

CABINET

FRIDAY 20 MARCH 2015
2.30 PM

Bourges/Viersen Room - Town Hall

Contact – gemma.george@peterborough.gov.uk, 01733 452268

AGENDA

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Directors, Heads of Service
Press

*Any agenda item highlighted in bold and marked with an * is a 'key decision' involving the Council making expenditure or savings of over £500,000 or having a significant effect on two or more wards in Peterborough. These items have been advertised previously on the Council's Forward Plan (except where the issue is urgent in accordance with Section 15 of the Council's Access to Information rules).*

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<http://democracy.peterborough.gov.uk/documents/s21850/Protocol%20on%20the%20use%20of%20Recording.pdf>



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MINUTES OF CABINET MEETING HELD 23 FEBRUARY 2015

PRESENT

Cabinet Members: Councillor Cereste (Chairman), Councillor Holdich, Councillor Elsey, Councillor Fitzgerald, Councillor Hiller, Councillor North, Councillor Scott, Councillor Seaton and Councillor Serluca.

Cabinet Advisers: Councillor Casey and Councillor Lamb.

1. APOLOGIES FOR ABSENCE

There were no apologies for absence received.

2. DECLARATIONS OF INTEREST

Councillor Cereste declared that he would not take part in the debate or vote on item 5, Future of Wind and Solar Projects, as he was a board member of Peterborough Renewable Energy Limited.

Councillor Holdich stated that he would not take part in the debate or vote on item 5, Future of Wind and Solar Projects, as his son-in-law was a board member of Peterborough Renewable Energy Limited.

3. MINUTES OF THE CABINET MEETING HELD ON 2 FEBRUARY 2015

The minutes of the meeting held on 2 February 2015 were agreed as a true and accurate record.

STRATEGIC DECISIONS

4. PETERBOROUGH CULTURE STRATEGY 2015 – 2020

Cabinet received a report from the Cabinet Member for City Centre Management and Tourism and the Cabinet Advisor for City Centre Management and Tourism.

It was advised that Culture and Leisure services were long established priorities of the Council and a Cultural Strategy had been published five years ago to deliver its priorities up to 2014.

Recognising the need to take a fresh look at its approach and priorities to develop a new culture strategy, the Council had developed a refreshed strategy, as set out within the document 'Peterborough Culture Strategy 2015-2020'.

The purpose of the report was for Cabinet to consider the refreshed strategy and to recommend its adoption to Council.

Councillor Casey introduced the report, highlighting the main issues contained within and the developmental journey of the Strategy. He further highlighted that should the Strategy be approved, a Culture Board for the city would be convened and the necessary work would be planned in order to deliver the identified priorities, reporting back on progress to Cabinet in due course.

Cabinet debated the report and key points raised and responses to questions included:

- The Strategy had not been written by Vivacity as it was a Council document. The Council needed to take a lead on the vision and development for the Strategy and to own and monitor the outcomes for the city;
- The mobile libraries had been un-affected by the recent cuts. This was positive for the rural villages;
- The pathway for young people was extremely important within the Strategy and the Heritage Skills Programme was already being successfully delivered, with two intakes into the programme;
- There would be creative apprenticeships and creative internships, coordinated by Peterborough Regional College;
- One of the main strands within Heritage was education. Numerous events were held at the Arena as well as the work that was undertaken at Sacrewell Farm;
- There was a need for the continuation of the dying arts, such as thatching and dry stone walling;
- The Strategy contained a strand called 'Community Bridge Builders', delivered by Peterborough Presents. This was to upskill community leaders, who in turn could assist people in their community to build their skills;
- A core delivery group called 'Culture Peterborough' was proposed, supported by a wide group of stakeholders, to take ownership of the Strategy and through to the next phase, the action plan;
- The Strategy highlighted a significant investment in culture and leisure in the city, contrary to reports in the press;
- The Strategy had been constructed in such a way that it should have no financial impact upon the Council, instead being delivered by a broad range of groups;
- The Council was looking to reduce the service fee from Vivacity, however since 2012, the Council had invested just under £800k into Culture, with legacy expected to come out of all investments. No additional funding was required;
- Peterborough Environment City Trust (PECT) were leading the heritage skills programme and a key partner in delivery;
- Creative engagement and participation formed part of the Strategy; and
- There were a vast array of events held in the city centre, these being great opportunities for celebrating diversity in the city.

Cabinet considered the report and **RESOLVED**:

To approve the Peterborough Culture Strategy 2015 – 2020 and to recommend its adoption to Council.

REASONS FOR THE DECISION

To approve the proposed Peterborough Culture Strategy, replacing the current strategy which expired at the end of December 2014.

ALTERNATIVE OPTIONS CONSIDERED

The only alternative option considered was to not revise the Strategy, however this would mean an outdated document, lacking focus on the Council's current priorities.

Councillor Hiller, Cabinet Member for Planning and Housing Services, took the Chair for the next item.

5. FUTURE OF WIND AND SOLAR PROJECTS

Cabinet received a report which followed an internal review by officers and consideration by the Cabinet Member.

The purpose of the report was to consider the way forward in respect of the two wind and three ground mounted solar PV projects namely:

- Farms of Newborough (wind and solar)
- Morris Fen (wind and solar)
- America Farm (solar only)

In October 2014, it had been stated that Cabinet would receive a report highlighting that the plans for wind and solar schemes at Newborough Farm, and Morris Fen in Thorney, were to be ceased and final evaluations were taking place to determine whether the third scheme at America Farm should progress.

As Chairman, Councillor Hiller addressed the meeting and proposed that no further action be taken in respect of America Farm due to the insufficient information available at the current stage. This was seconded by Councillor Seaton.

Cabinet considered the report and **RESOLVED** to:

1. To approve the cessation of the solar/wind projects at the farms of Newborough and Morris Fen and that the two planning applications be withdrawn;
2. That in respect of America Farm, no further action is to be taken due to the insufficient information available at this stage;
3. That in line with the Council's budget strategy, all cost be written off on the basis of a worst case scenario that the remaining scheme does not proceed.

REASONS FOR THE DECISION

That the Farms of Newborough and Morris Fen schemes be ceased as a result of local opposition, planning and financial considerations.

That no further action be taken on the America Farm Solar Scheme due to the insufficient information available at the current stage.

ALTERNATIVE OPTIONS CONSIDERED

That the Farms of Newborough and Morris Fen solar and wind schemes be progressed. This was not deemed to be feasible due to the implications identified within the report. It was also not feasible to consider a reduced scheme in these locations for wind and/or solar for the same reasons.

That the America Farm solar scheme should not progress further and not be subject to final evaluation. However, the scheme was a potentially viable one and at the current stage further evaluation regarding the grid connection and associated costs needed to be conducted before any final decision should be made.

6. BUDGET 2015/16 AND MEDIUM TERM FINANCIAL STRATEGY (MTFS) 2024-2025

Cabinet received a report which formed part of the Council's formal budget process, as set out within the Constitution and legislative requirements, to set a balanced budget for 2015/16 and medium term financial strategy to 2024/25.

The purpose of the report was to recommend to Council budget proposals for 2015/16 through to 2024/25, in line with the final local government finance settlement for 2015/16 and in advance of some Department for Education specific grants being finalised. The draft Medium Term Financial Strategy (MTFS) had been presented to

Cabinet on 19 January and, subject to updated information contained within the report dated 23 February 2015, was the basis for Cabinet to recommend the budget for approval by Council.

The report also provided an update on budget consultation responses received so far, recognising that the consultation remained open until 2 March and that some meetings with key stakeholder groups were still to take place.

Councillor Seaton, Cabinet Member for Resources, introduced the report and highlighted the main points contained within. This included the analysis on the feedback for the Phase 2 proposals and the recommendations for the Phase 2 proposals and Council Tax. There had also been an additional tabled document circulated to Cabinet which detailed further consultation responses received.

Councillor Seaton also proposed and advised of the following:

- An allocation of £70k from the risk management contingency to cover and assist with implementation of a staff presence at all times within the larger libraries in the city. This would widen the budget gap in future years;
- An increase in the capital sum for street cleansing equipment and litter bins of £200k to enable further investment to be made. This would have a modest impact on the revenue budget in the next year;
- The possible reformation of the Bus Working Group in order to look at the provision of additional bus services, following comments received from the Budget Working Group. No financial commitment to be given to this at the current time;
- The minimum level of financial contingency to be £500k with the additional proposals outlined above ensuring that the Council remained above that threshold;
- The business rate for the power station had been resolved for the 2005 valuation, however the 2010 valuation remained outstanding. There was no impact on the budget.
- The freeze on council tax would continue; and
- The consultation would remain open until 2 March 2015, and further feedback would be reported to Cabinet and Council.

Councillor Serluca, Cabinet Member for City Centre Management Culture and Tourism, provided an overview of the funding issues with regards to the libraries and the services that investment of £45k would enable, including receptionist posts during Open+ hours for the two libraries co-located with schools, Werrington and Orton, in order to support a full range of activities. At Bretton, an additional post to enable all three floors to remain open during Open+ times and at the Central Library a fourth post to meet increasing demand in the largest and busiest library across the network. The investment was ring fenced for these four libraries only, and Open+ would still be in operation in the four invigilated libraries, this being subject to the outcome of the current consultation. It was hoped that the four new roles would enable some of the staff proposed to be at risk to be redeployed. All library users would be invited to take part in consultation on the revisions to the model.

Cabinet debated the report and key points raised and responses to questions included:

- The Cabinet Members, and all involved in relation to the library proposals, were congratulated on the savings that had been made, whilst still extending services;
- The Cabinet Members, particular Councillor Seaton, and all officers involved in the delivery of the budget were congratulated on the work undertaken;
- The inclusion of the priority of delivering health and wellbeing for the city was commended; and

- The introduction of new technology into the libraries needed to be backed up by training opportunities and consideration could be given to putting libraries onto the website, if this was not being considered already.

Councillor Cereste thanked everyone for all their hard work on one of the most difficult budgets ever seen in the authority.

Cabinet considered the report and **RESOLVED** to:

1. Note the updates on the budget since the Cabinet's meeting on 19 January including: the announcement of the final Local Government Finance Settlement, the Council decision on 28 January of the Council Tax Support Scheme and the impact on the tax base.
2. Have regard to the consultation feedback received to date and statutory advice detailed in the report when determining the budget recommendations, noting that consultation remains open and further update will be provided at the Cabinet meeting and to the Council meeting.
3. Agree the budget proposals in this report, which include the updates detailed in paragraph 4.1 and additional proposals as agreed at the meeting, be approved and recommended to Council on 4 March 2015, namely:
 - a) The budget is set in the context of council priorities;
 - b) The budget for 2015/16 takes note of the budget monitoring position for 2014/15;
 - c) The revenue budget for 2015/16 and proposed cash limits for 2016/17 to 2024/25 (including investment and savings proposals);
 - d) The capital programme for 2015/16 and proposed cash limits to 2024/25 and associated capital strategy, treasury management strategy and asset management plan;
 - e) A council tax freeze in 2015/16 with indicative increases for planning purposes of 2% for 2016/17 to 2024/25;
 - f) That education funding is spent at the level of funding resources available to both schools and the council in 2015/16 and future estimates to 2024/25;
 - g) The budget is supported adequately with reserves, provisions and robust budget estimates set in the context of the risks outlined in the report;
 - h) The proposals for setting fees and charges for 2015/16;
 - i) To allocate £70,000 from the risk management contingency for 2015/16 to enable the library proposals to be amended to allow a staff presence at all times within the larger libraries across the city, and to assist with the implementation plans (noting that Cabinet will not make a final decision on library options until their meeting of 20thMarch);
 - J) To increase the capital sum for Street Cleansing by£200,000 in order to enable further investment into making services more efficient and to help keep our city clean; with the capital financing costs in 2015/16 of £4k being met from the risk management contingency, and
 - K) To maintain the risk management contingency at a minimum level of £500,000.
4. Note the approved and submitted declaration of the deficit on the Collection Fund with regards to business rates for 2014/15 and the business rates forecast for 2015/16.
5. Approve the discretionary retail relief scheme, the discretionary reoccupation relief scheme and the transitional relief scheme for businesses for 2015/16.
6. Have regard for the continuing uncertainty of national public finances and that it may become necessary to amend the budget in year if there are national changes to public spending following the general election in May.

REASONS FOR THE DECISION

The Council must set a lawful and balanced budget.

The Council was required to set a Council Tax for 2015/16 within statutory prescribed timescales and in accordance with the local referendum requirements contained within the Localism Act 2011.

Before setting the level of Council Tax, the Council must have agreed a balanced budget.

ALTERNATIVE OPTIONS CONSIDERED

Budget proposals had been shared with the budget working group over the budget setting period. Some of the options that would have a relatively small financial impact had been rejected by Cabinet. Cabinet rejected these budget proposals on the basis that the proposals would be detrimental to public service delivery or impact on delivery of the council priorities following feedback from the budget conversation undertaken over the past few months.

Cabinet considered alternative council tax levels and for the reasons set out in the report recommend that the offer by government to freeze council tax represented the best value for the residents of Peterborough

MONITORING ITEMS

6. OUTCOME OF PETITIONS

Cabinet received a report following the presentation of a petition at the Council meeting of 28 January 2015.

The purpose of the report was to update Cabinet on the progress made in relation to this petition, this being:

- i) Fulbridge Road Allotments.

Councillor Seaton advised that issues at allotments across the city would be an area for consideration by the Budget Working Group during the next budget round.

Cabinet considered the report and **RESOLVED:**

To note the actions taken in respect of the petition presented to Council.

REASONS FOR THE DECISION

As the petition presented in the report had been dealt with by Cabinet Members or officers, it was appropriate that the action taken was reported to Cabinet, prior to it being included within the Executive's report to full Council.

ALTERNATIVE OPTIONS CONSIDERED

There were no alternative options considered.

Chairman
10.00am - 10.45am

CABINET	AGENDA ITEM No. 4
20 MARCH 2015	PUBLIC REPORT

Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Cabinet Member for Adult Social Care	
Contact Officer(s):	Wendi Ogle-Welbourn, Corporate Director People and Communities	Tel. 01733 863749

TRANSFORMING DAY OPPORTUNITIES FOR ADULTS UNDER 65

R E C O M M E N D A T I O N S	
FROM : Councillor Wayne Fitzgerald	Deadline date : N/A
<p>It is recommended that Cabinet:</p> <p>(a) Review the feedback received from the consultation on the proposals and its amendments for the transformation and modernisation of day services for adults under 65; and</p> <p>(b) Approve the proposed approach of day opportunities operating effectively and efficiently under the new model, namely for the City College Peterborough to manage the day opportunities;</p>	

1. ORIGIN OF REPORT

- 1.1 This report is submitted to Cabinet following the consultation and feedback on the proposed recommendations on day opportunities for adults under 65. The reason for the consultation was to seek the views of service users, parents/carers, staff, providers and partners on the transformation of day opportunities for adults under 65.

2. PURPOSE AND REASON FOR REPORT

- 2.1 To enable Cabinet to consider both the responses to the recent city-wide consultation on the transformation of day opportunities and the amendment to the original proposals.
- 2.2 For Cabinet to consider how these findings will feed into the councils spending plans for 2015/16.
- 2.3 This report is for Cabinet to consider under its Terms of Reference No. 3.2.3 'To take a leading role in promoting the economic, environmental and social well-being of the area'.

3. TIMESCALE

Is this a major policy item/statutory plan?	NO
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4. BACKGROUND

- 4.1 The proposals for public consultation were approved by Cabinet on 15 December 2014 following an 18 month review of day services for adults under 65 with a physical and/or learning disability.
- 4.2 In the Medium Term Financial Strategy (MTFS), agreed at full Council in March 2013, the council agreed to change adult social care services to put greater emphasis on helping all adults to maintain their independence for as long as possible, to support them to stay living in their own homes and enable them to play a bigger part in the communities in which they live.
- 4.3 A review of the current provision of day opportunities for people with learning and physical disabilities provided by the council was commissioned to understand if they were best meeting people's needs or could be improved.
- 4.4 The council currently runs five centres. Fletton Day Centre and Kingfisher Day Centre are traditional day centres, both operating principally around leisure based activities. The other three centres that provide support around employment opportunities and preventative activity are 1-2 Westcombe Square, 441 Lincoln Road and 49 Lincoln Road. These centres support approximately 347 people and are open five days a week, typically between 9am and 4pm.
- 4.5 The previous report to Cabinet in December 2014 explained that the council is now looking to proceed with the development of a new way of delivering day opportunities for people under 65, which will support people to be as independent as possible in their own communities. In particular, it will look to support people to gain skills which will help them to gain employment, or support them to live independently including preventative activity which reduces the risk of crisis. This new model will better support people to reach their full potential in life.
- 4.6 The model also aligns with national adult social care policy such as Our Health Our Care Our Say 2006, Putting People First 2007 the Valuing People 2009 and the new Care Act 2014. The main principle behind these policies and legislation is to put the individual at the center of their care and support plans, something many local authorities have already been doing.
- 4.7 Cabinet agreed the recommendation and asked for consultation to be undertaken with the wider public on the following:
 - A. One organisation that offers day opportunities and employment under one management structure. This would comprise of community satellite centres, a complex needs centre and employment and micro enterprises managed within one service; and
 - B. The delivery mechanism for this single organisational model would be to commission an external provider to develop and deliver the in house services through an open tender exercise.

5. CONSULTATION EVENTS AND COMMUNICATIONS

- 5.1 The four week consultation took place between 12 January and 6 February 2015. The proposals have been discussed at five separate formal consultation events in Peterborough. The responses include comments at events and through completed surveys, emails, letters, Facebook, Twitter, telephone consultation and face-to-face

meetings. All of the feedback received was from parents, carers, service users, staff, partners and providers.

- 5.2 Below is a breakdown of the activities and details of the number of people who attended the event together with the responses received during the consultation period:

Activities

- 650 emails and letters sent to families, carers and services users
- 100 emails and letters sent to provider organisations and stakeholders
- Five events held for staff, partners and providers, families and services users, the public and councillors
- Staff presentations within the day opportunities centres
- One-to-one meetings with parents/carers
- Presentation to the Health and Social Care Joint Commissioning Forum (JCF)
- Presented and consulted with Scrutiny Commission for Health Issues
- Articles on Peterborough City Council internal website and internal newsletters

- Articles in Members' Bulletin for all councillors
- Explanatory emails and letters to staff, all councillors, MPs
- Posts and Tweets on Facebook and Twitter
- Explanatory, easy to access videos on YouTube and Peterborough City Council website

Response

- 62 people attended the events
 - 150 comments were received at the events and from the survey
 - 89 formal survey responses were received and analysed
 - 20 phone calls, emails, letters and comments received
- 5.3 A consultation questionnaire was produced in easy read language with guidance from parent carers. This was done in recognition of the fact that not everyone would attend the consultation events and the key messages needed to be easily understood. The questionnaire was also made in audio format and other languages where requested.
- 5.4 In addition to the five consultation events a report was presented to the Scrutiny Commission for Health Issues in January 2015 which was positively received.
- 5.5 The Cabinet proposals were also taken to the Learning Disabilities and Autism Partnership Board and the Health and Social Care Joint Commissioning Forum in January 2015.
- 5.6 The responses from the consultation evidenced that most people were happy with the proposed shape of the future model. However, the biggest concern from service users, family carers and staff was in relation to the proposal for the model to be commissioned to an external provider through a tender exercise.
- 5.7 A further concern people had was that all day provision for adults under 65 in Peterborough would be delivered by the independent providers sector only and there would no longer be a mixed economy of provision (i.e. local authority, independent, voluntary etc.) The common preference was for the services to be retained within the council and achieve the modernised outcomes set out in this report. This option was considered in the early design stage however it was discounted due to the limitations to access external funds whilst managed within the council.

- 5.8 However, whilst in the consultation period City College Peterborough expressed a desire to deliver the transformation of day opportunities. The College has the expertise and the infrastructure to deliver the transformation of day opportunities and at the same time meet the requirement of the councils MTFS within the desired timeframe. The council delegated its powers and duties under the Further and Higher Education Act 1992 and Learning and Skills Act 2000 to the Governing Board of the College. Recently, a cabinet member decision gave authority to formally constitute the College into the council's financial and management arrangements.
- 5.9 Subject to Cabinet approving this proposal, the day services would be carried out by the College and subsequently there would be no requirement for the council to carry out a competitive procurement exercise. This is on the basis that under section 12 of the Public Contracts Regulations 2015, such an arrangement is exempt from the procurement rules.
- 5.10 This proposal would reassure service users concerns, expressed in the consultation, of not having a mixed economy of day opportunities present in Peterborough together with achieving a saving of time and resource that would be required for the procurement process for these services.
- 5.11 The feedback on the consultation survey (attached in Appendix A) provides very useful information about the skills and support required to ensure the new model of day opportunities works well.

What the new model offers and will deliver

- 5.12 The new model has been developed using feedback received during the two consultations. The latest consultation told us that people were happy with the proposed shape of the future model. However, concerns were raised about services being transferred to an external provider and in relation to day provision for adults under 65 being delivered exclusively by the independent sector. The new model will see services remain part of Peterborough City Council, albeit operating at arm's length, and a mixed economy of provision.
- 5.13 There is no recommendation for any of the current centres to close. The new provider will be responsible for looking at what is currently provided and then building a service for the future.
- 5.14 The new model will better support people to reach their full potential in life. It will support people to develop skills which will help them to gain employment and/or skills which will support them to live independently. It will also support those people with complex needs with a more targeted approach to ensure that their needs are met.
- 5.15 People with less complex needs will be supported through a combination of employment related services, community satellite centres and where possible, with personal assistants.
- 5.16 Employment services will continue to offer employment related activities ranging from supported employment, voluntary work to paid employment. This will be offered to every person eligible to receive a service.
- 5.17 The ultimate aim of this investment will be to allow people to secure paid employment wherever possible, now with the added value of being part of an educational environment.

- 5.18 Alongside the two day centres, Kingfisher and Fletton, the centres at 441 Lincoln Road, Westcombe Square and 49 Lincoln Road will create employment related opportunities by:
- Continue to developing new micro enterprises and building on existing enterprises such as Royce Rolls Catering, Westcombe Car Wash and Horticultural Activities. The aim is to establish businesses which will allow people to achieve paid employment, vocational skills and work experience.
 - Working with organisations like Community Catalysts to support individuals to develop and run new and current micro enterprises by building on the successful launch of enterprises such as 49 Laundry Services and The Friendly Fruit Co.
 - Offer voluntary placements with employers for work experience.
- 5.19 The goal is for people to be able to progress into unsupported employment.
- 5.20 Investment will also be made in up to four new community based satellite centres. The satellite centres will be fully equipped to provide assisted changing facilities including bathing/showering provision.
- 5.21 The main focus will be supporting people to move away from traditional leisure-based activities towards services which promote greater independence, employment opportunities and the development of ordinary living skills. This will be achieved by:
- Enabling people to access services locally without the need to undertake lengthy journeys from pick up points around the city.
 - Using the centres as a base for people to meet others to improve social skills
 - Working closely with local area co-ordinators¹, personal assistants and volunteers to maximise local assets and resources so people can be supported to access community resources
 - Linking individuals with communities including other people, activity groups, employment, volunteering and social events. Local area coordinators personal assistants and volunteers will help people to build a circle of support to enable them to be as independent as possible and access support from within their community.
 - Enabling people to develop greater independence and ordinary living skills in a structured way. This will be delivered either through personal assistants or volunteers and where necessary through staff allocated to each satellite centre for focused activities around independent living skills.

6. NEXT STEPS

- 6.1 The proposal is to continue with the transformation plan in line with the recommendation to Cabinet in December 2014. However, instead of issuing an open tender the transformation plan would be delivered by Peterborough City Council through the arm's length organisation City College Peterborough.
- 6.2 Should Cabinet approve the recommendations within this paper, adult social care will work closely with City College Peterborough in the transfer of day opportunities and meeting its objectives.

7. IMPLICATIONS

7.1 HUMAN RESOURCES IMPLICATIONS

¹ *Local Area Coordinators: A team of people that will be based in each community satellite locality with the aim to link people with disabilities with communities including individual people, activity groups, employment, volunteering and social events.*

There are 62 (FTE) staff who work in the council run day and employment services and there will be no staff implications as the staff would remain within the employment of the Council

7.2 FINANCIAL IMPLICATIONS

If agreed, this proposal would generate savings in the region of £292,453 in 2015/16. Adult social care would work closely with City College Peterborough to achieve this saving. However, the saving can only be realised following the transfer of the service and mobilisation of the new model which will take up to six months after transfer.

Capital investment of up to £500,000 for community satellite locations or improvements to Kingfisher Day Centre and any other building/equipment will be made available. The funding required has already been identified and allocated in the Adult Social Care Health & Wellbeing capital programme budget.

The council also commissions services from independent sector providers. The overall cost for these services is circa £1.2million. Through contract negotiations and better value for money in the independent sector there will be a further £307,547 saving achieved in 2015/16.

This brings the total savings across all day services to £600,000 per annum recurring.

7.3 PROCUREMENT IMPLICATIONS

There are no procurement implications.

7.4 LEGAL IMPLICATIONS

Currently the council has a legal duty to provide section 29 National Assistance Act 1948 and section 2 of the Chronically Sick and Disabled Persons Act 1970 to provide facilities for occupational, social, cultural, educational and recreational activities but these do not have to be provided in traditional day centres run by the Council.

The Care Act 2014 comes into force on 1 April 2015 and replaces the current legislation. The duty on the council will be to ensure that service users are met appropriately with a mixture of high quality services and the council working with partners and outside providers to ensure that this happens.

To shape the wider independent market place for day opportunities, we have been meeting with the eight independent day opportunities providers that offer services for people with learning disabilities and physical disabilities and will continue to meet until a framework contract is in place.

Independent sector providers understand the new approach and many are already making changes to their service offer by supporting people into employment related services and offering support to develop people's independence. This engagement is further intended to support local day service providers, particularly small and medium size businesses, to understand the requirements of the subsequent tender exercise and what they would need to do now to prepare for it.

7.5 DISCRIMINATION AND EQUALITY

The council must consider and comply with the Equality Act 2010. Therefore it has considered the possible impact of the proposals and has carried out an equality impact assessment which has provided an analysis of all the potential effects and possible

impacts on the relevant community. The conclusions of this assessment have been considered against the proposal in the Cabinet report and the proposed delivery model moving forward. The council is therefore seeking to ensure it complies with the act. Equality issues have also been considered.

7.6 PROPERTY

There will be transfer to the property portfolio arising from the change of management. Engagement is ongoing with the council's strategic property department and other adult social care transformation work streams which will continue until the implementation phase is embedded.

8. BACKGROUND DOCUMENTS

- 8.1 The following was used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985):

Cabinet paper -Transforming Day Opportunities for Adults under 65 - December 2014:

http://www.peterborough.gov.uk/pdf/Health_And_Social_Care_Adult_Social_Care_Transforming_Day_Opportunities_For_Adults_Under_65_Jan_2015.pdf

APPENDICES

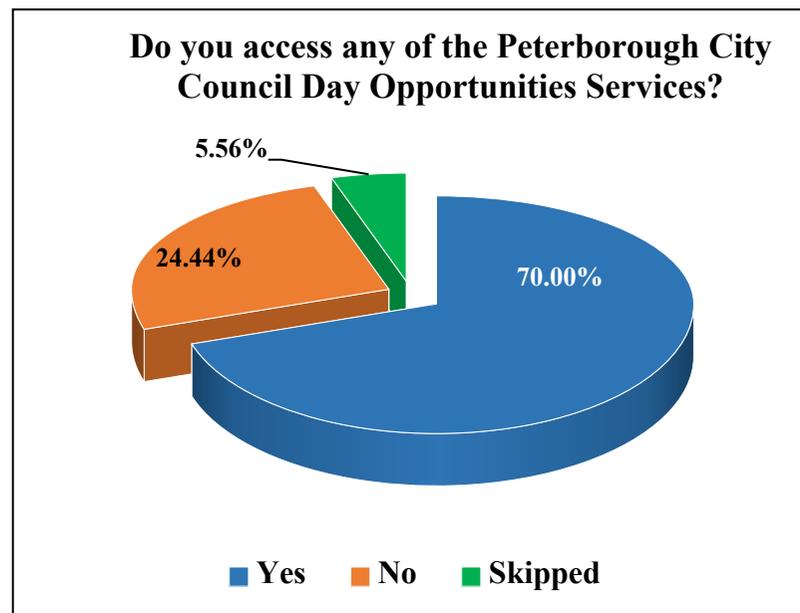
Appendix	Title
A	<u>Day Opportunities Survey Analysis</u>

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Day Opportunities Survey Analysis

Q1. Do you access any of the Peterborough City Council Day Opportunities Services?

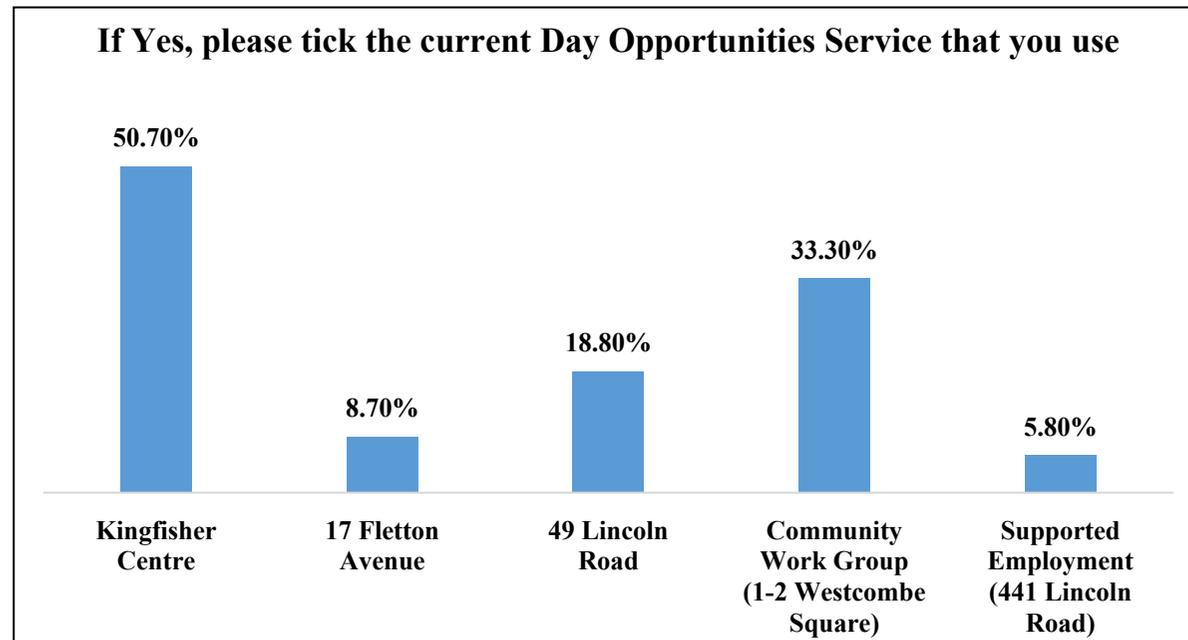
	%	Count
Yes	70.00%	63
No	24.44%	22
Skipped	5.56%	5



Q2. If Yes, please tick the current Day Opportunities Service that you use

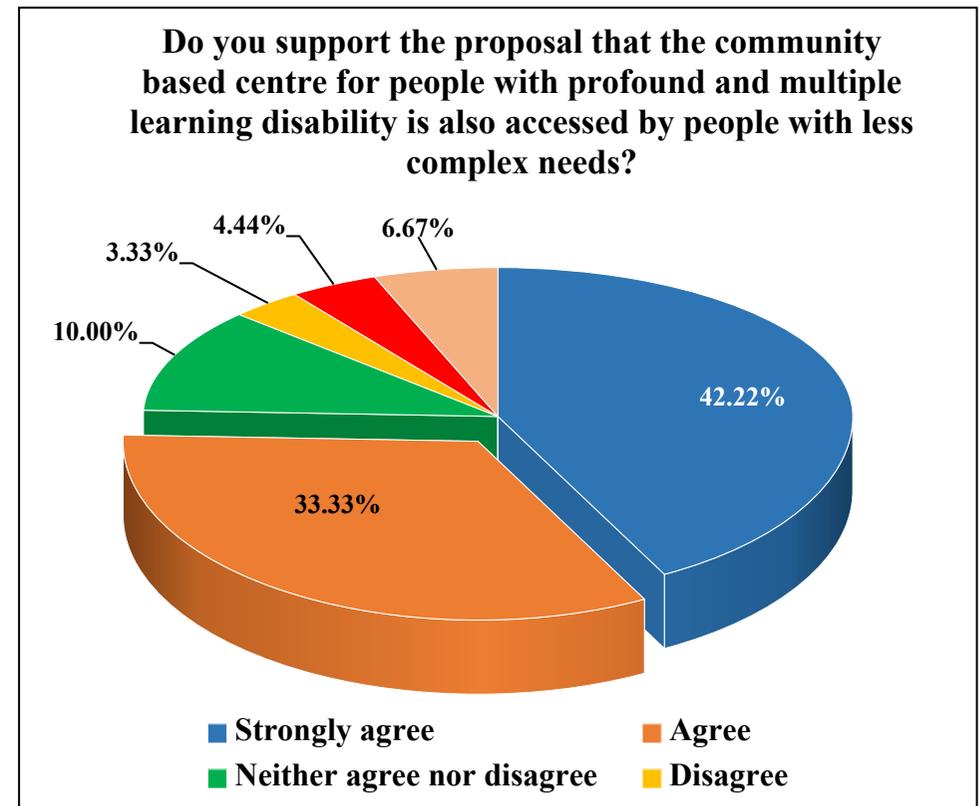
	%	Count
Kingfisher Centre	50.70%	35
17 Fletton Avenue	8.70%	6
49 Lincoln Road	18.80%	13
Community Work Group	33.30%	23
Supported Employment	5.80%	4
Skipped		21

NB. Can be multiple choice



Q3. Do you support the proposal that the community based centre for people with profound and multiple learning disability is also accessed by people with less complex needs?

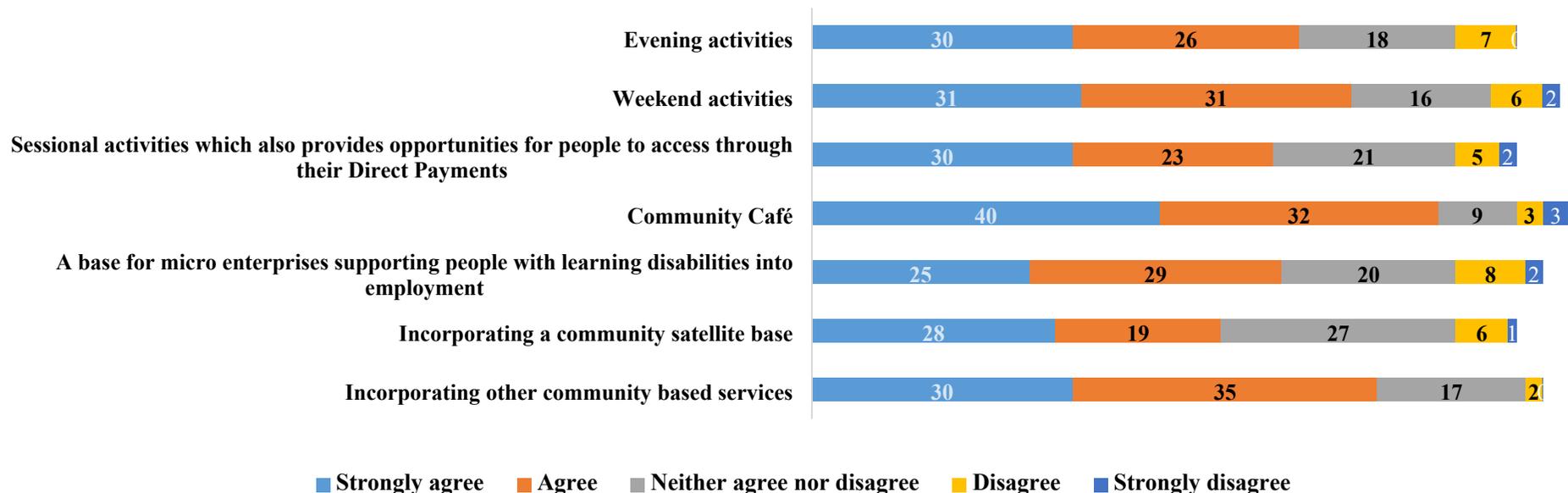
	%	Count
Strongly agree	42.22%	38
Agree	33.33%	30
Neither agree nor disagree	10.00%	9
Disagree	3.33%	3
Strongly disagree	4.44%	4
Skipped question	6.67%	6



Q4. Which of the following services do you think should be available at the complex needs centre?

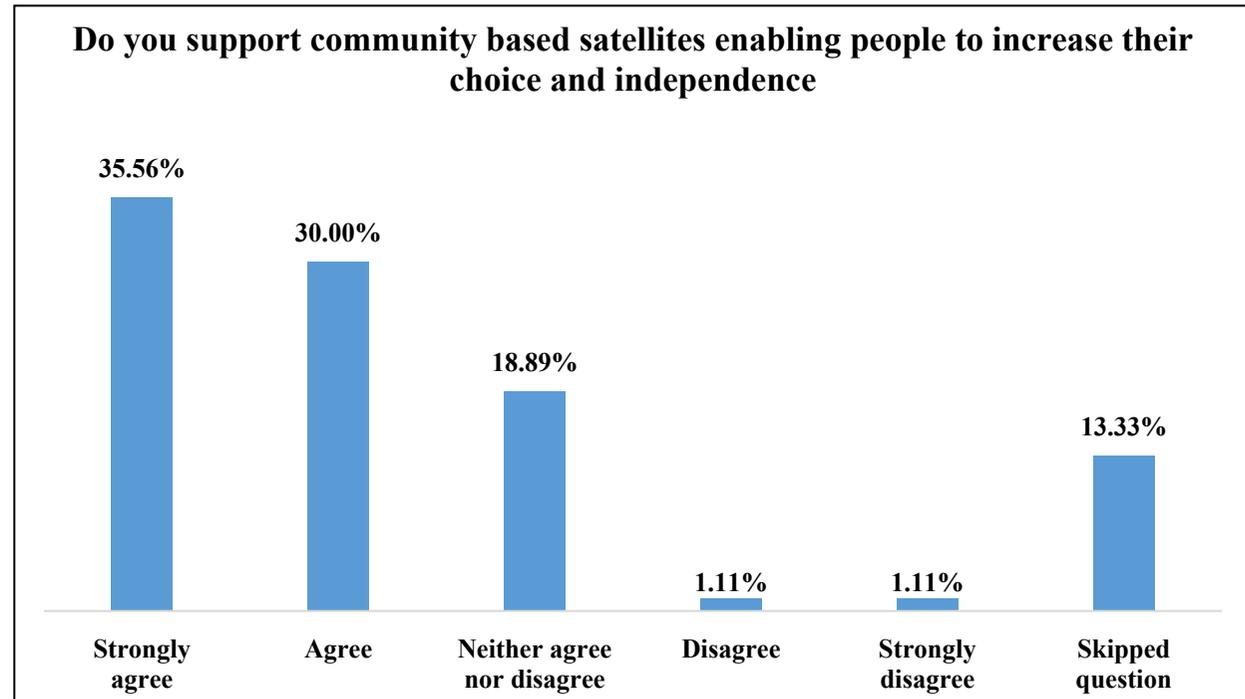
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Evening activities	30	26	18	7	0	81
Weekend activities	31	31	16	6	2	86
Sessional activities which also provides opportunities for people to access through their Direct Payments	30	23	21	5	2	81
Community Café	40	32	9	3	3	86
A base for micro enterprises supporting people with learning disabilities into employment	25	29	20	8	2	84
Incorporating a community satellite base	28	19	27	6	1	81
Incorporating other community based services	30	35	17	2	0	84

Which of the following services do you think should be available at the complex needs centre? (Counts)



Q5. Do you support community based satellites enabling people to increase their choice and independence?

	%	Count
Strongly agree	35.56%	32
Agree	30.00%	27
Neither agree nor disagree	18.89%	17
Disagree	1.11%	1
Strongly disagree	1.11%	1
Skipped question	13.33%	12

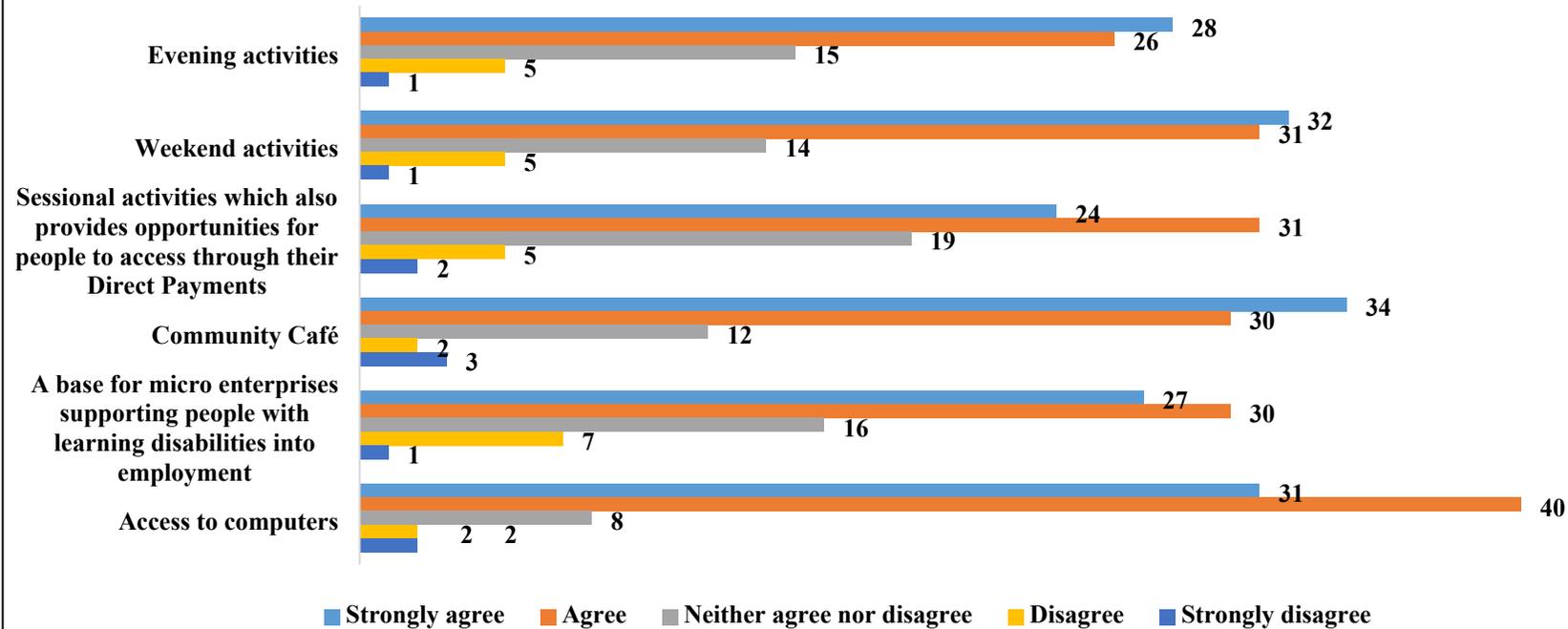


Q6. Which of the following services do you think should be provided in the community based satellites?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Evening activities	28	26	15	5	1	75
Weekend activities	32	31	14	5	1	83
Sessional activities which also provides opportunities for people to access through their Direct Payments	24	31	19	5	2	81

Community Café	34	30	12	2	3	81
A base for micro enterprises supporting people with learning disabilities into employment	27	30	16	7	1	81
Access to computers	31	40	8	2	2	83

Which of the following services do you think should be provided in the community based satellites (Counts)



23

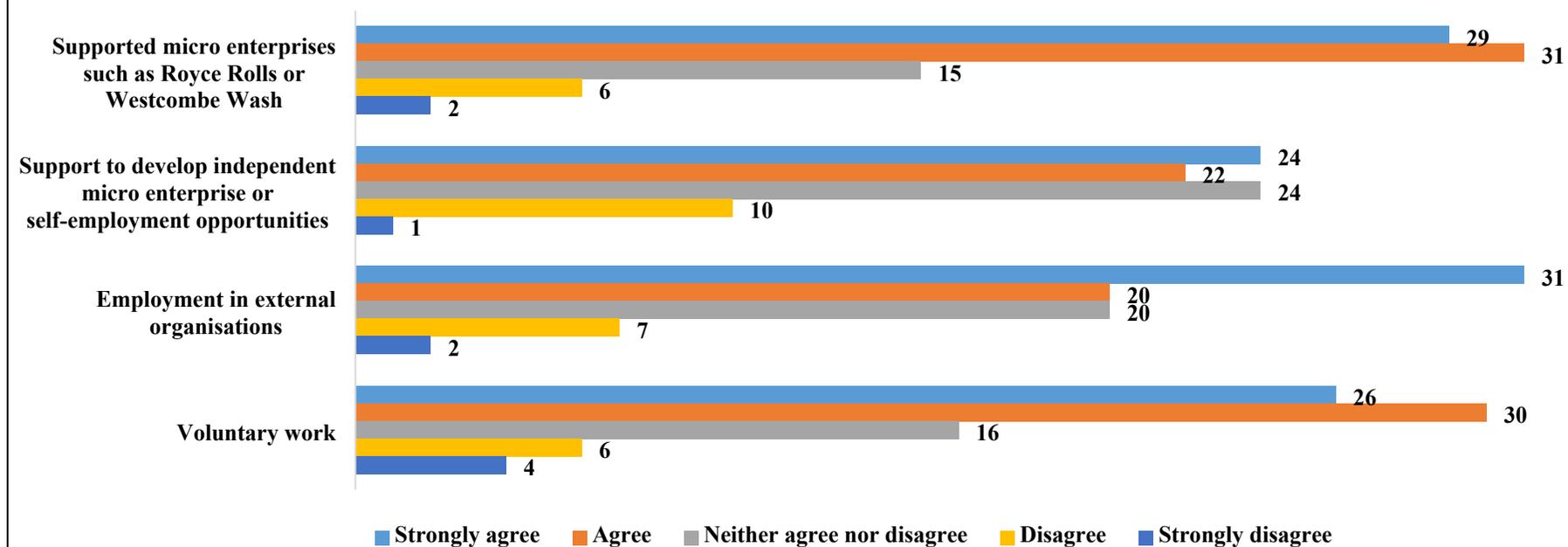
Q7.

Which of the following work activity opportunities would you like to be provided?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Supported micro enterprises such as Royce Rolls or Westcombe Wash	29	31	15	6	2	83

Support to develop independent micro enterprise or self-employment opportunities	24	22	24	10	1	81
Employment in external organisations	31	20	20	7	2	80
Voluntary work	26	30	16	6	4	82

Which of the following work activity opportunities would you like to be provided? (Counts)



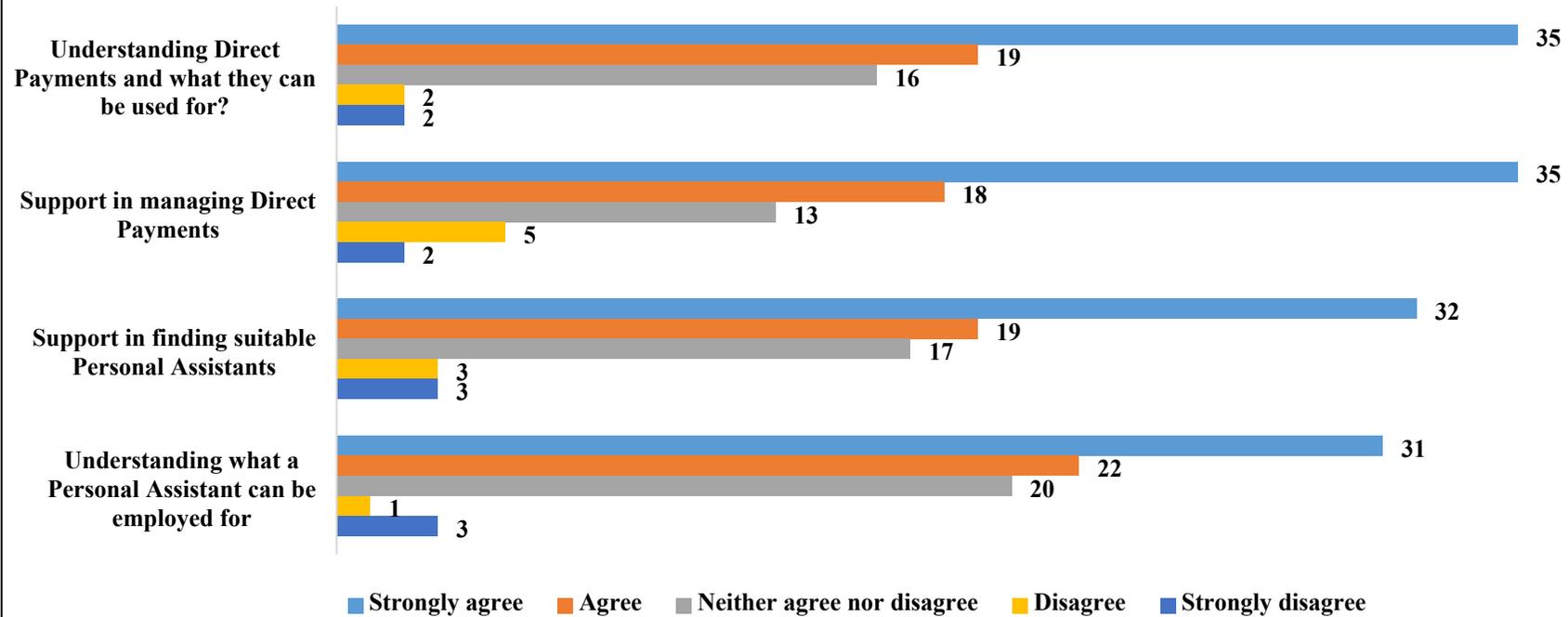
24

Q8. What information would you need to help you to do this?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
Understanding Direct Payments and what they can be used for?	35	19	16	2	2	74

Support in managing Direct Payments	35	18	13	5	2	73
Support in finding suitable Personal Assistants	32	19	17	3	3	74
Understanding what a Personal Assistant can be employed for	31	22	20	1	3	77

What information would you need to help you to do this? (Counts)



9. If you have ticked 'agree' or 'strongly agree' for any of the above, and have any suggestions for the following areas, please state here

Complex Need Centre	
..	Please ensure this remains very integrated. Services have tried to become inclusive regardless of level of ability so it would be very sad to see this revert to a segregated service.
..	All adults that have additional needs should be allowed to use the centre otherwise there could be a sense of segregation (isolation). Use of Transport. In turn ensuring the emotional wellbeing of all adults are supported
..	More internet. Swimming
..	Football. More assess for wheelchairs users
..	More assess for wheelchair users
..	My son is happy and settled at Kingfisher Centre, would like to stay there, they cater for all his needs and ours
..	A Gym things to keep you fit and healthy
..	Support more help, more staff. More activities to be planned throughout the day
..	Keep service the same as it currently meets all needs
..	If Kingfisher centre is chosen, there needs to be a refurbishment / redecoration carried out. Also working practises reviewed / changed to avoid a 'Wheelchair in rows' syndrome creating another institution!
..	It is important that groups other than complex needs should be around - satellites and community based services
..	One to One support to learn what the personal assistants can do and where to find suitable personal assistants and what checks are made before they can be employed
..	To go out more with people from Kingfisher
..	Yes I Do. Homework
..	Money spent on Kingfisher to enable it to remain open to all
Community Based Satellites	
..	Keep Peterborough FM going
..	Support within these bases to access computers, access training or skills based sessions.
..	Provision of 'quiet spaces' and sensory rooms. A place for people to meet socially outside of home.
..	Would be useful for people if more than one centre as they may be easier to access
..	Computer games and cards
..	Go out on trips. More help for disable
..	More help for disable
..	A Gym things to keep you fit and healthy
..	Mix of male and female staff in each building. Sometimes people want to speak about women's things to a woman or a man might want help in the toilet from a man
..	Propose Micro enterprises are based here to ensure their independence. Transport will need to be provided to deliver goods and services
..	Location is key - Safety, transport, near shops and libraries
..	Use money considered for these for keeping existing organisations open
Employment	
..	In an ideal world, would like to have a job. I enjoy my work at Westcombes Industries and Kingfisher
..	To get wages
..	Paid Please
..	I can't work

- .. Training to prepare people for paid employment (if achievable) including practical training in manual job roles (basic admin, shop floor roles etc)
- .. I feel that adults with additional needs can find the idea of employment overwhelming, stressful which in turn could let to a change of temperament.
- .. Yes, would need support finding employment and making a CV
- .. Talk and help more
- .. Depends on the person's needs and mobility if they can work
- .. People are happy with Westcombe. They must be doing something right
- .. Westcombe's, Royce Road is not ideally situated. Propose a building in a more central location. Need to drastically increase the number of job coaches employed
- .. It is important that individuals are developed
- .. keep me informed about job opportunities outside Westcombe
- .. Drop in job centre to obtain advice and guidance in an easily understood manor to enable more people to obtain their desired career paths.
- .. Not applicable for many of the people concerned
- .. Barriers to community/micro enterprise are many in Peterborough. This is mainly as though who provide person centred planning are also offered the opportunity to provide services, which halts the inception and progression of micro enterprise.

Direct Payments

- .. I prefer I have the money paid into bank so I can budget and pay bills, save for holidays etc and food
- .. Another to do what I want
- .. Enough to go places
- .. No
- .. Clear rules and regs regarding employer's responsibilities and employee training. DBS checks as a MUST.
- .. May need support setting up Direct Debits
- .. Very confusing - the goal posts keep moving!
- .. Make it easy to understand and each person say the same thing not just their interpretation
- .. Needs to be assessed for each individuals needs to help them access all opportunities within their community
- .. Don't know - What is Direct Payments
- .. More information and support on using them and managing them
- .. Worried about people who won't get a Direct Payment and can they still the same support as at 49 Lincoln Road. How many social workers will there be to do assessments. How long will it take to get DP? It took a long time for us. Will they change their mind about what it can be spent on in 1 years' time like they did to us?
- .. Parents would like to know how Direct Payments are to provide a 5 day service as currently provided. Who organises the PA's, who pays the PA's, How can they be confident PA's are trained and DBS cleared? DO PA's have access to transport?
- .. We do not understand Direct payments
- .. Not enough is known by social workers and local organisations about what direct payments can be used for. The use of direct payments is restricted by social workers in many cases, whereas as long as the funds are being used to reach the original outcome the decision should not be down to the social worker to make.

Q10. Taking account of the context set out in the briefing paper, if you have any suggestions which you would like the council, or the new provider, to consider please provide detail in the box below

.. Close 49 Lincoln Road and look to get other day centres open as 49 Lincoln Rd have missed me around

Service users at the meeting I attended believe that the Kingfisher Centre is not a good location for the main satellite centre, the main centre should be a more central location within the town. Speech and language department should be involved with the changes that individuals will experience, good communications will be a major priority. PCVS do a very good service with people who receive direct payments. Direct payments improves individuals skills and more opportunities socially alongside day services

It would be great to incorporate training into day services again; in the past people were supported to attend college courses which helped to broaden skills and offered a real sense of achievement. It would be nice to see people gain paid employment within local firms following a period of job training. Services for people with complex needs should not become segregated, the mix of abilities of people currently attending services offers the opportunity for people to support their peers and for people regardless of ability to contribute and be valued.

1. Ensure that the same workers are supporting the adults
2. Transport for those who find public transport stressful/dangerous
3. Ensuring you are aware of the needs of the adult user not just their age
4. If taking part in a work based activity the adult users shouldn't do it for more than 2 hours at a time as could prove very challenging for the service users

.. I want to have a base like 49 Lincoln Road where I can meet and chat to friends in safety

.. I would like 49 Lincoln Road to carry on doing Preventative work as they have supported me a lot. I would not know where to go if I could not as 49 Lincoln road for support

.. I need someone to open and read my letters. I want support in banking and housing. 49 Lincoln road does this for me at the moment

.. I would like help so that my wife can get help if we need it

.. Would like to have somewhere like 49 Lincoln road to help me with problems I may have

.. I am happy with changes

.. Don't turn us out onto the streets to be at the mercy of users and abusers. Have places for us to go to do activities and socialise in safety. Not just no 49 Lincoln Road.

.. How will everyone that could use these facilities find out where they are and how to use them?

.. I would like to know more about the Personal Assistant Role as it is something I might consider doing myself for my son,

.. I have filled this questionnaire in on behalf of my daughter as she is unable to read or write

.. Only use Goldhay Arts, do not use a day centre

.. What age can a person be to do anything in the community centre

.. More activities. A place where people with special needs can meet and have a chat, coffee and be able to talk each other. A holiday place where we could take them where there is others with special needs Day trips

.. I would like things to stay as they are.

.. He went to Peterborough Regional College for nineteen years and Brooke Street on different courses and he still cannot read or write. I don't think any of this will help him and lots more like him. We had a good satellite at St Peter's in Eye and the council in their wisdom closed it. I think the support staff at Westcombe do a great job with the facilities they have to use.

.. The Direct Payments questions are irrelevant as Direct Payments have no bearing on how the "transformation" plans are developed - all facilities and activities should be designed regardless of who has Direct Payments.

- .. More buses to pick and drop people to the centre. The fee for the bus is too expensive. The fee must be free of charge
- .. Very happy with staff at Kingfisher and he is happy with his service and enjoys coming. Don't see why things should change if all needs are being met. Don't want him to lose the service and support he has
- .. I think there should be both male and female staff to talk to people in each building. There should be an expert in Benefits to advise people. There should be an advocate to support people to do phone calls and meetings. All the buildings should be accessible for people in wheelchairs. All the buildings should have a changing place. You need more information about how to do DBS checks if people go on Direct Payments
- .. Complex Needs Centre - As the Kingfisher centre in Bretton is likely to be chosen due to the long unexpired lease on the building, there is a need to completely revise and update the working practices to ensure the increased SU population is fully supported. The building requires updating and redecorated. The provision of a proper 'Smoking area' at the rear of the building established as the current practise of smoking at the front door of the building is not professional and unhygienic! Micro Enterprises - Ideally these should have their own facilities for the preparation of goods, storage and use of transport for delivery. Currently there are conflicts over the use of kitchens, storage and refrigeration. Food hygiene is okay but could be much better if selling to the public. PCC food hygiene inspectors to advice on the set up process for the new enterprises. PA's - This is a big issue for parents. Propose parents are fully briefed on the employment of PA's in finance, transport, booking of / recruitment etc, DBS, training and need to keep records. Propose no one should be forced onto DP and provide an alternative service for these SU's
- .. For many years our son has not really had any development activities. The issue is that resources do not seem to be set up to spend the time on this activity. It is essential that the changes are gradual and well thought through. One opportunity to get this right as any change is very worrying for the users and has a major impact on the carers of those people. It is important that the complex needs area is not isolated from other users - satellites and community based services should be close albeit with their own staff.
- .. More activities for physical disabilities out in the community - day trips
- .. 1 - More buses so service users are able to be picked up and returned at the proper times 2 -
- .. More staff to enable service users, to be encouraged to cover personal activities e.g. more exercise, interacting etc. 3 - Clearer understanding about forthcoming events etc.
- .. Ideally all activities to be held within the centre, such as a gym and café in the cresset
- .. In today's enlightened society it is not acceptable to segregate people with a profound and multiple learning disability. It is widely accepted that these people should be given opportunity and encouragement to play a full part in their community and should be given the necessary support to enable them to mix and make friends with all people regardless of whether they have a disability or, if they have, the degree of that disability. It is MENCAP's vision that ALL people with a learning disability should be valued by society and be able to live a normal life as is possible. Your proposal would appear to be opposed to that aim. In the circumstances if the proposals are approved by the council I would have no hesitation in raising the matter with both countess Wessex (MENCAP's Patron) and Stuart Jackson MP.
- .. issues like wellbeing ought to feature in activates offered to service users;
- .. Keep the structure between complex and moderate needs as they are. Provide better access to job opportunities to people and more educational courses.
- .. Better and more informed choices of work placements and opportunities. To have something that's easy to understand and work to obtain this information from. To create an environment that makes everyone feel accepted and safe by providing sufficient staff. To achieve something that can cater for many needs from mild learning disabilities to complex needs.

Organisations who are providing something, such as facilitation of person centred plans, should not also have the monopoly on providing services. This means that the pockets of only one organisation are lined locally and stops growth within the city. Variety of support and enterprise is the way that we will see diverse growth within the city and this can only stem from supporting smaller enterprises to form and to grow.

.. Happy with staff at Kingfisher but want continuity both support and key worker when moving to new provider

.. Believe the new modernised day opportunities model will work very well for some people but it mustn't be one size fit for all

.. Concerns that Peterborough will not have a mixed economy of day opportunities and all its day activity business will be within the independent sector

.. Apprehensive who the new provider will be as the value base i.e. not for profit providers will bid for the business

Feedback cards from Service User Events

1. What are the rules and regulations about buildings that Mubarak talked about yesterday?
2. Can we have female as well as male staff in all the buildings so women can talk about women's problems and men can get help from men?
3. Can people with moderate needs who go to 49 Lincoln Road now still drop in to a new service every day if they need help or if they want to meet up with their friends?
4. Can there be more than one building with changing places for people with complex needs like there is now?
5. Will then new service like 49 Lincoln Road still be near the bus station so people can get there easily?
6. If Westcombe does move, will it still be like a workplace, like near factories like Westcombe? Will the same staff still be there to help us?
7. One of our friends in Network Team is in a wheelchair. He is worried his friends not in wheelchairs who go to the Kingfisher will have to move out. That is what he heard. Will people not in wheelchairs have to move out of Kingfisher? Will they keep the same staff? Why did the council not listen to what the Network Team said? I went to the talk about how we feel to the council. The Network team want to keep 49 Lincoln Road open and keep all the services the same. We think it is a really good service. The council says it is not good enough. Why did he say he was going to keep it open? I feel they have gone behind our backs again. I am worried about what will happen to people if they can't go to 49 Lincoln Road. It was said people with moderate needs could still go to 49 Lincoln Road to get help. Network team told the partnership board that we do not think it is a good idea to put all the people in wheelchairs in one building. We think people in wheelchairs with complex needs should be able to go where they want like anyone else. We think they should be able to work if they want. We think they should be able to stay in 17 Fletton if they said to us and in the last consultation they said they like it where they are. We do agree with mixing people in wheelchairs with complex needs with their friends who do not have complex needs.

1. Where Westcombe is now is alright. It is where it should be. It is like a factory around Westcombe. The other side of the road is a factory. I do wood chopping and tuck shop. I work Monday, Tuesday and Thursday. I like working there. Will wood chopping and tuck shop move to Kingfisher? I don't want to move to Kingfisher because it is like a day centre. I like Westcombe where it is now because it is like work. Can we keep our jobs at Westcombe where it is now? Can we keep our staff?

1. Are these plans more for the towns adults that are in the transitional programme rather than what is happening now because it feels like that. Have you thought about trying to make the enterprise companies more city wide as some of us are not aware of some of these

1. Concern rate of any change.

2. 1 opportunity to get it right

3. Change is scary

4. Outsource – low contract concern that it transfers in them out. (sic)

1. Why is this information on the website? The website is difficult to use for people with learning disability. The cabinet paper is not in easy read. Why is there no easy read version for us? It says you can email, but I wouldn't be able to do that on my own. I would need help but I don't any support worker. If there was no advocacy to help read out the cabinet papers, I would not know what this is about.

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CABINET	AGENDA ITEM No. 5
20 MARCH 2015	PUBLIC REPORT

Cabinet Member(s) responsible:	Cllr Lucia Serluca, Cabinet Member for City Centre Management, Culture and Tourism	
Contact Officer(s):	John Harrison, Corporate Director Resources	Tel 452520

NEW DELIVERY MODEL FOR PETERBOROUGH LIBRARY SERVICE

R E C O M E N D A T I O N S	
FROM : Cllr Lucia Serluca	Deadline date :
<p>For Cabinet:</p> <ol style="list-style-type: none"> 1) To consider the responses received to the second consultation as set out in the report; and 2) To approve the future delivery model for the library service in Peterborough. 	

1. ORIGIN OF REPORT

1.1 This report is submitted to Cabinet following a referral from Cabinet on the 25th February 2015.

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to allow Cabinet to consider the responses made to the consultation on the future delivery model for the library service in Peterborough and, in light of those responses to determine the way forward in such a way as to fulfil the Council's statutory obligations.

2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.1 'To take collective responsibility for the delivery of all strategic Executive functions within the Council's Major Policy and Budget Framework and lead the Council's overall improvement programmes to deliver excellent services'.

3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	No
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4. LIBRARIES

4.1 Background and context

4.1.1 Under section 7 of the Public Libraries and Museums Act 1964 a Local Authority is under a statutory duty to:

- a. provide a comprehensive and efficient library service for all persons in the area

that want to make use of it;

- b. promote the service; and
- c. lend books and other printed material free of charge for those who live, work or study in that area.

- 4.1.2 The Local Authority is required to consult on any changes being recommended to the way services are delivered and it is essential that the public are consulted before any service changes are adopted.
- 4.1.3 The Peterborough library service currently operates through 10 fixed buildings, a mobile library and an at-home service run by a team of volunteers who take books to those with mobility problems.
- 4.1.4 In the city centre, Central Library is open 40 hours per week. Bretton, Werrington, Orton and Dogsthorpe are open 29 hours a week. Eye, Stanground, Thorney and Woodston are open 21 hours per week. The new Hampton library is open for 75 hours a week (21 hours with Library staff and 54 hours through self-service).
- 4.1.5 The mobile library makes 103 stops across Peterborough, covering villages out as far as Burghley House. It also supports nine 'micro-libraries' in a variety of places, from the Stagecoach bus garage to the Perkins' canteen.
- 4.1.6 Libraries offer a range of services including books, newspapers and magazines; DVDs; free access to the internet via public computers and events and activities for children, families and adults. A request service is also offered for any book that is either still in print or likely to be held in a library in England.
- 4.1.7 In addition to the buildings-based and home delivery services, there is also 24/7 access to online digital services such as e-books, e-audio and information databases.
- 4.1.8 The way customers use the library service is changing. Technology means that customers are doing a lot more things for themselves. According to management information held by Vivacity, 90% of book loans in Peterborough's libraries are now done through self-service kiosks. 51% of library members currently borrow books on a regular basis and 49% of members are using the libraries for a range of other activities.
- 4.1.9 Staff now spend more time supporting customers to use computers, or supporting groups meeting in libraries, than they do dealing with 'traditional' library enquiries. The challenge the library service faces is how to provide an excellent, accessible, modern library service, with declining resources.
- 4.1.10 An initial consultation of 8 weeks took place between 4th August and 26th September 2014 to understand which libraries and communities centres people use around Peterborough, when and how often they use them and what they use them for.
- 4.1.11 In total, 5,110 responses were received during that consultation period.
- 4.1.12 The key findings from that initial consultation, which the Authority took into account in developing the way forward, were:
 - Libraries are important to everyone, both existing users and non-users;
 - Users particularly value:
 - The quality of the stock of books on the shelves;
 - The location of the libraries;

- The ability to access information;
- Users also said that they would value access to libraries outside of normal hours.

4.2 The cost of the library service

4.2.1 The library service as managed by Vivacity cost **£1,518,549** to deliver during 1 April 2013 to 31 March 2014. This is made up of:

	Cost
People	-£1,013,526
Materials / book fund	-£271,218
Buildings	-£233,805
Total	-£1,518,549

4.3 The future delivery model for the library service for Peterborough

4.3.1 The Council working with Vivacity have developed a vision for libraries in Peterborough as a direct result of the fact finding consultation outlined above in 4.1.

4.3.2 Peterborough libraries will be:

- A place to find reading for pleasure and learning; both in a physical and virtual space;
- A community collaboration space;
- Somewhere to break down a sense of disconnect and isolation;
- Promoters of democracy by providing access to information and multiple points of view so that people can make knowledgeable decisions on public policy throughout their lives;
- Supporters of families through offering an alternate venue for parents and their children to enhance activities traditionally conducted at home by providing homework support, parenting collections, and early literacy programs;
- A place to learn new things;
- A quiet space – with increasing multiple occupancy housing there is need for quiet space to think and study.

4.3.3 Taking into account local and national information on the use of libraries, the key messages from the initial consultation and the costs that are associated with libraries (as detailed above in 4.2), the Council has explored how different delivery models could secure a financially sustainable offer, that meets the needs of the public and fulfils the Council's statutory obligations.

4.3.4 The Council has consulted on a model that would:

- allow all of our existing library buildings to remain open;

- ensure all libraries have opening hours with staff present;
 - increase access overall to libraries, but on a self-service, unstaffed basis, enabled through Council investment in new technology called Open+;
 - retain as is the mobile library and books-at-home service
- 4.3.5 The model was designed to allow for a *full-year* reduction in operating costs of **£350,000**, based on a reduced staffing complement deployed in each of the current libraries (saving **£320,000**) and a further saving from the Book Fund (**£30,000**).
- 4.3.6 We had already anticipated a time-delay in implementing the new model, reducing the in-year (15/16) saving by **£30,000**.

4.4 LIBRARIES – FINDINGS FROM THE SECOND CONSULTATION

- 4.4.1 The consultation has run for seven-weeks to the date of the publication on this report.
- 4.4.2 The consultation is still available online via both the council and Vivacity websites. Paper copies are still available from the Town Hall and Bayard Place receptions and every library. A large amount of work has been undertaken to reach a wider audience so that we can consider the views of as many residents as possible.
- 4.4.3 All 20,000 library card users who Vivacity hold email addresses for were sent an email about the consultation. In addition, library friends' groups were asked to complete the questionnaire and an email was sent to the head teachers of all schools in the city to cascade throughout their schools.
- 4.4.4 A supplementary report will be presented to Cabinet on the 20th March detailing the responses that have been received over the full eight-week period, continuing from this report from the 11th March to the 20th March. Consultation results will be analysed daily from the 6th March to incorporate all responses with the supplementary report summary.
- 4.4.5 To date, up to the 11th March 2015, the council has received 1768 responses.
- 4.4.6 Of these:
- 60.4% support the proposal put forward; and
 - 39.6% oppose it.
- 4.4.7 Of the 39.6% that oppose the preferred option 57.1% have elaborated on their opposition to the proposed approach:
- a) 10% have stated a perception of lack of safety during Open+ hours;
 - b) 8% have suggested we should close smaller libraries and invest the balance in the larger sites
 - c) 39% have suggested that the Council seek to make the overall savings requirement differently – but not specified how
- 4.4.8 In terms of other responses received:
- a) At its meeting on 23rd February, Cabinet determined that the responses received to that date already required some modification to the original proposal.

Specifically, to respond to concerns raised about public safety and safeguarding linked to the Open+ self-service model, Cabinet recommended the deployment of additional staff (to be employed as receptionists) in four libraries (Bretton, Orton, Central and Werrington).

An Open+ assistant post within Bretton will enable all three floors to remain open during Open+ hours and within the two libraries co-located with schools will enable extra cover for children accessing these libraries during Open+ hours.

These changes reduce the overall achievable cost reductions in a full-year from **£350,000** to **£305,000**. The saving in 2015/16 has reduced from **£320,000** to **£250,000** to meet the cost of the four Open+ assistants and delay in implementation. The short-fall will be met from the Council's risk management contingency in 2015 / 2016. In 2016/17 and beyond this will widen the Councils overall budget gap.

- b) Cabinet had already considered the idea of closing the smaller libraries in the city. Cabinet's view was that the benefits of this approach (releasing funding that could be invested in the larger sites) were outweighed by the negatives (significantly limiting access to libraries, especially in areas where the evidence suggests users tend be older and also to walk to their local library);
- c) Cabinet has already considered the requirement for savings from the library service in the round and believes they represent an appropriate reduction given the pressures that exist on other front-line and statutory services and the scale of the challenge the Council has faced to deliver a balanced budget. This is in line with the overall budget consultation, where no alternative proposal were received for libraries.

4.4.9 Comments received through the consultation can be reviewed under Annex 1.

4.5 THE PROPOSED WAY FORWARD FOR PETERBOROUGH LIBRARIES

- 4.5.1 In light of the feedback received over the course of the two consultations during the year, we have developed and subsequently modified a proposed delivery model for the library service for Peterborough.
- 4.5.2 The preferred way forward remains for **all library buildings to remain open with reduced hours with staff present** but with **library facilities available for further hours** with no staff present.
- 4.5.3 A reduced staffing complement will be deployed in each of the current libraries, wherever possible matched to when highly valued activities take place, supplemented by the receptionists referred to above.
- 4.5.4 This will be made possible through investment in technology called Open+ which will enable visitors to access the libraries independently.
- 4.5.5 Through this model libraries will be accessible for a further **114** hours per week.
- 4.5.6 Open+ assistants will be employed in Bretton, Orton, Central and Werrington libraries because of their unique characteristics.
- 4.5.7 The proposed model encourages more communities to take part in existing activities such as reading groups, knit and natter, story time and rhyme time and to set up their own groups, meeting within the libraries.
- 4.5.8 Vivacity will be consulting with existing groups to confirm the activity timetable which will include one rhyme time or story time session a week, held in each library.
- 4.5.9 We believe an annual staff cost saving of **£275,000** will be achieved by staffing all the existing libraries but for reduced hours, together with scope to make a further saving from the Book Fund of **£30,000**, equating to a full year saving of **£305,000**.
- 4.5.10 This saving will be reduced by **£70,000** in the first year due to the need to implement carefully.

4.5.11 The table below illustrates how the combination of staffed hours and Open+ enabled access could be implemented.

		Our preferred option	
Library	Current opening hours	Open to all users with staff present (hours)	Open for self-service users with no staff present (hours)
Central	40	33	Open+ assistants 22.5
Bretton	29	16	Open+ assistants 21.5
Dogsthorpe	29	14	19
Eye	21	10	14.5
Hampton	21	14	61
Orton	29	16	Open+ assistants 20
Stanground	21	10	13
Thorny	21	10	15.5
Werrington	29	16	Open+ assistants 24
Woodston	21	10	15
TOTAL	261	149	226
Available weekly hours	261	375	

4.5.12 A breakdown of library hours per building can be reviewed under Annex 2

4.5.13 Our preferred option will result in a reduction of staffed hours from 261 to 149, however the overall hours the buildings will be available will increased by **114** hours from the current available hours.

4.5.14 Open+ is free to join, existing library members will be invited to opt-in days during April where they will be asked to read and sign that they understand the terms and conditions of using Open+ and will then be enrolled on to the system. Customers will also be able to enrol during normal staffed hours. This method will enable the library service to monitor who had access during Open+ hours.

4.5.15 Open+ will not be available for children under the age of 16, unless accompanied by an adult and customers with temporary library membership or who have barred from the service. These customers will be able to access the library service during staffed hours.

4.5.16 Customers who live outside Peterborough, but who work or study in the Peterborough area, can opt-in to Open+ if they are an existing library member.

4.5.17 During self-service hours customers will have full access to each libraries selection of books and public computers, using the kiosks to return and take out books and using their existing library card to access the public computers.

4.5.18 Customers that are Open+ members will be able to;

- Free membership
- Borrow books and other library materials, and use library computers.
- Take part in existing activities such as reading groups, knit and natter, story time

and rhyme time

- Set up new groups to meet within the libraries.

Non library members can join the library in two ways:

- Complete our online form the Vivacity website
- Visit any library.

Once a member, customers can opt-in to Open+.

4.6 INVESTMENT IN TECHNOLOGY

4.6.1 There are a number of references in this report to enabling increased public access and opening hours through technology. The system is known as Open+. This system allows library services to maintain or extend library opening hours, providing customers and communities with more choice and flexibility as to when and how they engage with the library service. The Open+ model is currently operational in selected libraries in Leeds and London, with best practice shared between organisations.

4.6.2 The fully functional Open+ solution can automatically control and monitor building access, self-service kiosks, public access computers, lighting, alarms, public announcements and customer safety. The system links through to the current library management system, utilising membership cards and pin number and is compatible with current library self-service kiosks.

4.6.3 A photo image will be taken of each customer entering and leaving the library buildings during open+ hours and any incidents will be captured on CCTV. A full risk assessment has been carried out for all library buildings and safety measures put in place, such as an emergency telephone in each building and alarm systems. Customers will be taken through the safety measures through their induction to Open+

4.6.4 Children attending the libraries through schools will be supervised by school staff and the teachers will be required to enrol as Open+ members.

4.6.5 The capital investment for the technology required for all libraries equates to **£170,000** with support costs of **£10,000** a year for all libraries, this will ensure that no libraries have to close. The capital costs are budgeted within the culture and leisure capital budget. The revenue cost of the capital equates to **£24,600** over 8.5 years.

4.6.6 Once the technology has been installed, used and is fully established, we will explore whether there is scope to extend self-service hours further (for example, evenings and weekends). A review of the system will take place every three months and an issues log retained to share with other councils using the Open+ system, to share best practice and learning.

4.7 NEXT STEPS

4.7.1 Subject to Cabinet's decision, the Open+ technology will be rolled out to all libraries during April and May with new operating hours introduced.

4.7.2 The timetable is outlined below:

Date	Libraries
April	Eye Thorney Woodston Bretton
May	Werrington Orton

Central and Dogsthorpe will be completed in February and March as pilot sites.

4.7.3

4.8 RISKS AND ISSUES

4.8.1 The timetable is tight. If Cabinet confirms the proposals as set out in this paper, we will move rapidly to deploy the Open+ technology in all remaining libraries. Detailed risk assessments have been completed for each building where the system is operating, verified by the police and fire services and the council's insurance provider.

4.8.2 Customers will not be automatically enrolled into the Open+ system and will have to opt-in, agreeing to the terms and conditions of being an Open+ member and the requirements for access which will include personal security and acceptance of the terms and conditions of using the technology.

4.8.3 The Equalities impact assessment for this proposal can be reviewed under Annex 3

5. CONSULTATION

5.1 At the time of this report being issued a 7-weeks of the consultation have taken place, the consultation will finish on the 20th March at 12 noon, completing eight weeks of consultation. To date a total of, 1768 responses have been received, a supplementary report will be issued to Cabinet on the 20th March with the full consultation results.

5.2 A weekly email update was sent by Councillor Lucia Serluca, Cabinet Member for City Centre Management, Culture and Tourism, to all 57 councillors asking them to encourage residents in their ward to complete the consultation questionnaire. In addition, Councillor Serluca and council officers attended a number of meetings to talk about the consultation including with:

- Strong and Supportive Security committee.
- Other Councillors
- Friends of library groups for Werrington, Bretton & Orton
- Customers during a series of visits to all libraries
- Peterborough talking news paper
- The Chairs of Thorney and Eye Parish Councils
- Ken Stimpson Community School
- Ormiston Bushfield Academy

5.3 The consultation was also emailed to 20,000 library members, the Council also consulted with parish councils and clerks, registered community and resident groups, faith and community groups, voluntary sector partners such as the talking newspaper and Peterborough Citizens' Advice Bureau and MPs.

5.4 An equalities impact assessment has been produced for the proposed new library service model and is attached to this paper under Annex 2.

6. ANTICIPATED OUTCOMES

6.1 For Cabinet to consider the consultation responses received from the second consultation process, and subsequently to approve the future delivery model for the library services in Peterborough which would meet the Council's statutory obligations.

7. REASONS FOR RECOMMENDATIONS

- 7.1 To approve the proposed new approach to delivering Peterborough's library services in the future outlined in section 4 of this report.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 We have explored, but discounted other options for the delivery of library services in Peterborough that would achieve a similar level of saving:
- 1) The option of putting all of the available staffing resource into Central Library to create an enhanced 7 day city centre offer, supplemented by the library mobile service;
 - 2) Central, Bretton, Orton, Werrington and Dogsthorpe libraries remain open with reduced staff hours, but will be available for further hours with no staff. Hampton remains as a purely self-service library. Eye, Dogsthorpe, Stanground, Thorney and Woodston libraries will close. However if community groups come forward any of these can remain open by being run by volunteers at no additional cost to the Council.

9. IMPLICATIONS

- 9.1 Financial implications
The consultation has informed the options for the council on the future of library services. It is anticipated that implementation of a new delivery approach would enable the Council to achieve budget reductions. The proposed re-modelling of Library services is expected to deliver savings of £305,000 in a full year.
- 9.2 Legal implications
These are set out within the report the proposal and the attached impact assessment sets out the potential impacts of the proposals.

10. BACKGROUND DOCUMENTS

- 10.1 Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985):
Existing Council strategies, the Funding and Management Agreement dated 1 May 2010 between the Council and Vivacity, and published documents by the Arts Council and Cities outlook 2014.

11. APPENDICES

There is one appendix to this report:

- Annex 1: Public consultation results
- Annex 2: Proposed library timetable
- Annex 3: Equalities impact assessment

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Annex 1: Consultation responses

Have you read the consultation?

No	18	1.1%
Yes	1588	98.9%
Total	1606	

Do you agree with the preferred option?

No	656	40.8%
Yes	932	58.0%

If "No", alternative option suggested...

373	56.9%
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Read the consultation	Disagree with the preferred option	Comments
Have you read the cons	Do you agree with the	If you have an alternative option on how the service could be delivered, please tell us in the space provided below. Please show how your approach would reflect the need to make efficiencies to provide, wherever possible, an extended, but still local offer. Please include in your response reference to the following from the priorities from the first consultation carried out: Budget priorities, Location, Books and Access

Yes	No	<p>1) Libraries are an essential and important part of the community and should not be starved of cash. Instead of wasting money on Cllr. Cereste's hare-brained schemes and on consultants the cash should be used for the benefit of the citizens of Peterborough. If there have to be cut-backs in the number of paid staff in the libraries then unpaid, experienced and knowledgeable volunteers must be considered. Libraries NEED to be staffed in order to provide advice and assistance when it is required. 2) There should be no closure of libraries. No area of the city that already has a library should be deprived of the amenity - that could be construed as discrimination. There is no doubt that if the city expands to the extent that we are told about by the Council then there may even be a need for more libraries. 3) Books!? Of course a library needs books; they are the basis of any library. More care and thought needs to be given to the selection of the books that are on display. Very often there are multiple copies of a particular book by a particular author, but other books written by the same person are non-existent on the shelves. I sometimes wonder if the procurement staff really have the knowledge of the literary world required for the job. 4) How will self-service work effectively without penalising those people who require access and at the same time provide the support, security and level of service that is provided by a staffed library? In conclusion; it appears to me that although Vivacity's commitment to providing a good library service is self-evident, the Council does not have the same vision, foresight and degree of commitment.</p>
Yes	No	<p>1) It is essential that there are staff available at all times to assist library users, even if the staff have to be unpaid volunteers. The Council have to recognise that libraries are not just a luxury, they are essential for the community, more essential than some of Councillor Cereste's hare-brained schemes. 2) All libraries should remain open - no local communities should be without access to a library. 3) More careful consideration needs to be given to the selection of books available</p>
Yes	No	A centralised library service would seem the best option with support from Hampton, Orton, Bretton as support options.
Yes	No	A fully manned library service is an essential public service. If you want to make cuts, cut councillors salaries.
Yes	No	Access 1st; Location 2nd; books 3rd; budget priorities 4th
Yes	No	Access for local communities especially the elderly could suffer as they may not feel confident enough or safe going within the self service hours un aided.
Yes	No	Access to Hampton Library- how will this be monitored when its already getting vandalised.
Yes	No	Access to help on computers and any other advice about books, how to use the printer and pay fines. just general assistance is needed but not all the time
Yes	No	All are vital
Yes	No	All are vitile
Yes	No	Allow volunteers the opportunity to step up
Yes	No	<p>although i understand the need to cut costs. leisure activities are always in the forefront. high usage of libraries suggest they can be viable. consider purchasing requirements, unused office space (poss sub-lets) Welfare organisations could utilise space. use of volunteers is an intersting option, however the over use of them should be discouraged. welfare to work schemes should be discouraged. john clare theatre, consider hiring costs to make it more viable. small local thatre companies could use the facilities. enhance catering but discourage crisps!</p>

Yes	No	Although the proposal increases access I am deeply concerned that the proposals will result in staffing cuts to a profession which any civilised society should regard as essential. I find the staff and central library helpful and knowledgeable and would decry any reduction to this provision
Yes	No	Are vital for the community
Yes	No	as a mobile library option isn't viable due to limited ability to transport books, the alternative will also prove as ineffective as shown in other areas (refer to Private Eye (ad infinitum)). I propose that a root & branch approach is considered, whereby the stock ordering & purchasing system is re-evaluated to ensure it is sourcing product that there is a requirement for and not multiple copies of the same books with a short shelf life. Look to utilise the reading /loan data to drive purchasing decisions in conjunction with knowledgeable users (on a volunteer basis) to be involved in the process of purchasing products.
Yes	No	As an alternative put up council tax by 5%
Yes	No	As I work 8 till 5 I only have a small amount of time to use the libraries, therefore extended hours opening hours would be perfect for me and a hell of a lot more people that have normal jobs, on the other hand it would make sense to keep the main ones open that have a high foot flow and close or reduce the hours that the ones that are not so busy, in order to keep resources open to the public.
Yes	No	As many libraries are integral with schools these should be open while the schools are. (eg Orton, Hampton, Werrington). Staff would be on site anyway. Many people NEED local libraries (access in out of town areas can be ESSENTIAL)
Yes	No	Being 75 and reading 8 books a week every 4 days and having no computer I would miss my library and the friendly staff
Yes	No	Being able to return books out of hours is constructive, but losing staff destructive. they work hard at helping public plus had to library advice which computers fail.
Yes	No	Books
Yes	No	Books
Yes	No	Books Access Location Budget Priorities
Yes	No	Books are out of date with online material now available on almost any topic. You could save money by closing libraries and paying for slow internet at home for poor people.
Yes	No	Budget does not come into it. They need to be staffed so they do not get burglarised. And left open longer hours .
Yes	No	Budget priorities increase fines for over due and late books charge for priority on availability of new and popular books charge more for computer services charge a small but necessary fee for kids reading times ect as a parent I would be happy to pay invite Costa coffee or similar to rent a space to serve coffee ect there are many small fee options available Location I am a user of the Orton library mainly I feel unmanned hours would invite in thieves ect I can see how with tagging you can monitor ingoing outgoing ect but a lost/stolen library card could result in the total loss of the building and stock ie arson Books this is an area I don't have a view on as I am always able to find or order what I want Access For me this is most important sat I asked about this at work only to get the impression never open when the working man has time to go
Yes	No	Budget priorities, need to location. Check for access properties.

Yes	No	BUDGET: MORE COULD BE SAVED FROM OVERALL BUDGET. LOCATION: SMALLER LIBRARIES IN THE VILLAGES SHOULD BE PRIORITISED OVER THE "CENTRES". BOOKS: EITHER HARDBACKS OR PAPERBACKS NOT BOTH NEEDED, OR ALTERNATE BUYING. REPLACE LESS OFTEN. FINE MORE FOR LATE FEES AND DAMAGE. DOES ANYONE ACTUALLY PAY THEIR LARGE FINES? MAYBE BANK DETAILS TAKEN TO RETRIEVE FINES? OPTIONS TO RETRIEVE MONEY FROM FAMILIES. ACCESS: LIBRARIES ARE IMPORTANT SO ACCESS OUT OF WORKING HOURS ARE IMPORTANT, BUT THEY OPEN SATURDAYS ALREADY, THE COST OF OPENING WITHOUT STAFF IS VERY SHORT SIGHTED. YOU ARE OFFERING FREE BOOKS AND ENTERTAINMENT TO PEOPLE WHO MIGHT NOT BE TRUSTWORTHY. ARE YOU EXPECTING POLICE TO DEAL WITH ANY VANDALISM?
Yes	No	Budget-get councillors to 1) take less money, 2) repay monies acquired that were not theirs to take! keep libraries affiliated to schools, open when schools are open (as they have to have staff then!) If Libraries are made 'self-service' you will lose books/equipment and they will become no-go areas - drugs, sleepers, n'ere do wells will love it, plus people are liable to smoke; fires are probable!
Yes	No	Cancel all the council's vanity projects and all the money needed to reverse these woeful proposed cuts will be released many times over. It just seems incredible that the council are making these cuts when literacy levels in the city remain lower than the national average. I have seen there is now a literacy hub set up. Surely the library service needs protecting to be able to contribute to this and similar projects to help the city improve the life chances of its citizens. Get a grip councillors. Stamp out the ridiculous pointless waste of money spent trying to punch above your weight as a small unitary authority and get the basics right.
Yes	No	Charge a small annual sign up fee to be a member of the library. Also make the four smaller libraries have more self service hours and give the larger libraries more staffed hours.
Yes	No	Close all the tiny libraries, keep the big ones open but with many people helping.
Yes	No	Close small libraries give hours to the rest
Yes	No	Close smaller libraries
Yes	No	Close smaller libraries
Yes	No	Close some of the libraries, keep central, brettton and werrington. werrington library has the best range of books. Extended opening hours fully staffed. I feel that central Library should be open from 9 -5 and the late night on a Thursday with staff. Some of the smaller libraries, ie. Dogsthorpe, Hampton could close. When I lived in the ortons I didn't use that library and I now live in Dogsthorpe and don't use it as it's a horrible library. I use central or Brettton or werrington, they are good.
Yes	No	Close the 4 smallest libraries and keep the others staffed
Yes	No	Close the four small libraries and then have more staff hours in the bigger libraries.
Yes	No	Close the smaller less used libraries.
Yes	No	computers should be more than 1 hour like most places around the country.
Yes	No	Concerns over access for children and unmanned access for women after dark
Yes	No	Consider a small charge to borrow an item from the library
Yes	No	Cost of redundancy payments to staff would be a large expense. Cessation of community activities would be of detriment to local population. Welfare of children and vulnerable adults SHOULD be of paramount concern.
Yes	No	Cut management

Yes	No	Cut the pay for the people at the top who always get big fat bonuses on top of already extortionate pay cheques. To many bosses, not enough staff.
Yes	No	Do NOT agree that libraries are understaffed-open to abuse i.e. drunks, dropouts and thieves
Yes	No	Do not agree, think this is right as a local childminder uses the library a lot!
Yes	No	Don't agree with any of the options here
Yes	No	Don't cut hours
Yes	No	Employ staff to work longer, need more events on and opportunities to interact with staff and customers
Yes	No	Events at library - charge eg murder mystery evenings. Craft fairs (develop more). Holiday events for school children (charge)
Yes	No	<p>proposed cuts in the annual budget they allot to the city. Demand that Central Government reduce the cuts to Peterborough City Council. Secondly I would look to the Tax loopholes in the UK financial law, and at Amazon in particular as they have a major warehouse based in Peterborough. If Amazon were to pay, and back-date, the Tax which they owe the UK then there would be no need for any of the proposed cuts to essential services in Peterborough or anywhere in the UK. As they have a major site here we should be vigorously approaching, and reproaching, them for this abhorrent behaviour. Libraries are due a seismic change as technology and culture is changing, at the heart of that change is the truth that libraries are still necessary and relevant to the healthy development of our culture. If libraries were allowed to evolve to the changing needs of society we will see that they still have a highly relevant role in our modern world, it is my belief that the essence of this role is people. A well informed, highly experienced and educated team of people who can resolve peoples questions, guide them in finding information and work with people on their personal research whatever that may be, is possibly their most vital offer, their USP in commercial terms. It is the people who staff libraries who have always had the biggest impact when I have used them. Their advice on what, where, how to search, who to read, signposting to other services, listening to my questions and providing tailored answers that Google just cannot compare with is priceless. In studying for my GCSE's, at college and university I spent hours in various libraries with exceptional support from the staff in these processes. So it is important to see this service as linked with education budget, when looking for employment I have also used libraries to search papers, do various related research, use computers and printers, photocopy CV's and much more, so again the service is linked to Employment Services, there are many other sectors of society which make essential use of the library services. My point is that the library it is not a standalone service but one that supports and feeds into all aspects of our city, and it is the people, the staff, who make this happen. I would like to see more image based archiving and storage, gathering photographs and flyers and other material from the area to be archived and importantly easily accessible on say a large screen, so people could do a localised image search, guided by staff. New arrivals and students enjoy this and it is a fabulous way of exploring histories and of stimulating discussion, especially in comparing changes over time. There are some great libraries on Flickr that are successful under the project title "The Commons". Taking this concept and making it live locally with local knowledge would be successful. https://www.flickr.com/commons With a rising population from all over the world settling in Peterborough our libraries will have a role in guiding them through the process of settling in here, especially in terms of accessing vital information with language barriers. In addition we have a</p>

Yes	No	FIVE LOCATIONS OK BUT LIBRARY IS USED FOR UNEMPLOYED WHO CAN HAVE THEIR BENEFIT STOPPED FOR FAILURE TO APPLY FOR JOBS. YOU ARE CAUSING A DOUBLE WHAMMY. UNSTAFFED LIBRARY? A) OPEN TO HOMELESS RESIDING B) REMOVAL OF EQUIPMENT COMPUTER/ MONITOR/ BOOKS C) STAFF OPEN TO VIOLENCE AT LOCATIONS D) VANDALISM E) DOOR CARD ACCESS ONE OPENS WITH CARD - OTHERS ENTER. PENSIONER NO INTERNET ONLY LIBRARY
Yes	No	Front line staff give the libraries warm welcome a valued community resource
Yes	No	Go with Option 2 but making use of the existing mobile library to closed libraries. Or put the self-service hours on, on just the small libraries not Central as this would open to abuse and would cause it to close down anyway from damage. I am willing to volunteer but not in self service hours as this is too vulnerable.
Yes	No	have just read in the Peterborough telegraph about library cuts.Let's be clear,the Â£350,000 is coming from across Vivacity not just the Libraries,think it needs to be mentioned. Also that library staff will be cut in half.How are you going to promote literacy in Peterborough? Think councillors should take a pay cut or put up the council tax
Yes	No	Have more opening hours for libraries - stay open longer but are staffed as self service will not be effective. There will be anti social behaviour, the library will ned constant monitoring. Staff members will prevent this from taking place.
Yes	No	Have security staff as minimum
Yes	No	How about calling on Central Government for more money - more taxes on the well-off, so we can keep libraries staffed and open and continue to provide a place where people can go to study and try to improve their lives and the lives of their communities?
Yes	No	How often is a member of staff required to help with self service at the supermarket. If it doesn't work and there is no support at all, that would certainly frustrate me to the point of not attending. What really are you gaining.
Yes	No	I am concerned that the libraries will no longer be able to deliver all the supported events: childrens book groups, holiday events, rhymetime, storytime, schoolm visits, computer assistance.
Yes	No	I am concerned about the reduction in staff-everywhere, it seems, people are being replaced by machines. I think your preferred option has to been carefully thought out & you have to make cuts. BUT we need to consider our priorities in this country. The library staff are co-operative & helpful. I wouldn't mind an increase in taxation.
Yes	No	I am horrified by the prospect of using libraries with no staff available. It will create an unsafe environment with no help available.
Yes	No	i am looking for a job and need help with the computer,who will help me
Yes	No	I am more concerned with safety and security within the library during unstaffed hours. I know you have to make cuts (financially) but as with all public buildings they seem to attract undesirables. What protection would be in place??
Yes	No	I am not a Peterborough resident,will I still access in self-service hours?
Yes	No	I believe that having unmanned hours opens up the libraries to missuse; security should be present. I also think its unacceptable to expect people to volunteer to work for nothing.
Yes	No	I believe that the council tax should be increased to off set the cost of staffing the libraries.

		I believe the approach outlined within the consultation has merit and is certainly better than closing the libraries. However, I would be interested in understanding how issues relating anti-social behaviour and evacuations will be directly and proactively addressed. If there are no staff on site who are appropriately trained on the relevant procedures and how to manage such incidents, how are the Council proposing managing such situations. Service users will need direction in such incident and not a simple leaflet or poster. My concern is that libraries may attract people who may see the library as place where that can undertake antisocial behaviour unobserved, spoiling the experience for service users and could be ultimately counterproductive reducing library users.
Yes	No	
Yes	No	I can't walk very well, so I use the mobile.
Yes	No	I depend on the library as I cannot use anything else!
Yes	No	I disagree with reducing staffing hours as every time I am in the library, which is at least once a month, the librarians are being asked questions and helping people. I do like the idea of libraries being open longer to allow access after normal working hours. Could you link to schools and tap into some their budgets? Alternatively would some of the big businesses in Peterborough sponsor a library or a club?
Yes	No	I do not accept the basic premise that funding needs to be reduced nor that amateur volunteers should be used to provide a public service
Yes	No	I do not agree totally disgusting staff need to be in libraries it's the core of the service.
Yes	No	I do not agree with any of the options rather have more staffed hours than come into a staffless building
Yes	No	I do not agree with the central Library being open and UNSUPERVISED. It will be open to abuse. I would consider the better option would be to close some of the smaller libraries-or allow them to be staffed by volunteers. Having worked in a private library where members are vetted-many books disappear! Some local history material is now RARE, so it might be tempting to remove it from the library.
Yes	No	I don't agree to the savings I would like all libraries open but not sure how these savings could be met maybe the council could distribute money more efficiently
Yes	No	I don't agree with any of the options and I would like to keep staff where they belong in libraries
Yes	No	I don't think that having the libraries open for longer without staffed supervision is a good idea as due to the amount of fights and unwanted members of the public, and thievery. However, I do understand that only those who have a library card are admitted into the library so this will reduce these problems. My only question is how will people attain a library card if they cannot go into the library to get one without first having a library card. In addition, though the idea of closing down some libraries was discredited, I don't fully understand why as the percentage of users to some of these is too low and so money would be saved if closed down.
Yes	No	I don't think the majority of hours should be self service this should be a minority

Yes	No	I feel strongly that maintaining city-wide library services needs to be a council priority in the current economic climate and that funding the library service should be more important than prestige projects. I appreciate that efficiencies should be made but wonder how many of the councillors voting for a reduction of staffed opening times actually use their local library. A 49% cut in librarians would be disastrous - we need professional staff, not volunteers, to guide and support the enormous range of needs presented by library users. I am particularly concerned about access being denied to under 16s, many of whom depend on the library for access to study and information. For generations, free universal access to libraries has provided access to education and enriched our lives and, once this is eroded, the library service will rapidly decay and prove impossible to resurrect.
Yes	No	I feel very strongly about cuts on libraries all over country - how can it work unstaffed, my husband used ref. library to study chinese pottery - lots of people use it for pleasure. Library Service - should not be altered. It is a service for all - Money should be Government found People on low money need it. Children certainly need - I took my grandchildren and great grandchildren to groups - community need-
Yes	No	I have a learning disability, I need staff to help me find books. My helper helped me to write this. Chris.
Yes	No	I have not prepared an alternative proposal, but could not agree with the preferred option as it give little information. Also, I have scrolled back through the pages to find this, the only place asking for an opinion, to say that I feel this survey cannot be called a consultation, as it does not consult the respondents' views at all.
Yes	No	I have serious concerns about personal safety when the staff is not in the library. I have witnessed outbreaks of verbal violence between other customers, and only the library staff have managed to prevent it becoming more than that. So by avoiding the self issue time my visits to the library will be cut back.
Yes	No	I have to queue to see staff now, what will happen if there is no staff? who will help me?
Yes	No	I live in Eye but never use the library in Eye, I work in Peterborough and visit the main one or take my kids to Werrington
Yes	No	I need help when I am here.
Yes	No	I object to all but I would prefer the second option as closing the smaller branches and having a mobile stop would be better
Yes	No	I rely on the mobile and the staff to help me. As I am not able to get out very often!
Yes	No	I THINK IT IS IMPORTANT TO HAVE STAFF AVAILABLE AT ALL TIMES FOR ADVICE AND SUPPORT, ALSO TO BOOK BOOKS IN AND OUT. WITH THERE BEING MORE AND MORE SELF SERVICE, WE ARE IN DANGER OF BECOMING AN ISOLATED NATION, WITH LITTLE OR NO CONTACT WITH OUR FELLOW HUMAN BEINGS, WHO ARE BY NATURE, GREGARIOUS. IT IS ALSO NECESSARY TO HAVE STAFF BECAUSE OF THE LIKELIHOOD OF THEFT OR DAMAGE, OR PEOPLE TAKING UP THE STUDY SPACE / COMPUTER SPACE SLEEPING, EATING, AS WELL AS UNACCEPTABLE BEHAVIOUR.
Yes	No	I think the librarians do a very good job, especially the mobile ones! As I cant get out very much. I do a lot of reading and depend on the libraries.
Yes	No	I think the location of the libraries is good and that what the libraries provide apart from books is immeasurable

Yes	No	I think you should concentrate resources in 1 or 2 locations ie central library and 1 other to save premises costs. Also unstaffed libraries won't work because they will turn into no go areas dominated by drunks and homeless people
Yes	No	I think you should set more of a budget. So you are able to provide new books. Also there should be an access to the public toilet.
Yes	No	I understand the budget priorities however I believe that closing small libraries would make more sense, as many of these locations are catered for with the mobile library. I have been watching how much the current staff help the public, excellent customer service and patience. Although books are important we should invest in people and use their skills to continue to enhance the wealth of pleasure and information available at our library or information store. If the Central Library and the three districts remain with reasonable opening hours with staff sell off the land and assets of the remaining libraries, the obvious savings would be not putting in equipment that will run into thousands x 6 libraries, the running costs and staffing. Many customers are concerned for their safety in unmanned libraries, malfunctions in equipment damage and abuse and theft of resources. Current volunteers will be venerable and be considered as staff personally as a volunteer I would want that responsibility. Be brave shut small libraries that see a dozen customers a day tops, this is a political scam with the elections coming up not closing libraries under your preferred option!
Yes	No	I use Breton and vault staff I suggest 24 staffed hours over 5 working days
Yes	No	I use the library for job searching and sometimes I need help, so how can I receive help if no staff? Stop spending money on silly things wasting money on Cathedral Square and spend it on something worthwhile.
Yes	No	I visit Dogsthorpe library
Yes	No	I visit my library regularly and the staff are helpful and i often have a query,who will help me if they are not there?
Yes	No	I was told with the "preferred option", the events team would be scrapped, so that there would be no more children's special events or free courses for adults, etc. I think, in order to save these services, that the libraries that are least used should be closed, changed to entirely self service, or replaced by the mobile library van. Eventually, the smaller libraries will have to close anyway, so why put off the inevitable?
Yes	No	I would like the libraries to have staff, because there is always someone available if you need help with anything. If it was self service you would lose the contact and interaction and knowledge and support form the staff that you cant receive from a machine.
Yes	No	I would agree with the self service... I just feel that books will be stolen.. And you will always have trouble
Yes	No	I would appreciate that the budget has to be reduced but would prefer that all libraries remain open on normal hours.
Yes	No	I would close libraries within 2 miles of central library or within 2 miles of a larger library and have longer staffed opening hours on the libraries that remain open
Yes	No	I would feel quite vunerable in a library with no staff and have heard alot of elderly voicing there concerns -
Yes	No	I would like all the libraries to remain open so all customers have easy access
Yes	No	I would like staffed hours and do not agree with this option
Yes	No	I would like the library opened as it is, all option are difficult as all offer some sort of cut somewhere. I object very strongly.

Yes	No	I would like the opening hours to remain as they are.
Yes	No	I would like the place to stay open with staff and not to close.
Yes	No	I would like to see the smaller libraries closed, and replaced with an increased service from the mobile library, or integrated into other buildings. Thornberry library could perhaps be a combined library and post office for example.
Yes	No	I would not be happy using the self service system. One would not know who would be in the library or if any trouble or problems arose no one would be there to deal with it. You would need security staff to make the premises safe.
Yes	No	I would not feel safe in an unstaffed library. It should be staffed all the time. In comparison, the council has been frivolous in spending £14m on a parkway expansion that has never experienced traffic congestion.
Yes	No	I would not feel safe in an unstaffed library. I would also be very dubious about the security side of things - books being removed etc. I think the unstaffed hours are too high - can you not just provide one member of staff to ensure that books are not stolen etc and to ensure some safety?
Yes	No	I would NOT use a library in "self-service" hours. I do not feel that this would be safe, and I would also expect it to be disorderly and chaotic. Money would be saved if the smallest libraries (Id est Eye, Thorney, Stanground and Woodston) were closed so that money, staff and other resources can be concentrated on the more major libraries. This would scarcely if at all impact accessibility as the mobile library and books at home service would still run for those who cannot access open libraries. I would always need staff support in a library and would NEVER use "self-service" hours (and would rather not place trust in volunteers).
Yes	No	I would prefer the number of libraries to be reduced, but it is important to have those that remain staffed!
Yes	No	I wouldn't feel safe to come into library if it wasn't staffed preferred option 1.
Yes	No	If the library was unstaffed I would not be able to take part in this survey today because there is a fault on the computer system, and, in spite of booking the computer, I had to get the library assistant to book me in as a guest. It is important that the library is manned at all times and not by unpaid volunteers. More money must be found for the budget. The council should bring matters to a head by implementing a budget that does not balance the books, and if other councils do the same the government will have to stop cutting the allocation to councils. The people of Greece have had enough of austerity and so have I.
Yes	No	If there are going to be hours when libraries are unstaffed, will it be made clear when this will be. I don't think I would use them unstaffed due to health and safety concerns. What would happen if there is a fire, health issues with visitors, conflict between customers, what if the self service machines break down during the unstaffed hours.
Yes	No	If there was more financial expertise within the council this would not be an issue
Yes	No	I'm not clear how a 100% self service option would work even just for a few hours. The request for volunteers to fill the gaps would be the more logical/efficient/cost effective approach. Bretton yes please, books yes please. Maybe rotate books as well as staff over the sites.
Yes	No	Impossible to say as I can't get any details of the proposal from the council
Yes	No	In this day of "health and safety" would not have thought your public liability insurance would be valid during non staffed periods and more vulnerable people won't feel safe.
Yes	No	Increase council tax

Yes	No	Increase hours as proposed and use volunteers alongside library staff. Has work in other parts of the country. Unmanned libraries will lead to vandalism. We all need access to our libraries, as they are essential to our community.
Yes	No	It is a life line for me as I cannot walk very far! So I rely on the mobile.
Yes	No	It is no good having an unstaffed library. With the large amount of anit-social behaviour in that area, the jobs will; have a field day in the library. The current arrangements are just fine but whatever you do, make sure there are staff present. Budgets cuts are having to be made because of the unnecessary cuts by the Government. All other aspects of our library are just fine - so leave well alone.
Yes	No	It limits use by the General public
Yes	No	Its and important service to all of us - we need libraries in the community!
Yes	No	Just wanted to say that I hope some of the opening hours in Werrington will be on at evenings during the week - for those who work full time and can't come on Sat due to family commitments.
Yes	No	Keep Central Bretton orton and werrington open fully staffed. Keep Hampton as it is. Close the rest and use the mobile to cover these areas. Would not use self service as would not feel safe.
Yes	No	Keep open for community
Yes	No	Keep the staff in the libraries. I do not want to go into a library and not get any help when I need it. Close the smaller ones that don't have the visitors and save on building costs.
Yes	No	Leave as is
Yes	No	Leave it as it is and make cuts to councillors and make wards bigger
Yes	No	leave opening times as they are
Yes	No	Leave it as it is.
Yes	No	Libraries must be staffed by qualified and knowledgeable staff. It is one of the last places that still remains free of charge where you can go and spend time and learn. Instead of cutting down, why not move with the times, The library should remain free but why not put in a tea and coffee machine. Why not agree with publishers and have e copies of the books that customers can pay say a pound to be able to access the book of their choice to read on their tablets. This way it may encourage new people to use library facilities remotely. By generating money on other associated items then this valuable community asset can continue as with money making side lines. To close libraries as a cost cutting measure is short sighted and ill thought through, There are other ways round it if you are prepared to be open minded and want them to stay open
Yes	No	Libraries should remain staffed at all times, otherwise there will be health and safety issues, problems with thefts, and safeguarding issues of children and vulnerable adults. In the event of a child having an accident during unmanned hours in a library, it is possible that the council would be liable under Occupiers Liability Act 1957 and 1984, which seems to indicate that councils could in certain circumstances be judged as offering an "Allurement" for a child to enter the premises unaccompanied by having certain items likely to attract children on those premises. I would prefer no cuts to library services. However I feel that if cuts must be made then possibly smaller libraries open less days a week.
Yes	No	Libraries that are un-staffed will attract theft and vandalism. The cost of which will outweigh the costs of staffing.

Yes	No	Librarys need to be open and accessabke to everyone! The staff should be paid as they are needed and full on knowledge about the books.
Yes	No	location access information
Yes	No	LOOK TO PRIVATE SECTOR INVESTMENT EG AT CENTRAL LIBRARY HAVE A RESTAURANT/COFFEE SHOP. DIVERSIFY ACTIVITIES ADD HEALTH FACILITIES, A POST OFFICE OR GP CENTRE, THINK COMMUNITY NOT CUTS - YOU CAN MAKE THIS WORK
Yes	No	Lot's of people use this library for other activities not just for borrowing books.
Yes	No	Money is beaing wasted eg. solar scheme, tress in bourges Boulevard. There should be no cut in library funding. The local studies Library is world class and its open hours should not be reduced. The staff are knowledgeable and the books on the shelves and in store are just first rate! I would be prepared to pay for additional access. This is pennypinching propasal and will deter serious academic studies as well as general publics curiostiy about there local area.
Yes	No	More hours are needed please!
Yes	No	More staffed hours, the customer service staff that work in the libraries have always been very helpful, informative and friendly. To lose that would be a huge loss to the communities they serve, and to the loyalty they have shown over the years despite the cutbacks.
Yes	No	My children use the library for supervised activates, I would not let them go in on their own!
Yes	No	My main concern is the lack of staff proposed and the idea of an unmanned facility I feel this will leave the premises and those using them open to abuse, both physical and otherwise. Also for anyone to be able to access the facilities with the sole purpose of stealing and or damaging anything they choose. Surely staff will in the main be able to prevent any of the above taking place. If it is just a cost saving due to staff salaries then your only option is to reduce the hours or find a private funding source.
Yes	No	Need all libraries
Yes	No	Need the libraries to stay open the normal hours.
Yes	No	no idea
Yes	No	No self service stop wasting money on solar panels
Yes	No	Not being privy to the complete council budget and expenditure demands and what the controlling political group determine as essential services, logic dictates to me that political dogma will prevail rather than community wishes, so I view this questionnaire as a waste of time.
Yes	No	Not sure how the preferred option would work. What happens if there is an accident in the library when there's nobody here. How can order a book wanted if there is no staff to ask. What about the staff who lose there jobs, as if all the libraries are using the "preferred" option. They'll be out of a job permantly as they are quailfied librarians. I'm sure there are other ways this can be done. if given enough thought! What happens if the "preferred option" doesn't work? Spending money you could paid the staff for will have been wasted. It's best to have a helpful and friendly face to help. As all the staff are great and helpful! Neither should you expect to have the staff doing volentary hours either. Try getting some off the people that work at town hall as there are too many that work thre and they are not very friendly! What about the childrens story reading time! As children wont be encouraged to read otherwise!
Yes	No	Offer outreach to (E.G CAB etc) and charge room rental. Money in and service provided
Yes	No	Often need help with computer. Would not feel safe on own.

Yes	No	On the days the library is closed, there should not be self service, which demands. We all need help sometimes and also need to order books from other libraries.
Yes	No	Only a Philistine would cut library hours any further. They should be open from 8am-8pm(staffed) to allow access to all. Some libraries open on Sundays(including Oundle) whatever happened to our heritage? Absolutely not self-service. It could become just that with people helping themselves to books. Who will police the system? Save money by abandoning expensive Potty-borough schemes that no-one will patronise.
Yes	No	Open the libraries fully staffed but on less days. Ask for volunteers to assist staff to enable libraries to continue being manned although for less hours per week.
Yes	No	Option 1: 7 days a week.
Yes	No	Option 2 is better
Yes	No	Other libraries to far away keep werrington
Yes	No	People could travel further to libraries. When dealing with such tight budgets some less viable libraries should close I.e. wooston which is so close to Central anyway.
Yes	No	Perhaps a look at doing an internet booking/e reader books at location at somewhere like Hampton, but extending that to libraraies that providefor local schools and restricting their access to funding for students when it is a library for all.
Yes	No	Please continue service without any cuts. Un-staffed libraries is a lunatic idea. Perhaps trimming Councillors' expenses might Help?
Yes	No	Please do not reduce library staff, they are essential in so many ways! Unmanned opening hours sound like a security risk. Perhaps a small charge could be made every time we take books out? This would help the financial situation. Don't downgrade our libraries - we need them all!
Yes	No	Please leave it as it is-unsupervised time cannot work-who will intervene in quarrels between library users(which happens on a regular basis)-noise of mobile phone conversations-children running around as if in a playground,books discarded anywhere,not put back in right place,people smoking,will there be access to toilets?,who will clean up drinks spillage? un staffed more hours not needed
Yes	No	Prefer option 2 smaller libraries don't get as much footfall and mobile library could travel to these areas
Yes	No	Purely safety
Yes	No	put council tax up,keep service same,no volunteers this is a paid job
Yes	No	Rather than spend money on libraries, why not embrace the digital age and lend only ebooks online
Yes	No	Reduce libraries not staff
Yes	No	Reduce manger not front staff
Yes	No	Reduce services at underused libraries! The second option considered would guarantee a better service overall. Thorney, Eye and other unused libraries unnecessary, especially as the mobile library visits regularly too. Cover Dogsthorpe as this is considered a deprived area and would not last long un-staffed. Serious concerns over ASB for any library un-staffed!

		reduce the number of libraries to Town, Bretton, Werrington and Orton, all of which have easy access to via the bus service and those out of town parking availability. Currently you have a good selection of books and materials. I believe like many I am sure in Peterborough that we need more manned library hours, most people need help in one form or another. My worries are if you have a self-service system and no staff in the building what happens if someone is taken ill or has a heart attack for instance on site? Who will be on hand to help them. Will there be staff in the background?
Yes	No	
Yes	No	Reduce to 4 main libraries
		reduction in staffed hours too severe. Save money by reducing high graded staff or freezing their salaries for several years. Get rid of these unreliable self-service machines which must have cost a horrendous amount.
Yes	No	
Yes	No	Retain existing services and hours
		Safe guard the service overall by reducing outlying services at the smaller libraries. Some libraries are underused and services could be replaced by the mobile library, which comes to our village twice a week. If reduced to once a week more people would make an effort to use it. All libraries will suffer through this self-service anyway and the council will use this as an excuse to close them in the future. Without the staff present anything will happen. In the main library in town, they struggle to keep up with the various enquires for information from non-nationals, the homeless and general requests for information as it is. Volunteers will not be able to offer the same service. Increase the services available for e-books and maybe offer e-book readers for loan. Limit unstaffed hours to outside of usual working hours, so that working people, i.e. those that can use the technology, are able to access the service without squeezing it in at the weekend. Save central services by closing smaller libraries!
Yes	No	
Yes	No	Safety and no help if anything goes wrong.
Yes	No	Safety we need staff to help
		Self service is ridiculous! Items would be stolen! The building trashed and used by drug dealers etc. The building need to bde staffed out at all times! Even if more volunteers are needed to help. Elderly people like to have a chat with staff. It is possibly the only person they see all day. They can't talk to a machine!!
Yes	No	
		Self service will soon mean there are no books, CDs and DVDs so libraries will close. For many users staff are important - make more use of school leavers, prisoners who can do day release, other volunteers. Give them training so they can do the job and alleviate problems of unemployment at the same time. I run an adult reading group with dyslexic members and rely on staff being in library for me to collect the books ordered by email. The books are not on the shelves and if I cannot pick them up then the group will need to cease. I work full time in London so access to staff hours is important for our group to continue.
Yes	No	
Yes	No	Self service would still need a Skelton staff
Yes	No	Should be open as long as possible with staff
Yes	No	Shut Thorney, Eye and Woodston libraries and replace with mobile library, they are underused and would save money
		some of the smaller libraries are a good locations for the elderly to meet up and have a chat and not be lonely, would it not be possible to have one or two days a week where the manned staffing hours were longer and to take that away from other days which would only be self service, it then keeps exactly the same amount of hours you've calculated but then also accommodates for the community needs.
Yes	No	

Yes	No	Staff always on hand for help & assistance. Can help locating items you cannot find. Putting people out of work or reduced hours is unacceptable
Yes	No	Staff are important! I need help at the library.
Yes	No	Staff levels need to be increased as customers will not be able to get many services when the library is not manned as well as all the problems having people in a building that has no security or help if there are any issues.
Yes	No	Staffed hours
Yes	No	Staffed hours make the library
Yes	No	Staffing cuts to Werrington library will destroy the community element of the facility. If necessary cut all but minimal "staffing hours (1 hour per week to stack books etc.?)at the smaller less well attended libraries and use effectively Self Service only at these.
Yes	No	Staffing, need more staff in more of the time.
Yes	No	Stop wasting money on Bourges Boulevard and staff the libraries properly.
Yes	No	The budget should be renegotiated the council should take a pay cut. All the small library's have no good bus links & so are more important to Mums and older people. We could have more eBooks for under 25's - would that be cheaper then just buy books for the older people? I like out of hours but so would the dossers and kids - I want the library manned. I would not trust my kids at the library alone in case it was dangerous.
Yes	No	The consultation assumed quote for the facilities and service are not fit for purpose. I am very happy with the current system/arrangements are fit for purpose.
Yes	No	the current system works well in my opinion. By providing access without manning the library there is the possibility of vandalism and misuse resulting in additional cost
Yes	No	The disadvantaged in society will lose out the most when libraries are unstaffed.
Yes	No	The libraries provide a good service, I would miss it if the hours were cut
Yes	No	the library could be shut for another day but when it is open it is staffed which allows for the running of clubs and advice. Also the resources will be maintained and kept properly catalogued.
Yes	No	The library offers so much more than just books, it's a community used building. Paid staff are needed, as they understand/trained to do manage a library
Yes	No	The library provides a service for the whole of the ethnic community, its location is perfect. It will always require new books. The access out of hours will just encourage people to abuse the building.
Yes	No	The library service is an essential core of our community and should be accessible for the maximum number of hours possible. The library service has already been cut in the previous five years and now further cuts of over 23.3% That is unjustifiable and totally unacceptable. The savings must be found elsewhere.
Yes	No	The library service really doesn't need so many small branches, with some of them being within walking distance of other ones, and others having very few visitors. It would be much better use of the money to close all but the biggest 4 libraries, staff them properly and send the mobile library to the affected areas.
Yes	No	The library should never be unattended. A responsible person must always be there when it is open. Self service is okay but must be attended. I strongly recommend staffed hours only, but more than the 10 hours specified!
Yes	No	The library should NOT be self service. Instead option 2 (keeping the main libraries opened) should be implemented - Or reduce the staffs pay by 10% rather than make it self-service

Yes	No	the libraris are a needed service for all ages. from the groups that are run, activities, friendly welcome from staff, help they give to obviously the books that are great for everyone from little ones who are learning to read, children to help with homework to adults wanting a read. books are expensive so its a needed service to encourage people to read who can not afford to buy books.
Yes	No	The mobile library is the only way I can get books!
Yes	No	THE MOST IMPORTANT THING IS THE STAFF THEY CREATE WARMTH HELP ADVICE MACHINE FAIL
Yes	No	The option of concentrating the service on the central library
Yes	No	The point of libraries is not simply to provide access to books. If that's what you want, close all the libraries and give everyone an Amazon voucher with the money saved. It's about community, and interaction and activities that children particularly don't have access to anywhere else. If my child wants to learn about, say, dinosaurs, then yes, I can Google, it and he can read a page of text, and most likely take very little away from it. Or I can take him to a library where he has access to multiple books, a dinosaur-themed hour with models, activities and discussion. And he will absorb and learn as he interacts. Google can't give you that. I haven't addressed the list of priorities because I feel the most important one has been missed off - literacy. And if you're not willing to consider the effect on literacy in children, and their development, education and future, then I'm not willing to consider your budget. We actually live in Deeping, but with the proposed closure of Deeping Library, the Peterborough libraries are our next option. With over 50% of hours being self service (which is a system asking to be abused) we will get no benefit to visiting a library over a bookshop. People will choose bookshops over the libraries, more libraries will close, they will become defunct, those who are not lucky enough to be able to afford to buy books will have no access to books for their children, and literacy levels will fall. But at least the council will have some more money to spend elsewhere.
Yes	No	The reduced staffed hours are unacceptable. The self service model will not be used by the young or the elderly. It offers a seriously diluted service during the unstaffed hours. Please think again.
Yes	No	The second option is far better. Reduce underused outlying libraries to support a more centralised offer. Use the mobile library to cover any areas that may then miss out. Libraries support the basis of society, with other support services seeing cuts, these libraries are essential for signposting to other services services and improving ones opportunities!
Yes	No	There has to be a better way.libraries without staff to help you is just wrong,unhelpful and letting people in without them is it safe?will i feel safe?
Yes	No	There is no need to make efficiencies. This country can afford an excellent library service - your desire to accommodate the government's diktat is pathetic. Grow a backbone!
Yes	No	Think of young and old peopl
Yes	No	Too few staffed hours. Self service facility will not be available to all customers, and will provide only a limited range of services.
Yes	No	Use volunteers to assist when library staff not available. Leaving to customers to manager on their own will not work.
Yes	No	Volunteer workers working in tandem with paid employees.
Yes	No	vote appropriately in may 2015
Yes	No	Want library to continue as it is. Need staff to help with job search "Staff not robots"

Yes	No	we don't agree with unstaffed libraries in the city.They would be open to abuse by drunks,thieves and badle behaved children.Village libraries could be open for restricted hours by volunteers
Yes	No	Where exactly does our Council Tax go? Why not just ask if the city's residents are willing to pay for the shortfall, after all, we now have to pay for brown bin collections. If every resident paid just £2 that would cover your £350,000!
Yes	No	why are you cutting staff who serve the community - surely they are key
Yes	No	Why not do away with Computer suite which sseems to be the main reason many "members" come into library??!!
Yes	No	Why not include the comments of those who don't have a voice? Those I see being helped with benefits, housing applications, CVsand emergency welfare or charity referals. Where are they going to go to get help? What about the elderly who can't use computers? As if staff, who will be tidying up after drunks and messy, unsupervised customers and dealing with complaints, will have time to help them. No survey in other languages or questions about how important an empty museum is!
Yes	No	Won't feel safe using the library, it needs to be staffed. I travel far on foot so could only use it a few hours.
Yes	No	Worried about father using the library if there are no staff
Yes	No	Worried about self service and see problems if people take books from library
Yes	No	Would not feel safe even with CCTV
Yes	No	Would rather concentrate services at the Central Library and provide a top quality service there rather than spread resources thin to cover local libraries. I have never used any local library but I regularly use Central Library so would, personally, rather sacrifice the regional libraries in order to protect the main central library.
Yes	No	Would rather pay more council tax and have a proper staffed library (as well as other better public services). Worried that by reducing staff the library will become less welcoming and more about crowd control (there already intimidating groups hanging around inside Central Library).
Yes	No	Writing with reference to Orton Library, the Library is part of the school and is used a lot during the school day. There are real safeguarding issues with leaving the library unstaffed and I do not think this is a safe option. Trained volunteers who in addition to their library function have a DBS check should be a minimum requirement. A letter box to return books would be very useful.
Yes	No	Yes save money but unstaffed libraries will be unsafe I understand only one small library is running the system you are suggesting with very few people using it. Consider again closing the small libraries and don't put narrow political reasons in the way.
Yes	No	You cannot leave an establishment unmanned it leads to theft, jobs being put in jeopardy. This library is very important to the community!
Yes	No	You have not explained several important things which allow me to decide whether or not I support the self service option. Such as: security - if there are no staff and there is a problem, how do I know I will be safe? How will you prevent people using the library as a place to sleep? Before I can say whether I support the proposal I need to know about these things.

Yes	No	You need a Librarian there to be able to discuss and help with choosing different books. No good running a library where you don't get any help. Also children who use the library get help from a librarian with their reading groups, so all that would be taken away. (Soon nothing will be left. The way it is going) What good is self service hours? Books could go missing! The elderly and the young need help! Not all these brilliant ideas!
Yes	No	You'll probably end up shutting the building and thus lose a vital resource. Remember Andrew Carnegie's legacy to Peterborough which you sold off?? Where is the city centre cinema??

Annex 2: Proposed library hours

Central Library

Day	Library Available	Staff on site	Current opening hours
Monday	09:00 – 19:00 *	10:00 – 17:00	10:00 – 17:00
Tuesday	09:00 – 19:00 *	10:00 – 17:00	10:00 – 17:00
Wednesday	08:00 – 19:00 *	14:00 – 17:00	13:00 – 17:00
Thursday	09:00 – 19:00 *	14:00 – 17:00	13:00 – 17:00
Friday	09:00 – 19:00 *	10:00 – 17:00	10:00 – 17:00
Saturday	09:00 – 15:00	09:00 – 15:00	09:00 – 16:00

* Open+ hours supervised by an Open+ assistants

Bretton Library

Day	Library Available	Staff on site	Current opening hours
Monday	09:30 – 19:00 *	09:30 – 12:30	Closed
Tuesday	Closed		10:00 – 17:00
Wednesday	09:00 – 17:00 *	13:30 – 17:00	14:00 – 18:00
Thursday	09:30 – 17:00 *	09:30 – 12:30	10:00 – 17:00
Friday	09:30 – 17:00 *	13:30 – 17:00	10:00 – 16:00
Saturday	08:30 – 14:00 *	11:00 – 14:00	10:00 – 15:00

* Open+ hours supervised by an Open+ assistants

Orton Library

Day	Library Available	Staff on site	Current opening hours
Monday	10:30 – 17:30 *	14:00 – 17:30	11:00 – 17:00
Tuesday	09:30 – 17:00 *	09:30 – 12:30	13:00 – 17:00
Wednesday	Closed		Closed
Thursday	09:30 – 17:00 *	09:30 – 12:30	10:00 – 18:00
Friday	10:30 – 17:30 *	14:00 – 17:30	11:00 – 17:00
Saturday	09:00 – 17:00 *	09:30 – 12:30	10:00 – 15:00

* Open+ hours supervised by an Open+ assistants

Werrington Library

Day	Library Available	Staff on site	Current opening hours
Monday	Closed		11:00 – 17:00
Tuesday	09:30 – 17:30 *	14:00 – 17:30	10:00 – 19:00
Wednesday	09:00 – 18:00 *	09:30 – 12:30	13:00 – 17:00
Thursday	09:30 – 17:30 *	14:00 – 17:30	Closed
Friday	09:30 – 18:00 *	09:30 – 12:30	10:00 – 17:00
Saturday	08:30 – 17:00 *	14:00 – 17:00	10:00 – 15:00

* Open+ hours supervised by an Open+ assistants

Dogsthorpe Library

Day	Library Available	Staff on site	Current opening hours
Monday	Closed		Closed
Tuesday	08:30 – 18:00	09:00 – 12:00	10:00 – 17:00
Wednesday	08:30 – 17:00	13:30 – 17:00	10:00 – 15:00
Thursday	08:30 – 17:00	13:30 – 17:00	12:00 – 18:00
Friday	Closed		10:00 – 17:00
Saturday	08:30 – 15:30	09:00 – 13:00	10:00 – 14:00

Eye Library

Day	Library Available	Staff on site	Current opening hours
Monday	09:00 – 18:00	09:00 – 12:00	09:30 – 14:00
Tuesday	Closed		09:30 – 14:00
Wednesday	09:00 – 17:00	13:30 – 17:00	13:00 – 17:30
Thursday	Closed		13:00 – 17:30
Friday	Closed		Closed
Saturday	09:00 – 17:00	09:00 – 12:30	10:00 – 13:00

Hampton Library

Day	Library Available	Staff on site	Current opening hours
Monday	08:00 – 20:00	13:30 – 17:00	Closed
Tuesday	08:00 – 20:00	Receptionist	09:30 – 13:30
Wednesday	08:00 – 20:00	13:30 – 17:00	09:30 – 13:30
Thursday	08:00 – 20:00	Receptionist	13:30 – 18:00
Friday	08:00 – 20:00	09:00 – 12:30	13:30 – 18:00
Saturday	09:00 – 17:00	09:00 – 12:30	09:30 – 13:30

Stanground Library

Day	Library Available	Staff on site	Current opening hours
Monday	Closed		14:00 – 18:00
Tuesday	08:30 – 17:00	13:30 – 17:00	09:30 – 14:00
Wednesday	Closed		Closed
Thursday	08:30 – 18:00	09:00 – 12:00	09:30 – 14:00
Friday	Closed		13:00 – 17:00
Saturday	09:00 – 14:30	09:00 – 12:30	10:00 – 14:00

Thorney Library

Day	Library Available	Staff on site	Current opening hours
Monday	Closed		13:00 – 17:30
Tuesday	Closed		Closed
Wednesday	09:00 – 18:00	09:00 – 12:00	13:00 – 18:00
Thursday	Closed		13:00 – 17:30
Friday	09:00 – 17:00	13:30 – 17:00	10:00 – 14:00
Saturday	09:00 – 17:30	14:00 – 17:30	10:00 – 13:00

Woodston Library

Day	Library Available	Staff on site	Current opening hours
Monday	Closed		13:00 – 17:00
Tuesday	09:00 – 18:00	09:00 – 12:00	Closed
Wednesday	Closed	09:00 – 12:00	13:00 – 17:00
Thursday	09:00 – 17:00	09:00 – 12:00	09:30 – 14:30
Friday	Closed		13:00 – 17:00
Saturday	09:00 – 17:30	14:00 – 17:30	09:30 – 13:30

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Annex 3

Equality Impact Assessment Form

Part 1 – Initial Screening

1. Officer(s) & Unit responsible for completing the assessment:

Paul Stevenette, Programme Manager / Clare Pavitt Business Intelligence Manager

2. Name of the policy, strategy or project:

Strategic Review of Libraries and Community Assets

3. What is the main purpose or aims of the policy, strategy or project?

The key driver for the strategic review of libraries is to assess whether facilities and services currently provided are still fit for purpose and relevant to local community needs, taking account of the budget pressures due to a significant reductions in funding from Central Government.

The outcome of our review and of public consultation is the design of a new service delivery model. This model will meet changing community needs and budget pressures whilst fulfilling the council's statutory obligations.

As a result of a 12 week consultation period it is proposed to retain all libraries and extend the number of hours service users can access the facility. However this will be achieved through a self-serve system and therefore the number of hours libraries will be staffed will be reduced.

4. Who will be the beneficiaries of the policy/strategy/project?

Current service users of libraries.

The wider community through extended hours of access to libraries in particular those who are unable to use the facilities during normal working hours.

Users/potential users who do not have internet access at home.

5. Has the policy/strategy/project been explained to those it might affect directly or indirectly?

Phase two of the library consultation puts the preferred option (delivery model, based on the outcome of the first stage) to service users. This stage of the consultation has been both online and facilitated through a series of discussions and public meetings. The preferred option being consulted on outlines the new opening times and structure for libraries.

6. Have you consulted on this policy/strategy/project?

An initial 12 week consultation was carried out to understand the usage and the value of facilities. This covered location, travel patterns, frequency of and reasons for visiting, and the sense of importance placed on services.

The findings of this consultation have shaped the future operating models that has been the subject of a second consultation. However it is worth noting for the purpose of the EIA that 85.9 % of respondents were white British, 65.5% were women and only 4.3% were aged between 16-24

The second phase of the consultation is seeking community opinion of the future operating model. This phase will also provide the platform for further consultation on equality issues and engage community groups with a relevant protected characteristics for representation and views not already captured.

7. Please complete the following table and give reasons/comments for where:

(a) The policy/strategy/project could have a positive impact on any of the equality target groups or contributes to promoting equality, equal opportunities and improving relations within equality target groups.

(b) The policy/strategy/project could have a negative impact on any of the equality target groups, i.e. disadvantage them in any way. **If the impact is high, a full EIA should be completed.**

Equality Target Group	(a) Positive Impact		(b) Negative Impact		Reason/Comment
	High	Low	High	Low	
Gender					There are no positive or negative impacts as a result of a person's gender, however there may be an impact under socio economics that may be affected by gender.
Race					There is no positive or negative impact as a result of a person's race or ethnic origin.
Travelling Communities					There are no positive or negative impacts as a result of persons living as part of a travelling community
Disabled		✓		✓	The reduction in staffed hours could have a minor negative impact on some disabled groups who may need assistance with access or use of facilities. Retaining all libraries in all locations enables disabled people to continue to access the service in their preferred location. This is particularly positive for

					those who are unable to travel. Retaining Bretton library in its current location poses a low negative impact as a result of a person's disability. The building is on 3 levels and the disabled access is out of date and does not cover the whole facility.
Gay, Lesbian and Bisexual					There are no positive or negative impacts as a result of a person's sexual orientation.

Transgender/sexual					There are no positive or negative impacts as a result of a person's gender identity
Age		✓			Retaining all libraries in all locations enables older people to continue accessing the service in their preferred location. This is particularly positive for those older people who are unable to travel.
Children and Young People				✓	Lack of young people's response to consultation. During Open+ hours, libraries will not be accessible for those under 16 years of age who are not accompanied by a parent or guardian. Where facilities are not staffed access for unaccompanied young persons could pose a safeguarding child protection risk.
Religious/Faith groups (please specify)					There are no positive or negative impacts as a result of a person's religion or beliefs
Socio economic background		✓			Volunteering creating workplace experience, preventing isolation, Providing services with a positive social impact, access to information and guidance where travel may be an issue.

8. Please give a brief description of how this policy benefits the equality target groups identified in the above table, i.e. promotes equality?

The extended hours of the service allows for access to service for groups who may not normally be able to access the services, it also give a greater opportunity and increased access to public internet facilities.

9. If there is a negative impact on any equality target group, is the impact intended or legal?

The potential for a minor low negative impact on older people, younger people and disabled groups will be kept under close review.

With regards to young persons of teenage years, current usage is being analysed to assess the level of proportionality. Access to those under 16 years of age to none supervised facilities has the potential to poses a child protection risk which has to be taken into consideration when assessing impact.

If the negative impact is not intended, discriminatory and/or high in impact, complete part 1 and move on to the full assessment.

10. What actions could be taken to amend the policy/strategy/project to minimise the low negative impact?

Further consultation will identify any actions to mitigate or minimise the potential for low negative impact.

With regards to young persons of teenage years, current usage is being analysed in conjunction with access to school research, IT and learning facilities.

11. If there is no evidence that the policy/strategy/project promotes equality, equal opportunities or improves relations within equality target groups, what amendments could be made to achieve this?

N/A the project does promote equality of opportunity.

12. How will the policy, strategy or project be implemented including any necessary training?

The new arrangements will be implemented by Vivacity on the Council's behalf. Staff will be appropriately supported and trained in the new arrangements.

Full Assessment necessary:

Yes π

No π

Date completed: 6th March 2015

Signed by Project Manager Lisa Roberts

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CABINET	AGENDA ITEM No. 6
20 MARCH 2015	PUBLIC REPORT

Cabinet Member(s) responsible:	Councillor Sheila Scott, Cabinet Member for Children’s Services	
Contact Officer(s):	Sue Westcott – Executive Director of Children’s Services	Tel. 01733 863606

CHILDREN’S SERVICES DIRECTOR’S UPDATE

RECOMMENDATIONS	
FROM : Sue Westcott, Executive Director of Children’s Services	Deadline date : n/a
For Cabinet to note the contents of the report.	

1. ORIGIN OF REPORT

1.1 Quarterly updated Director’s report to Cabinet.

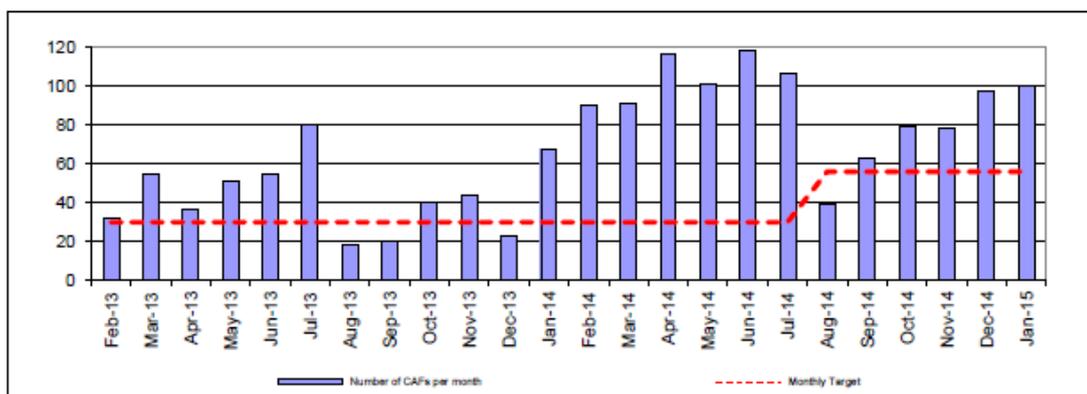
2. PURPOSE AND REASON FOR REPORT

2.1 To report to Cabinet on Children’s Services improvement.

3. SOCIAL CARE PERFORMANCE

3.1 Early Intervention Assessments (CAFs)

100 CAFs were opened in January which is in line with the previous month and notably higher than the same time last year (67 in January 2014). This is 62.3%, higher than the target.



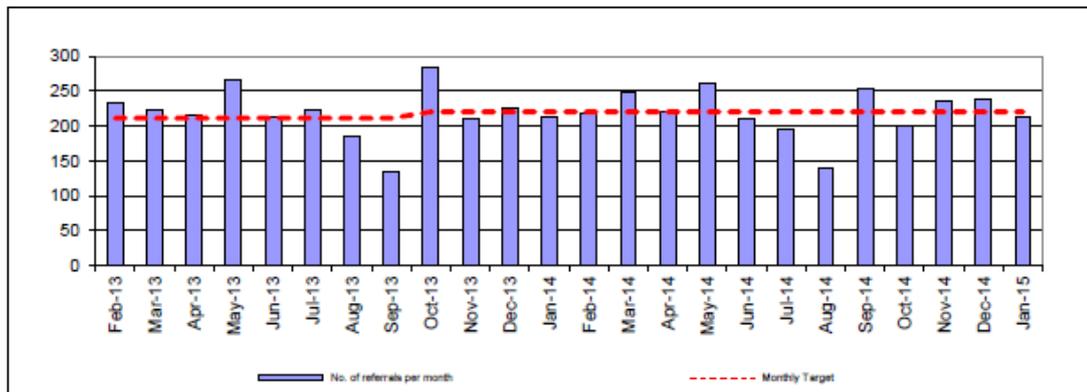
3.2 Number of Contacts

The number of contacts remains relatively stable. There were 806 contacts coming into the service of which 212 went onto referral. This is in line with last year (26.3% compared to 25.8% in January 2014).



3.3 Number of Referrals

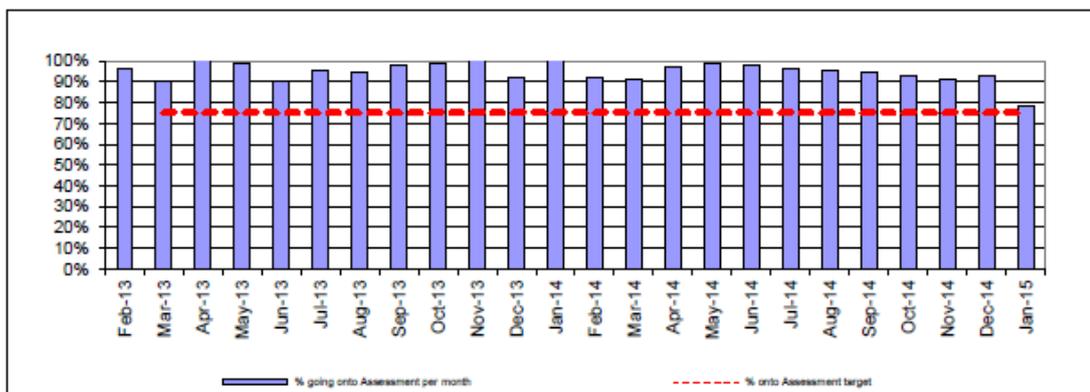
There were 212 referrals in January 2015 which is slightly lower than the previous month of 237. The rolling 12 months rate per 10,000 has decreased slightly to 584 which is just 2.9% below target.



3.4 Referrals progressing to Single Assessment

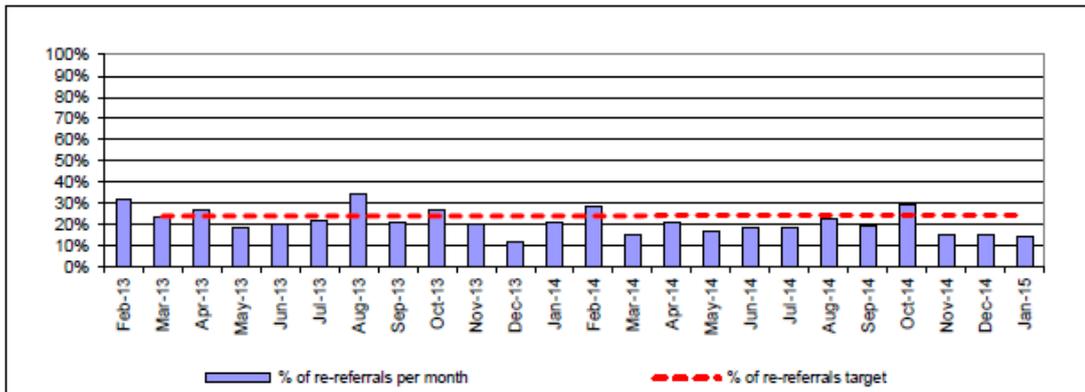
From these 212 referrals 167 had a single assessment, a conversion of 78.8%.

This feels low as nearly all referrals should progress to assessment. The figures in this dataset are being investigated and will be reported at the next board.



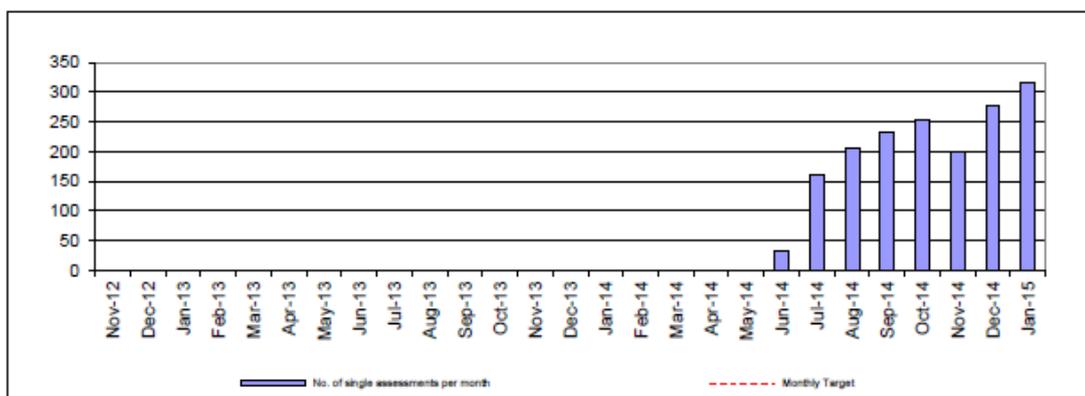
3.5 Re-referrals

The year to date re-referral rate at 18.7% is lower than the same time last year (22%). It is also lower than the outturn for last year which was 21.9% ('013/14). This denotes that cases are being worked more thoroughly.



3.6 Single Assessments

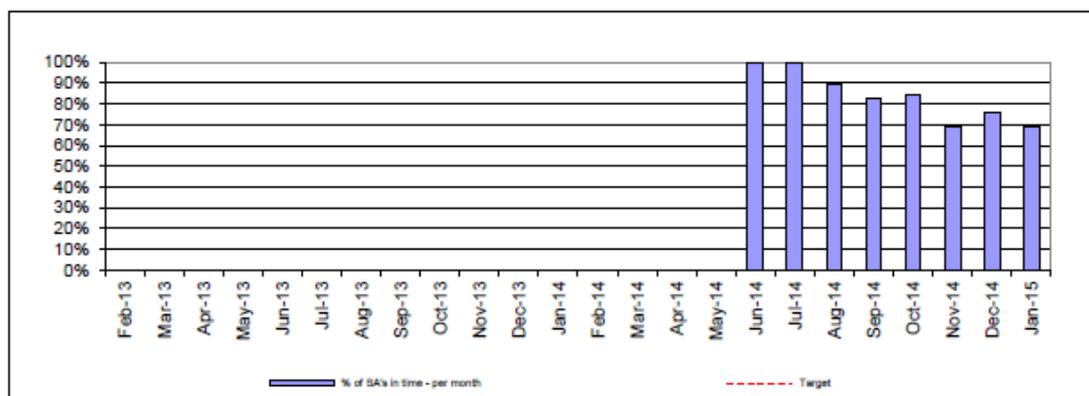
There were 317 single assessments completed during January. This is considerably higher than the previous month at 276.



3.7 Single Assessments Timescales

86.4% of single assessments completed up to the end January were in timescale.

A recent unannounced internal audit has highlighted that entering a strategy discussion on Liquidlogic requires the opening and closure of a single assessment.



3.8 Section 47 Enquiries

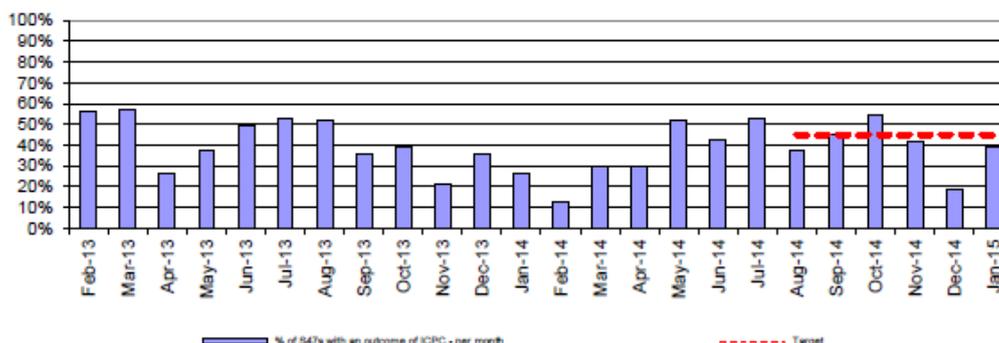
69 Section 47 enquiries were completed during January and 29 of these (39.1%) had the outcome of an Initial Children Protection Conference. The year to date figure is 43.6% which is higher than at the same time last year. (37.1% January 2014).

Given that so few Child Protection enquires resulted in a Child Protection conference it is questionable whether there should have been a Child Protection enquiry.

Exception reporting

There were 42 children from 20 families that did not come to Conference following a Section 47 enquiry in January 2015.

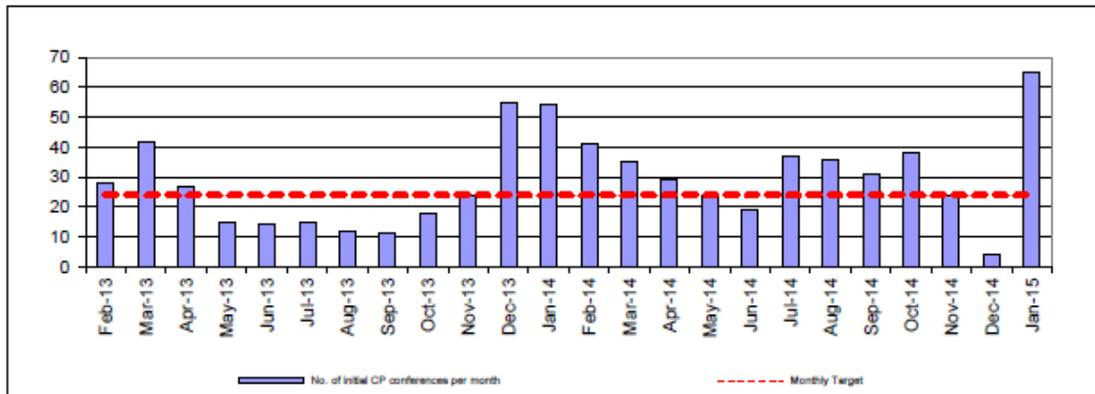
- 1 child did go to icpc and this is a liquid logic recording error.
- 2 children were subject to investigation in Peterborough but returned to home address in Bedfordshire who followed up investigation.
- 2 children were investigated due to concerns that they were in contact with a registered sex offender, which was unsubstantiated.
- 6 children (1 family) were investigated due to risks of sexual abuse which were substantiated but mother took appropriate protective action and father remanded.
- 7 children were subject to section 47 inquiry following concerns referred by school, friend of family, mother that a child had been sexually abused. These concerns were unsubstantiated following investigation.
- The remaining 24 children were all subject to section 47 investigations due to information / concern about physical harm which on investigation were either unsubstantiated (5) or substantiated but not considered at risk of ongoing harm due to non-abusive partner response to the allegation and ability to protect (5 children 1 family), or substantiated but incident and or injury not considered significant / serious enough to warrant child protection conference and ongoing assessment as child in need to be completed.



3.9 Initial Child Protection Conferences

There has been a sharp increase in the number of children who had an Initial Child Protection Conference from 24 in November 2014, 4 in December 2014 and 65 children in January 2015. This is 31.8% above target with the rolling 12 month rate per 10,000 is 85.1%.

This is needs led. The DCS has dip sampled 8 of these cases and the threshold has been met in each one.



3.10 Number of Children subject to a Child Protection Plan

As at 31 January 2015 there were 213 children who were subject to a Child Protection Plan.

This equates to 51.3% per 10,000 which is 19.1% higher than target.

3.11 Child Protection Conference Timescales

During January 2015 3 conferences were held outside of timescales which equates to 6 children.

The reasons for these were

- 1 conference request was received late into the Child Protection team
- 1 transfer in conference and the team were unclear about the transfer in process which caused a delay in the request being made
- 1 conference was delayed due to issues in allocation within the team.

All of these have been addressed with the relevant managers.

3.12 Child Protection Visits in Timescale

87.7% of children with a child protection plan received a statutory visit within timescale. This is a slight decrease from the previous month.

Exception Reporting

Within Family Support there were 22 children showing as not having a statutory visit within timescale. Of these 22 children 7 are no longer on a child protection plan to Peterborough City Council and their previous episodes require closing on the ICS system.

3 children are out of the country after returning to Lithuania with their mother. CFAB have been informed and they will remain open until they have been seen safe and well in Lithuania.

Of the other 12 children only one statutory visit was completed outside of timescale, the reason for this is due to the young person being out of city and a review meeting was scheduled within days of the due date for the statutory visit. The team manager agreed for the social worker to combine the statutory visit with the review due to the long distance of placement.

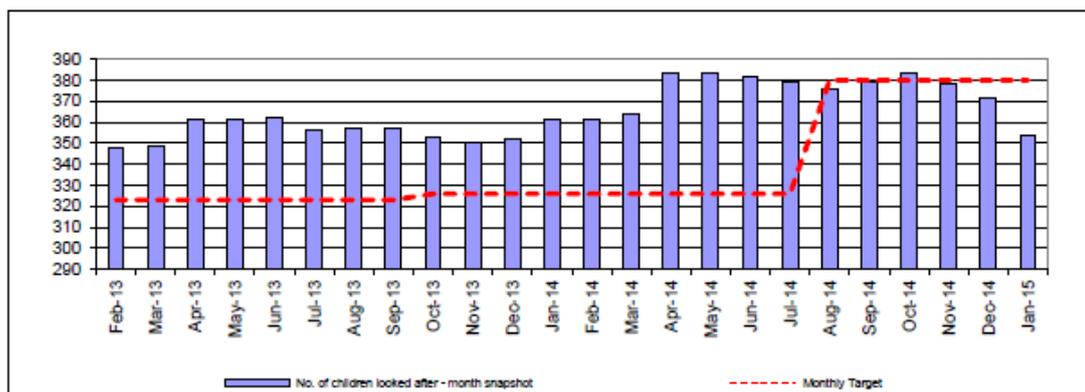
Within the Children with Disabilities Team one child went to Portugal with her father on 11 December and did not return as planned but was left in the care of her aunt. and A referral was made to CFAB and a visit was conducted on 19 December. There is no current plan

for the child to return to the UK and a request has been made to IRO to close down CP status.

Within FRT there was one statutory visit out of timescale. The social worker made several attempts to contact mother to arrange, and arrived at the house unannounced but was unable to gain access. The visit took place on 6 February.

3.13. Number of Looked After Children

At the end of January the number of children looked after 354 a net decrease of 18 compared to the previous month (372 in December 2014) The number of children looked after is currently equivalent to a rate of 78.7 per 10,000. At the time of writing this report there are 344 children looked after.



3.14 Looked After Children Visits in Timescale

92.2% of LAC children had a statutory visit within timescale.

Exception Reporting

7 of the visits were held within timescale but were not recorded on Liquidlogic. 3 visits were re-arranged to accommodate young people's availability but fell outside of timescale, 1 was re-arranged due to availability of foster carers. 1 young person is actively avoiding contact with their social worker, although being seen by other professionals and carers. 1 case was seen by a life story worker who recorded these but are not seen as statutory visits. There were 6 visits which did not take place due to social worker being sick. All visits outside of timescale have now been held.

1 young person went missing one night after being accommodated. All necessary alerts have been put in place and policy has been followed.

3.15 Children in Need

The number of CIN has remained relatively stable (1,410 in December 2013, 1,167 in March 2014 and 1,227 in January 2015).

What has risen is the complexity of cases; and an increasing number of children and families where English is not the first language. Approximately 202 CIN are from the Eastern European bloc, compared to 690 White British, 90 mixed heritage, 104 Asian, 35 Black (amongst other ethnic minorities). This puts pressure on out interpreting services, together with considerable diversity issues.

We have based a dedicated interpreter into our First Response team and recruited an Eastern European speaking social worker and a family support worker who speaks several Asian languages.

Ethnicity is not being consistently recorded and needs to be. Out of 212 referrals, 65 had no information obtained. This is being addressed.

3.16 LAC Health Assessments

Performance continues to be low with just 7 cases having an Initial Health Assessment within 28 days since April 2014.

Dental checks also remain low although there is a slight increase to 76.7%. This is predominantly a data issue, but needs to be more frequently monitored by the IROs.

3.17 Adoption and Fostering

Year to date there have been 29 adoptions which is slightly higher than the same time last year.

This is excellent performance.

The fostering service are on track to recruit a net additional 18 fostering households by the end of the financial year.

3.18 Children Missing from Home and Education

There was one child looked after who went missing during January with a total of 1 incident. This indicates our LAC population is settled.

MH is 14 years old, he went missing from grandmother's care. He went to his mother's house but she told him clearly that he could not stay as per written agreement. Rather than returning to grandmother's house he went to a friend's house and stayed the night. Grandmother collected him the following day. Procedure was followed and risks managed through intervention.

3.19 Update on First Response/MASH (Multi-Agency Safeguarding Hub)

The First Response Screening team came into effect on 27th October 2014. This team consists of 1 team manager, 2 social workers and 1 support worker. They are responsible for processing all contacts that come into children social care, either directly or via the MASH. A new permanent Team manager (Stuart Lowe) for this team started on 1 February 2015 and a permanent Head of Service starts on 1 April 2015.

Alongside this core team are co-located the:

4 CSE workers,

CAF co-ordinators,

Police Missing from home worker (new person in post from February 2015)

Police CSE worker

The CSE workers hold a caseload and provide advice support to other professionals. They also assist in the triaging of new contacts relating to CSE. Two of the social worker posts are being changed to resource worker posts. Although not qualified social workers it is considered that these workers will be able to offer a significant direct intervention / supportive type work and relationships to this client group.

The CAF coordinators since December 2014 are located in the team and assist in triaging referrals and actively facilitate the setting up of CAFs when cases do not meet the threshold for Children's Services, but early coordinated help is warranted.

Interviews have taken place for the joint funded health post and the successful applicant is expected to join the team in May (serving 3 months' notice). It is anticipated that this post will make a real difference to develop multi agency working between Children social care

and health in the not only the key area of safeguarding and strategy meetings/ discussions, but also more broadly.

Further discussions have taken place with woman's aid and they are in the process of recruiting a full time post that will be based alongside the screening team. This post will assist the screening team in triaging domestic violence referrals and also directly work to support the development of appropriate early help responses to Domestic violence, when they do not meet the threshold for referral through to children social care.

The MASH Project Board continues to meet and Stuart Lowe will be attending the MASH management meetings.

The Police and crime Commissioner Sir Graham Bright visited the Peterborough site of the county wide MASH on 28 January 2015 and took the opportunity to meet with senior management and front line staff in the MASH / screening team.

3.20 Workforce

All Team Manager Posts in Children's Social Care are now filled permanently.

We are waiting for checks to be finalised and signed off for 2 Family Support Team Managers who are working their notice periods now.

First Response already have 2 Team Managers in post with a 3rd Manager to start on the 30th March.

1 Family Support Team Manager has started in post after leaving a Locum Post in another Authority.

This will enable us to reduce the cost of agency Team Mangers and this will have significant impact on the agency budgets.

Richard Powell will join as the Permanent Head of Service for Family Support on the 30th March and the new Permanent Assistant Director, Nicola Curley begins in post on the 2nd March. The permanent appointment of Richard Powell will also reduce agency costs.

Advertising for the remaining Head of Service post is currently in the Guardian and the closing date for this is the end of February.

It has also been agreed that the new cohort of NQSW's can be recruited for and this will make up 15% of the establishment which is 12fte.

As a result of NQSW recruitment, this will release a number of agency workers that are currently filling vacancies.

In addition to this, we have a new Social Worker joining LAC on the 23rd March permanently.

An agreement has been reached regionally (Bedford Borough, Hertfordshire, Cambridgeshire, PCC, Southend, Central Beds, Thurrock, Luton, Norfolk and Suffolk) in regard to the capping of Agency Worker pay rates. This agreement will significantly reduce the cost of employing agency staff and the premiums that PCC incur as a result of employing agency staff.

It has been agreed that pay rates will not exceed the following: -

Social Worker with 2 years PQ Experience - £28 per hour.

Advanced Practitioner - £32 per hour.

Team Manager - £38 per hour.

There are currently 25 agency staff in post, these are covering vacancies and will be released once permanent staff are recruited.

Agency Social Workers make up 24.6% of the Establishment at the moment – This figure includes Fostering and Adoption Staff.

There are 3 vacancies that remain outstanding and that require an agency post once the notice of the permanent member of staff has served notice.

Plans are in place to recruit agency staff to fill this void.

4.0 EARLY INTERVENTION AND PREVENTION

4.1 Strategic Changes to Delivery of Early Help Offer

On 12th February, Employment Committee confirmed appointments to the following roles:

- Corporate Director for People and Communities;
- Service Director for Adults and Communities, and;
- Service Director for Children and Safeguarding.

In addition, the Service Director for Education and Resources will also now report to the Corporate Director. This new structure, including the creation of the People and Communities Service, becomes operational on 2nd March.

Strategic leadership for Early Help Services will lie with the Service Director for Adults and Communities. This will mean that for the first time, the strategic lead for Early Help services for children and young people will also have accountability for delivery of the wide range of community services available in the City, including Housing Service, Youth in Localities services and the prevention services offered through the Youth Offending Services.

This new structure will also enable us to bring together prevention and early help services for children and young people with those that exist for vulnerable adults. This should lead to smarter working as very often, vulnerable children and young people are growing up in families where there are also vulnerable adults – adults who have some mental health or learning difficulties, for example.

More broadly, the creation of the People and Communities Service will enable us to think differently about how we deliver long term improved outcomes for children, young people and adults by bringing commissioning and service delivery together in a way that makes sense to how people live their lives – i.e. in families and communities.

4.2 Early Help Assessments

The number of new Early Help Assessments being completed in Peterborough continues to increase and indeed the rate per 10,000 has more than doubled in the last 12 months. This now stands at 240 assessments per 10,000 children and young people. The equivalent figure was 112 per 10,000 in February 2013.

This is very good as it indicates that more and more children and young people are being supported by our partners at a prevention and early help level. Most of these assessments are completed by colleagues in schools, health settings and children's centres and this increase indicates good evidence of people working closely together to secure the best outcomes for children and young people.

4.3 Multi-Agency Safeguarding Hub [MASH]

We now also have an Early Help Coordinator located within the Multi-Agency Safeguarding Hub, or MASH. This person's role is to help to encourage practitioners in partner agencies to undertake early help assessments on children and young people who have been referred to Children's Social Care but who do not have needs that meet threshold.

Early indications are very positive in that significantly higher numbers of children and young people not meeting social care thresholds but for whom an Early Help Assessment is likely to be beneficial are now accessing such an assessment. This is because the Early Help Coordinator in the MASH is in a better position to spend some time identifying which practitioner may be in the best place to initiate an Early Help Assessment, and can also offer this practitioner support to begin working in this way if necessary – all capacity that was not previously available.