

# CULTURE RECREATION & TOURISM CABINET MEMBER MEETING

## Agenda Item 32

Brighton & Hove City Council

**Subject:** Home Delivery Services and the Mobile Library  
**Date of Meeting:** 15 September 2009  
**Report of:** Director of Cultural & Enterprise  
**Contact Officer:** Name: Sally McMahon Tel: 29-6963  
E-mail: sally.mcmahon@brighton-hove.gov.uk  
**Key Decision:** No Forward Plan No.  
**Wards Affected:** All

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 The purpose of the report is to agree changes to Libraries Services provided (a) to people in residential homes, (b) to housebound people and (c) by the Mobile Library, following a comprehensive review of these services through 2008 and 2009.
- 1.2 The improvement and development of these services forms part of the Libraries Plan 2009-2012 commitment to deliver more accessible and inclusive services. The aim is to deliver more targeted and tailored services to people in residential homes and the housebound, and to make more effective use of the Mobile Library in reaching those people who are unable to visit a community library building.
- 1.3 The proposed improvements will be achieved within existing resources, the key being reorganising how these services are delivered and thereby also improving value for money.

#### 2. RECOMMENDATIONS:

- 2.1 (1) To agree the proposals for improvements to the Libraries Equal Access Services and Mobile Library Service as outlined in paragraphs 3.1.3, 3.2.5 and 3.3.3 of this report

#### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS

The review and proposals have been divided into three sections: services to residential homes, the Mobile Library, and services to people in their own homes.

##### 3.1 Residential homes service

##### 3.1.1 Current provision

- Equal Access Services currently provide a delivery service to 28 residential and care establishments providing an average four month exchange of collections of between 50 and 350 items
- The collections have a strong emphasis on books in large print, but also include audio books, CDs and DVDs
- The housebound service to individuals in their own homes is also co-ordinated through Equal Access Services

### 3.1.2 Research and consultation

Three linked incremental pieces of research and consultation undertaken by library staff and an external consultant from January to October 2008 informed the proposals for change:

- The initial **Home Delivery Survey** looked at user satisfaction in terms of staff knowledge, service reliability and choice of materials at an initial sample of residential establishments' current receiving a library delivery service. People in residential accommodation receiving the current service highly rated staff knowledge and service reliability. However, choice of materials was only rated as very good by 63.4% of respondents, emphasising the need to improve the scope, range and delivery strategies of the service.
- The follow up **Equal Access Service Review** took a detailed operational and strategic look at overall remit, standards of service. It revealed current services to be limited in range and scope and the need to identify what people in receipt of the service really want and the need to improve the variety, flexibility and breadth of provision.
- The **Equal Access Service Assessments** concluded the initial identification needs work by visiting every residential home receiving the current delivery service looking at provision, use, appropriateness and potential for alternative more effective provision. Greater use of the Mobile Library where feasible was suggested for more able users in residential accommodation, to improve choice and quality of experience. This was recommended for the six venues that had stipulated they would like to try this, feeling it would offer an improved alternative service.

### 3.1.3 Proposals for improved service

- Continue to provide a delivery service to 22 of the 28 existing venues where residents have mobility problems/there is not suitable access for a vehicle, or are not close to a static library
- Provide the Mobile Library service to the other six venues
- Improve range and level of stock of collections
- Deliver more frequently, changing smaller collections more often

For six of the venues, use the Mobile Library, which will park near the following homes/day centres:

<b>Residential/care establishments to get Mobile Library Service</b>	
<b>Establishment</b>	<b>Mobile Library Service details</b>
Elizabeth Court	Existing Wilbury mobile stop outside Elizabeth Court
Lyndhurst Rest Home	Existing Montefiore mobile stop four minutes around corner
Muriel House and Sanders House	Combined new mobile stop for Muriel House and Sanders House 30 metres apart
Saxon Court	New mobile stop nearby will serve Saxon Court and Wish Road locality
Somerset Day Centre	New mobile stop in Somerset Day Centre will also serve Eastern Road South locality

### 3.2 **Mobile Library Service.**

3.2.1 The Mobile Library currently stops in 26 different locations for varying amounts of time across the city serving a mixture of well used and under used stops. Of these seven are Equal Access Service related taking in day centres, special needs school, sheltered accommodation and a nursing home. The Mobile Library also participates in and supports promotional activities, one off festivals and events in addition to its regular schedule.

3.2.2 The **Mobile Library Service Review** undertaken by library staff and an external consultant considered the viability and relevance of current stops and the potential to refocus. Its findings were informed by:

- Analysis of use of all current stops
- Visits to range of current stops by research team
- Cipfa satisfaction survey 2006
- Value for Money(VFM) analysis 2007
- Benchmarking against other authorities
- Mobile library staff input, knowledge and views
- EAS linked research, consultation and related recommendations.
- Mapping of current Mobile stops and EAS deliveries to residential homes

3.2.3 It concluded that the Mobile Library Service currently serves a mixture of well-used and underused stops and could therefore be more cost effective. Tables below covering February 2008-February 2009 compare under used stops and some busier stops with total issue per stop, total hours at stop and average issue per hour.

<b>Under used stops 02/08-02/09</b>			
<b>Stop</b>	<b>Total annual issue 02/08-02/09</b>	<b>Total hours 02/08-02/09</b>	<b>Average per hour</b>
Walsingham Street(Grace Eyre)	43	24	1.79
Hove Enterprise	31	13.5	2.29
Cowley Drive	82	13.5	6.07
Bernard Place	93	13.5	6.8
Amex-Edward Street	522	63.45	8.22
The Crossway	252	27	9.3
Wish Road	140	13	10.76

<b>Well used stops 02/08-02/09</b>			
<b>Stop</b>	<b>Total annual issue 02/08-02/09</b>	<b>Total hours 02/08-02/09</b>	<b>Average per hour</b>
Queens Park Terrace	6721	291.3	23.07
Hollingdean Terrace	2234	94.3	23.69
St Annes Well	1876	67.3	27.87
Sandgate Road	2514	81	31.03
Powis Square	693	21	33
Cedar Centre Hollingdean	1179	26	43.34

#### 3.2.4 **It recommended:**

- The Mobile Library has the potential to focus further on improving the quality of life for older people, disabled people and those who find it difficult to use one of the static libraries.
- Its promotional role should be further developed and clearly targeted as part of a community engagement strategy
- The schedule for 2010 should be refocused and changed to respond to the above , to improve value for money and link clearly to the EAS Review's plans to develop and deliver accessible and inclusive services

#### 3.2.5 **Proposals for improved service:**

- **Maintain 18 of the existing 26 Mobile Library stops.**
- **Reallocate the following four under used stops:**

<i>Stop to be reallocated</i>	<i>Details</i>
Cowley Drive	Reallocate slot
Hove Enterprise	Reallocate slot and direct users to nearby Saxon Court stop
The Crossway	Reallocate slot and direct users to nearby Hollingdean Terrace and/or Cedar Centre stops
Walsingham Road(Grace Eyre Centre)	Reallocate slot; collection has been offered to Grace Eyre Centre

- **Move/combine the following four stops:**

<i>Stop to be moved/combined</i>	<i>Details</i>
Bernard Place	Move to nearby Elm Grove
Wish Road	Move to Saxon Court, Saxon Road to serve residential home as well as Wish Road locality
Reigate Road and Exeter Street	Combine these 2 stops moving to Dyke Road opposite Booth Museum, five minutes from both existing stops.

- **Create four new stops as follows:**

<i>New stop</i>	<i>Details</i>
Eastern Road North	New local stop serving Eastern Road North
Somerset Day Centre \Eastern Road South	Serving Somerset Day Centre and Eastern Road South locality
Muriel House and Sanders House	Serving both residential venues and other nearby homes
Sandgate Road	Additional Saturday stop at existing busy venue

### 3.3 **Services to people in their own homes**

#### 3.3.1 **Current provision**

- Anyone who is housebound or has difficulty in getting to their local library may have a 'housebound' membership
- This entitles them to longer loan periods and concessions on fees and charges
- Material may be selected for them at any library by a relative, carer or volunteer
- Volunteers availability is currently very limited

3.3.2 The Equal Access Service Review also looked at services to housebound people in their own homes and concluded the following:

- Identified the need to better communicate services currently available
- Focused on the need to develop an effective partnership volunteer strategy

### 3.3.3 **Proposals for improved service**

- Publicise more effectively housebound services currently available
- Develop partnerships/liase with a range of organisations and stakeholders including Community Service Volunteers (CSV), Age Concern and other community organisations.
- Develop and negotiate volunteer strategy allied to city wide strategy
- Finalise required partnership agreements to deliver effective individual housebound library service

## 4. **CONSULTATION**

4.1 Three linked incremental pieces of research and consultation undertaken by library staff and an external consultant from January to October 2008 informed the proposals for change (see section 3 for more detail):

- The initial Home Delivery Survey
- The follow up Equal Access Service Review
- The Equal Access Service Assessments

4.2 The Mobile Library Review undertaken by library staff and an external consultant considered the viability and relevance of current stops and the potential to refocus (see section 3 for more detail).

4.3 Public and stakeholder consultation was carried out between May and August 2009 (see appendix 1 for details of the information provided in the consultation process) The results of the consultation which closed on the 17 August is as follows:

### **Residential homes service**

- One location expressed satisfaction with the delivery service and stock supply improvement.
- One location asked for consideration of a Mobile Library visit

### **Mobile Library Service**

- Bernard Place stop move to Elm Grove: two respondents were in favour; a further two users expressed concern at the move
- Sandgate Road additional Saturday stop- two respondents were in favour
- An additional four respondents expressed appreciation of the current Mobile Library service and staff

### **Services to people in their own homes**

- Further partnership links were suggested with the Communities Team to get the links with the Neighbourhood Action Groups or other small local groups

- There was a positive response from CSV (Community Service Volunteers) regarding future partnership discussion toward increasing volunteer involvement in Brighton & Hove Libraries.

## **Conclusion**

The overall response was positive and individual concerns raised are being followed up. This will be an ongoing process with the key aim of the proposals being to improve and develop this range of accessible library services.

- 4.4 Culture, Enterprise and Tourism Scrutiny Committee members attended workshop to discuss these proposals on 9 September 2009. The results of the workshop will be presented verbally at the Cabinet Member Meeting.

## **5. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 5.1 The 2009/10 library service budget allocation for the Equal Access Service is £75k and that for the Mobile Library Service is £41k. It is expected that the improvements outlined in the report will be met within these existing levels of resources.

It is also expected that the closer linking of these services, as mentioned in the report, will lead to greater value for money by providing more choice to customers.

Finance Officer Consulted: Anne Silley Date: August 17 2009

### Legal Implications:

- 5.2 The proposed changes are consistent with the Libraries Plan and the Council's priorities of better use of public money and reducing inequality by increasing opportunity. There are no adverse legal implications to this report.

Lawyer Consulted: Bob Bruce Principal Solicitor Date: August 17 2009

### Equalities Implications:

- 5.3 The developments will provide a more tailored and targeted service to people who are housebound or in residential accommodation, and make better use of the Mobile Library in supporting these services, benefiting a group of people who are particularly disadvantaged in our society.

### Sustainability Implications:

- 5.4 *Sustainable Consumption and Production* : No implications  
*Climate Change and Energy*: No implications.

*Natural Resource Protection and Environmental Enhancement:* No implications.

*Sustainable Communities:* The changes to Libraries Services for people in residential homes, housebound in their own homes, and the Mobile Library service will enable more people to make use of Libraries facilities and services, and so contribute to the development of more sustainable communities.

Crime & Disorder Implications:

- 5.5 There are no crime and disorder implications.

Risk and Opportunity Management Implications:

- 5.6 There is a risk that some existing users of Mobile Library stops may find it difficult to get to an alternative service point. Where this occurs, we will investigate if they may be eligible for home delivery services as an alternative.

Corporate / Citywide Implications:

- 5.7 The proposals support the corporate priority to **'Reducing inequality by increasing opportunity'**. The changes to the way home delivery services and the Mobile Library are operated will enable more people, especially those most disadvantaged, to access Libraries services. The new arrangements will give greater choice of materials and increased access to information.

**6. EVALUATION OF ANY ALTERNATIVE OPTION(S):**

A range of possible variations on the proposals was considered during the review stage, and the alternatives reduced down during the consultation and review process.

**7. REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 To improve the services provided to people in residential homes or housebound, and to make more effective use of the Mobile Library to deliver better value for money.

**SUPPORTING DOCUMENTATION**

1. **Appendices:**  
Consultation paper.
2. **Documents In Members' Rooms**  
None
3. **Background Documents**  
None



## Appendix 1

### Proposals for improving residential homes service, the mobile library and services to people in their own homes

The Libraries Plan 2009-12 proposed a review and improvements to our Mobile Library and Equal Access Services; detailed research and some initial consultation on this has now taken place. We would like your views.

#### What are we proposing?

##### Residential homes service:

- Continue to provide a collection delivery service to 22 of the 28 existing venues currently receiving this service
- Provide the Mobile Library service to the other six venues that have agreed to trial this service
- Improve range and level of stock of collections
- Deliver more frequently, changing smaller collections more often

##### Mobile Library Service

Maintain 18 of the existing 26 stops and reallocate the remaining 8 as follows:

Close the following four underused stops and reallocate freed up slot:

<i>Stop to be reallocated</i>	<i>Details</i>
Cowley Drive	Reallocate slot
Hove Enterprise	Reallocate slot and direct users to nearby Saxon Court stop
The Crossway	Reallocate slot and direct users to nearby Hollingdean Terrace and/or Cedar Centre stops
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**Services to people in their own homes**

- Publicise more effectively the housebound services currently available
- Develop partnerships/liaise with a range of organisations and stakeholders including Community Service Volunteers(CSV), Age Concern and other community organisations
- Develop volunteer service to improve and deliver library services to people who are housebound or have difficulty using their local library

**Let us know what you think**

If you have any comments, questions or suggestions about our proposals for improving residential homes service, the mobile library or services to people in their own homes please get in touch by Monday August 17 2009

We will report on the findings of this public consultation at the September 2009 Culture, Recreation and Tourism Cabinet meeting and publish them on our website.

**How to contact us:**

**By email-** [alan.issler@brighton-hove.gov.uk](mailto:alan.issler@brighton-hove.gov.uk)

**In writing-** may left at any library including the Mobile Library addressed to Alan Issler, Neighbourhood and Enterprise Manager, Jubilee Library, Jubilee Street, Brighton BN1 1GE

**Via our website-** [www.citylibraries.info](http://www.citylibraries.info)

**The closing date for receipt of comments is Monday August 17 2009**