



Report to Scrutiny

Item Number:

Contains Confidential or Exempt Information

No

Subject of Report:	Resident involvement in the Ealing library service
Meeting:	Scrutiny Review Panel 2 - 2019/2020: Active Citizenship Meeting 4 13 February 2020
Service Report Author:	Manny Manoharan Service Manager (Libraries and Community Centres) mmanoharan@ealing.gov.uk 0208 825 7261
Scrutiny Officer:	Harjeet Bains Scrutiny Review Officer bainsh@ealing.gov.uk 0208 825 7120
Cabinet Responsibility:	Cllr. Jasbir Anand, Portfolio Holder - Business and Community
Director Responsibility:	Mark Wiltshire Director Community Development, WiltshireMa@ealing.gov.uk 0208 825 8197
Brief:	To consider an update on how residents are involved in the Ealing library service.
Recommendations:	The Panel is invited to: <ul style="list-style-type: none">- to consider the information provided on resident involvement in the library service; and- make recommendations for further improvements accordingly.

Ealing library strategy

- 1.1 July 2019 Cabinet agreed the strategic direction for the Ealing Library Service 2019-2023. The strategy focuses on co-creating a library service working with our communities and partners – encouraging residents and communities to get involved in civic and community life. Community Managed Libraries (CMLs) is an important way in which we will encourage this. Cabinet agreed to make 5 local libraries available to the community as community managed libraries (CMLs). These are: Perivale, Pitshanger, West Ealing, Hanwell and Northfields libraries. Cabinet also agreed that the Home library service be made available to be run by the voluntary and community sector.
- 1.2 This report updates the panel on the outcome of the invitation to residents and the communities to run the libraries identified in paragraph 1.1 as CMLs and the outcome for the future operation of the Home library service.
- 1.3 The report further provides a summary of the general approach within the service to encourage residents to get involved as volunteers.

CMLs

- 1.4 The CML model enables local libraries to be run independently by local communities as part of a wider community-led neighbourhood offer. The Ealing CML offer is unique to Ealing and includes the following support from the council:
 - Stock and stock management (Ealing library service would continue to own and replenish book stock)
 - Access to the London Libraries Consortium book stock
 - Access to the library management system that provides access to the library network and Ealing library card)
 - IT and library service Wi-Fi
 - Professional advice and support from the Ealing library service
 - Grant contribution towards running costs
- 1.5 Groups were invited to submit a grant application and business plan to run a local library as an independent CML. The applications were assessed by a team of officers including the council's grants and policy officer, legal and finance services and library services. An officer decision report on the recommendations was agreed in December 2019.
- 1.6 The following groups were successful in demonstrating a commitment to providing opportunities for resident involvement in the operation of the CML and the range of activities they propose to offer, and therefore will be eligible (subject to further validation and legal agreements) to operate a CML on behalf of residents:

Ealing Community Voluntary Service – West Ealing Community Library

Ealing Community Voluntary Service (ECVS) is an established organisation with a lot of experience of working with the community and developing a volunteer

service as they provide the borough's Volunteer Centre. ECVS made a strong application which clearly sets out how the community managed library will become part of the local community.

Ealing Law Centre – Hanwell Community Library

Ealing Law Centre is a well-established local charitable organisation which provides people in need with free legal advice and representation in the areas of immigration, housing and welfare rights law. The CML application was a very comprehensive and well-thought out application. Their application and Service Development Plan provides strong evidence that they would be able to do this effectively.

Friends of Pitshanger – Pitshanger Community Library

This is a new organisation, registered as a Charitable Incorporated Organisation (CIO) set up with the primary purpose of operating a CML. The CML application has demonstrated the commitment to the library, with strong aspirations to be able provide a wider community offer.

Northfields Community Library

Northfields Community Library is a Charitable Incorporated Organisation run by local people to establish a community library in Northfields. The CML application was a very strong application and clearly demonstrated the vision for a community library.

Perivale Community Hive – Perivale Community Library

A newly formed Charitable Incorporated Organisation as 'Perivale Community Hive' to provide a CML in Perivale. A strong application clearly demonstrated the wider community offer and enhance its community presence and relevance.

- 1.7 January to March 2020 is the mobilisation period from the library service to operation as a CML. During the transition, library staff will be implementing a programme alongside each of the CML operators to help them gear up for public opening within the first half of 2020
- 1.8 The CMLs are responsible for their own volunteer base and engaging with their respective communities, building on the engagement activity they have already undertaken.

Home library service

1.9 Summary of approach for home library service

The Library Strategy stated that commissioning the service through a third-party charitable organisation should build capacity for the service to expand and ensure a sustainable offer with the prospect of widening opportunities for more home-bound residents to access the service.

In August 2019, we invited bids from organisations with a track record of working with volunteers to support people who are home-bound.

Unfortunately, we didn't receive any bids, therefore we have revised the service provision to deliver in-house within the available annual grant which we had allocated for the commissioning model, to meet the savings.

1.10 Development of new operation model for home library service. Council run with the support of community volunteers

The creation of the new role of Community Services Co-ordinator is key to co-ordinate and delivery of the Home Library Service working closely with volunteers and the Voluntary Organisations.

Adopting to this business model, the library service remains committed to providing a Home Library Service to readers who are housebound. We envisage this will run in conjunction with the ECVS, volunteers and through the Home Library Service to residential homes and sheltered accommodation.

General volunteering opportunities in libraries

- 1.11 There is a long tradition of local people volunteering in Ealing libraries. Working alongside staff to extend the activities in our libraries and engage with communities.
- 1.12 We currently have over 88 dedicated library volunteers who gave more than 3,000 hours of their time to Ealing libraries in the past year. They bring a range of skills to enable us to enhance the range of activities that we can offer in the libraries.
- 1.13 Our volunteers are involved in running storytelling sessions, leading our club activities such as Coding, LEGO education to knitting, Summer Reading Challenge and providing IT support, planning events and designing new opportunities and programmes that make library spaces the heartbeat of their local neighbourhoods.

2 Legal Implications

- 2.1 There are no legal implications arising directly from this report.

3. Financial Implications

- 3.1 There are no financial implications arising from this report.

4. Other Implications

- 4.1 There are no other implications at this stage.

5. Background Papers

- Changes to neighbourhood services: Library Strategy 2019 – 2023
- CML Officer Decision report 19/12/2019

Consultation

Name of Consultee	Department	Date Sent to Consultee	Date Response Received from Consultee	Comments Appear in Report Para:
Internal				
Executive Director Place	Tony Clements	24/10		
Director	Environment	Gary Alderson	24/10	25/10
Director of Legal Services	Helen Harris	24/10		
Chief Finance Officer	Ross Brown	24/10		
Director, Strategy & Engagement	Kieran Read	24/10	25/10	
Director, Regeneration and Planning	Lucy Taylor	24/10	25/10	
Leader	Cllr. Julian Bell	24/10		

Report History

Decision Type:	Urgency item?
For Information (delete as applicable)	No
Report No.:	Carole Stewart Assistant Director Arts, Heritage and Libraries
	cstewart@ealing.gov.uk
	0208 825 7216