

**PRIVATE AND CONFIDENTIAL**

**WANDSWORTH BOROUGH COUNCIL**

**SPECIAL ENVIRONMENT, CULTURE AND COMMUNITY SAFETY OVERVIEW AND  
SCRUTINY COMMITTEE – 28TH FEBRUARY 2011**

**SPECIAL EXECUTIVE – 9TH MARCH 2011**

**Report by the Director of Leisure and Amenity Services on the Library Review following public and stakeholder consultation.**

**SUMMARY**

**Background** This paper reports on the outcome of the public consultation on the Library Review, held 9th December 2010 – 6th February 2011, authorised by the Council in Paper No. 10-830. The paper makes recommendations for the pattern of opening hours and presents an additional and recommended option in respect of York Gardens Library.

**Policy** The Library and Heritage Service operates within the framework of the Public Libraries and Museums Act 1964 and the Library Charges (England and Wales) Regulations 1991 (SI 1991 No.2712).

The Library Charges (England and Wales) Regulations 1991 (SI 1991 No.2712) amended the 1964 Act's approach to charging. While charges may be made for borrowing audio-visual material, library authorities remain prohibited, for example, from charging for providing computer catalogues, access to written materials, and for lending books.

The provision of a public library service offering free book borrowing remains a statutory requirement. The Secretary of State has powers to intervene if a local authority "fails to carry out duties relating to the public library service". DCMS has indicated that it will review decisions before deciding whether to take action.

The Library and Heritage Service aims to achieve a positive contribution towards Wandsworth's Sustainable Community Strategy, Cultural Strategy, Lifelong Learning Plan, the Children's and Young People's Plan 2008-2011 and the priorities for improvement as outlined in the Corporate Business Plan 2010.

**Issues and proposals** The Executive are asked to approve the recommendations to:-

- i) introduce reduced opening hours at all libraries (except Tooting); and to develop (on a trial basis) a 'Big Society' pilot project at York Gardens using reduced staffing (supported by volunteers) and including new use by the Children's Services Department and Thames Christian College. The aim of

this pilot would be to still offer a children's library service (retaining limited "quick choice" adult provision), a homework club, public-access I.T. facilities and community space provision. The UK On-line I.T. training Centre would transfer, with its tutor, to Battersea Library in order to accommodate this use of York Garden;

- ii) request that a report should be brought back to the Overview and Scrutiny Committee and Executive no later than after six months' operation (October 2011 to March 2012) of a Direct Service Organisation (DSO)/trading account in order to assess its performance and any further development potential as a Staff Mutual; and
- iii) in the light of an emerging market for private-sector management of library services, further investigate whether there is the potential to achieve additional savings and/or the restoration of some opening hours by competitive tendering, and to report back accordingly.

The Overview and Scrutiny Committee are asked to support the recommendations.

Director of Finance's comments **[To be revised]** Following the consultation on the Review of Library Provision (paper 10-830) the following two main areas for consideration are:

- (a) Options for the future of York Gardens Library, with savings ranging from £53,000 pa for reduced opening hours to £219,000 for complete closure. There is also a new option of a Big Society Pilot which would save approximately £155,900; and
- (b) Reduction of opening hours at all Libraries (excluding Tooting and York Gardens) which will achieve an estimated saving of £563,000 pa.

Supporting information The Borough's libraries achieve excellent results in comparison with the performance of other London authorities, with particularly good results for book issues, visits and cost per visit. Children's book issues were the highest in London in 2008/09 (the latest comparative data) and adult book issues were second only to Westminster, which has a much higher day time population. The proposed changes would potentially impact on Wandsworth's position in comparison with other local authorities, although all are facing the same pressures on budgets and therefore usage.

Conclusion The library service is universal and is the most-used Council service on a voluntary basis. Any service reductions will impact on this access and the performance of the Service, but the options recommended would minimise the impact in the Borough as a whole, while delivering a contribution to the Council's revenue savings. The recommended option for York Gardens Library offers the local community a one-year trial opportunity to support a reduced Council staffing establishment at the site, continuing a children's library (with some adults' provision), a community space and homework club. This still offers the level of savings previously estimated from closure of the library.

GLOSSARY

DCMS - Department of Culture, Media and Sport  
DSO - Direct Service Organisation  
EIA - Equality Impact Assessment  
LRS - Learning Resources Service  
SLA - Senior Library Assistant

1. **Recommendations.** The Environment, Culture and Community Safety Overview and Scrutiny Committee are recommended to support the recommendation in paragraph 3.
2. If the Overview and Scrutiny Committee approve any views, comments or additional recommendations on the report, these will be reported to the Executive for their consideration.
3. The Executive are recommended to approve:-
  - i) the introduction of reduced opening hours at all libraries (except Tooting); and the development (on a trial basis) of a 'Big Society' pilot project at York Gardens using reduced staffing supported by volunteers and including new use by the Children's Services Department and Thames Christian College. The aim of this pilot would be to still offer a children's library service (with some adults' provision), a homework club, public-access I.T. facilities and community space provision. The UK On-line IT training centre and its Tutor would transfer to Battersea Library;
  - ii) that a report should be brought back to the Overview and Scrutiny Committee and Executive no later than after six months' operation (October 2011 to March 2012) of the DSO/trading account in order to assess its performance and any further development potential as a Staff Mutual;  
  
I would also advise Members that there is a nascent market for private-sector management of library services and I would therefore additionally recommend.
  - iii) that officers should further investigate whether there is the potential to achieve additional savings and/or the restoration of some opening hours by competitive tendering, and to report back accordingly.
4. **Introduction.** The recession, and the impact this has had on the UK, has necessitated Government action to implement strategies to reduce public spending over a four-year period. It is also the Council's position to maintain a distinctly low Council Tax whilst commissioning and delivering value for money services. The Environment, Culture and Community Safety Overview and Scrutiny Committee therefore authorised (Paper No. 10-830) officers to carry out an extensive consultation exercise on proposed reductions in opening hours and the possible closure of York Gardens Library and to make recommendations following this.
5. **Background: the current national and regional position in relation to libraries.** Statutory public library service . There is a statutory duty to provide a 'comprehensive and efficient public library service for all persons to make use thereof': Section 7, Public

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Libraries and Museums Act 1964. The full text of Section 7 is set out in Appendix 1. Public library service and various Government, and other, reviews have been published over many years continuing to support this basic concept.

6. Over the period before and during Wandsworth's consultation exercise, there has been extensive political, media and user interest in the future of public libraries involving politicians, authors and commentators and supporters of libraries, highlighting the role that libraries play in supporting literacy and numeracy and as a community space, accessible for all.
7. **Public consultation – all libraries.** Public consultation meetings were held in all libraries (two at York Gardens) at different times of the day to reach as many people as possible, led by the Deputy Director of Leisure and Amenity Services or the Head of Library and Heritage Service. These took place within the consultation period, 9th December 2010 – 6th February 2011. Attendance ranged from five people at Wandsworth Town to 72 people at one of the York Gardens meetings. The consultation meetings gave officers the opportunity to explain the background to the savings and the methodology behind the proposals, and users and stakeholders had the opportunity to ask questions or express their views.
8. Stakeholders were also contacted to seek their views on the proposals and, as part of the consultation, officers attended three meetings to speak directly with interested people.
9. The main form of consultation was the use of Library Review Survey Forms which were made available in libraries, on the Council's website and posted to stakeholders. Copies of the draft Equality Impact Assessments for reduced library opening hours and for the closure of York Gardens Library were also made available for comment and feedback alongside the Survey. At the end of the consultation period 1,201 Survey Forms had been submitted. 205 short surveys had also been created by the Save York Gardens Library Campaign using the Council logo. Stakeholders have also submitted Library Review Survey Forms on behalf of their organisations or communicated their views at meetings or via letter and email.
10. 184 letters and emails, including 12 from community or stakeholder organisations were received by The Leader of the Council, the Cabinet Member for Environment and Culture, the Chair of the Environment, Culture and Community Safety Overview and Scrutiny Committee, the Director and Deputy Director of Leisure and Amenity Services and the Head of Library and Heritage Service. Two petitions were received in respect of Putney and Roehampton libraries:
  - i) Petition received from Councillor P.J. Carpenter (Roehampton and Putney Heath Ward) (40 responses).

The document distributed by Councillor Carpenter presented three options:

- a) *close them, leaving only Putney Library open*
- b) *reduced services with redundancies likely*
- c) *a slight increase in council tax to keep them open*

and invited any additional comments. Of the 40 submissions received, 38 showed ticks against option c) and two gave no ticks, but added written comments in support of keeping all libraries open.

- ii) Petition received from Councillor P. J. Carpenter (Roehampton and Putney Heath Ward) (128 signatures).

*"Save Roehampton Library "* Councillor Carpenter advises that this petition calls on the Council *"to maintain the existing opening hours for Roehampton Library and not to proceed with the reduction in opening hours contained in the Libraries Consultation Document.*

11. Responses to petitions. Councillor Carpenter will be advised of the recommendation and decision of the Overview and Scrutiny Committee and Executive.
12. Details of issues raised at each library are summarised in Appendix 2. A detailed analysis of the issues will be placed in the Members' Room (together with a summary of issues raised at public consultation meetings) and will be available on the Council's web site and in all libraries, but the main elements common to all meetings were:-
- (a) Council reserves – why could they not be used to offset the reduction in funding?
  - (b) Council Tax - questioning the need to maintain a “distinctly low” Council Tax.
  - (c) Council Tax - concern about paying the lowest Council Tax but seeing services reduced.
  - (d) Allowances and PRP scheme for staff - questioning whether PRP payments to staff and Member's allowances were appropriate at time of service reductions.
  - (e) Councillors' attendance – it was noted that Councillors were not present at most meetings and attendees questioned if separate consultation meetings with them would be held.
  - (f) Future savings/reductions – questioning if additional savings would be required in the future.
  - (g) Potential staff redundancies and redeployment opportunities.
  - (h) Ability of staff to work their contracted hours if libraries only open for 32 hours per week.
13. Responses to the consultation on opening hours. In order to achieve the required budget saving, it has been necessary to recommend reduction of opening times at all libraries, with the exception of Tooting (Members will recall from Report No. 10-830 that Tooting was exempt because of the obligations of The Big Lottery Fund financial support to the recent extension and refurbishment). Various questions were asked, and concerns raised, at different libraries about the proposed opening times and these are summarised below:
- (a) What data was used to determine these reductions?
  - (b) What would happen to those only able to use libraries at weekends if neighbourhood libraries reduced their opening times on Saturdays?
  - (c) Would Saturday opening times reductions have an adverse impact on those aged 25-44, particularly men?
  - (d) Why were neighbouring libraries closed on the same day – could the closed days be spread across the week?
  - (e) Why was Balham library closing on Sundays, as Tooting was not an ideal alternative?
14. Officers considered these concerns when determining the proposed opening times and, through judicious use of staffing and by pairing one town centre and one neighbourhood library, it has been possible to slightly increase the original proposal of 429.5 hours, across all libraries, to 436 hours. The proposed approach to managing the libraries, and the

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deployment of staff, is described in paragraphs 59 to 70 of this report and it is believed that this offers the best option of providing the expected standard of service with reduced staffing levels. Using performance indicators, it was confirmed that Saturday mornings were the busiest times in the neighbourhood libraries, but that an extra half an hour could be added to allow the libraries to open from 10.00am – 2.30pm. The proposed closed days were also reviewed to ensure that neighbouring libraries were not closed at the same time where possible. The revised timetable of recommended opening is attached at Appendix 3.

15. The overall changes to opening hours also have an impact on the Borough's Heritage Service which operates from Battersea Library. Details of the proposed changes are also included at Appendix 3.
16. **Equality Impact Assessment on reduced library opening times.** A draft Equality Impact Assessment (EIA) was consulted upon alongside the Report, outlining the proposals so that consultees (customers, stakeholders, staff and elected Members) could readily see the potential and actual impacts of the proposed changes. The draft EIA covered the following issues:
  - (a) aims of the service and what changes are being proposed;
  - (b) rationale behind changes;
  - (c) organisations that have the opportunity to feedback on the EIA;
  - (d) data on the service and potential impact of service change in relation to use of the service, customer satisfaction, feedback on service, results of consultation;
  - (e) available information in relation to the impact of the service change and the impact on different groups;
  - (f) any actions that would improve the proposed service change or mitigate any negative impact; and
  - (g) future monitoring and evaluation tools
17. **Actions that will improve the proposed service change or mitigate any negative impact.** The revised scheme of opening hours was proposed based on savings to be achieved, but was designed to reduce hours at times when libraries were currently least busy, retain a range of daytime, evening and weekend opening hours and leave an alternative library nearby that was open. There was significant discussion at all library meetings and in the consultation questionnaires which is summarised below.
18. Excepting the numbers of people who wanted the Council Tax raised to prevent reductions in hours, there were few who wanted their local library's hours protected at the expense of another, some people thought that York Gardens Library should not be closed even if it meant reducing their local library's hours still further to achieve this.

Other issues were:

(a) **Weekdays**

There were varying views in the neighbourhood libraries about whether it was preferable to have consecutive closed days in midweek or have two days separated by one that was open. There was some disquiet expressed about the loss of Friday afternoon and evening at Balham and Putney libraries, particularly for children who needed books for weekend homework. It would be preferable if Balham and Tooting libraries were not closed on the same day each week.

(b) Saturdays

There were a lot of views expressed about the desirability of 10-2 opening in the neighbourhood libraries, as users felt they were busy in the afternoons. It was emphasised that visitor and loan figures broken down by hours showed that these four hours were where the strongest demand is currently.

(c) Sundays

Balham users were concerned at the loss of hours on Sunday, particularly for working parents who would lose an opportunity to accompany their children to the library. It was confirmed that hour by hour use on Sunday was lower than other days in the week and lower than nearby Tooting which is proposed to retain its Sunday hours.

19. **Actions arising from the consultation.** Taking these views into account and seeking to further improve the level of coverage across the borough for when libraries are open, the following revisions are now proposed:

Battersea Library – open each day at 9.00 am rather than 9.30 am, other than Thursday closed.

Balham Library to close on Tuesday instead of Wednesday to avoid closing the same day as Tooting Library.

Balham and Putney libraries – open till 2.00 pm on Friday rather than 1 pm.

Battersea Park Library - closed Wednesday and Thursday, rather than Wednesday and Friday.

Roehampton Library – closed Tuesday and Thursday rather than Wednesday and Thursday.

Earlsfield Library - closed Tuesday and Wednesday rather than Tuesday and Thursday.

Southfields Library - closed Monday and Thursday, rather than Wednesday and Friday.

20. It is also proposed to review the opening hours at all libraries after approximately six months, in March 2012, to ascertain whether further adjustments are needed in the light of operational experience.
21. Where they do not already exist, homework clubs will be established at the Town Centre libraries and promoted in schools by the Children's Librarians team.
22. The Equality Impact Assessment and Action Plan regarding the reduced library opening times option is attached as Appendix 4(i).
23. **Public consultation – York Gardens Library.** As well as the feedback reported in Paragraphs 7 – 12 above, specific feedback was received in relation to York Gardens.
24. Six petitions relating to York Gardens Library and Community Hall had been received by the end of the consultation exercise, with four having already been reported in Paper No. 11-32, to the Environment, Culture and Community Safety Overview and Scrutiny Committee of 11th January 2011, solely for information from York Gardens Library and Community Hall users. The four petitions reported in Paper No. 11-32 were:

i) Petition received from the Lavender Bridge Club (143 signatures)

*"We of the Lavender Bridge Club strongly oppose any move to close York Library and its hall. The Club have been providing a valuable service to the local community for over 17 years."*

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- ii) Petition on York Gardens library, as presented at the Council meeting of 8th December 2010 (718 signatures).

*"York Gardens Library is a valuable resource for all of the local community and we strongly oppose any plans to close it or to reduce the range of services it offers."*

- iii) Petition from High View Primary School (202 signatures from school pupils).

*"Our Library - we want to save our local library and we are going to tell you all the good reasons about our library. One of our reasons is that there are always activities held at the library for young children to help them learn to read. Another reason is that children get to do reading challenges when you read about six books and say what the book is about to the library staff - it is really fun. When we go to the library it is fun because there is a whole heap of activities to do and also there is homework club after school which will improve our education. We love to go to our library and the staff always brighten up our day with a big smile. Don't wipe that smile off their faces. Please don't close down our library because it's very important to us."*

- iv) Petition received from users of York Gardens Library, presented at the consultation meeting of 9th December 2010 (15 signatures).

*"York Gardens Library is a valuable resource for all of the local community and we strongly oppose any plans to close it or to reduce the range of services it offers."*

25. The additional two petitions were:

- v) Petition received from Councillor Mrs S. McDermott (Nightingale Ward) (64 signatures).

*"York Gardens Library and Community Centre is a valuable resource for all of the local community and we strongly oppose any plans to close it or reduce the range of services it offers."*

- vi) Petition received from Councillor A. J. Belton (Latchmere ward) (428 signatures).

*"York Gardens Library is a valuable resource for all of the local community and we strongly oppose any plans to close it or reduce the range of services it offers."*

N.B. these two petitions are effectively an extension of petitions ii) and iv) above.

26. Responses to the petitions. The organisers of the above petitions will be advised of the recommendations and decision of the Overview and Scrutiny Committee and Executive.

27. Delegations. Three delegations (one predominantly from the Lavender Bridge Club based at York Gardens Library, together with some general library users; the second and third consisting of a variety of library users) met the Cabinet Member for Environment and Culture, supported by the Deputy Director of Leisure and Amenity Services and the Head of Library and Heritage Service, about the proposed closure of York Gardens Library.



28. Demonstrations and public meetings. A demonstration was staged outside the Town Hall prior to the Council Meeting on 8<sup>th</sup> December in support of York Gardens Library. Two privately-organised meetings were held at York Gardens Library to gather support against possible closure, the second (on 5th February 2011) being part of a national day of protests against library closures. The latter was attended by several Councillors of both parties.
29. Details of issues raised at York Gardens are summarised in Appendix 2 along with the Analysis of the Consultation, but the main key issue was the view of how important the library and the community centre were to people and/or their children, with strong praise for the commitment of staff to helping users. Some argued passionately for the retention of the service, and others expressed anger, feeling that their library was being deliberately targeted for savings. Examples put forward of how important services were to residents included:-
- (a) a woman whose husband is a wheelchair user, and who would not be able to take him to other libraries;
  - (b) an unemployed resident who used the computer centre three or four times a week. It had him helped with job searching and with acting as executor for a relative;
  - (c) elderly people who were able to reach the library as relatives were able to drive them there;
  - (d) children who used the homework club, including many from Black and Minority Ethnic communities; and
  - (e) older people (including users of the Lavender Bridge Club) who use the main hall.

Views expressed included:-

- anger that a local group had campaigned for the community centre to be built and that the needs of the community were not being taken into account when considering its closure;
- a feeling that other halls in the area were not an adequate substitute;
- a feeling that the Library Review did not adequately reflect the use of the building, as the figures for visitors did not include people using the hall;
- the cost of hiring the halls should be reduced so that more community groups could afford the charges;
- alternative libraries were too difficult to travel to, especially for children;
- interest in continuing with some kind of children's provision, but it was also argued that this would not save much money and that the whole service should be maintained, rather than part of it;
- a belief that this library was being targeted, and that the need in this area was much greater than around Northcote Library, which was also considered in more detail in the report;
- a general feeling that alternatives to closure or service reduction should be found, such as using some of the Council's reserves, or altering the policy of maintaining a distinctly low Council Tax;
- sponsorship was suggested;
- lack of public transport links to neighbouring libraries from York Gardens Library;
- a suggestion that the Council should close other libraries even more to ensure that York Gardens Library remains open;
- the adverse impact of removal of services from an area of significant social and economic deprivation – Latchmere Ward;
- impact of reduction in Homework Help Clubs and learning opportunities;

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- need to give greater weighting to services at York Gardens Library as in a area of deprivation and will have a disproportionate effect on BME children;
- in a time of recession, libraries have a heightened value and should not be reduced; and
- York Gardens Library could be used in other ways, whilst retaining a children's library function.

30. **Children's Public Library User Survey (PLUS) Survey.** In addition to feedback from the public consultation exercise, there are elements of the recent CIPFA PLUS survey which should again be brought to Members' attention. This survey was carried out in September 2010 and reported to the Environment, Culture and Community Safety Overview and Scrutiny Committee on 11<sup>th</sup> January 2011, Report No. 11-33. The CIPFA PLUS Survey measures quality of service rather than performance. Key areas were an increased satisfaction with the service as a whole and the quality of book stock; less satisfaction with the PC access due to the age of some PCs and software upgrade costs; homework help was more valued than in 2007, especially in areas where study at home may be difficult; and the Service is sustaining its use by boys. The findings of the PLUS Survey demonstrate the importance of books, reading and other library provision to children and young people and the role of public libraries in providing access to these. It also underlines Wandsworth's performance as issuing the most children's books of any London local authority.
31. The table below shows the proportion of children answering "good" and "ok" when asked what they thought of the library overall. Less than 1% answered "bad".

<b>Library</b>	<b>2007</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>
	<b>Good</b>	<b>Bad</b>	<b>Ok</b>	<b>Good</b>
Balham, SW12 (Balham)	<b>80%</b>	0%	14%	<b>85%</b>
Battersea, SW11 (Shaftesbury)	<b>81%</b>	0%	17%	<b>83%</b>
Battersea Park, SW11 (Queenstown)	<b>71%</b>	1%	18%	<b>81%</b>
Earlsfield, SW18 (Earlsfield)	<b>86%</b>	0%	11%	<b>89%</b>
Northcote, SW11 (Northcote)	<b>89%</b>	1%	15%	<b>84%</b>
Putney, SW15 (Thamesfield)	<b>92%</b>	0%	5%	<b>95%</b>
Roehampton, SW15 (Roehampton)	<b>68%</b>	0%	17%	<b>83%</b>
Southfields, SW19 (West Hill)	<b>83%</b>	0%	19%	<b>81%</b>
Tooting, SW17 (Graveney)	<b>70%</b>	0%	16%	<b>84%</b>
Wandsworth Town, SW18 (Fairfield)	<b>(Alvering 86%)</b>	1%	10%	<b>89%</b>
York Gardens, SW11 (Latchmere)	<b>75%</b>	1%	14%	<b>85%</b>
<b>Weighted Total</b>	<b>81%</b>	0%	14%	<b>85%</b>

32. Responses for York Gardens showed overall improvement in satisfaction levels with the Service and this was reflected across most other libraries as well. Attached as Appendix 5 are the comparisons for York Gardens against Wandsworth as a whole and compared with 2007 when the Survey was last carried out. In comparison with other libraries, York Gardens scored highly in use by 11 – 15 year olds, use of computers, use for homework, reading improvement, homework club and to do better at school.
33. **Equality Impact Assessment regarding York Gardens closure option.**

- i) Alternative provision for Children and young people. The current provision at York Gardens One O'clock and Children's Centre already offers a full Children's Centre programme (apart from on-site day care) because it serves areas with higher levels of disadvantage. These facilities are very close to the library and serve the same residential area. There is potential to enhance the capacity and range of services at the Children's Centre by extending the provision into the York Gardens library building and by co-locating some Sure Start services which are currently spread in other venues in the area. This element will need further detailed consideration, including the capital and revenue implications, but opens up the option, though only a possibility at this stage, of an extended Children's Centre alongside a relocated Learning Resource Centre, adjacent to York Gardens Adventure Playground and near to the linked day-care provision at St Peter's Nursery. The details of such an approach would need further joint development to ensure full benefits are achieved from this integrated approach. To add to this range of children's services, retaining some form of children's library provision could be considered since, although alternative provision at Battersea Library is little more than half a mile away, it is recognised that access for families and children would be more challenging. A children's librarian could be retained, on an outreach basis from Battersea Library, thereby mitigating the effects of the closure of the adult service on children.  
(Source: Report by the Director of Leisure and Amenity Services on 'A review of library provision in the Borough and resultant options for savings' Paper No 10 – 830 paragraph 33 – 34).
- ii) Access to alternative Libraries. The review of Library provision notes that Battersea, Battersea Park, Northcote and Wandsworth Town Libraries are all within a one mile radius of York Gardens Library. Battersea Library is the closest and is located close to large supermarkets which it is reasonable to assume would be used by many residents in the area around York Gardens library. A major refurbishment of Battersea Library is underway which will improve access within the library as well as its general appearance and ambience. As part of this refurbishment a new I.T. learning room will be provided in which a homework club could be run. Battersea Park Library is fully accessible and can be reached directly by several bus routes. Wandsworth Town Library is adjacent to the Southside Shopping Centre and a Sainsbury's supermarket and can be reached by several bus routes. The centre for the Shopmobility Service run by Wandsworth Community Transport is within 150m of the Library. 47% of people who borrow books York Gardens Library already borrow from other libraries on a regular basis. (Source: Information from Wandsworth's computerised Library Management System October 2009 – March 2010).
- iii) Extension and Promotion of Library Services. A high profile campaign could be mounted in the area currently served by York Gardens Library to raise awareness of alternative libraries. This could be supported by focused outreach work by the Community Librarian (African and Caribbean Library) and other professional librarians, to further promote the 'Books on Prescription' initiative delivered from Battersea Library, and a wider distribution of 'Library Taster Collections' within the area, particularly focussed on books in community languages. A homework club could be started at Battersea Library in the new IT training area and/or the Children's Library and promoted via visits by one of the Battersea Children's Librarians to schools in the York Gardens catchment area.

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34. The Equality Impact Assessment and Action Plan regarding the York Gardens Library closure option is attached as Appendix 4(ii).
35. Members are advised that the comparative performance figures for all libraries are shown in Appendix 4(iii).
36. Responses to the consultation on York Gardens. Paragraphs 18 to 24 above detail the weight of response to the consultation exercise that was directed towards York Gardens Library. While such response has largely and inevitably concentrated on opposition to closure, there have also been responses which potentially offer Members other options.
37. Use by Children's Services Department for their Learning Resources Service. Paper No. 10-830 outlined the potential for the relocation to the York Gardens Library building of the Children's Services Department's Learning Resources Services (LRS), currently at the Professional Centre, SW17. Further investigation of this option has been carried out and it is confirmed that the LRS could be accommodated on the ground floor of the building, including ancillary office, toilet and storage space.
38. Use of First Floor Meeting Room. As the above option for the LRS entails not requiring (as was originally envisaged) any of the first floor meeting room space, the latter remains available for lettings, and therefore income. At present, such lettings are relatively few in comparison to the large (200 people capacity) hall on the ground floor.
39. During the consultation exercise, the nearby Thames Christian College (situation in Wye Street, SW11 (Latchmere)) expressed an interest in long-term use of this space as additional classrooms. Thames Christian College is an independent secondary school with a strong Christian ethos, further details can be found on its website at [www.thameschristiancollege.org.uk](http://www.thameschristiancollege.org.uk). An exploratory meeting was held by the Deputy Director of Leisure and Amenity Services and the Head of Library and Heritage Service with the College's Executive Head, with the result that a formal request has now been received from the College to hire the first floor meeting space (suitable for and divisible into two classrooms) and toilets. The booking indicated would be to use the upstairs meeting space at a minimum on the following times for approximately 33 weeks per year:
- |           |              |
|-----------|--------------|
| Monday    | 8:40 – 3:40  |
| Tuesday   | 8:40 – 3:40  |
| Wednesday | 8:40 – 12:30 |
| Thursday  | 8:40 – 12:30 |
| Friday    | 8:40 – 12:30 |
40. This would still permit community use at other times, especially evenings, weekends and school holidays. The income from such a booking (commencing from September 2011 for academic year 2011/12) would total approximately £18,000 p.a. The College has indicated that, as it expands its provision to meet demand, it would be likely to increase its use of the space post academic year 2011/12.
41. Thomas's Schools Foundation. This charitable schools foundation operates four preparatory schools and two kindergarten, one preparatory school being in the former Sir Walter St. John School building at 28-40 Battersea High Street, SW11 (St. Mary's Park) and a kindergarten operated from St. Mary's Church, Battersea Church Road, SW11 (St. Mary's Park). The Thomas's Battersea preparatory school has already had links with Wandsworth's

schools (e.g. a reading scheme at Falconbrook Primary School) and with York Gardens Library. Coincidentally to the public consultation exercise regarding the Library Service, the Foundation invited local ward councillor Councillor John Hallmark and the Deputy Director and Assistant Director of Leisure and Amenity Services to a meeting on 26<sup>th</sup> January 2011, to discuss the potential for the Foundation to help deprived elements of the community in the Battersea area. The discussion developed into consideration of the option of closing York Gardens Library and the Foundation expressed interest in offering support to, for example, maintaining a children's library and homework club presence on the site. This interest has subsequently been formally confirmed and could involve use of an existing pool of volunteer parents who, with adequate training and management, it is thought could supplement paid staff. The Foundation was attracted to the idea that this would match the Government's 'Big Society' aspirations. Further details of Thomas's schools and the Thomas's Schools Foundation can be found at [www.thomas-s.co.uk](http://www.thomas-s.co.uk).

42. Development of a Staff Mutual. Another element of feedback from the consultation exercise has come from the Librarian at York Gardens Library who has submitted a formal expression of interest in establishing a Staff Mutual, if such might contribute, with help from volunteers, to the viability of maintaining a community library/lettings facility. Members will note that there has been substantial praise from the public in general, and children in particular, for the willingness of staff to help with homework etc. in York Gardens Library, and this is reflected in the interest of the staff in continuing some level of service on site, rather than just via outreach work from Battersea and Battersea Park Libraries.
43. The concept of Staff Mutuals is another aspect of the Government's 'Big Society' aims whereby 'Rights to Provide' will be required across public services so that employers will be expected to accept suitable proposals from front line staff who want to take over and run their services as mutual organisations. In November 2010 Francis Maude, Minister for the Cabinet Office, announced new support for public service 'spin-outs', building on the Government's Pathfinder programme and including:
- (a) over £10million to help the best fledgling mutuals reach investment readiness;
  - (b) a new information line and web service for interested staff, provided by Local Partnerships, the Employee Ownership Association and Co-operatives UK; and
  - (c) a 'challenge group' involving employee-ownership experts, including John Lewis Partnerships, to investigate ways to improve regulation.
44. First steps are expected to involve central Government, where every Department will be expected to put in place a right for public sector workers to take over the running of their services, though services in areas such as defence and security may be exempt. The new right will only apply if appropriate guarantees are met and mutual proposals will be expected to deliver savings to the taxpayer and to maintain or improve the quality of services. Where public procurement processes allow and savings are properly agreed, staff forming a mutual will be awarded a contract to continue providing services rather than going through the full tender process.
45. Volunteers. The Consultation Survey included a question asking respondents if they were interested in volunteering. Of the 1,201 surveys returned, 331 or 28 % indicated a willingness to do so (296 or 25% providing contact details). The use of volunteers in Wandsworth Library and Heritage Service is well-developed and recognised as including good practice. Volunteers are not currently used to maintain library opening hours but to

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provide additional services and/or support paid staff to deliver further activities. There will, therefore, need to be a proper focus on how to accommodate this significant shift in the role of volunteers and its impact on the current level of service.

46. Volunteer opportunities in libraries currently include support for adult learners, particularly helping to use computers and conversing with people with English as a second language; assisting in the Heritage Service; supporting children's story-times; encouraging children to participate in, and complete, the Summer Reading Challenge; and supporting Homework Help Clubs. Younger volunteers have helped with displays and preparation for events and activities.
47. During 2009/10 the Service had 90 volunteers working in libraries, 50 were new and 40 continued from the previous year, representing a turnover of 55%. Experience suggests that after initial enthusiasm volunteer fatigue will develop and increased efforts will be required on a continual basis to maintain the pool of volunteers across the borough. Some volunteers are out of work who then give up volunteering when they find employment.
48. It is therefore proposed that a pilot project be implemented to establish the feasibility of recruiting suitable volunteers, in appropriate numbers, to develop a strategy for using paid staff and volunteers to maintain extended opening times.
49. Evidence from three examples of volunteer-operated libraries in Hackney, Swindon and Chalfont St. Giles suggests that there must always be a permanent member of staff present who has a thorough knowledge of the library service and who can take responsibility for the security of the building.
50. **Options for York Gardens Library.** The above elements of interest from other organisations, together with the potential for the use of volunteers, offer an additional option for future provision from the York Gardens site and this has therefore been added as Option 4, to the existing Options 1-3 as set out in Paper No. 10-830:

**Option 1.** Keep open on the basis of reducing opening hours, as per consultation option, from 44 to 30 hours per week by closing on one full day, reducing Saturday opening to four hours instead of five and reducing to three evenings instead of five. This would save £53,000 in a full year and £39,750 in 2011/12;

**Option 2** Close the library completely, as per consultation option, saving £219,000 in a full year and £164,250 in 2011/12;

**Option 3** Close partially, as per consultation option, but offer children's library outreach work Battersea and Battersea Park libraries and transfer of the UK Online IT Centre and its tutor to Battersea Library. The saving would reduce to £127,000 in a full year and £95,250 in 2011/12.

**Option 4 (new and additional option)** develop a 'Big Society' pilot project, on a trial 12 months' basis, consisting of use of the York Gardens building for:

- (i) additional first-floor use for classrooms (while retaining bookable community space at non-classroom use times) by Thames Christian College, with associated additional income;

- (ii) accommodating the Learning Resources Service of the Children's Services Department with an associated contribution to the building's running costs;
- (iii) operation of a Homework Club on two or three evenings a week, supported by staff and volunteers;
- (iv) operation of a Children's Library for 30 hours by staff (see paragraph 69 below for proposals regarding staffing structure) with support from volunteers;
- (v) a range of public-access I.T. facilities;
- (vi) agreement of a partnership with the Thomas's Schools Foundations for volunteers and any other resources available to support the Homework Club and Children's Library as set out in iii) and iv) above; and
- (vii) maintenance of a lettable community space at the library (the existing library and first floor space 20,750 users per annum).

N.B. Options 2, 3 and 4 would entail one-off building costs (for partitioning, emergency egress etc), estimated at £50,000. The usage envisaged in Option 4 would still involve the transfer of the UK Online I.T. training centre, with its Tutor, to Battersea Library where it is considered that it would be able to serve a wider catchment area.

51. **Staffing Structure for Option 4.** While current guidance on, and support for, Staff Mutuals is still being developed in the light of a number of Government-supported pilot projects, Members are advised that a 'half way house' could be to first develop a Direct Service Organisation (DSO)/internal financial trading account at York Gardens.
52. As a DSO/trading account, the current staff would aim to reduce their establishment as much as possible by the use of volunteers, but still retain Council contracts and conditions of employment. Given the outline Homework Club and Children's Library provision set out above, the establishment of contracted staff would be 2 FTE supported by volunteer staff. A Draft Staffing Allocation for suggested opening hours is attached at Appendix 7.
53. **Rationale for, and financial viability of, Option 4.** My reasons for suggesting the additional Option 4 are two-fold. Firstly, the weight of interest from the public and organisations to either contribute to the running costs of a continuing library presence (either by volunteers, other resources or lettings income) suggests that serious consideration should be given to the offers made. Secondly, the involvement of private sector schools, another department (Children's Services), volunteers and the potential for a Staff Mutual all fit both the Government's 'Big Society' initiative and/or the Council's 'Wandsworth Challenge' policy key elements of: self-reliance, quality of life and added value. I believe, however, that Option 4 can only be recommended if it achieves the same level of savings as Option 3, i.e. £127,000 per annum in a full year after allowing for the retention of a Children's Librarian and the transfer of the I.T. Tutor and associated facilities to Battersea Library. The proposal for Option 4 would involve the transfer of the I.T. Tutor and the UK Online I.T. training suite to Battersea Library where it would serve a wider catchment area. A range of public-access I.T. facilities would still be provided at York Gardens. The Children's Librarian post, as a York Gardens Library and Community Centre Library Manager could, however, become part of the staffing structure at the library; the savings target to be achieved would therefore be the £127,000 saving of Option 3, plus the cost of

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the part-time Senior Library Assistants of £28,915 per annum, a total of £155,915 per annum.

54. Initial work by officers suggests that a viable business plan can be developed to achieve this full year saving. In summary it is based on:
- (a) reduced opening hours in line with proposals for all other libraries other than Tooting;
  - (b) resultant reduced staffing costs and additional reduced staffing costs from the use of volunteers and other potential resources from both Thames Christian College and the Thomas's Schools Foundation;
  - (c) additional income from the letting of first floor space to Thames Christian College; and
  - (d) the maintenance of a substantial community space as an important income flow, with enhanced flexibility for the staff to agree smaller community lettings at reduced charges levels, provided that a net profit is always made and an adequate audit trail is maintained.
55. Both Thames Christian College and Thomas's Schools Foundation have indicated that they would wish their letting/involvement to commence from September 2011. Officers would therefore have six months in financial year 2011/12 in which to develop and implement the new structure of Council staff and supporting volunteers. A half-year saving of £77,960 would therefore be targeted, with the full year saving of £155,915 taking effect from 1<sup>st</sup> April 2012. From that date, it is envisaged that the business plan could further improve by:
- (a) development of a Staff Mutual to replace the DSO, with subsequent savings of circa £20,000 per annum in Council overheads; and
  - (b) additional use, and therefore income, from Thames Christian College. It should be noted however, that a move to a DSO and potentially a future Staff Mutual will add 3.14 fte to the staff group currently subject to the Council's redundancy and redeployment provisions.

The outline budget for a DSO/trading account is attached at Appendix 8 and I consequently recommend option 4 for approval.

56. **Management of the York Gardens site.** Options 1 and 4 above would, it is recommended, entail management of the site remaining with the Library and Heritage Service. If Option 2 or 3 were chosen, it is considered that management would sit better with the Children's Services Department. It would also, if Option 4 were chosen, be preferable to develop a Friends of York Gardens group in order to assist with community and volunteers' participation. It should be noted that a number of local residents who made a deputation to the Cabinet Member for Environment and Culture indicated a commitment to providing local community support for York Gardens Library, capitalizing on their standing within the community. If successful, this model could have potential for other libraries.
57. **Timescale.** Feedback will be given to customers, stakeholders and staff of the decisions. Subject to the Overview and Scrutiny Committee's recommendations, and the Executive's and General Purposes Committee's decision any consultation period with staff would then be commenced and any new pattern of opening hours/closed days would be implemented on or near 1<sup>st</sup> July. Extensive publicity and re-signing of libraries will be carried out to ensure users know of the changes and nearest alternative libraries.



58. Depending on the decisions made in regard to York Gardens Library the changes would be progressed to meet the public service and financial obligations required within the Library Review. Given the need to remodel the library's interior, develop a pool of volunteers and bring in the 2011/12 academic year additional income, any continued library service at York Gardens would operate on the DSO trading account basis with effect from 1st October 2011.
59. **Staffing implications arising from reductions in opening hours.** If a reduction in opening times, a review of the staffing structure would be necessary with changes to the existing establishment. To achieve these changes, it would be necessary to consider the current structure of a Branch Librarian managing stock, staff, budgets and library buildings at each location. The neighbourhood libraries would be reducing their opening times to 32.5 per week and it is therefore considered that it would no longer be necessary to have a full time Branch Librarian to manage each neighbourhood library. It is consequently proposed that five Branch Librarian posts, graded at PO1, are deleted.
60. There are currently five town centre branch libraries, each managed by a Branch Librarian graded at PO2, and it is proposed to adopt a 'pairing' approach to staffing and service delivery by merging the operational aspects of one town centre and one neighbourhood library, with the PO2 Branch Librarian to manage both services. The job descriptions of the existing town centre Branch Librarians would be job evaluated to reflect any change in responsibility arising from this restructuring.
61. The proposed 'pairings' would be:
- Battersea library / Battersea Park library including York Gardens catchment area
  - Balham library / Northcote library
  - Tooting Library / Earlsfield library
  - Wandsworth Town library / Southfields library
  - Putney library / Roehampton library
62. Over the past 12 months, in anticipation of possible savings requirements, the Library and Heritage Service has held vacancies at all levels (covered by casual and temporary staff) to absorb any necessary deletions of posts and it is anticipated that most of the staff affected in the review would be redeployed within the service. As well as the five Branch Librarian posts, a number of other posts, including Children's Librarians (graded Scale 5/6), Senior Library Assistants (graded Scale 4/5) and Library Assistants (graded Scale 1-3) would be deleted. An indicative structure for each locality is attached at Appendix 6 (Balham is given as an example). New job titles are proposed to reflect the differing responsibilities from the current structure.
63. **Summary of staffing proposals, excluding York Gardens Library:**

Post deletions:

Post	Post no.	Library	Grade	FTE	Comment
Branch Librarian	L2401	Battersea Park	PO1	1	Postholder ringfenced to one vacant Town Centre Branch Librarian post and 2 new Deputy Branch Librarian posts

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Branch Librarian	L2001	Earlsfield	PO1	1	As above
Branch Librarian	L2801	Roehampton	PO1	1	As above
Branch Librarian	L2901	Southfields	PO1	1	As above
Branch Librarian	L2501	Northcote	PO1	1	Vacant
Senior Assistant	L1738	Battersea	Scale 5	0.5	17.5 hours vacant
Senior Library Assistant – P/T	L1739	Battersea	Scale 4/5	0.5	Vacant
Senior Library Assistant	L1741	Battersea	Scale 4/5	1	Vacant
Senior Library Assistant	L2205	Tooting	Scale 4/5	1	17.5 hours vacant Postholder ringfenced to vacant Senior Library Assistant posts
Senior Library Assistant	LL804	W Town	Scale 4/5	1	Postholder ringfenced to 2 new Senior Assistant Librarian posts, as professionally qualified.
Senior Library Assistant – P/T	L2808	Roehampton	Scale 4/5	0.49	Vacant
Children's Librarian	L2803	Roehampton	Scale 5/6	1	Vacant
Library Assistant	L1812	Balham 27 hrs	Scale 1/3	0.75	Vacant
Library Assistant	LL074 WB	Balham 18 hrs	Scale 1/3	0.5	Vacant
Library Assistant	L2310	Battersea	Scale 1/3	1	Vacant
Library Assistant	LL120	Battersea 20 hrs	Scale 1/3	0.57	Vacant
Library Assistant	L2905	Southfields	Scale 1/3	1	Vacant
Library Assistant	LL340	Tooting 11 hrs	Scale 1/3	0.31	Part vacant
Library Assistant	LL370	Tooting	Scale 1/3	0.11	Vacant
Library Assistant	LL208 WB	Putney 13 hours	Scale 1/3	0.40	Vacant
Library Assistant	L2708	Putney 20 hrs	Scale 1.3	0.57	Vacant
Casual staff	Various	All libraries	Scale 1	tbc	Casual workers subject to the Council's Redeployment and Redundancy Agreement.

64. These proposals would achieve the deletion of 15.70 FTE posts and a total staff saving of £591,198.
65. **Sunday staff:** It is proposed that Balham and Wandsworth Town libraries would close on Sundays and this would result in the following staffing changes:

Post deletions for Sunday staff:

Post	Post no.	Library	Grade	FTE	Comment
Sunday Librarian 4 individuals working 4 hours every other week	LL910	Balham	SO1 (paid at PO1)	0.23	Postholders subject to the Council's Redeployment and Redundancy Agreement.

Senior Library Assistant 3 individuals working 4 hours every other week	LL911	Balham	Scale 4	0.36	As above
Sunday Librarian 4 hours every 4 <sup>th</sup> week	LL803	Wandsworth Town	SO1 (paid at PO1)	0.5	As above
Senior Library Assistants 4 individuals working 4 hours every other week	LL810 LL811	Wandsworth Town	Scale 4	0.22	As above

66. The proposed changes to Sunday opening would result in the deletion of 1.31 FTE and a staffing saving of £45,000, including cleaning and attending costs.
67. All remaining staff in each pairing would report to a single Branch Librarian and it is proposed that a standard structure is adopted for each locality to ensure effective service delivery. Balham, Battersea and Putney libraries currently have a Branch Librarian, Deputy Branch Librarian, Senior Assistant Librarian and a Children's Librarian. It is recommended that a total of 2 FTE additional posts are added to both Tooting and Wandsworth Town libraries, as listed below:

Post creations:

Post	Post no	Library	Grade	FTE	Comment
Deputy Branch Librarian	TBA	Tooting	SO2 (sje)	1	Ringfenced to 5 Branch Librarians L2401, L2001, L2801, L2901 and L2601
Deputy Branch Librarian	TBA	Wandsworth Town	SO2 (sje)	1	As above
Senior Assistant Librarian	TBA	Tooting	Scale 6 (sje)	1	Ringfenced to Senior Library Assistant LL804 and displaced Senior Assistant Librarian (L1737 or L2302) and Children's Librarian L2603 if Option 2 (below) were adopted.
Senior Assistant Librarian	TBA	Wandsworth Town	Scale 6 (sje)	1	As above

68. These additions of 4 FTE to the establishment would mean an additional £144,908.
69. **Staffing implications - York Gardens Library** Paragraph 43 recommends various options for savings at York Gardens Library. Option 1, to reduce opening times to 30 hours per week, with a staff saving of £53,000 per annum would result in the following post deletions:

Branch Librarian	L2601	York Gardens	PO1	1	Postholder ringfenced to one vacant Town Centre Branch Librarian post and 2 new Deputy Branch Librarian posts
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P/T Library Assistant	LL420/ LL420 WB	York Gardens	Sc 1-3	0.5	Postholders ringfenced to vacant Library Assistant posts.
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Option 2, to close the library completely, with an overall saving of £219,000, would result in the following post deletions:

Branch Librarian	L2601	York Gardens	PO1	1	Postholder ringfenced to one vacant Town Centre Branch Librarian post and 2 new Deputy Branch Librarian posts
Children's Librarian	L2603	York Gardens	Scale 5/6	1	Postholder ringfenced to 2 new Senior Assistant Librarian posts
Library Assistant	LL420/ LL420WB	York Gardens	Scale 1/3	1.25	Postholders ringfenced to vacant Library Assistant posts.
Senior Library Assistant	L2606	York Gardens	Scale 4/5	1	Postholder ringfenced to vacant Senior Library Assistant posts.
Senior Library Assistant	L2604	York Gardens	Scale 4/5	1	Postholders ringfenced to vacant Senior Library Assistant posts.

Option 3, to close partially and to offer children's library outreach work from Battersea and Battersea Park libraries and transfer the UK online centre and its tutor to Battersea library, with a total net saving of £127,000, would result in the following deletions:

Branch Librarian	L2601	York Gardens	PO1	1	Postholder ringfenced to one vacant Town Centre Branch Librarian post and 2 new Deputy Branch Librarian posts
Senior Library Assistant	L2606	York Gardens	Scale 4/5	1	Postholder ringfenced to vacant Senior Library Assistant posts.
Senior Library Assistant	L2604	York Gardens	Scale 4/5	1	Postholders ringfenced to vacant Senior Library Assistant posts.

Option 4, to develop a Big Society pilot project and staff a Children's Library only for 30 hours per week, would result in the following deletions and a staffing saving of £99,637 in a full year:

Branch Librarian	L2601	York Gardens	PO1	1	Postholder ringfenced to one vacant Town Centre Branch Librarian post and 2 new Deputy Branch Librarian posts
Library Assistant	LL420/ LL420WB	York Gardens	Scale 1/3	1.25	Postholders ringfenced to vacant Library Assistant posts.
Senior Library	L2606	York Gardens	Scale	1	Unsuccessful postholder

Assistant	Or L2604		4/5		ringfenced to vacant Senior Library Assistant posts.
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70. **Staff reduction – self service at Battersea Library.** In addition to the staffing recommendations arising from the current Library Review, Paper no. 09-172, to the former Environment and Leisure Overview and Scrutiny Committee of 5th February 2009, recommended exploring potential savings of £33,000 per annum in 2010/11 through investment of £25,000 in self service for borrowing and returning items using radio frequency identification (RFID) at Battersea Library. Delays in the programme to install RFID have resulted in a completion date of March 2011 and the savings will be made from 2011/12. To achieve this saving it is proposed that one of the two Senior Assistant Librarian posts is deleted at Battersea Library, as follows:

Senior Assistant Librarian	L1737 or L2302	Battersea Library	Scale 6	1	Unsuccessful postholder ringfenced to 2 new Senior Assistant Librarian posts.
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71. **Method of consultation and selection.** It would be necessary to carry out appointments in hierarchical order with Library Service Development Managers being considered first (as reported in Report No. 11-31) involving a reduction of one post. Interview or job matching, using matrix criteria, will be the method used for selecting appointees.
72. In respect of frontline staff the method would involve either negotiated relocation if hours remain the same, or interview or job matching using matrix criteria where posts have been deleted, but alternative options exist. Recruitment to some posts would be conducted competitively as they are new; others not.
73. **Comments of the Head of Corporate Human Resources.** [Any revision?] The staffing implications arising from the reduction in opening times and the pairing of Town and Neighbourhood libraries would result in the deletion of a total of 21 posts (15.7 FTE) from the department's authorised establishment. In addition, the proposal to close Balham and Wandsworth Town Libraries on a Sunday afternoon would result in the deletion of 7 posts (1.31 FTE). The proposal to introduce self service for borrowing and return items at Battersea Library would result in a further post (1 FTE) being deleted from Battersea Library either L1737 or L2302. The report also sets out a number of options for the future of York Gardens Library, all of which have staffing implications, and Members are asked to agree the Director's recommendation for option 4. In addition, the report proposes the establishment of four (4 FTE) new posts to be established at Tooting and Wandsworth Town Libraries. The proposals affecting the Libraries establishment including the options for York Gardens Library, would result in a number of staff being displaced. Ring-fenced recruitment arrangements are proposed for the new posts and for some other existing vacancies, however until a decision on the future of York Gardens is taken, the actual number of affected staff will not be known. For those staff affected, the provisions of the Council's Redeployment and Redundancy Agreement will apply.
74. **Comments of the Director of Children's Services.** [Any revision?] The Children's Services Department would, in principle, be supportive of the proposal to relocate the Learning Resources Service (LRS) to the York Gardens site. There is a need for the LRS to vacate its current premises as part of the Council's plans to relocate services currently based at the Professional Centre, Franciscan Road, Tooting. The proposed location of the LRS in

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the current community hall and adjacent offices at York Gardens gives comparable space to that currently used at the Professional Centre (181m<sup>2</sup>) and the necessary ground floor location, separate entrance and ceiling height for the racking that stores books, artefacts and other resources. The central location of York Gardens in the borough would give improved access for the vans which collect and deliver resources to schools. There would be some visiting by teachers to choose resources, but the service is moving to a mainly on-line mode of operation that will reduce the overall volume of traffic to and from the centre. The on-line mode of operation means that a robust ICT infrastructure would be essential.

There are, however, a number of outstanding issues which would need to be resolved before the Director of Children's Services would be able to give a firm commitment to this move:

- (a) detailed costings need to be completed to demonstrate that there would be at least no increase on the present operating costs of the LRS and ideally a saving. Initial work has indicated that there should not be an increase compared to current operating costs.
- (b) the Children's Services Department would need assurance that it would not become liable for the overall management and operation of the York Gardens site should the proposed pilot not continue after 12 months. It is understood that responsibility for managing and letting the remaining parts of the building would rest with the Leisure and Amenities Department in the first instance and would revert to the Borough Valuer should the proposed 'Big Society' pilot project not continue after 12 months.
- (c) there is a risk to the Children's Services Department that it could relocate the Learning Resources Service only to find that after 12 months, the York Gardens 'Big Society' pilot project does not continue. As a traded service providing vital resources to securing high standards in Wandsworth schools, the LRS would need to be in a position of having security of occupation until a suitable alternative accommodation could be found.

75. **Comments of the Head of Property Audit.** **[TO BE REVISED]** The following comments focus on the options for York Gardens Library and the property implications. The building was originally built as a community centre and has been used as a library with community use since 2000 when the local York Road Library was relocated. The open market valuation is in the region of £920,000. It is unclear at this stage whether the enactment of the Localism Bill would affect the value. It appears from current consultation documents that this property could potentially be considered to be a "community asset" and that community groups would effectively have the right to buy. A separate report on the Localism Bill and the new "community right to buy" is due to go to the Finance and Corporate Resources Overview and Scrutiny Committee on 2nd March. The property is in reasonably good condition for its age and, importantly, could be put to alternative use without a major refurbishment.

Option 4 is the most imaginative option in terms of utilisation. It could enable a number of existing and new policy and service objectives to be achieved, subject of course to the financial viability and sustainability of the package being confirmed. The building would be used for a range of activities and the proposals would enable the Children's Services Resources Service to be relocated from the Professional Centre. This is by far the most suitable alternative property that has been found for the Learning Resources Service following a thorough trawl of the Council's property stock. The letting of the first floor would add a significant income stream to support the package. If this option is selected the

Borough Valuer should be consulted on terms of occupation. If one of the other options is selected it would still be in the Council's interests to consider relocating the Children's Services Department's Resources Service to this property as part of a wider appraisal.

76. **Comments of the Director of Finance.** [TO BE REVISED] Following the consultation on the Review of Library Provision (paper 10-830) the following two main areas for consideration are;

- (a) Options for the future of York Gardens library
- (b) Reduction of opening hours at all Libraries (excluding Tooting and York Gardens)

The main financial implications of recommendations in these areas are as follows;

77. **Options for York Gardens Library.** In addition to the three options originally considered in paper 10-830, there is an additional option of the library remaining open as a 'Big Society' pilot project for 12 months trial. The financial effects of these options are summarised below;

Option	Saving in 2011/12	Full Year saving
1) Reduce opening hours from 44 to 30 per week	£39,750	£53,000
2) Complete library closure	£164,250	£219,000
3) Partial closure retaining Children's librarian and UK Online IT Centre	£95,250	£127,000
4) 'Big Society' pilot project	£77,960	£155,915

78. The options 3 and 4 of partial closure and 'Big Society' pilot would involve the transfer of the Learning Resources Service from CSD's Professional Centre to York Gardens library's community hall. This may prevent the sale and future capital receipt being realised on the property for option 3 and also option 4 if the 'Big Society' project is not successful. The 'Big Society' pilot will only achieve the £155,900 saving if community lettings income and the partnerships with Thames Christian College and Thomas's Schools Foundation are maintained. Should this not be the case then some of the operating costs may revert to the Council. Further consideration will need to be given to the development of a Staff Mutual when further guidance is available.

79. **Reduction of Opening Hours.** The staffing structures of Town Centre and Neighbourhood libraries have been reviewed against the proposal to reduce opening times and Sunday closure. Savings would be mainly achieved through the deletion of Branch Librarian posts in neighbourhood libraries and the pairing of the libraries with Town Centre libraries. There would also be the deletion of more junior posts as set out in paragraphs 63 to 66. As the Town Centre libraries will oversee the operations of their paired neighbourhood libraries the management of Tooting and Wandsworth Town libraries need strengthening with additional posts (paragraphs 67 and 68)). The financial effects of these changes are:

Proposal	Change to Establishment	Saving (-) additional cost (+) £
Reduce opening hours in Town Centre and Neighbourhood libraries	Deletion of 15.7FTE	-£591,200

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Reduction in running costs		-£71,700
Sunday afternoon closure of Balham and Wandsworth Town libraries	Deletion of 1.31FTE	-£45,000
Additional management posts at Tooting and Wandsworth Town libraries	Addition of 4FTE	+£144,900
Net change	Deletion of 13.01FTE	-£563,000

80. The net saving of -£563,000 does not include the effects of severance or early retirement costs where staff are not successfully redeployed. A further post of Senior Assistant Librarian will be deleted at Battersea library following the introduction of radio frequency identification. The associated saving of £33,000 is already included in the Leisure and Amenity Services budget.
81. **Conclusion.** Members are asked to note the extensive feedback from the consultation exercise and, from the options summarised in paragraph 50 above, to approve:-
- i) my recommendation for option 4, i.e. the introduction of reduced opening hours at all libraries (except Tooting); and the development (on a trial basis) of a 'Big Society' pilot project at York Gardens using reduced staffing supported by volunteers and including new use by the Children's Services Department and Thames Christian College. The aim of this pilot would be to still offer a children's library service (with limited adults' provision), a homework club, public-access I.T. facilities and a community space; the UK On-line IT training centre and its tutor would transfer to Battersea Library;
  - ii) that a report should be brought back to the Overview and Scrutiny Committee and Executive no later than after six months' operation (October 2011 to March 2012) of the DSO in order to determine its viability and any further development potential as a Staff Mutual;
- I would also advise Members that there is a nascent market for private-sector management of library services and I would therefore additionally recommend:
- iii) that officers should further investigate whether there is the potential to achieve additional savings and/or the restoration of some opening hours by competitive tendering, and to report back accordingly.

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The Town Hall,  
Wandsworth,  
SW18 2PU.

P G BRENNAN  
Director of Leisure and Amenity Services

18th February 2011

## **Background Papers**



1. All Consultation Survey Forms, and all other feedback received to the consultation exercise.  
Available from Mr Andrew Green (020-8871-6364; [andrewgreen@wandsworth.gov.uk](mailto:andrewgreen@wandsworth.gov.uk)).

All reports to Overview and Scrutiny Committees, regulatory and other committees, the Executive and the full Council can be viewed on the Council's website ([www.wandsworth.gov.uk/moderngov](http://www.wandsworth.gov.uk/moderngov)) unless the report was published before May 2001, in which case the Committee Secretary, Mr D Jones-Owen (020 8871 7032) [djonesowen@wandsworth.gov.uk](mailto:djonesowen@wandsworth.gov.uk) can supply it if required.

**Section 7, Public Libraries and Museums Act 1964.**

General duty of library authorities:-

- (1) It shall be the duty of every library authority to provide a comprehensive and efficient Library Service for all persons desiring to make use thereof.

Provided that although a library authority shall have power to make facilities for the borrowing of books and other materials available to any persons it shall not by virtue of this subsection be under a duty to make such facilities available to persons other than those whose residents or place of work is within the Library area of the authority or who are undergoing full-time education within that area.

- (2) In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability.
  - (a) of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and
  - (b) of encouraging both adults and children to make full use of the Library Service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it; and
- (3) If securing, in relation to any matter concerning the functions both of the library authority as such and any other authority whose functions are exercisable within the library area, that there is full co-operation between the persons engaged in carrying out those functions.

## Feedback from library meetings

Library	Comments
Balham	<p>Enquiry concerning spend on online services and whether there has been a cut in the IT budget.</p> <p>Enquiry about staff redundancies and the minimum staffing level required to maintain the Library Service.</p> <p>Concern that a smaller number of staff performing a wider range of duties could affect efficiency.</p> <p>Concern expressed about the impact of the reduction in opening hours for those groups that use the library heavily.</p> <p>Concern expressed about effect of Sunday closing on those with children who will need to travel to Tooting Library.</p> <p>Pointed out that York Gardens Library serves the most deprived area in the Borough.</p> <p>It was observed that the closure of Battersea Park library for 3 days per week could further impact on the users of York Gardens Library, should it close.</p> <p>Pointed out adverse effect on 24-44 age group in the future if Balham Library closed on Sunday, i.e. they will stop visiting.</p> <p>Pointed out that Northcote Library is near other provision and that need for major works in the near future indicate that it should be closed to allow other service points to be maintained.</p> <p>Suggested investigating use of volunteers to run the library.</p> <p>It was pointed out that it would be expensive for people to use public transport to visit another library if Balham Library opening hours are reduced</p> <p>Enquiry regarding the possibility of further reductions in the future.</p>
Battersea	<p>Concern about shutting York Gardens Library and the potential to further reduce the hours in other libraries to keep it open.</p> <p>Reduction in stock fund and how this would affect overall stock coverage.</p> <p>The range and level of stock available in libraries, especially the Metropolitan Special Collection.</p> <p>Level of Council Tax should be reviewed.</p> <p>Potential for using volunteers to keep libraries open.</p> <p>Reduction of energy costs.</p> <p>Student access to local study facilities.</p>
Battersea Park	<p>Concern was expressed about potential staff redundancies.</p> <p>Discussion of the performance measures used in identifying York Gardens Library for potential closure. Some concern expressed that the statistics should not all be computer based and generated.</p> <p>Pointed out that North Battersea is an area of significant social deprivation and that it is generally poorly served.</p> <p>Discussion of future of potential new library as part of the Battersea Power Station project and US Embassy relocation.</p> <p>Suggested that many library users are only able to visit library on Saturday and that they would be adversely affected by a</p>

## Library Review

	reduction in Saturday opening hours.
Earlsfield	<p>Consider closing for additional hours across the week, rather than an entire day.</p> <p>Concern expressed for staff health and possible redundancies</p> <p>Suggested one very late night to 8pm and closure of all libraries on Sunday.</p> <p>Clarification sought on closure of York Gardens Community Halls.</p> <p>Pointed out that Wandsworth Town Library is not very busy</p> <p>Concern that Thursday closed day would impact those customers attending a local pensioners group that then visit the library.</p>
Northcote	<p>Concern that closure on Monday would impact on hall hire and affect local business interests.</p> <p>Felt that opening for reduced number of hours is preferable to closing the library.</p> <p>It was understood that there is a need for York Gardens library as it is in a deprived area.</p> <p>It was acknowledged that children using Northcote Library would continue to have access to books if Northcote Library were to close.</p> <p>Question regarding the impact on the rest of the Library Service should York Gardens Library remain open.</p> <p>Suggested the use of volunteers to maintain opening hours.</p> <p>It was suggested that all libraries be kept open on reduced opening hours and that hours be increased as and when possible in the future.</p> <p>Suggested charging for services.</p>
Putney	<p>Concern about shutting York Gardens Library.</p> <p>Potential to further reduce the hours in other libraries to keep York Gardens Library open.</p> <p>Reduction in stock fund and how this would affect overall stock coverage.</p> <p>Concern and opposition to using volunteers to keep libraries open.</p> <p>Concern over the current and future staffing level in Putney.</p> <p>Concern over closing Balham and Wandsworth Town on Sundays.</p>
Roehampton	<p>Suggested that volunteers be used to keep libraries open.</p> <p>Were statistics available to indicate busiest times for public access computer usage?</p> <p>Suggested increasing income, e.g. by introducing a membership charge.</p> <p>It was felt that as many hours as possible should be retained.</p> <p>Enquiry regarding any possible future service reductions.</p>
Southfields	<p>Concerns raised about future of staff and the possibility of redundancies. It was commented that “pruning” should take place from the top down.</p> <p>There was some anxiety that additional savings may be required in the future and that these would further erode the library service.</p>

	<p>It was observed that, in a period of economic recession, library services have a heightened value and should not be reduced.</p> <p>It was suggested that the opening hours at Southfields library should not be reduced and that this is offset by additional closed hours at Battersea and Wandsworth Town Libraries, which were thought to be less busy.</p> <p>Concern was expressed about the proposed closure of York Gardens and the impact of this closure on the local community.</p>
Wandsworth Town	<p>Questioned on the level of savings required and the parity with savings required by other departments within the Council.</p> <p>It was suggested that the library closed day be rotated in order to make it available every day (over a seven week period).</p> <p>It was felt that there is a need for York Gardens Library as it serves an area of social deprivation.</p> <p>Discussion of the statistics analysed in formulating suggested service changes.</p>
York Gardens	<p>Around 45 people attended the first meeting at various stages and 70 people at the second. Several gave testimonies about the importance of the library to them and expressed anger because they felt that their library was being targeted.</p> <p>Feeling that their library was being deliberately targeted for savings.</p> <p>Felt that other halls in the area were not an adequate substitute, partly because of lack of parking spaces. There was also concern about what would happen to the building itself, and a fear that if it was left empty it would attract crime.</p> <p>Feeling that the Library Review did not adequately reflect the use of the building, as the figures for visitors did not include people using the hall.</p> <p>Argued that the cost of hiring the halls should be reduced so that more community groups could afford the charges.</p> <p>Residents considered that alternative libraries were too difficult to travel to, especially for children.</p> <p>Great benefit of York Gardens Library was that children could walk there without crossing main roads and could go to the library on their own.</p> <p>Residents interested in options for continuing with some kind of children's provision, but it was also argued that this would not save much money and that the whole service should be maintained, rather than part of it.</p> <p>There was a sense that this library was being targeted, and that the need in this area was much greater than around Northcote Library, which was also considered in more detail in the report.</p> <p>Examples of how important services were to residents included:</p> <ul style="list-style-type: none"> <li>• A woman whose husband was wheelchair bound, and who would not be able to take him to other libraries.</li> <li>• An unemployed resident who used the computer centre 3 or 4 times a week. It had helped with job searching and with acting as executor for a relative's will.</li> </ul>

### ***Library Review***

	<ul style="list-style-type: none"><li>• Elderly people who were able to reach the library as relatives were able to drive them there.</li><li>• Children who used the homework club, including many from Black and Minority Ethnic communities.</li></ul>
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## APPENDIX 3

## Proposed Library Opening Hours – changes

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Balham Library</b>	9am-8pm	Closed	9am-8pm	9am-8pm	<b>9am-2pm</b>	10am-6pm	<b>closed</b>
<b>Northcote Library</b>	<b>9am-7pm</b>	closed	Closed	9am-7pm	9am-5pm	<b>10am-2.30pm</b>	closed
<b>Battersea Library</b>	<b>9.00am-8pm</b>	<b>9.00am-8pm</b>	<b>9.00am-8pm</b>	<b>closed</b>	<b>9.00am-6pm</b>	<b>9.00am-5.00pm</b>	1pm-5pm
<b>Battersea Park Library</b>	9am-7pm	9am-7pm	closed	closed	<b>9am-5pm</b>	<b>10am-2.30pm</b>	closed
<b>Putney Library</b>	9am-8pm	closed	9am-8pm	9am-8pm	<b>9am-2pm</b>	9am-5pm	1pm-5pm
<b>Roehampton Library</b>	9am-7pm	closed	<b>9am-7pm</b>	closed	9am-5pm	<b>10am-2.30pm</b>	closed
<b>Wandsworth Town Library</b>	closed	9.30am-7pm	9.30am-7pm	9.30am-7pm	9.30am-5pm	9.30am-5pm	<b>closed</b>
<b>Southfields Library</b>	closed	<b>9am-7pm</b>	9am-7pm	closed	9am-5pm	<b>10am-2.30pm</b>	closed
<b>Tooting Library</b>	9am-7pm	9am-7pm	closed	9am-7pm	9am-5pm	9am-5pm	1pm-5pm
<b>Earlsfield Library</b>	9am-7pm	closed	closed	<b>9am-7pm</b>	9am-5pm	<b>10am-2.30pm</b>	closed

## Heritage Service opening hours

At its meeting of 5<sup>th</sup> February 2009, the Environment and Leisure Services Overview and Scrutiny Committee approved extended opening hours at Battersea Library from 29<sup>th</sup> June 2009 (Paper 09-172). This meant that the opening hours of the Heritage Service were also extended from 16.5 hours per week over three days to 62.5 hours per week over seven days.

Analysis of the visitor figures from 1<sup>st</sup> July 2009 to 30<sup>th</sup> June 2010 (a year of opening on the new hours) shows that use is low after 5 p.m. and on Sundays, with only 7.4% of use coming after 5 p.m. and 3.5% on Sundays.

The Heritage Service is staffed by a full time Heritage Officer and a full time Assistant Heritage Officer, both of whom are qualified archivists, and are the only two specialists of this type employed by Wandsworth Council. The use of the Heritage Service with its existing pattern of hours is not making the best use of these officers' time; it is therefore proposed to revise the opening times of the Heritage Service as follows.

### ***Library Review***

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
<b>Current hours</b>	9.30-8pm	9.30-8pm	9.30-8pm	9.30-8pm	9.30-6pm	9.30-5.30pm	1pm-5pm	62.5
<b>Proposed hours</b>	9.00-5pm	9.00-8pm	9.00-8pm	<b>Closed</b>	9.00-5pm	9.00-5pm	<b>Closed</b>	<b>46</b>

The new pattern of hours would

- Concentrate hours on times when users have shown they most wish to visit the service, whilst preserving evening and weekend opening
- With the assistance of Battersea Library staff to man the search room, allow the two qualified archivists more time to develop the service by
  - listing and cataloguing the collection,
  - improving electronic access via the catalogue and the internet
  - working more with schools and young people
  - working with community groups to capture oral history and reminiscence
  - seeking to extend the collection
  - establishing a strong working relationship with the new Wandsworth Museum



**LEISURE AND AMENITY SERVICES**  
**Library and Heritage Service**

**Equality Impact Assessment on reduced Library opening hours**

Department	Leisure and Amenity Services
Service	Library and Heritage Service
People involved	Andrew Green Chris Ruse

<b>Key dates for the assessment</b>
<p>Date for start of EIA: 15 November 2010</p> <p>Start and end date of consultation: 9<sup>th</sup> December 2010 – 6<sup>th</sup> February 2011</p> <p>Completion date for finalised EIA: 18th February 2011</p>

<b>1. What are the aims of the service and what changes are being proposed?</b>
<p>The Vision Statement for the Library and Heritage Service is:-  <i>to inspire people and encourage a sense of place through libraries with books, information, learning, online access and services for every resident in spaces which bring local communities together (AQPR November 2010)</i></p> <p>This Equalities Impact Assessment is on the proposed reduction in the opening hours of Libraries throughout the borough (option 2 in Paper No 10 – 830). The proposal is set out in Appendix 1 to this Assessment</p> <p>Wandsworth Library Service provides high quality, value for money services, to the standards published in the Libraries Charter, by:-</p> <ul style="list-style-type: none"> <li>(a) supporting the literacy development and educational needs of babies, children, and young people;</li> <li>(b) supporting new adult learners with Skills for Life needs, including development of the literacy and numeracy skills essential for active participation in employment and society;</li> <li>(c) providing access to books, information, and works of creative imagination, ensuring equality of access by actively taking account of the cultural, linguistic and social diversity of the surrounding area;</li> <li>(d) supporting and encouraging the development of computer skills, and enabling all ages to make use of online learning</li> </ul>

## *Library Review*

resources and access Council services;

(e) supporting social cohesion through working with local groups to identify and satisfy the requirements of all sections of the local community for information, individual learning and development, cultural, heritage and leisure activities;

(f) encouraging community engagement by enabling local people to contribute to the development and delivery of services and by providing opportunities for volunteering; and

(g) developing interest in local and family history by preserving and actively extending access to the history and cultural diversity of Wandsworth.

### **2. What is the rationale behind these changes?**

The Report by the Director of Leisure and Amenity Services on 'A review of library provision in the Borough and resultant options for savings' (Paper No 10 – 830) sets out the rationale for reducing Library opening hours. In summary this is;

- a) The recent Comprehensive Spending Review will result in an overall reduction of 27% in government grant to London local authorities. Services across the Council, including Libraries, are being reviewed to reduce expenditure in order to meet this reduction in resources;
- b) A reduction in opening hours would maintain the current network of libraries throughout the borough and continue to offer a wide range of provision in line with the former statutory standard that all households in London should be within one mile of a static library
- c) Shorter opening hours could reduce costs by £462,000 in 2011/12 and £616,000 in a full year.

### **3. Which organisations will have the opportunity to feedback on the EIA?**

The Council undertook a wide ranging consultation with stakeholders on the proposed changes to the Library Service. These included schools and colleges, reading groups, regular library hall hirers, community groups, faith groups, Tooting Library Management Advisory Committee, Council departments, and groups or organisations representing people with disabilities.

Public meetings were held at all libraries between 9<sup>th</sup> December 2010 and 21<sup>st</sup> January 2011 at which local people were invited to give their views on the proposals. Questionnaires were available at all libraries (where posters were also displayed) and on the website, alongside copies of the proposals and draft EIA's. 293 people attended the 12 meetings as per the table below and over 1100 questionnaires were returned

<b>Library</b>	<b>Date</b>	<b>Time(s)</b>	<b>Numbers attending</b>
Balham	14th January	6.30pm - 8.30pm	25

Battersea	12th January	10am - 12noon	19
Battersea Park	13th December	2pm - 4pm	18
Earlsfield	13th January	2pm - 4pm	19
Northcote	21st January	10am - 12noon	19
Putney	19th January	6.30pm - 8.30pm	23
Roehampton	18th January	2.30pm - 4.30pm	22
Southfields	10th December	2.30pm - 4.30pm	14
Tooting	20th January	2pm - 4pm	12
Wandsworth Town	14th December	11am - 1pm	5
York Gardens	9th December	2.30pm - 4.30pm	45
York Gardens	10th January	6.30pm - 8.30pm	72

In addition, 494 stakeholders or groups were contacted either by email or post from a list compiled centrally and with suggestions for local contacts from Branch Librarians. Replies from this group are included with the over all figure of 1100 responses.

#### 4. What data do you have on your service and potential impact of your service change in relation to the following?

Data includes use of service, customer satisfaction, feedback on service, results of consultation

Race	Library users by ethnic group (Public Library Users Survey, 2009. Children's Plus Survey 2010)	Cross tabulations of the views of ethnic groups on satisfaction with current opening hours are not available
Gender	Library users by gender (Public Library Users Survey, 2009. Children's Plus Survey 2010)	Cross tabulations of the views of men and women on satisfaction with current opening hours are not available
Disability	Library users by disability (Public Library Users Survey, 2009. Children's Plus Survey 2010)	Cross tabulations of the views of library users with a disability on satisfaction with current opening hours are not available
Age	Library users by age (Public Library Users Survey, 2009. Children's Plus Survey 2010)	Cross tabulations of the views of age groups on satisfaction with current opening hours are not available
Faith	Library users by faith (Public Library Users Survey, 2009. Children's Plus Survey 2010)	Cross tabulations of the views of faith groups on satisfaction with current opening hours are not available
Sexual Orientation	Library users by sexual orientation (Public Library Users Survey, 2009. Children's Plus Survey 2010)	Cross tabulations of the views of users with different sexual orientation on their satisfaction

## Library Review

	2010)	with current opening hours are not available
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The Public Library Users Survey 2009 asked a question about satisfaction with opening hours which indicates a high level of satisfaction with existing opening hours in all libraries.

	Opening Hours				
	Very Good %	Good %	Adequate %	Poor %	Very Poor %
Balham	49	42	8	1	0
Earlsfield	40	50	9	1	1
Battersea	53	34	11	1	0
Northcote	35	52	11	2	0
York Gardens	37	47	12	4	0
Battersea Park	49	40	11	0	0
Southfields	44	45	10	0	0
Roehampton	48	41	10	0	0
Putney	55	38	7		0
Wandsworth Town	46	41	11	1	0
All Libraries (weighted)	48	41	10	1	0

5. What does available information show in relation to the impact of the service change? What is the impact on different groups?  
Please give detail

Race - ADULTS		Ethnic group of Library users % (Borough Resident Population %)	
	White British	55 (66)	
	White Other	18 (13)	
	Mixed	3 (3)	
	Asian	10 (7)	
	Black	12 (7)	
	Other	2 (3)	

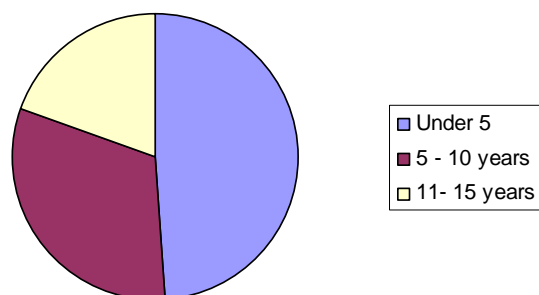
CHILDREN AND YOUNG PEOPLE			
		Ethnic group of Library users %	
	White	58	
	Mixed	12	
	Asian	10	
	Black	15	
	Other	4	
	Residents from non white ethnic groups are more likely to use libraries than the White British population. [this group are relatively more deprived than the White British population and are therefore more dependent on free public services. They would therefore be affected by a reduction in opening hours to a relatively greater extent.]		
Gender	ADULTS	% adult users (Borough Resident Population %)	
	Male	39 (48)	
	Female	61 (52)	
	CHILDREN AND YOUNG PEOPLE	% users (Borough Resident Population %)	
	Male	44 (51)	
	Female	56 (49)	
	More women and girls use libraries than men and boys and the restrictions arising from shorter opening hours would therefore impact on them more significantly. The larger number of women using libraries partially arises from mothers coming to libraries with young children. Closing on two weekdays at the 6 neighbourhood libraries will potentially reduce weekday opportunities for this group by 25%. In the consultation it was pointed out that evening and weekend closures reduce the opportunity for working women to take their children to the library.		
Disability		% adult users	
	None	83	
	Mobility	5	
	Hearing	4	

## Library Review

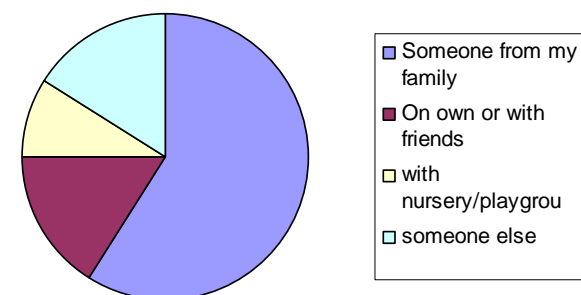
	Eyesight	4	
	Using hands / fingers	2	
	Learning disability	2	
	Mental health problem	4	
	17% of respondents to the Library User Survey stated they had a disability or mental health problem. There is not a directly comparable figure available for the total borough population but the indication is that this is considerably higher than for the resident population as a whole. Some 3.6% of the population over 16 years claim disability allowance (2008) and the Census in 2001 revealed that 4.8% of the economically active population were permanently sick or disabled. This is not to say that shorter opening hours would disadvantage disabled people more severely than people without any disabilities. Any disadvantage is likely to arise from the times of opening, for instance people with disabilities might find it harder to get to a library in the evening than during the day.		
Faith		% adult users	
	No religion	32	
	Buddhist	1	
	Christian	55	
	Hindu	2	
	Jewish	1	
	Muslim	8	
	Sikh	0	
	Other	1	
	The religious faith of users is not considered to be a factor which will affect the impact of shorter opening hours.		
Age		% adult users	
	16 – 24 years	11	
	25 – 44 years	44	
	45 – 64 years	28	
	65 – 74 years	10	
	75 and over	7	
	People aged over 65 years account for 17% of adult library users and 13% of the adult population. The majority of users are of working age with nearly half being in the 25 – 44 age		

group. It might be surmised that residents of working age would find it more convenient to use a library in the evenings and at weekends whilst older, retired people would prefer daytime or weekdays. The opening times, as distinct from the total open hours, could therefore be a significant factor in determining the impact of changes on people of differing age groups.

**Age of Children and Young People using libraries**



**How children and young people come to libraries**



Not surprisingly children and young people rely on adults to take them to a library. Closure on two weekdays will restrict the opportunity for parents and carers to take children to libraries. Whilst 57% of children and young people do not use computers at the library they visit, 22% use them for homework suggesting that the proportion of older children using computers for homework must be relatively high. Closing on an additional weekday would adversely affect children using neighbourhood libraries. The impact of the additional half day closures would depend on whether they were in the morning or afternoon / evening.

#### Sexual Orientation

	% adult users		
Heterosexual	96		
Gay / Lesbian	2		
Bisexual	1		
Other	1		
It seems unlikely that shorter opening hours will have any particular impact.			

## Library Review

6. What does your review of the information show?	Evidence for your answer
a) No impact continue with change	Continue with change despite impact
b) Adjust change in light of impact	
c) Continue with change despite impact	
d) stop change	

7. Have you identified any actions that will improve the proposed service change or mitigate any negative impact? Yes.  
If yes please list.

The consultation on the proposed package of reduced opening hours should explore views on preferred hours of opening in order to mitigate the impact of reduced opening hours noted in Section 5. This should be explored at the level of individual libraries so that opening hours can be tailored to the needs of residents.

### **Opening hours**

The revised scheme of opening hours was proposed based on savings to be achieved but designed to reduced hours at times when libraries were currently least busy, retain a range of daytime, evening and weekend opening hours, leave an alternative library nearby that was open. There was significant discussion at all library meetings and in the consultation questionnaires which is summarised below.

Excepting the numbers of people who wanted the Council tax raised to prevent reductions in hours, there were few who wanted their local library's hours protected at the expense of another. A number of people thought that York Gardens Library should not be closed even if it meant reducing hours at their local library still further to achieve this.

### **Weekdays**

There were varying views in the neighbourhood libraries about whether it was preferable to have consecutive closed days in midweek or have two days separated by one that was open. There was some disquiet expressed about the loss of Friday afternoon and evening at Balham and Putney libraries, particularly for children who needed books for weekend homework. It would be preferable if Balham and Tooting libraries were not closed on the same day each week.

### **Saturdays**

There were a lot of views expressed about the desirability of 10-2 opening in the neighbourhood libraries, as users felt they were busy in the afternoons. It was emphasised that visitor and loan figures broken down by hours showed that these four hours were where the strongest demand is currently.



**Sundays**

Balham users were concerned at the loss of hours on Sunday, particularly for working parents who would lose an opportunity to accompany their children to the library. It was confirmed that hour by hour use on Sunday was lower than other days in the week and lower than nearby Tooting which is proposed to retain its Sunday hours

Taking these views into account and seeking to further improve the level of coverage across the borough for when libraries are open, the following revisions are now proposed:

Battersea Library – open each day at 9.00 am rather than 9.30 am

Balham Library to close on Tuesday instead of Wednesday to avoid closing the same day as Tooting Library

Balham and Putney libraries – open till 2.00 pm on Friday rather than 1 pm

Roehampton Library – closed Tuesday and Thursday rather than Wednesday and Thursday

Earlsfield Library - closed Tuesday and Wednesday rather than Tuesday and Thursday

It is also proposed to review the opening hours at all libraries after approximately six months in March 2012 to ascertain whether further adjustments are needed in the light of operational experience

Where they do not already exist, homework clubs will be established at the Town Centre libraries and promoted in schools by the Children's Librarians team

**Volunteering**

There was also significant discussion at the public meetings about the use of volunteers in libraries. Views ranged from those who were interested in helping to those who thought the Council should provide staff and not seek volunteers to replace those made redundant. About a quarter of those who completed a questionnaire expressed an interest in volunteering to help run a local library and thus reduce the impact of reductions in hours.

It is proposed to work with local residents on a scheme for using volunteers to allow libraries to remain open longer than proposed in the report.

**8. What future monitoring and evaluation tools will be appropriate and effective?**

Race	Library user surveys are carried out on a three yearly cycle and will continue to provide data on library usage and satisfaction, including opening hours. Over all library use will be monitored by the use of statistics generated by Council's
Gender	
Disability	

### *Library Review*

Faith	computerised library management system and automated visitor counters and the new hours and services will be promoted as they start. The same methods will be used to review the new pattern of opening hours in March 2012
Age	
Sexual Orientation	

9. Are the aims of the service/policy consistent with wider Council policies on Equality and Diversity?

The Council's equality statement says, "It is our policy that no service user is discriminated against because of their disability, gender, race/ethnicity and other dimensions of disadvantage and discrimination including age, sexuality and religion or belief."

The Library Service supports this through the provision of culturally sensitive services and procedures to support and promote local Black and minority ethnic communities. There are many examples in the Annual report on the Library Service (Paper No 10 – 831) which illustrate the Library and Heritage Service's commitment to encouraging use of its services by all sections and members of the community, particularly those at risk of social exclusion.

10. Which of the following does the service/policy relate to? (you can select more than one)

**The Library Service relates to the following policies :**

1. Eliminating discrimination
2. Promoting equal opportunities
3. Promoting good relations

11. How would you rank the service/policy in relation to relevance to equality?

*High*

Why did you allocate this ranking?.

Libraries provide access to books, information, and works of creative imagination, ensuring equality of access by actively taking account of the cultural, linguistic and social diversity of the surrounding area. They support and encourage the development of computer skills, by enabling all ages to make use of online learning resources and access Council services. Libraries support social cohesion through working with local groups to identify and satisfy the requirements of all sections of the local community for information, individual learning and development, cultural, heritage and leisure activities and encourages community

### *Library Review*

engagement by enabling local people to contribute to the development and delivery of services and by providing opportunities for volunteering.

## **Equality Impact Assessment – Library Opening Hours Action Plan**

**These actions will be added to the Corporate Equality Plan**

<b>Action</b>	<b>Who will be responsible?</b>	<b>Target</b>
<b><i>To be completed following consultation on the proposals for the future of the Library Service.</i></b>		
Revise proposed opening hours as detailed in 7 above	Head of Library and Heritage Service	February 2011
Review pattern of opening hours after six months of operation and implement changes if appropriate	Library Strategy and Performance Manager	March 2012
Establish a process for recruiting and training volunteers to help maintain library opening hours	Head of Library and Heritage Service	From March 2011
Establish homework clubs in town centre libraries where they do not already exist and promote them all by visits of Children's Librarians to local schools	Library Service Development Manager Children and Young People	September 2011

## Feedback on the findings of the EIA

What did external organisations say about your findings when you shared this EIA with them?
Comments on the adequacy of the EIA have been favourable, with many respondents indicating that, when read with the Committee Report, the document gave a rounded picture of the issues involved. For details see Section 7 (above)
<b>What changes did you make as a result of this feedback?</b>
Proposed opening hours revised at four libraries Fewer late nights and shorter weekend opening mean relatively greater disadvantage to working parents who wish to accompany their children to the library An action plan aimed at mitigating the adverse impacts and consequences is attached

**LEISURE AND AMENITY SERVICES**  
**Library and Heritage Service**

**Equality Impact Assessment on the Closure of York Gardens Library**  
**34 Lavender Road, Battersea, London SW11 2UG (Latchmere)**

Department	Leisure and Amenity Services
Service	Library and Heritage Service
People involved	Andrew Green (Head of Library and Heritage Service) Chris Ruse (Principal Policy and Strategy Officer, Leisure and Amenity Services)

**Key dates for the assessment**

Date for start of EIA: 15 November 2010  
 Start and end date of consultation: 9<sup>th</sup> December 2010 – 6th February 2011  
 Completion date for finalised EIA: 18th February 2011

**1. What are the aims of the service and what changes are being proposed?**

The Vision for the Library and Heritage Service is:-

*to inspire people and encourage a sense of place through libraries with books, information, learning, online access and services for every resident in spaces which bring local communities together (AQPR November 2010)*

The Library Service aims to provide high quality, value for money services, to the standards published in the Libraries Charter, by:-

- (a) supporting the literacy development and educational needs of babies, children, and young people;
- (b) supporting new adult learners with Skills for Life needs, including development of the literacy and numeracy skills essential

for active participation in employment and society;

(c) providing access to books, information, and works of creative imagination, ensuring equality of access by actively taking account of the cultural, linguistic and social diversity of the surrounding area;

(d) supporting and encouraging the development of computer skills, and enabling all ages to make use of online learning resources and access Council services;

(e) supporting social cohesion through working with local groups to identify and satisfy the requirements of all sections of the local community for information, individual learning and development, cultural, heritage and leisure activities;

(f) encouraging community engagement by enabling local people to contribute to the development and delivery of services and by providing opportunities for volunteering; and

(g) developing interest in local and family history by preserving and actively extending access to the history and cultural diversity of Wandsworth.

York Gardens Library serves an area with a population in 2001 of approximately 8,200 (Census 2001, Super Output Areas EO 1004535 – 1004538 and 1004541). In the Library Users Survey 2009 83% of those using the library lived in SW11 supporting the view that York Gardens Library is used mainly by residents living in the immediate neighbourhood. 59% of households in this area rent from either the Council or a Social Landlord. A further 16% rent from private landlords.

6.4% of the population in this area receive disability allowance

Since the Census there have been many large developments on the riverside within the library's catchment area and further developments are underway. York Gardens Library is therefore serving a growing population.

## **2. What is the rationale behind these changes?**

The Report by the Director of Leisure and Amenity Services on '*A review of library provision in the Borough and resultant options for savings*' (Paper No 10 – 830) sets out the rationale for the closure of York Gardens Library. In summary this is;

- d) The recent Comprehensive Spending Review will result in an overall reduction of 27% in government grant to London local authorities. Services across the Council, including Libraries, are being reviewed to reduce expenditure in order to meet this reduction in resources;
- e) York Gardens Library has the lowest usage and the highest costs per visit of any library in the borough.
- f) The area served by York Gardens Library can be served by Battersea Library, Battersea Park Library and Northcote Library, all of which are within one mile of the Library.
- g) The revenue expenditure saving from the complete closure of York Gardens library is estimated to be £219,000 per year in direct costs, (excluding depreciation and central and departmental support).

## **3. Which organisations will have the opportunity to feedback on the EIA?**

The Council is undertaking a wide ranging consultation with stakeholders on the proposed changes to the Library Service. These include schools and colleges, reading groups, regular library hall hirers, community groups, faith groups, Tooting Library Management Advisory Committee, and groups or organisations representing people with disabilities.

Public Meetings were held at York Gardens Library on 9<sup>th</sup> December 2010 (2.30pm) and 10<sup>th</sup> January 2011 (6.30pm) and all other libraries during December and January at virtually all of which the closure of York Gardens Library was raised. Details of meetings and numbers attending are in the table below:

<b>Library</b>	<b>Date</b>	<b>Time(s)</b>	<b>Numbers attending</b>
Balham	14th January	6.30pm - 8.30pm	25
Battersea	12th January	10am - 12noon	19
Battersea Park	13th December	2pm - 4pm	18
Earlsfield	13th January	2pm - 4pm	19
Northcote	21st January	10am - 12noon	19
Putney	19th January	6.30pm - 8.30pm	23
Roehampton	18th January	2.30pm - 4.30pm	22
Southfields	10th December	2.30pm - 4.30pm	14
Tooting	20th January	2pm - 4pm	12



Wandsworth Town	14th December	11am - 1pm	5
York Gardens	9th December	2.30pm - 4.30pm	45
York Gardens	10th January	6.30pm - 8.30pm	72

Local people felt that the library and the community centre were important to them and/or their children, with strong praise for the commitment of staff to helping users. Some argued passionately for the retention of the service, and others expressed anger, feeling that their library was being deliberately targeted for savings. Examples put forward of how important services were to residents included:-

- a woman whose husband was wheel chair bound, and who would not be able to take him to other libraries;
- an unemployed resident who used the computer centre three or four times a week. It had him helped with job searching and with acting as executor for a relative;
- elderly people who were able to reach the library as relatives were able to drive them there; and
- children who used the homework club, including many from Black and Minority Ethnic communities.

Views expressed included:-

- a local group had campaigned for the community centre to be built and that the needs of the community were not being taken into account when considering its closure;
- other halls in the area were not an adequate substitute;
- the Library Review did not adequately reflect the use of the building, as the figures for visitors did not include people using the hall;
- the cost of hiring the halls should be reduced so that more community groups could afford the charges;
- alternative libraries were too difficult to travel to, especially for children;
- continuing with some kind of children's provision, but it was also argued that this would not save much money and that the whole service should be maintained, rather than part of it;
- York Gardens Library was being targeted, and that the need in this area was much greater than around Northcote Library, which was also considered in more detail in the report;
- alternatives to closure or service reduction should be found, such as using some of the Council's reserves, or altering the policy of maintaining a distinctly low Council Tax. Sponsorship was also suggested;
- lack of public transport links to neighbouring libraries from York Gardens Library;
- Council should close other libraries even more to ensure that York Gardens Library remains open;
- adverse impact of removal of services from an area of significant social and economic deprivation – Latchmere Ward;

## Library Review

- impact of reduction in Homework Help Clubs and learning opportunities;
- need to give greater weighting to services at York Gardens Library as in a area of deprivation and will have a disproportionate effect on BME children;
- in a time of recession, libraries have a heightened value and should not be reduced; and
- York Gardens Library could be used in other ways, whilst retaining a children's library function.

Fifty one organisations were consulted specifically on the closure of York Gardens Library including:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Falconbrook School</li> <li>• Highview Primary School</li> <li>• Battersea Community Forum</li> <li>• Battersea Society</li> <li>• Falcon Road Medical Centre</li> <li>• Latchmere Safer Neighbourhood group</li> <li>• Lavender Bridge Club</li> <li>• Somali Play and Learn</li> </ul> | <ul style="list-style-type: none"> <li>• Sacred Heart School</li> <li>• Surestart</li> <li>• Wandsworth Care Alliance</li> <li>• Wandsworth Older People's Forum</li> <li>• Thames Christian College</li> <li>• UK Online</li> <li>• Wandsworth Primary Care Trust</li> </ul> |
|---|---|

### 4. What data do you have on your service and potential impact of your service change in relation to the following? Data includes use of service, customer satisfaction, feedback on service, results of consultation

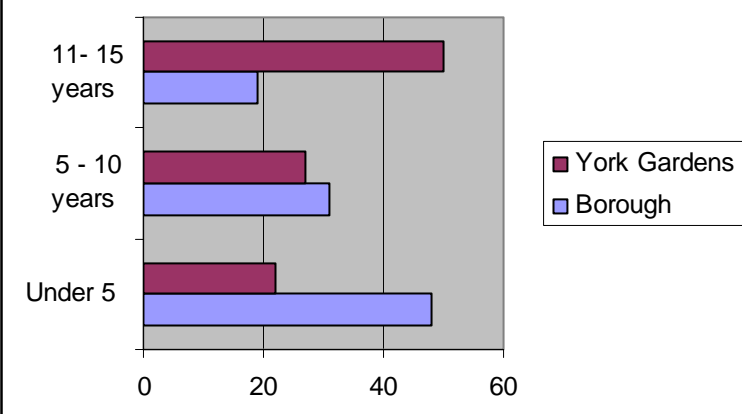
Race	Library users by ethnic group (Public Library Users Survey, 2009. Children's Plus Survey 2010)	
Gender	Library users by gender (Public Library Users Survey, 2009. Children's Plus Survey 2010)	
Disability	Library users by disability (Public Library Users Survey, 2009. Children's Plus Survey 2010)	
Age	Library users by age (Public Library Users Survey, 2009. Children's Plus Survey 2010)	
Faith	Library users by faith (Public Library Users Survey, 2009. Children's Plus Survey 2010)	
Sexual Orientation	Library users by sexual orientation (Public Library Users Survey, 2009. Children's Plus Survey	

	2010)	
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<b>5. What does available information show in relation to the impact of the service change? What is the impact on different groups?</b>						
Race	ADULTS (% of users)	York Gardens	Battersea	Battersea Park	Northcote	Borough
	White British	36	47	40	65	55
	White Other	12	17	27	21	18
	Mixed	4	5	2	3	3
	Asian	8	8	9	5	10
	Black	34	22	20	6	12
	Other	5	2	3	0	2
	CHILDREN AND YOUNG PEOPLE (% of users)	York Gardens	Battersea	Battersea Park	Northcote	Borough
	White	25	61	41	82	58
	Mixed	13	11	12	7	12
	Asian	7	5	13	2	10
	Black	45	20	27	6	15
	Other	9	4	7	4	4
	Usage of the Library reflects the character of the surrounding population, where people of non British white ethnicity, mixed ethnicity, Asian and Black African and Caribbean ethnicity accounted for 51% of the population in 2001. These groups make more use of the Library than white British people. The use of the Library by Black African and Caribbean people is particularly noticeable.					
Gender	ADULTS % adult users	York Gardens	Battersea	Battersea Park	Northcote	Borough
	Male	30	52	28	28	39
	Female	70	48	72	72	61
	CHILDREN AND YOUNG PEOPLE					
	Male	36	51	41	49	44

## Library Review

	Female	64	49	59	51	56
	Women and girls are much greater users of the library than men. In the consultation it was pointed out that evening and weekend closures reduce the opportunity for working women to take their children to the library.					
Disability	% adult users	York Gardens	Battersea	Battersea Park	Northcote	Borough
	None	78	83	83	90	83
	Mobility	6	6	5	3	5
	Hearing	4	1	3	1	4
	Eyesight	4	3	3	1	4
	Using hands / fingers	3	3	3	0	2
	Learning disability	8	2	2	1	2
	Mental health problem	7	4	6	3	4
	<p>York Gardens Library is fully accessible for people with mobility disabilities.</p> <p>Battersea Park Library with fully accessible facilities is less than one mile away and can be reached by buses 44 and 344 from a stop just behind York Gardens Library.</p> <p>Wandsworth Town Library, also less than one mile away can be reached by bus numbers 170 and 44 from a similar stop.</p> <p>The use of the library by people with a learning disability and/or a mental health problem is noteworthy. (These percentages are not exclusive)</p> <p>[Additional information expected from Wandsworth PCT on health issues ]</p>					
Faith	% adult users	York Gardens	Battersea	Battersea Park	Northcote	Borough
	No religion	18	33	34	37	32
	Buddhist	1	1	1	0	1
	Christian	64	54	56	59	55
	Hindu	2	1	1	1	2
	Jewish	1	0	0	0	1
	Muslim	10	10	6	2	8
	Sikh	1	1	0	0	0

	Other	5	1	2	1	1
	The faith characteristics of users does not appear to be significant.					
Age	% adult users	York Gardens	Battersea	Battersea Park	Northcote	Borough
	16 – 24 years	11	15	9	7	11
	25 – 44 years	57	43	57	55	44
	45 – 64 years	17	25	18	28	28
	65 – 74 years	12	10	12	7	10
	75 and over	4	6	7	3	7
	<p><b>Age of children and young people using York Gardens Library (%)</b></p>  <p>The CIPFA Plus survey of children and young people using the borough's libraries in September 2010 indicates that York Gardens library is particularly important to children compared to other libraries. Children and Young People using this library are also appreciably older than those using other libraries – 50% are in the 11 – 15 yr age group compared to the borough figure of 19%. The comparable figure for Northcote library is 11%.</p> <ul style="list-style-type: none"> <li>45% of children visiting York Gardens library came with friends or on their own</li> </ul>					

## Library Review

	<p>compared to a borough average of 18%, reflecting the neighbourhood character of the library that it is accessible from local housing without crossing any major roads and the older age profile using this library. Using the alternative libraries would involve journeys along and across busy main roads.</p> <ul style="list-style-type: none"> <li>• 40% of children come to use a computer compared to a borough average of 19%. [Northcote Library 10%] and of those 48% use them specifically for homework compared to 22% in the borough at large. [Northcote Library 7%]. Interestingly satisfaction with the computers at the library was near to the borough average.</li> <li>• 49% of children and young people come to do homework compared to a borough average of 17% [Northcote Library 8%]</li> <li>• 35% borrow books for homework (borough average 15%) and 41% because 'I want to get better at reading' (borough average 30%) [Northcote Library 6% and 20%]</li> <li>• 49% of those who use the library to do their homework do so because it provides somewhere quiet to work [Northcote Library 10%]. Other answers to this question reinforce the importance of the library as a resource for studying.</li> <li>• 59% of children and young people considered the library had helped them to do better at school [Northcote Library 15%] – the highest response of any library in the borough.</li> </ul>			
Sexual Orientation		York Gardens % adult users	Borough % adult users	
	Heterosexual	98	96	
	Gay / Lesbian	0	2	
	Bisexual	1	1	
	Other	2	1	
Users of the Library conform to the borough usage profile.				

<b>6. What does your review of the information show?</b>	<b>Evidence for your answer</b>
a )No impact continue with change	b) Adjust change in light of impact

b) Adjust change in light of impact	OR c) Continue with change despite impact
c)Continue with change despite impact	
d) stop change	

**7. Have you identified any actions that will improve the proposed service change or mitigate any negative impact?.**

If yes please list.

**Alternative provision for Children and young people**

The current provision at York Gardens One O'clock and Children's Centre already offers a full Children's Centre programme (apart from on-site day care) because it serves areas with higher levels of disadvantage. These facilities are very close to the library and serve the same residential area. There is potential to enhance the capacity and range of services at the Children's Centre by extending the provision into the York Gardens library building and by co-locating some Sure Start services which are currently spread in other venues in the area. This element will need further detailed consideration, including the capital and revenue implications, but opens up the option, though only a possibility at this stage, of an extended Children's Centre alongside a relocated Learning Resource Centre, adjacent to York Gardens Adventure Playground and near to the linked day-care provision at St Peter's Nursery. The details of such an approach would need further joint development to ensure full benefits are achieved from this integrated approach. To add to this range of children's services, retaining some form of children's library provision could be considered since, although alternative provision at Battersea Library is little more than half a mile away, it is recognised that access for families and children would be more challenging. A children's librarian could be retained, on an outreach basis from Battersea Library, thereby mitigating the effects of the closure of the adult service on children.

(Report by the Director of Leisure and Amenity Services on 'A review of library provision in the Borough and resultant options for savings' Paper No 10 – 830 para 33 - 34)

**Access to alternative Libraries.**

The review of Library provision notes that Battersea, Battersea Park, Northcote and Wandsworth Town Libraries are all within a one mile radius of York Gardens Library. Battersea Library is the closest and is located close to large supermarkets which it is reasonable to assume would be used by many residents in the area around York Gardens library. A major refurbishment of Battersea Library is underway which will improve access within the library as well as its general appearance and ambience. As part of this refurbishment a new IT learning room will be provided in which a homework club could be run. Battersea Park Library is fully accessible and can be reached directly by several bus routes. Wandsworth Town Library is adjacent to the Southside Shopping Centre and a Sainsbury's supermarket and can be reached by several bus routes. The centre for the Shopmobility Service run by Wandsworth Community Transport is within 150m of the Library. 47 % of people who use York Gardens library already use other libraries on a regular basis. (Source: Information from Wandsworth's computerised Library Management System October 2009 – March 2010)

**Extension and Promotion of Library Services**

A high profile campaign could be mounted in the area currently served by York Gardens Library to raise awareness of alternative libraries. This could be supported by focused outreach work by the Community Librarian (African and Caribbean Library) and other professional librarians, to further promote the 'Books on Prescription' initiative delivered from Battersea Library, and a wider distribution of 'Library Taster Collections' within the area, particularly focussed on books in community languages. A homework



Club could be started at Battersea Library in the new IT training area and/or the Children's Library and promoted via visits by one of the Battersea Children's Librarians to schools in the York Gardens catchment area

8. What future monitoring and evaluation tools will be appropriate and effective?	
Race	<p>Library user surveys are carried out on a three yearly cycle and will continue to provide data on library usage and satisfaction, including opening hours. The next Public Library Users Survey will take place in autumn 2012 and the next Children's Plus Survey 2013.</p> <p>Library usage by Library Members living within the area served by York Gardens Library can be monitored before and after the proposed closure through the Library Management System to determine how many users of York Gardens had transferred to other libraries and what could be done to encourage those who had not done so. The use of Battersea Library, Battersea Park Library and Northcote Library by Library Members from the area currently served by York Gardens Library can be monitored through the Library Management system</p>
Gender	
Disability	
Faith	
Age	
Sexual Orientation	

9. Are the aims of the service/policy consistent with wider Council policies on Equality and Diversity?

The Council's equality statement says, "It is our policy that no service user is discriminated against because of their disability, gender, race/ethnicity and other dimensions of disadvantage and discrimination including age, sexuality and religion or belief."

The Library Service supports this through the provision of culturally sensitive services and procedures to support and promote local black and minority ethnic communities. There are many examples in the Annual report on the Library Service (Paper No 10 – 831) which illustrate the Library and Heritage Service's commitment to encouraging use of its services by all sections and members of the community, particularly those at risk of social exclusion.

Facilities at York Gardens Library catering for the needs of people with disabilities include:

Parking This venue has its own car park which is free for all users. Parking spaces for Blue Badge holders do not need to be booked in advance. There is 1 designated parking bay within the car park which is 21m (23yd) from the main entrance. The route from the car park to the entrance is accessible to a wheelchair user with assistance.

Reception There is level access to reception from the entrance. The reception desk is high but has a lowered section. With a hearing assistance system (a loop). Staff are trained to use the hearing system but it is normally switched off due to feedback with the computers.

Library There is level access to the service. Motorised scooters are allowed in public parts of the venue and customers can charge scooters or wheelchairs at the venue.

York Gardens Library has computers with accessible software and auxiliary aids are available for computer users. A large text keyboard and a large roller ball 'mouse' are available for computer users. A height adjustable table is available for computer users. Equipment available for people with a visual impairment includes Supanova.

There are adapted toilets within this venue designated for public use.

Staff receive disability awareness training and registered assistance dogs are welcomed. Staff are Type Talk aware.

(Based on information available on DisabledGo.com )

**10. Which of the following does the service/policy relate to? (you can select more than one)**

- 1. Eliminating discrimination**
- 2. Promoting equal opportunities**
- 3. Promoting good relations

**11. How would you rank the service/policy in relation to relevance to equality?**

*High*

**Why did you allocate this ranking?.**

Libraries provide access to books, information, and works of creative imagination, ensuring equality of access by actively taking account of the cultural, linguistic and social diversity of the surrounding area. They support and encourage the development of computer skills, by enabling all ages to make use of online learning resources and access Council services. York Gardens library in particular supports social cohesion through working with local groups to identify and satisfy the requirements of all sections of the local community for information, individual learning and development, cultural, heritage and leisure activities and encourages community engagement by enabling local people to contribute to the development and delivery of services and by providing opportunities for volunteering.

**Equality Impact Assessment Closure of York Gardens Library Action Plan.  
These actions will be added to the Corporate Equality Plan.**

Action	Who will be responsible?	Target
<b><i>To be completed following consultation on the proposals for the future of the Library Service.</i></b>		
Promote awareness of services and access to the nearest alternative libraries to York Gardens Library, and how they can be reached by public transport or Wandsworth Community Transport	Head of Library and Heritage Service	September 2011
Promote the newly refurbished Battersea Library with improved levels of internal access and IT learning room.	Head of Library and Heritage Service	April 2011
Establish an outreach programme led by professional librarians at Battersea to further promote the 'Books on Prescription' initiative via community groups, doctors' surgeries and pharmacies in the York Gardens catchment area	Library Service Development Manager Children and Young People	September 2011
Seek volunteer organisations to house library taster collections within the York Gardens catchment area, particularly focusing on books in community languages and promote via outreach work by the Community Librarian for African Caribbean materials based at Battersea Library	Library Service Development Manager Community Services	January 2013
Establish/re-launch the Homework Club at Battersea Library using the new IT learning room and promote it via visits of Children's Librarians to schools in the York gardens catchment area	Library Service Development Manager Community Services	September 2011

## **Feedback on the findings of the EIA**

What did external organisations say about your findings when you shared this EIA with them?
<p>.</p> <p>Comments on the adequacy of the EIA have been favourable, with many respondents indicating that, when read with the Committee Report, the document gave a rounded picture of the issues involved. Many respondents have reflected the analysis back in their replies to the Council opposing the closure of York Gardens Library, as per the feedback from meetings in Section 3 (above).</p>
<b>What changes did you make as a result of this feedback?</b>
<p>Minor alterations and revisions have been made in the light of comments received.</p> <p>. An action plan aimed at mitigating the adverse impacts and consequences is attached</p>

## LIBRARY PERFORMANCE

BRANCH	2009/10 Net cost (exc. Depreciation)	Visits	Cost per visit	Issues	Cost per issue	% Children's Issues	Peoples Network IT sessions	Enquiries (actively involving staff solving problems)	Parking Permits	Adult Active Borrowers 16+ yrs	Children's Active Borrowers 0 – 15 yrs
Balham	480,833 (staffing £375k, other costs £195k, income £89k)	388,916	1.24	324,247	1.48	40	44,777	40,485	73,982 (1)	10,571	2,987
Battersea	860,214 (staffing £594k, other costs £320k, income £54k)	379,254	2.27	175,884	4.89	25	43,067	10,644	91,751 (1)	7,107	1,206
Battersea Park	251,027 (staffing £139k, other costs £130k, income £18k)	107,186	2.34	72,006	3.49	43	20,526	5,626			928
Earlsfield	204,906 (staffing £152k, other costs £96k, income £43k)	113,982	1.80	114,481	1.79	51	15,940	8,186	1,984 (2)	3,890	1,392
Northcote	232,707(staffing £149k, other costs £108k, income £24k)	167,240	1.39	100,321	2.32	62	10,615	6,873	2,738 (2)	3,834	1,776
Putney	567,845 (staffing £415k, other costs £241k, income £88k)	390,379	1.45	273,477	2.08	38	41,927	29,998	56,932 (1)	10,269	2,286
Roehampton	247,318 (staffing £155k, other costs £108k, income £16k)	102,760	2.41	70,097	3.53	43	18,579	4,877			906
Southfields	247,526 (staffing £185k, other costs £99k,	181,385	1.36	176,266	1.40	60	23,781	20,569	2,869	6,230	

## Library Review

	income £36k										2,500
<b>Tooting*</b>	407,810 (staffing £339k, other costs £133k, income £64k	325,586	1.25	294,254	1.39	46	32,146	5,004	8,982 (3)	7,841	3,011
<b>Wandsworth Town**</b>	296,520 (staffing £186k, other costs £134k, income £24k	166,034	1.78	157,602	1.88	40	28,493	12,384		3,149	681
<b>York Gardens</b>	288,515 (staffing £181k, other costs £168, income £60k	70,567	4.09	65,323	4.42	50	13,522	5,993			806
<b>Total</b>	<b>3,889,177</b>	<b>2,393,289</b>	<b>1.71</b>	<b>1,823,958</b>	<b>2.24</b>	<b>45 (4)</b>	<b>293,373</b>	<b>150,639</b>	<b>236,369</b>	<b>60,580</b>	<b>18,479</b>

1,793

\*Tooting's performance figures based on actuals from 22<sup>nd</sup> February 2010, grossed up

\*\*Wandsworth Town's performance figures based on actuals from 25<sup>th</sup> August 2009, grossed up

(1) Permits issued since September 2009

(2) Permits issued since May 2010

(3) Permits issued since February 2010

(4) Average % children's issues across the Service

### Other services provided by the library (within overall visits above)

<ul style="list-style-type: none"> <li>• newspapers and magazines</li> <li>• study space</li> <li>• photocopying</li> <li>• fax facilities</li> <li>• information sources</li> <li>• public toilets</li> </ul>	<ul style="list-style-type: none"> <li>• homework support</li> <li>• Baby Rhyme Times &amp; Storytimes</li> <li>• Accredited learning courses</li> <li>• school class visits</li> <li>• author talks</li> <li>• reading groups</li> </ul>	<ul style="list-style-type: none"> <li>• reminiscence groups</li> <li>• local history and information</li> <li>• a social meeting place</li> <li>• information literacy sessions</li> <li>• genealogy sessions</li> <li>• Events Programme</li> </ul>
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## York Gardens CIPFA Children's Survey

## York Gardens compared with Wandsworth

	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>
Weekly visits	3,414	<b>189</b>	4,000	<b>208</b>
Completed questionnaires	2,869	<b>170</b>	2,431	<b>143</b>
Boys	44%	<b>38%</b>	44%	<b>36%</b>
Girls	56%	<b>62%</b>	56%	<b>64%</b>
Age 0-4	41%	<b>23%</b>	48%	<b>22%</b>
Age 5-10	40%	<b>47%</b>	31%	<b>27%</b>
Age 11 - 15	18%	<b>29%</b>	19%	<b>50%</b>
Age 16-18	0.5%	<b>0.6%</b>	1%	<b>1%</b>
<b>Who did you come to the library with today?</b>				
Family	59%	<b>48%</b>	66%	<b>52%</b>
Friends	12%	<b>28%</b>	9%	<b>26%</b>
School/nursery/playgroup	16%	<b>10%</b>	10%	<b>12%</b>
On my own	9%	<b>21%</b>	9%	<b>19%</b>
Someone else	16%	<b>10%</b>	18%	<b>9%</b>
<b>Overall do you think this library is?</b>				
Good	81%	<b>75%</b>	85%	<b>85%</b>
Ok	18%	<b>24%</b>	14%	<b>14%</b>
Bad	0.6%	<b>1.2%</b>	0%	<b>1%</b>

<b>Did you come to the library to</b>	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>
Look around	32%	<b>27%</b>	28%	<b>17%</b>
Play with toys	16%	<b>7%</b>	11%	<b>7%</b>
Use the computers	29%	<b>55%</b>	19%	<b>40%</b>
Wait for my parents/family	7%	<b>7%</b>	4%	<b>5%</b>
Meet friends	14%	<b>26%</b>	11%	<b>21%</b>
Borrow books or other items	70%	<b>64%</b>	71%	<b>63%</b>
Read	51%	<b>55%</b>	48%	<b>55%</b>
Do my homework	18%	<b>41%</b>	17%	<b>49%</b>
Have somewhere to go	10%	<b>11%</b>	11%	<b>13%</b>
Other reason	17%	<b>13%</b>	21%	<b>10%</b>



	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>
<b>Why do you borrow books from this library?</b>				
I like reading	62%	<b>66%</b>	61%	<b>70%</b>
I want to get better at reading	32%	<b>45%</b>	30%	<b>41%</b>
So someone else can read them to me	36%	<b>22%</b>	38%	<b>16%</b>
I am in a reading group	3%	<b>7%</b>	3%	<b>5%</b>
Library staff say they are good	8%	<b>9%</b>	6%	<b>16%</b>
The library has good books	47%	<b>44%</b>	42%	<b>45%</b>
For homework	22%	<b>38%</b>	15%	<b>35%</b>
I want to find out some facts	26%	<b>31%</b>	18%	<b>23%</b>
So I do not have to buy books	23%	<b>22%</b>	20%	<b>20%</b>
I do not borrow books	4%	<b>4%</b>	6%	<b>7%</b>
Any other reason	5%	<b>7%</b>	6%	<b>6%</b>
<b>Overall do you think the books in this library are:</b>				
Good	78%	<b>69%</b>	82%	<b>81%</b>
Ok	21%	<b>29%</b>	17%	<b>19%</b>
Bad	1%	<b>2%</b>	1%	<b>1%</b>

	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>
<b>Why do you use computers?</b>				
At home	70%	74%	74%	81%
At school/nursery/playgroup	46%	57%	37%	47%
At the library	35%	64%	26%	53%
Somewhere else	10%	15%	7%	5%
Nowhere	16%	5%	18%	4%

	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>

## Library Review

Where do you use the computers in this library for?				
Email	15%	31%	13%	22%
Playing games	35%	59%	23%	33%
Messaging services	13%	32%	9%	22%
Looking at websites	24%	43%	17%	33%
Wordprocessing	10%	21%	7%	16%
Homework	25%	40%	22%	48%
I don't use library computers	48%	17%	57%	27%
Any other reason	5%	7%	6%	9%
<b>Overall do you think the computers in this library are</b>				
Good	62%	64%	59%	61%
Ok	35%	33%	37%	30%
Bad	3%	4%	4%	9%

	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>
<b>Why do you use libraries to do your homework?</b>				
There are staff to help me	15%	32%	12%	30%
There are books to help me	36%	46%	31%	55%
There are computers to help me	25%	40%	20%	41%
There is a homework centre/club	6%	18%	5%	17%
It is somewhere quiet to sit and work	26%	42%	23%	49%
I do not use the library to do my homework	26%	20%	23%	17%
I do not have homework	26%	10%	37%	13%
Any other reason	5%	6%	4%	4%
<b>Overall do you think the homework help in this library is</b>				
Good	53%	54%	58%	64%
Ok	41%	42%	39%	31%
Bad	6%	4%	3%	5%

	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>
<b>Have you been to the</b>				

<b>library for any of the following?</b>				
Under 5s event	38%	23%	45%	29%
Holiday activity	29%	40%	28%	43%
After school activity	10%	24%	5%	16%
Book or reading activity	16%	23%	15%	26%
To take part in a reading group	4%	12%	6%	13%
None of these	33%	33%	29%	36%

<b>Answering “yes” to Do you think the library is..</b>	<b>2007</b> Wandsworth	<b>2007</b> York	<b>2010</b> Wandsworth	<b>2010</b> York
A friendly place	97%	93%	99%	98%
A safe place	96%	91%	98%	96%
Easy to get to	95%	93%	96%	93%
Open when I want to use it	83%	77%	87%	83%
Bright & cheerful inside	89%	81%	92%	88%
A place I want to come to	95%	89%	96%	92%
A place with lots of things to interest me	90%	80%	92%	86%

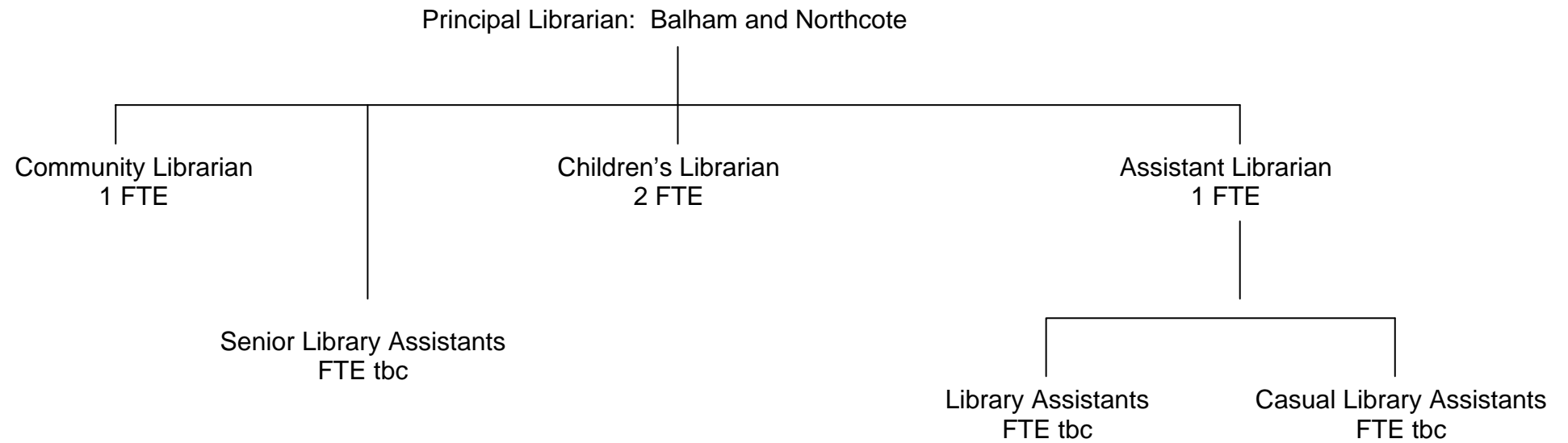
	<b>2007</b> Wandsworth	<b>2007</b> York	<b>2010</b> Wandsworth	<b>2010</b> York
Using the library has helped me to:				
Read better	52%	59%	51%	56%
Do better at school	36%	54%	31%	59%
Use computers better	23%	45%	14%	28%
Make friends	28%	44%	26%	29%
Join in and try new activities	41%	51%	38%	40%
Learn and find things out	57%	54%	54%	56%
Anything else	8%	8%	9%	10%

	<b>2007</b> Wandsworth	<b>2007</b> York	<b>2010</b> Wandsworth	<b>2010</b> York

### *Library Review*

Which one word describes you best?				
Asian	9%	6%	10%	7%
Mixed	13%	19%	12%	13%
Black	16%	48%	15%	45%
White	60%	24%	58%	25%
Other	3%	3%	4%	9%

	2007	<b>2007</b>	2010	<b>2010</b>
	Wandsworth	<b>York</b>	Wandsworth	<b>York</b>
What words describes you best?				
British	71%	55%	71%	58%
Indian	4%	3%	4%	2%
Irish	4%	3%	3%	1%
African	10%	25%	9%	25%
Caribbean	7%	25%	5%	15%
Pakistani	4%	3%	4%	1%
Bangladeshi	1%	2%	1%	2%
Chinese	2%	1%	2%	1%
Other	19%	22%	18%	18%



## York Gardens Library and Community Centre

<b>OPENING HOURS</b>								
	<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>	<b>SATURDAY</b>	<b>SUNDAY</b>	<b>TOTAL HOURS</b>
	<b>12 - 7</b>	<b>12 - 7</b>	<b>12 - 7</b>	<b>12 - 5</b>	<b>CLOSED</b>	<b>12 - 4</b>	<b>CLOSED</b>	
<b><u>Wandsworth Staff</u></b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>4</b>		<b>30</b>
<i>Manager</i>	8	8	8	8	0	4		<b>36</b>
<i>1 x p/t sla</i>	7		7	3.5	0	0		<b>17.5</b>
<i>1 x p/t sla</i>		7		6.5	0	4		<b>17.5</b>
<b><u>VOLUNTEERS</u></b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>10</b>		<b>8</b>		<b>60</b>

## APPENDIX 8

**YORK GARDENS LIBRARY – indicative  
DSO/trading account budget**

	<b>CURRENT</b>	<b>DRAFT</b>
<b>DESCRIPTION</b>	<b>BUDGET</b>	<b>DSO</b>
	<b>2011/12</b>	
Salaries - Monthly	132000	50090
Salaries - Weekly	7800	7700
National Insurance	10320	3460
Employer Pension Contributions	26210	9520
<b>DIRECT</b>	<b>176330</b>	<b>70770</b>
Insurances - Employers Liability	370	350
<b>INDIRECT</b>	<b>370</b>	<b>350</b>
<b>EMPLOYEES</b>	<b>176,700</b>	<b>71,120</b>
Repairs, Alts & Mtce - Buildings	35290	35290
Security & Alarms	200	200
Rates	14820	14820
Energy Costs - Electricity	6190	6190
Energy Costs - Gas & Other	5890	5890
Insurance Premium - Fire	1640	1640
Reps, Alts & Mtce - Fixed Plant	410	10
Cleaning Contract	29710	29710
Toilet Hygiene Services	780	780
Window Cleaning	330	330
Sewerage & ~Environmental Services	650	650
Water Charges (Metered)	1010	1010
<b>PREMISES</b>	<b>96,920</b>	<b>96,520</b>
Car Allowance	10	10
Public transport Fares	10	10
<b>TRANSPORT</b>	<b>20</b>	<b>20</b>
Equipment, Furniture & Mats	320	10
Fire Extinguishers	10	120
Insurances - All Risks and Other	310	50
Photocopier	570	570
Purchase Goods	80	200
Purchase of Sound Recordings	10	10
Food & Consumables	10	50
Purchase of Provs - For Sale	370	100
Printing & Stationery	1070	600
Cash in Transit	1090	1090
Dr/Cr Card Transaction Charges	10	360
Electrical Testing	0	130
Fees & Royalties	3480	1500
Communications - Postage	80	30
Communications - Radio or Fax	480	250
Communications - Telephones	350	200
Data Circuit Charges	400	360
IT Support Services SLA	10	10

## Library Review

IT Software and Equipment	1810	1810
On-Line Information Systems	10	10
Telecommunications SLA	2380	1130
Subscriptions	0	10
Miscellaneous Expenses	220	50
<b>SUPPLIES &amp; SERVICES</b>	<b>13070</b>	<b>8650</b>
	<b>CURRENT</b>	<b>DRAFT</b>
<b>DESCRIPTION</b>	<b>BUDGET</b>	<b>DSO</b>
	<b>2011/12</b>	
Security and Attending Services	10	10
General Contract Work	2010	200
Refuse Collection & Pest Control	10	10
Bulk Commercial Waste collection	2670	2670
<b>AGENCY &amp; CONTRACTED</b>	<b>£4,700</b>	<b>£2,890</b>
<b>DESCRIPTION</b>		
<b>Purchase of External Support</b>		
CSS - Central Personnel	1460	710
CSS Payroll SLA	2940	1470
CSS - ENERGY MANAGEMENT SLA	1070	1070
DSS - Finance	4740	2370
DSS - Personnel	4920	2460
DSS - LAS Admin Support	14200	5000
DSS - LAS Deptl Management	7190	3500
<b>CENT &amp; TECH SUPPORT</b>	<b>36,520</b>	<b>16,580</b>
<b>RUNNING EXPENSES</b>	<b>151,230</b>	<b>124,660</b>
Depreciation	11000	11000
<b>TOTAL EXPENDITURE</b>	<b>338930</b>	<b>206,780</b>
Audio Replacements	-30	-20
Book Replacements	-200	-200
Cash Discrepancies	-10	-10
Compact Disc Hire	-20	-20
ECDL - Exam Payment	-3500	0
F & C - Audio	-180	-90
F & C - Book Reservations	-400	-140
Hire of Equipment	-10	-10
Hire of Rooms (Non-Vat)	-62100	-40000
Thames Christian College		-18000
Children's Services Premises recharge		-34490
Donations/Fundraising	-10	-1865
Late Return Charges	-3130	-1500
Miscellaneous Income	-120	-20
Photocopying	-710	-300
Printing - Computer Network	-970	-760
Sales - Fax Services	-300	0
Sales - Other Items	-250	-30
Sales - Second Hand Books	-720	-500
Sales Audio	-10	0
Sales - Publications	-90	-150
Books/Booklets		



Sales - CD Roms (Vatable)	-10	-10
Sales - Computer Discs	-10	-30
Sales - Memory Sticks - Vat	-360	-270
Schofields & Sims - Books (Non Vat)	-280	-200
Schofields & Sims - Wallcharts (Vat)	-300	-200
Telephone Call Box Income	-10	0
Video Hire	-600	-200
Internal Recharges	-920	
<b>TOTAL INCOME</b>	-	
	<b>75,250</b>	<b>- 99,015</b>
<b>NET EXPENDITURE</b>	<b>263,680</b>	<b>107,765</b>

<b>saving</b>		<b>- 155,915</b>
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**paper 10- 830**

net saving full closure	£219,000
less outreach and IT costs	-£92,000
savings	£127,000
add back children's p/t assistants	£28,915
<b>target</b>	<b>£155,915</b>

**Staffing based on:**

Children's Librarian Sc6 (36hrs)	£33,093
2 X Sc 5 p/t 17.5	£29,976
	<b>£63,069</b>

