

Safer Stronger Communities Select Committee		
Title	Libraries Saving Programme – Manor House Update	
Contributor	Executive Director for Community Services	Item 5
Class	Part 1 (open)	15 September 2016

1. Introduction

1.1. In relation to the Library Savings Programme approved on 9 December 2015, on 13 July 2016 Mayor and Cabinet agreed that:

(3) Officers be instructed to carry out a further exercise, to identify a suitable partner organisation for Manor House Library and that interim arrangements for the management of the building be put in place, as described;

(4) an update on progress of the exercise for Manor House Library be reported to Safer Stronger Select Committee in September 2016 and the final outcome be reported back to Mayor and Cabinet for approval;

2. Purpose

2.1. This report informs the Select Committee of progress of points (3) and (4) above as required.

3. Recommendations

3.1. The Select Committee is asked to comment on the update.

4. Policy context

4.1. Shaping the Future, the Council's Sustainable Community Strategy includes the following priority outcomes which relate to the work of the Library and Information Service and reflect the Council's aspirations for the service:

- Ambitious and Achieving – where people are inspired and supported to fulfil their potential.
- Empowered and Responsible – where people can be actively involved in their local area and contribute to supportive communities.
- Healthy, Active and Enjoyable – where people can actively participate in maintaining and improving their health and wellbeing.
- Dynamic and Prosperous – where people are part of vibrant localities and town centres, well connected to London and beyond.

4.2. The Library and Information Service also contributes to the following Council Priorities:

- Community leadership and empowerment – developing opportunities for the active participation and engagement of people in the life of the community.
- Strengthening the local economy – gaining resources to regenerate key localities, strengthen employment skills and promote public transport.
- Active, healthy citizens – leisure, sporting, learning and creative activities for everyone.

5. The Proposal

- 5.1. The Budget Savings Proposal presented to the Select Committee on 16 September 2015 was based on:
- The creation of three Hub Libraries – Deptford Lounge, Lewisham and Downham Health & Leisure Centre—which will carry an enhanced role for face to face contact between the Local Authority and the public to support the digital by default agenda.
 - The extension of the Lewisham Community Library Model to Forest Hill, Torrington, and Manor House, in partnership with other council services and community organisations. And the integration of the library provision into the repurposed ground floor space within the Catford complex (Laurence House).
 - The review of front line staff to include new functions through the re-training and enhancement of front line roles
- 5.2. Implementation of this proposal will release revenue savings of £950,000 to the Library budget. The proposal also includes efficiencies to be realised on the Deptford Lounge budget which would produce savings of £50,000.

6. Identifying a suitable partner

- 6.1. Following the Mayor's instruction on 13 July 2016, the search for a new partner recommenced immediately with the appointment of a freelance consultant tasked to broaden the search for suitable partners.
- 6.2. A range of organisations both within and outside the borough were approached, that may express an interest as part of the formal tender. While this activity took place throughout August 2016, a difficult time to contact senior officials, a total of 41 organisations were reached, including charities, community groups, social enterprises, arts organisations, and a range of voluntary sector organisations.
- 6.3. Active conversations were pursued with 13 organisations which are interested in the opportunity and have indicated that they are likely to submit an Expression of Interest. There are two further organisations which are in direct dialogue with Council officers. It is expected that more organisations will come forward before the deadline in mid-September or later during the tender process.
- 6.4. Taking on board feedback from the original tender exercise, potential partners will be offered the choice of either taking on a full repairing lease or a Premises Management Agreement which offers more flexibility and reduces the burden on the incoming partner organisation in relation to the more complex repairs and maintenance of this Grade 2* listed building.

- 6.5. Updated information on the new tendering process has been added to the council website, which, together with a full tender pack includes detailed “Conservation and Planning Guidance” notes and an outline of the repairs and maintenance responsibilities.
The pack specifies the new timetable (below) for the application, selection, and appointment of the new partner organisation.

EVENT	DATE
Application Pack available	19 th September 2016
Pre Application Appointment Days	10 th October and 7 th November 2016
Deadline for pre application clarification questions	8 th November 2016
Deadline for Applications	21 st November 2016
Shortlisted clarification meetings	30 th November 2016
Community Stakeholders Meeting	10 th December 2016
Decision by Mayor & Cabinet	11 January 2017
Agreement of lease/partnership arrangements with preferred Applicant(s)	12 January – 15 March 2017
Start of lease/transition arrangements with successful Applicant(s)	15 March 2017
Library building reopened	31 March 2017

7. Interim arrangements

- 7.1. While the search for a suitable partner progresses and in line with the timetable for the implementation of the service-wide reorganisation, officers have developed interim arrangements for the operations of the building that are based on the current usage by library visitors and hirers.
- 7.2. Opening hours The staff reorganisation will be implemented on 17 October 2016, when the opening hours for the Manor House building will reduce from the current 65 hours/week (Monday to Sunday), to 24 hours/week.
The table below shows a draft arrangement for the interim opening hours.

Opening hours	Current			Interim		
	From	To	Hrs/day	From	To	Hrs/day
Monday	09:00	19:00	10	09:30	13:30	4
Tuesday	09:00	19:00	10	09:30	17:30	8
Wednesday	09:00	19:00	10			
Thursday	09:00	19:00	10	11:00	19:00	8
Friday	09:00	19:00	10			
Saturday	09:00	18:00	9	09:30	13:30	4
Sunday	10:00	16:00	6			
	Weekly	Total	65	Weekly	Total	24

- 7.3. Staffing The building will be managed by security staff who will be responsible for the safety and security of visitors. It is likely that the same security firm will be used, that supports library buildings elsewhere, because they are familiar with the building and understand both business and operations in the library.

While the core opening hours during the interim period will be 24 hours per week, it is possible for this total to be extended to support additional hiring where the hirer is generating income for the Service.

The Library Service will support library operations in the building through a peripatetic service which is identical to the one currently supporting the community library service in Blackheath, Crofton Park, Grove Park, New Cross, and Sydenham. The recent reorganisation substantially increased the size of the Community Engagement Team that supports the current and future community library provision, growing from the current 2.5FTE to 21FTE. Members of this team will be working closely with the security staff at Manor House during the interim period.

- 7.4. Collection and borrowing There is no plan to reduce the book collection at Manor House as part of the interim arrangements. The issuing and returning of books will be available through the self-service terminals.
- 7.5. Computers and wifi There is no plan to reduce the number or to alter the operations of the PCs within the building. These are booked through a self-service terminal, as at present. The wifi will continue to operate in the library.
- 7.6. Charging and fines The Library Service is working to remove the reservation fee. However, fines and charges will remain. In the interim, charges and fines will only be payable within the Manor House building if a member of staff is present. A solution will be rolled out for payments to be accepted through the self-service terminals (using credit/debit cards) and through partner organisations (using cash).
- 7.7. Existing room bookings and new commitments These will carry on as agreed at the time of booking. New bookings will be possible outside of the core reduced opening hours where they generate income for the service.

8. Equalities implications

- 8.1. Partner organisations working with the council to enable community libraries are required to have comprehensive equalities policies and procedures to ensure that library services remain accessible to residents from all protected characteristics. It is expected that the new partner for Manor House be able to demonstrate that they meet this requirement.
- 8.2. The reduced interim opening hours at Manor House Library will make it more difficult for residents to access library services. However, this is intended to be a short-term measure and officers will consider the pattern of opening hours that ensures a range of users with different needs are accommodated.

9. Legal implications

- 9.1. There are no direct legal implications arising from this update.

10. Financial implications

- 10.1. This report relates to savings proposal L6 considered by Mayor and Cabinet on 16 September 2015. The proposal is for a reduction of £1m against the current net library budget of £4.18m, phased £400k in 2016/17 and £600k in 2017/18.
- 10.2. The interim arrangement at Manor House generates additional pressure that will need to be managed within existing resources. The suggested reduced hours will contain the pressure to ca. £20,000 between Oct 16 – Mar 17, equivalent to a weekly cost of £735/week.

11. Crime and disorder implications

- 11.1. There are no direct crime and disorder implications arising from this update.

12. Environmental implications

- 12.1. There are no direct environmental implications arising from this update.

13. Conclusion

- 13.1. The scale and historic importance of Manor House Library has made it a more challenging proposition, but changes have been made to the tender pack which resulted in a larger number of potential partners coming forward. The process is not complete and a further update may be required to inform the Committee of progress made.
- 13.2. The interim arrangement is likely to sustain a library presence within the Manor House building while a more permanent partnership-based solution is established.

Background Papers

30 November 2015 Safer Stronger Select Committee Proposed changes to the Lewisham Library and Information Service

http://councilmeetings.lewisham.gov.uk/documents/s40112/4_LibrariesConsultation2015Update_30112015.pdf

9 December 2015 Mayor and Cabinet Revenue Budget Savings Report

<http://councilmeetings.lewisham.gov.uk/documents/s40314/Appendix%20i%20-%20SSSC%20libraries%20consultation%20outcome.pdf>

13 July 2016 Mayor and Cabinet Library Savings Programme Update – Decision and accompanying documents

<http://councilmeetings.lewisham.gov.uk/ieDecisionDetails.aspx?AllId=14647>

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