.3.1 The task and finish group had cross-party membership comprising the following -

- Councillor Tuffin (Chair)
- Councillor Casey
- Councillor Jordan
- Councillor Martin Leaves

2.3.2 In addition, in order to broaden and enhance the group’s knowledge and experience, a co-opted representative was appointed from Cornwall Council -

- Sue Benjamin-Fast, Business Development Manager, Cornwall Library Services

2.3.3 For the purposes of the review, the task and finish group was supported by -

- Darin Halifax, Community Cohesion Coordinator (Lead Officer)
- Katey Johns, Democratic Support Officer

2.4 Task and Finish Group Methodology

2.4.1 The task and finish group convened over five sessions to review the documentation submitted as evidence and to hear from a number of witnesses.

2.4.2 Meeting dates –

- 13 December 2012
- 17 December 2012
- 20 December 2012

- 5 February 2013
- 12 February 2013

2.4.3 Witnesses -

- Councillor Peter Smith, Deputy Leader
- Chris Goddard, Library Services Manager (Delivery) and Sally Walsh, Library Manager (Customer Relations)
- Andrew Stephens, Assistant Director for Customer Services
- George Plenderleith, Chair, Communities and Social Action Plymouth
- John Butcher, Campus Director, Wood View Learning Community
- Mel O’Leary, Early Years Advisory Teacher, and Ernie Edgcumbe, Children’s Centre Manager
- Dan Thomas, Commercial Manager, SW Trading Routes
- Sarah Heffernan, Professional Youth Worker
- Jane Gosling, Head of Library and Digital Support, Plymouth University
- Debbie Butcher, Head of Service (Commissioning), Joint Commissioning and Adult Social Care, and Rachel Silcock, Commissioning Officer
- Lucy Stapleton, Operational Partnership Manager, Job Centre Plus

2.4.4 Full details of the evidence provided by each witness are attached at Appendix B to this report.

3. FINDINGS

3.1 The busier a library is the cheaper it is to run. By increasing user numbers, the difference between the cost of providing Plymouth’s library service and the amount of income it generates can be reduced. The current budget for 2012/13 is £3.03m with an estimated income generation of approximately £270k. The largest portion of the budget (two thirds) is spent on staffing costs.

3.2 Service delivery is focused on the following four key objectives which are directly linked to city and corporate priorities –

- develop a literate population and workforce for the benefit of both the economy and culture;
- develop an informed population which values learning;
- reduce the inequality gap, particularly in health, between communities;
- work with partners to maximise resources and make internal efficiencies.

3.3 A number of successful initiatives operate across the city to encourage and support reading from birth, including –

- Bookstart (delivered in partnership with Booktrust, health visitors, Early Years services and Children’s Centres) which recognises the educational, cultural, social and emotional benefits that an early

introduction to books can achieve and aims to inspire a love of books from as early an age as possible;

- Rhymetime and Storytime sessions in every library;
- Chatterbox reading groups for children aged 8 – 12;
- Headspace groups (delivered in partnership with Youth Services) in Efford, Devonport and Plympton

3.4 The panel heard about the benefits of the partnership working between the Early Years' service and Children's Centres whose work was focused on improving children's early year foundation profiles and narrowing the gap. Approximately 75 per cent of families with children aged between 0-3 access children's centres, many of whom cannot afford books. By providing access to these vulnerable families, the service hopes to better the life chances of those children through improved communication, language and literacy. Headlines of their achievements include improved performances against National Indicators 72 and 92 as follows –

NI 72 – increased from 56 per cent to 61 per cent

NI 92 – narrowed the gap by 1.3 per cent to 29.6 per cent (better than the national average)

3.5 By encouraging children to use libraries it is also then possible to capture their parents, many of whom have poor literacy skills themselves. The panel also heard about joint working with PACLS (Plymouth Adult Community Learning Services) who provide training / support for improving adult literacy and numeracy skills which, in turn, can help towards improved parenting.

3.6 In addition to providing access to books and, in order to keep up with modern demands and expectations, many libraries now offer a range of other facilities such as photocopying, DVDs, CDs, computers and have on-site cafes/access to refreshments. However, none of the city's libraries are currently wi-fi enabled nor are they able, due to licensing issues, to offer an e-book service.

3.7 Libraries are more likely to be used by young children and the older generation, with many older people making the trip to the library more of a social occasion where they will stay and chat to library staff. Older children prefer to buy their books, use their school libraries, which are very well stocked, or download books rather than use public libraries which they think will be obsolete in the future.

3.8 The traditional perception of libraries being places of absolute quiet is no more with many now having cafes on site, holding activity/reading groups and providing computer lessons as well as providing accommodation for meetings to take place. The panel heard that Plymouth University library is open 24 hours a day, 365 days of the year, is wi-fi enabled and has 1,100 study spaces. It too has its own café which creates quite a lively atmosphere but is zoned (with moveable/flexible furniture) so as to provide quiet areas where required or clusters where students wish to study in groups. Many students enjoy being in the company of others but can create their own quiet space by listening to music through their i-pods. The University library has 450,000 print books, 12,000 e-books (content not devices) as well as providing

access to 16,000 academic journals on line. With many students not based on campus, the ability to provide digital lending is essential.

- 3.9 Plymouth library service has been commissioned to provide a health information service by the Council's Adult Social Care team. Investing £200k over two years, they will be delivering health and social care resources, information prescriptions and using libraries for a range of support and health promotion activities. Health experts will work with librarians to select new resources to be added to the library collections and these will be used by GPs as part of an information prescription scheme being piloted in Devon. Library spaces and facilities will be available free of charge to a range of providers and voluntary health groups who will be running health related activities and increasing capacity of the libraries to run reminiscence work in care homes supported by volunteers.
- 3.10 The panel heard details of a joint project between the central library and Job Centre Plus whereby £10k had been invested to up-skill library staff and provide computers so that they could run 'back-to-work' courses for the unemployed. Whilst it had made a very positive start, the project had not achieved the number of people anticipated and it was not known if funding would be available to continue the project. With changes to welfare reform and particularly the introduction of universal credits, libraries can play a part in providing access to computers for the unemployed to search for jobs as required under the universal credits scheme.
- 3.11 There are currently more volunteers running libraries in the UK than there are paid staff. The community and voluntary sector has a wealth of knowledge and experience which it already shares with the council and its partner organisations, particularly around health and healthcare issues, and it welcomes the opportunity to work further with the council to consider an approach which is appropriate to Plymouth and its communities. There is also benefit to be gained from shared use of buildings.
- 3.12 Recent moves by a number of County Councils to make substantial reductions to their library services have resulted in judicial reviews where the High Court ruled that the proposals were unlawful. It is clear from this judgment that any substantial changes to a public library service must take account of the authority's duties under the Equality Act 2010 in, in particular, the "protected characteristics" of age and disability.

4 CONCLUSIONS

- 4.1 Libraries are a valuable public resource, much more than just about books. Anyone can walk into one of the city's libraries without being a member and can read a book, watch a film, use a photocopier, look at old photos of Plymouth, attend a talk, take part in a readers group, research their family history, or simply just sit somewhere dry and warm and have a cup of coffee. The new modern library service needs to be better marketed so that there is a greater awareness of all the facilities and services on offer. In order to encourage greater use, and ensure libraries have a future, the traditional image of libraries needs to be eradicated.

- 4.2 There is now considerable evidence that libraries also provide not only an essential level of support to vulnerable people but maintain an invaluable form of face-to-face contact with groups in society who may not otherwise engage in any other form of social interaction during their daily lives. These values should not be overlooked nor underestimated. The partnership working with Adult Social Care to establish community hubs should be encouraged and developed further so that the programme can be rolled out across the city. This could be expanded to include one-stop shops to provide customers with better access to council services and for signposting them onto other agencies.
- 4.3 Whilst many libraries now provide access to computers, it is clear that the lack of wi-fi provision is a barrier to many potential users. By making libraries wi-fi enabled, many people would be able to bring in and use their own portable devices.
- 4.4 The 'back-to-work' joint project with Job Centre Plus should be explored more fully. Universal credit is not just about encouraging people into work but also about aiming for higher paid work. If libraries can provide computer/wi-fi access the unemployed will be able to come into their local libraries in order to log into the direct.gov job search site. This would contribute towards achieving two of the city's priorities of reducing inequality and raising aspirations, particularly in the more deprived areas of the city.
- 4.5 Whilst this Council remains committed to providing an excellent library service and has publicly declared its commitment not to close any, there is little doubt in the minds of the panel that it is not cost-effective to retain some of its existing facilities given their current condition, the lack of funds to undertake necessary refurbishment/repairs and the fall in user numbers.
- 4.6 Creating a model library that fits all neighbourhoods is not going to be the answer as different communities will want and need different things. Community engagement will be key to delivering the services needed and in a way that is required.
- 4.7 It is clear that any proposals to make changes to the city's library services will have to be handled sensitively given the threat of possible judicial review. The fact that some buildings are no longer fit for purpose does not necessarily mean that the building should close and the service be withdrawn. Alternative options can be explored that could ensure the retention of service provision without the financial burden, such as –
- the building being offered up for a Community Asset Transfer;
 - making more use of volunteers such as in the 'Beacon' project at North Prospect;
 - negotiating with partners the possibility of providing libraries in shared accommodation

5 RECOMMENDATIONS

- 5.1 The task and finish group recommend –

1		the council introduces wi-fi access to all of its libraries as soon as possible;
2		consideration is given to transferring ownership of premises, under the community asset transfer scheme, where it is no longer financially viable to maintain solely as public library, subject to extensive community consultation and engagement prior to any such transfer taking place;
3		local access to a library is maintained regardless of whether service provision remains in its current location or is relocated elsewhere in the neighbourhood in order to ensure that all premises fit with the vision of a future modern library service;
4		the option of using volunteers is explored further with the community and voluntary sector;
5		consideration is given to developing a library marketing strategy promoting the facilities and services on offer with a view to rebranding them as community resource centres;
6		the provision of e-books be explored, subject to licensing constraints, with a view to introducing e-lending to the library service;
7		the installation of one-stop shops to enable easier access for customers to council services, such as the issuing/renewal of bus passes, payments (including the recharging of utility key cards), reporting issues/complaints and for signposting customers onto other agencies;
8		discussions with Job Centre Plus continue around further developing the 'back-to-work' project with a view to rolling it out to targeted libraries in the city;
9		work with other partner agencies continues with a view to identifying service areas that would benefit from joint working in shared accommodation, such as credit unions, to further reinforce the council's commitment of providing easier access to services for its citizens;
10		the Cabinet Member with responsibility for libraries provides an update to the panel on progress with the library service review and the above recommendations in six months' time.

REQUEST FOR SCRUTINY WORK PROGRAMME ITEM



PLYMOUTH
CITY COUNCIL

	Title of Work Programme Item	Library Modernisation
2	Responsible Director (s)	Adam Broome (Director for Corporate Services)
3	Responsible Officer Tel No.	Darin Halifax (Community Cohesion Co-ordinator) Tel ext 5446.
4	Relevant Cabinet Member(s)	Cllr Peter Smith (Deputy Leader)
5	Objectives	<p>Public libraries are changing nationally and internationally at great speed. Many different approaches are being trialled, some with the intention of reducing expenditure and the level of services. There is currently a review process taking place looking at library modernisation in Plymouth with the aims and objectives to</p> <ul style="list-style-type: none"> • Maintain and enhance the citywide network of library buildings and services • Expand the role of libraries to provide Council information and services and those of its key partners, such as the NHS • Establish a blueprint for development which improves literacy, and by improving literacy improve employability • Create a service which remains sustainable in the face of future reductions in expenditure • Embed the “Co-operative Council” concept in the way communities contribute to decision-making about the service • Consider an approach to the use of volunteers which is appropriate to Plymouth and its communities. <p>The objectives of the task and finish group is to make its recommendations on how the aims and objectives of the new service could be achieved, with particular emphasis on accessibility for people who do not have a local library and attracting people who do not currently use the service.</p>

6	Who will benefit?	<p>The scrutiny is an opportunity to consider how we use libraries in the city to the benefit of library users, council departments and partners. It would also specifically look at why people do not use libraries and what can we do to attract them.</p> <p>The task and finish group will enhance the current review process and will provide a particular opportunity for members and others to make their recommendations to cabinet/council.</p>
7	Criteria for Choosing Topics (see table at end of document)	<ul style="list-style-type: none"> • High budgetary commitment • Issue consistently identified by Members as key through constituency activity • Public interest issue covered in local media
8	What will happen if we don't do this review?	There would be no independent scrutiny of the library modernisation programme.
9	What are we going to do?	Task and finish group
10	How are we going to do it? (witnesses, site visits, background information etc.)	<p>Background information (to include RIEP report and recommendations on the review of library services in the SW and experiences of other councils that have recently undergone a similar exercise)</p> <p>Scrutiny reports supplied by officers</p> <p>Potential site visits</p> <p>Witnesses.</p>
11	What we won't do.	The task and finish group will not be an alternative for future community consultation should that need arise.
12	Timetable & Key Dates	<p>Task and Finish Group meetings – Sept/Oct 2012</p> <p>Task and Finish Group report to Customers and Communities OSP – 7 Nov 2012</p> <p>Task and Finish Group report to Overview and Scrutiny Management Board (Delegated authority required)</p> <p>Task and Finish Group report to Cabinet – 13 Nov 2012</p>
13	Links to other projects or initiatives / plans	Corporate plan
14	Relevant Overview and Scrutiny Panel / Membership if Task and Finish Group (to be decided by OSP before submission to OMB)	Customers and Communities OSP Task and Finish Group comprising Councillors Casey, Jarvis, Jordan, Martin Leaves and Tuffin.
15	Where will the report go? Who will make the final decision	Task and Finish Group report to be considered by Cabinet on 13 November 2012 who will make final decision.
16	Resources (staffing, research, experts, sites visits and so on)	<p>Staffing – particularly from library services</p> <p>Research</p> <p>Witnesses</p>

17	Is this part of a statutory responsibility on the panel?	N/A
18	Should any other panel be involved in this review? If so who and why?	N/A
19	Will the task and finish group benefit from co-opting any person(s) onto the panel.	Yes – Co-opted person to be decided.
20	How does this link to corporate priorities?	The library modernisation programme links directly to Raising Aspiration, Reducing inequalities and Value for Communities.

LIBRARY MODERNISATION – WITNESS SUMMARIES

B1 GEORGE PLENDERLEITH, CHAIR, COMMUNITY AND SOCIAL ACTION PLYMOUTH (CASAP)

- CASAP currently represents approximately 170 voluntary and community organisations across the city
- A vast amount of knowledge, experience and skill exists in the voluntary sector
- The way forward requires a strategic approach to engaging in further partnership working with the voluntary sector
- The voluntary sector has been heavily involved with health and the work of healthcare practitioners for some time with a huge amount of work being undertaken by volunteers
- There are benefits to be gained from the co-location of services to shared accommodation and further creative negotiation is needed on sharing facilities
- There are more volunteers running libraries in the UK than there are paid staff
- Welfare reform will have a significant impact on the city and any improvements to access to services/advice for claimants will be welcomed
- Demographics will play a part so it would be pertinent to target libraries in the right areas

B2 JOHN BUTCHER, CAMPUS DIRECTOR, WOOD VIEW LEARNING COMMUNITY

- Woodview Learning Community is a partnership formed around three schools; Sir John Hunt Community Sports College, Woodlands Community Special School and Whitleigh Community Primary School and also includes a children's centre, nursery, pupil referral unit for young parents, a residential short break service, a youth centre and adult education. It aims to provide and deliver a cohesive range of service to the children, young people and their families within the north west of Plymouth
- Whitleigh has considerable challenges. With many adults in the community lacking literacy skills, the schools' emphasis is to focus on reading to develop and nurture a love of reading in the young in order to ensure it remains during the transition to adulthood
- At the heart of the campus lies a good quality library facility which is shared by all three schools
- Use of the library has trebled since the campus opened and, the introduction of some new reading programmes, such as the 'renaissance' has seen a dramatic difference in the quality of reading ability
- In terms of education, it is easier to capture, motivate and engage with children up to Year 6 after that it gets tougher and more difficult as they become teenagers
- Libraries traditionally are used by the older and younger generations with the age gap in-between accessing information online
- Libraries need to be located within attractive and pleasant environments and have good quality books in order to encourage use. Waterstones is always popular – have to ask the question 'why'?
- It can be difficult to get some people to access facilities on a school site and see the school boundary as a barrier, particularly those whose memories of their school years are not particularly fond ones

- Venues, if used more creatively, can be used for much more than just a library – job clubs, meeting rooms, signposting etc.
- Consideration could be given to opening up the library to the community as a pilot scheme to test the demand – outside of school hours, evening and Saturday opening being the preferred option
- Important to listen to communities and what they want – will be different depending on the demographics
- With significant changes being made to modernise libraries, the name no longer accurately reflects the nature of the service provision and consideration should therefore be giving to changing it

B3 MEL O'LEARY, EARLY YEARS ADVISORY TEACHER, AND ERNIE EDGCUMBE, CHILDREN'S CENTRE MANAGER

- Children develop quickly in the early years and a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right. Good parenting and high quality early learning together provide the foundation children need to make the most of their abilities and talents as they grow up
- The EYFS Statutory Framework sets the standards that all early years providers must meet to ensure that children learn and develop well and are kept healthy and safe. It promotes teaching and learning to ensure children's 'school readiness' and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life
- In order to support the Early Years' initiative, children's centres have been established to contribute towards the Government's commitment to provide –
 - The best start in life for every child
 - Better opportunities for parents
 - Affordable, good quality childcare
 - Stronger and safer communities
- There are currently 17 children's centres operating in Plymouth predicated on improving children's life chances from the ages of 0-4. Staff and volunteers work with children and their parents towards improving the early year foundation profiles and narrowing the equalities gap. They offer a range of activities including –
 - Childcare
 - Playtime
 - Drop Ins
 - Health Support
 - Employment Support
 - Training
- Approximately 75 per cent of families with children aged between 0-3 access children's centres, many of whom cannot afford books
- Providing access to vulnerable families can better the life chances of children through improved communication, language and literacy
- Achievement to date include improved performances against National Indicators 72 and 92 as follows –
 - NI 72 – increased from 56 per cent to 61 per cent
 - NI 92 – narrowed the gap by 1.3 per cent to 29.6 per cent (better than the national average)

- Encouraging children to use libraries means it is also then possible to capture their parents, many of whom have poor literacy skills themselves
- The children's centres work with PACLS (Plymouth Adult Community Learning Services) who provide training / support for improving adult literacy and numeracy skills which, in turn, can help towards improved parenting
- Children's centres are community hubs and libraries fit that bill too. People are comfortable about coming into these environments where they don't feel judged. Need to tap into this valuable resource and make better use of it eg, training facilities, parenting projects, signposting to other services
- Libraries need to be less school-like, relaxed café culture atmospheres with room to socialise (like Waterstones) and provide appropriate changing facilities for babies

B4 SARAH HEFFERNAN, PROFESSIONAL YOUTH WORKER

A group of young people who included the current Members of Youth Parliament, the election candidates and Youth Cabinet members were asked the following questions.

Do you use your library?

What would encourage you to use them?

What are your thoughts on libraries and the future of libraries?

Here are their responses.

Do you use your library?

Eight people answered yes with one adding but I don't use them very often because you only get 3 weeks and I always need longer.

Seven answered no giving the reasons below:

- No because I either buy the books or use the school's library.
- No because it's not appealing for teenagers. It's aimed at small children and adults. There is a small range of books for teenagers.
- No because it shuts too early and I prefer the idea of buying my own books.
- No because it's easier to download a book on topics such as microeconomic oligopolistic market diagrams for my course than it is to trawl from my house to the nearest library and then look through hundreds or thousands of books.
- No because I don't read very much plus there isn't much as you can download books on your phone.
- No because I don't have enough time and my local library is too far away.
- No because I don't like reading.

What would encourage you to use them?

- A wider variety of books – they didn't have any 'Poe' in the Plymouth library.
- Unreleased films to be available to loan on download.
- A home delivery service, my library is a good 20 minute walk away.
- You could advertise the libraries around the area. Some people might not know where it is, or even if there is one in their area. A location status would help make libraries a place for people to hang out quietly as well
- Even more books! And also activities like writing groups and reading groups as I can't seem to find many of these. Library opening times, especially for small libraries such as Tothill should be either more regular or more widely known (or both).

- The staff should be more friendly and helpful.
- Maybe better books
- If there were special days dedicated to young people.
- Private coffee shops inside.
- If I had more time or if it was easier to get to.
- If more libraries had interesting young people friendly spaces that actually appeal.
- The books.
- Computers and fun stuff.
- Nothing to be honest. There won't be much of a chance to win be back from the simple downloading of books.
- Making them more colourful.

What are your thoughts on libraries and the future of libraries?

- I think that libraries will become less used unless something is done to make them more accessible, they will be more likely to be used more than what they are.
- I've heard (unsure if it's true) that some libraries are getting Wiis and Xboxes. Personally I feel that this is disgusting. Libraries should be places of peace, quiet and books. We do not need even more electronic equipment to distract people. It is bad enough in most homes. I accept the need for computers but I think that the future of libraries should be a sanctuary of quiet and other worlds in this busy time.
- I think libraries are a great idea but I think that with the creation of e-books, libraries are dying out because people find it easier to download them than go out and get the books.
- They'll all shut down because technology is taking over.
- Libraries are good but innovation is needed to help keep them alive.
- That you will be able to rent books via eBooks and kindles. As well as the in the far future not using library's at all and using eBooks just via the internet.
- I think that libraries are a useful tool for encouraging young people to read and that they should be prepared as much as possible.
- Unfortunately and sadly I think the use of them is dying out to better internet access.
- I dunno...maybe there needs to be more libraries so people are able to visit more local libraries whenever they want.
- If it keeps on going like this only school libraries will exist.
- Kindles have replaced books now; however taking away the stigma of old people and libraries would be better for young people.
- They will be obsolete within ten years. The internet age, as with many other things has killed the library.
- You need brighter buildings.
- Libraries are really useful especially as with books you don't always want to spend money on one before you've read it but I think if they don't become more accommodating fewer and fewer people will use them.
- They are good for uni students and A-level students and for people who like ready. For the future there will probably always be libraries.

B5 JANE GOSLING, HEAD OF LIBRARY AND DIGITAL SUPPORT, PLYMOUTH UNIVERSITY

- The remit of the university library is to support its staff and students with the library content and services aimed at the needs of the courses being taught and research for academics
- Increasing the library's digital content is very important as the purpose of the library is to transfer information into knowledge, it also assist with the aim of ensuring access is available at any time, from anywhere as, whilst many of the students are based on campus, some are based overseas and in partner colleges
- The library is open to members of the public for reference purposes however if they wish to borrow books to take out on loan they have to pay an associate membership fee of £60 per annum. There are currently 400 associate members
- The library is very well used by students during the day and early evenings and sometimes it is difficult for them to find workspace. Whilst members of the public are welcome to use the facilities this would not want to be encouraged to the detriment of the university's students
- The library is open 24 hours a day, 7 days a week, 52 weeks of the year and operates on a self-serve basis with a security system. It has –
 - 1,100 study spaces, 188 of which have computers
 - internet and powerpoint access at each desk
 - wi-fi provision
 - 450,000 printed books
 - 12,000 e-books (content not devices)
 - access to 16,000 academic journals online
- Having undertaken a survey of its students' requirements for a library service, the facility does not have a traditional, quiet and studious atmosphere. Some of the furniture is moveable and students are free to move it around to suit their studying needs. Quiet areas are available but many students create their own quiet space by listening to music through their headphones whilst still being able to enjoy the company of others.
- Whilst the library does have its own café, students can still bring in their own food and drink (not hot food)
- Students are permitted to use their phones but not in the quiet areas

B6 DAN THOMAS, COMMERCIAL MANAGER, SOUTH WEST TRADING ROUTES

- Established in 2011, South West Trading Routes is a community interest company based in Mount Wise. It is a trading arm of Routeways which is a Plymouth based local charity that champions community projects funded by local and national funding streams. These projects serve to enhance the social, emotional and economic well-being of local communities by providing choice and opportunity to individuals across a diverse range of people from the very young to the more mature
- One of the community projects 'Diggin It' at Penlee Allotment, aimed at teaching people about the cost and health benefits of growing your own food, provides fresh produce for the café operating out of St Aubyn library at Devonport
- St Aubyn café is also a community project with any money generated being reinvested back through Routeways to support other community initiatives
- Libraries are much more than just about lending books, they can be used to hold various classes and clubs and provide access to other services. Examples include –

- a work club which is shortly to start at St Aubyn aimed at helping people to find work, learn about acquiring job skills, and volunteering opportunities without having to go into the job centre
- healthy eating / cooking on a budget classes
- Routeways run Senior Net which is about helping older people get online with their own computers, this could be expanded through libraries if they all had wi-fi
- Free wi-fi in libraries will provide internet access to many who otherwise would have no access, particularly in the city's more deprived areas
- Many libraries already provide free computer access but with the installation of wi-fi this could be further extended to use of tablets which could also be booked out for 30-minute slots at a time for anyone just wishing to surf the net
- Many opportunities exist for partnership working with libraries being able to play a key role in introducing services into less intimidating venues/environments
- The voluntary sector has a big part to play in helping take the library modernisation agenda forward

B7 DEBBIE BUTCHER, HEAD OF SERVICE – COMMISSIONING, JOINT COMMISSIONING AND ADULT SOCIAL CARE, AND RACHEL SILCOCK, COMMISSIONING OFFICER, ADULT SOCIAL CARE

- Adult Social Care is investing £200k over two years to link libraries to the wider social care agenda
- Funding has to date paid for a part-time member of staff to help coordinate the scheme, training for library staff, new book stock on health-related issues and production of a health calendar highlighting events taking place at various libraries across the city and the use of meeting rooms which has created a number of new groups who now meet regularly, such as befriending, supporting people with dementia and carers groups
- As part of the health and social care vision for libraries they will –
 - Act as community hubs providing high quality information and support on a range of issues and services
 - Support the self-management of long-term conditions by the provision of good quality health and social care information
 - Form part of a network of outreach locations through which advice services can provide more in-depth advice in venues near to where people live
 - Help tackle health inequalities by providing access to those who are digitally excluded in the provision of health information
- Libraries are well positioned to support the delivery of the Council's vision for information and advice which is to build on existing resources and develop a universally accessible and strategically aligned network across the city
- The free access that libraries provide for the population to technology is a vital and increasingly important function

B8 LUCY STAPLETON, OPERATIONAL PARTNERSHIP MANAGER, JOBCENTRE PLUS

- Jobcentre Plus is part of the Department for Work and Pensions. It provides services that support people of working age from welfare into work and helps employers to fill their vacancies. It also plays a major role in supporting the Department's aim to promote opportunity and independence for all through modern, customer-focused services
- Promoting access to digital channels was a shared objective of Jobcentre Plus and the council as it enabled customers to search for work and find support and advice

- With changes to Welfare Reform, and particularly the introduction of Universal Credits, libraries can play a role in providing access to computers for the unemployed to search for jobs as required under the Universal Credits scheme, particularly as many people would prefer to access their local libraries rather than visit the job centre
- Universal Credits is the keystone to the Department for Work and Pensions Welfare Reform. It is not just about encouraging people into work but aims to encourage them to seek higher paid work - claimants are required to access direct.gov and universal job match sites
- Jobcentre Plus has invested £10k in a programme to up-skill library staff and provide additional computers to facilitate 'back-to-work' courses for the unemployed
- Discussions are currently ongoing with the council about establishing job/work clubs, the first of which has taken place in Devonport library, although the lack of wi-fi provision across the library service as a whole is an issue
- Claimants currently have to visit the job centre in order to sign on for receipt of benefits however, whilst any decision on co-location of services would have to be taken at a national level, the use of libraries for this was a possibility

Background Documentation:

Plymouth Libraries A Review : December 2012

<http://www.plymouth.gov.uk/mglInternet/documents/s43228/Plymouth%20Libraries%20-%20A%20Review%202012.pdf>

Plymouth Library Profiles:

<http://www.plymouth.gov.uk/mglInternet/documents/s43229/Central.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43230/Crownhill.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43231/Efford.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43232/Eggbuckland.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43233/Ernesettle.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43234/Estover.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43235/Laira.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43236/NorthProspect.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43237/Peverell.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43238/Plympton.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43239/Plymstock.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43240/Southway.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43241/StAubyn.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43242/StBudeaux.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43243/Stoke.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43244/Tothill.pdf>

<http://www.plymouth.gov.uk/mglInternet/documents/s43245/WestPark.pdf>

Library Consultation Response:

<http://www.plymouth.gov.uk/mglInternet/documents/s42249/Library%20Consulation%20report%20v1%201.pdf>

LGA : Local solutions for future local library services:

http://www.local.gov.uk/c/document_library/get_file?uuid=fe4e381a-17ff-4138-9499-dc7241805636&groupId=10171