



# BRAUNSTONE TOWN COUNCIL

[www.braunstonetowncouncil.org.uk](http://www.braunstonetowncouncil.org.uk)

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## Braunstone Town

# "Citizens Advisory Panel"

.....INFORM.....CONSULT.....INVOLVE.....

2nd October 2015

Dear Citizens' Advisory Panel Member

A meeting of the **BRAUNSTONE TOWN CITIZENS' ADVISORY PANEL** will be held in the Fosse Room at Braunstone Civic Centre on **Thursday, 8th October 2015** commencing at **7.30pm**, the agenda for the meeting is set out below.

The Council extends an invitation to any interested local residents, users groups and staff to attend the meeting to participate in the debate.

Yours sincerely,

Executive Officer & Town Clerk

### AGENDA

1. **Apologies**  
To receive apologies for absence.
2. **Disclosures of Interest**  
To receive any disclosures of Interest in respect of items on this agenda.
3. **Minutes of the Meeting held 17th September 2015**  
To confirm the accuracy of the Minutes of the meeting held 17th September 2015 to be signed by the Chairperson (**Enclosed**).
4. **Future Options for the Library and Customer Service Shop**  
To consider and respond to Leicestershire County Council's proposals to consult on replacing Braunstone Town Library with the mobile library service and to receive an update on the Town Council's position and response. To consider the impact on the Town Council's proposals for combining the Library and Customer Service Shop and to receive comments from the Panel in respect of areas covered by the Terms of Reference. (**Enclosed**).

**5. Termination of the Meeting**

To note that future meetings of the Panel are scheduled as follows:

- Thursday 3rd December 2015
- Thursday 3rd March 2016

All meetings are scheduled for 7.30pm.



**NOTE:**

*CRIME & DISORDER ACT 1998 (SECTION 17) – The Council has an obligation to consider Crime and Disorder implications of all its activities and to do all that it can to prevent Crime and Disorder in its area.*  
*EQUALITIES ACT 2010*

*Braunstone Town Council has a duty in carrying out its functions to have due regard to:-*

- *eliminate unlawful discrimination, harassment and victimisation;*
- *advance equality of opportunity between different groups; and;*
- *foster good relations between different groups*

*To ensure that no person receives less favourable treatment on the basis of race, disability, sex, gender re-assignment, sexual orientation, age, religion or belief, marriage or civil partnership, pregnancy or maternity.*

**BRAUNSTONE TOWN COUNCIL**

**MINUTES OF CITIZENS' ADVISORY PANEL**  
**THURSDAY 17th SEPTEMBER 2015**

**PRESENT:** Councillor N Brown (Chair), Councillor R Wateron (Vice-Chair) and Councillors A Ambrose and A Hack, and local residents Mrs N Blight, Mr J Jameson, Mr J Johnson, Mr T Smith, and Mrs S Zastawky, , .

**Officers in attendance:** Mr D Tilley, Executive Officer & Town Clerk, Mrs Pauline Hurd, Deputy Executive Officer & Community Services Manager

**1. Apologies**

Apologies for absence were received from Mrs B Hazelgrove, Mr J Hazelgrove and Mrs L Spick.

**2. Disclosures of Interest**

There were no disclosures of interest.

**3. Minutes of the Meeting held 5th March 2015**

The report of the meeting held on 5<sup>th</sup> March 2015 was received and noted.

**4. Braunstone Town Council Annual Report 2014/2015**

The Annual Report 2014/2015 was circulated for members and reported on the work and aspirations of the Town Council during the year. It was noted that 300 Annual Reports were produced and distributed to community groups, Community Centres, libraries etc. throughout Braunstone Town.

**5. Braunstone Town Council Annual Survey Results**

The results of the Annual Survey were circulated to members. It was noted that the survey was distributed throughout Braunstone Town via users of the Community Centres, community groups and to a random sample of local residents. Twenty four completed forms were returned but the newly recruited Community Engagement and Events Co-coordinator would be asked to look at the survey and suggest ways to increase the number of surveys returned. It was suggested that local residents be informed of the initiatives/improvements undertaken that were suggested in previous years surveys that may encourage them to complete future surveys.

**6. Future Options for the Library and Customer Service Shop**

A report on the current position with the Town Council's proposals for combining the Library and Customer Service Shop was circulated to members. Members were supportive of the work undertaken by the Town Council to suggest options to work with Leicestershire County Council to keep the Braunstone Town library open. The proposals put forward by the Town Council will be considered at the County Council Cabinet on 13<sup>th</sup> October. The outcome of this meeting to be reported to the next appropriate Citizen's Advisory Panel.

**7. Narborough Road South – Subways**

A report on the Narborough Road South Subways was circulated to Members. It was noted that complaints had been received from local residents regarding the condition of the three subways including flooding, litter, graffiti and general cleanliness. Braunstone Town Council has been working with Blaby District Council, Police and Leicestershire County Council to consider options to improve the subways. It has been suggested that a community artist be employed to work with young people to paint the subways to discourage unsightly graffiti. Quotations to undertake the work would be obtained from suitable artists with experience of similar projects. It was suggested that a consultative questionnaire be circulated to local residents and young people via the BB19 bus, Braunstone Life, social media and notice boards to seek their views on the proposal.

Members of the panel suggested the priority of work should include:

- a) Seeking Blaby District Council co-operation in regular cleansing of the subways
- b) Consider options and costs for the community art project
- c) Paint over the existing graffiti to clean walls
- d) Take steps to reduce the incidences of flooding in the subways, particularly over winter months

Members also suggested that notice boards be in place at the subway entrances informing residents of telephone numbers to contact to report any problems with the subways.

**8. Holmfield Park – Improvements**

It was noted that quotations for improvement work to the playground equipment at Holmfield Park had been received and an appropriate supplier had been chosen to undertake the work following a consultation with local residents about what they would like included in the work. Wicksteed Playgrounds would carry out the improvements week commencing 26<sup>th</sup> October 2015 and take approximately two weeks to complete. By choosing this week it would allow young people to have access to the park during the school half term break.

**9. Thorpe Astley Community Centre – Medical Rooms**

The Executive Officer & Town Clerk and Councillor Amanda Hack had attended a meeting with the NHS Clinical Commissioning Group to discuss the use of the medical rooms at Thorpe Astley Community Centre and what services could be provided. A consultation with local residents would be undertaken to ascertain what type of services they would like access to. A further meeting had been arranged at the end of October.

**10. Panel Work Programme for 2015/2016**

Members did not suggest any further work for 2015/2016 and consider that securing the Braunstone Town library of paramount importance.

However, it was suggested that the newly recruited Community Engagement and Events Co-ordinator be asked to consider new ways to communicate/ consult with local residents to obtain more feedback on Braunstone Town Council initiatives and proposals.

11. **Termination of the Meeting**

The meeting closed at 8.50pm.



**NOTE:**

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*EQUALITIES ACT 2010*

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- eliminate unlawful discrimination, harassment and victimisation;*
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## **BRAUNSTONE TOWN COUNCIL**

### **CITIZENS' ADVISORY PANEL – 8th OCTOBER 2015**

#### **Item 4 – Future Options for the Library and Customer Service Shop**

##### Purpose

To consider and respond to Leicestershire County Council's proposals to consult on replacing Braunstone Town Library with the mobile library service and to receive an update on the Town Council's position and response. To consider the impact on the Town Council's proposals for combining the Library and Customer Service Shop and to receive comments from the Panel in respect of areas covered by the Terms of Reference.

##### Update on Library Services

Following Leicestershire County Council's assessment of the Town Council's Business Cases to run Braunstone Town Library and their recommended rejection, a report was published for County Council Cabinet on 7th October recommending that a consultation take place on replacing Braunstone Town Library with the mobile library service. The report proposes a three month consultation reporting back to Cabinet in March 2016. An extract from this report, relating to Braunstone Town, has been included at Appendix 1. The full report can be accessed from the County Council's website at:

<http://politics.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=4504&Ver=4>

The County Council also issued a Press Release concerning progress with all 36 Community Libraries and this is attached as Appendix 2.

In response to this proposal and the press release, the Town Council has sought a further meeting with the County Council to see if there is a way in which progress can be made and closure of the Library can be avoided, this meeting is scheduled for 13th October.

In addition, the Town Council has issued its response to the County's proposals and a copy of the press release is attached as Appendix 3.

An update will be given at the Citizens' Advisory Panel meeting on 8th October concerning the decision of the County Council's Cabinet, which is meeting on Wednesday, 7th October at 2.00pm at County Hall.

##### Update on Customer Service Shop

Blaby District Council approved their Customer Access Strategy at their Cabinet Executive on 21st September 2015 and approved in principle the plans to deliver their customer services and social inclusion services through the proposed combined Community Hub in Braunstone Town.

It is possible, in its current form, to move to an agreement with Blaby District Council in connection with the future of the Customer Service Shop and Social Inclusion services, Policy & Resources Committee has already agreed to the allocation of the

Town Council's budgeted financial support to this project. There remains the option to incorporate the Library service at a later date should Leicestershire County Council agree to this.

### Developing future Provision

Attached at Appendix 4 is the Panel's Terms of Reference in respect of the future of the Library Service.

The Panel are invited to make comment on the current positions of all three Councils and on developing future Library provision in Braunstone Town and ensuring a better and more responsive Library service in Braunstone Town (as set out in the Terms of Reference).

In addition, the Panel are invited to consider the same in respect of the Customer Service Shop, given the potential future linkage between the two services.

**EXTRACT FROM COUNTY COUNCIL CABINET REPORT FUTURE STRATEGY  
FOR THE DELIVERY OF LIBRARY SERVICES – 7TH OCTOBER 2015**

**Recommendations**

f) Notes that Braunstone Town, Mountsorrel and Narborough have either submitted an outline business case that is not compliant with the published offer of the County Council, or have not submitted an outline business case, and authorises the Director of Adults and Communities, in consultation with the County Solicitor, to commence a three month consultation on the possible closure and replacement with a mobile library service;

h) Agrees that a further report on the outcome of the consultation on alternative library provision and recommendations for libraries listed in f) above be submitted to the Cabinet in March 2016.

**Reasons for Recommendations**

4 Libraries in Braunstone Town, Mountsorrel and Narborough have not been able to produce an outline business plan that meets with the Council's conditions of support and therefore closure of the sites and alternative library provision for those areas through the mobile library service will need to be considered, as outlined in paragraphs 36-38.

**Braunstone Town and Mountsorrel**

32 The outline business plan submissions for Braunstone Town and Mountsorrel were evaluated in the first round of assessments, the results of which were reported to the Cabinet in June 2015. In both cases the financial assumptions underpinning the outline business plan did not comply with the Council's published offer of grant funding, and assumed an ongoing element of County Council financial support. Both libraries were therefore included in the second period of ROIs.

33 Braunstone Town Council re-submitted two outline business plans as part of the second round of submissions. Neither of the plans were found to be compliant with the County Council's published offer of grant support for the same reasons as outlined in paragraph 32.

35 It is recommended that the County Council considers possible closure of the sites and replacing library provision through the mobile library service as part of the consultation period recommended in 2 f) above.

**Consultation**

40 The aims of the public consultation will be to receive feedback on proposed replacement services to assess impact on users and inform any mitigating measures to be taken.



- 41 It is proposed that the consultation will comprise of the following elements:
- a) A bespoke consultation document that outlines the background and proposals for the specific library available online and in hard copy;
  - b) A survey questionnaire available online and as hard copy integrated into the bespoke document noted above;
  - c) An information event at each library location aimed at informing residents about the proposals and enable them to make an informed response to the consultation (via the survey);
  - d) Information displays at each library.

## **APPENDIX 2 – LEICESTERSHIRE COUNTY COUNCIL PRESS RELEASE**

### **Groups on course to take over most libraries**

Community groups are on course to take over the running of more than 30 out of 36 county council libraries within the next six months.

Three – Braunstone Town, Mountsorrel and Narborough – have not submitted plans that comply with the council's offer of support. The council is, therefore, proposing to consult the public on possible closure and replacement with mobile libraries. Final decisions will be taken next March.

A fourth – Kirby Muxloe – has submitted a plan that needs further work. Talks are continuing with the parish council, in the hope of agreeing a community-led deal.

The news comes from a report to the county council's ruling cabinet next week (October 7). Councillor Richard Blunt, cabinet member for libraries, said: "I'm really pleased to see that more than 30 groups are getting ready to take over their local libraries. I have always said that communities know best what their library needs, whether it is different opening hours or staging more events.

"I'm disappointed that three groups have not submitted plans that meet our criteria. We are going to have to consult on possible closure and replacement by mobile libraries. If we do receive any revised plans from groups interested in running these libraries, we will, of course, consider them."

Last year, the council decided to invite 36 communities to manage libraries, as part of the library service's £800,000 savings.

Following extensive consultation and support from the council, 32 groups submitted acceptable plans and three – Barrow upon Soar, Markfield, and Glenhills – are now community-run. Another group, Kirby Muxloe parish council, has submitted plans that are still being discussed.

A report to cabinet reveals that three libraries did not produce plans that complied with the council's offer of support:

- Braunstone Town and Mountsorrel submitted plans which required ongoing financial support, which the council is not offering
- Narborough did not submit an outline business plan

The report proposes to consult people in Braunstone Town, Mountsorrel and Narborough from October 19 – January 18 on possible closure and replacement by a mobile library service, before a decision is taken in March 2016.

October 7's cabinet meeting will also discuss the outcome of consultation on the mobile library service, to ensure it is flexible enough to meet local needs. As a result of the consultation responses, the report recommends a monthly schedule of 522 stops across the county.

Cabinet will discuss the library reports when it meets at 2pm on October 7. You can watch the meeting, live, at [www.leics.gov.uk/webcast](http://www.leics.gov.uk/webcast) or watch a recording from the following afternoon onwards. The reports are available at <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=4504>

Background:

The latest community-run libraries are:

- Glenhills – September 28
- Anstey – October 3
- Rothley – October 17th



## APPENDIX 3 – BRAUNSTONE TOWN COUNCIL PRESS RELEASE

“Our Library is at the heart of our community providing access to education, heritage and resources, replacing our Library with a mobile library threatens all our outreach activities - we cannot serve our community from a van” *Pat Bates, Braunstone Heritage Archive Group.*

Braunstone Town Council is extremely disappointed that Leicestershire County Council is threatening the Town’s Library with closure, having twice rejected proposals for combining Library, social inclusion and Council services into one Community Hub offering savings to all three tiers of Councils, and providing for future community focussed public services.

Town Council Leader, Councillor Nick Brown said “I am frustrated and dismayed at the County Council’s intransigence on this matter, both Braunstone Town Council and Blaby District Council believe the proposal offers the best and most appropriate balance between the pressures we as Councils face, while protecting vital services and meeting the needs of the community. In short, it represents best value overall to the tax payer”.

Town resident Jack Haselgrove summed it up stating, “two simple words – Community Hub, it is what the community wants and deserves, a place where community activities and events take place and where the community can access services, learning and support”.

The Town Council has a track record of supporting such innovative initiatives, Deputy Leader, Councillor Amanda Hack, highlights Local Area Coordination as an example of how Councils and the NHS can work together to proactively support vulnerable people in the community to have a better quality of life while reducing pressure on health and social services, Councillor Hack states “our proposals for a Community Hub provides a convenient accessible location from which improved support services to our residents can operate in a more efficient and effective way, the County Council seem to have buried their head in the sand and cannot see the potential”.

The autumn edition of Leicestershire Matters carries as the lead article – “Let’s work together – that’s the message from the county council, as it looks to tackle the major challenges facing Leicestershire”. Clive Brett, town resident, stated “we were sold the idea that community managed libraries enabled communities to take control of their services to better meet local needs. When we try to do this, the County Council reject it because it doesn’t meet their criteria, I don’t believe the people of Leicestershire have any confidence in their ability to tackle the challenges we face”.

Councillor Nick Brown summed up the despondent feeling in the Town with a simple message to the County Council: “your partners and the community already have the vision along with well-developed and costed proposals to tackle the challenges we face, all we need now is your support and commitment - we look forward to you practicing what you preach!”.

### **CONTACT INFORMATION**

*Councillor Nick Brown, Leader of Braunstone Town Council*

*Darren Tilley, Executive Officer & Town Clerk*

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**BRAUNSTONE CIVIC CENTRE, KINGSWAY, BRAUNSTONE TOWN, LEICESTER, LE3 2PP**

Braunstone Town Council serves the 17,000 strong population of Braunstone Town and, with an annual precept of £477,804, its services include community centres, open spaces and parks, community development services, including for crime reduction initiatives and a direct link to County, District and Town Council services through its Customer Service Shop.

**APPENDIX 4 – BRAUNSTONE TOWN COUNCIL**

**BRAUNSTONE TOWN CITIZENS ADVISORY PANEL**

**BRAUNSTONE TOWN LIBRARY SERVICE – TERMS OF REFERENCE**

Braunstone Town  
***“Citizens Advisory Panel”***  
.....INFORM.....CONSULT.....INVOLVE.....

**PURPOSE: To support Braunstone Town Council to work with the community, other partners and stakeholders and to use its offices, powers and influence to keep the Braunstone Town Library open and to provide a better service that is more responsive to the needs of local residents”.**

The Citizens Advisory Panel shall have authority and consent to undertake its work in accordance with the general responsibilities delegated to it and in accordance with the Terms of Reference as set out below:

**Developing future Library provision in Braunstone Town**

- a) Develop options for Library service provision, taking into account the aspirations of service users and the community and the availability of resources.
- b) Identify appropriate and realistic service standards (including customer service and performance), including mechanisms for review and the continued engagement of the community and service users.
- c) Identify new initiatives and potential partnership arrangements, including sources of funding in order to provide a better and more responsive service.
- d) Promote the involvement of volunteers and community groups in providing Library services and make recommendations on the balance of resources between paid, volunteer and professional staffing and support.

**Ensuring a better and more responsive Library service in Braunstone Town**

- e) Assess emerging new priorities, undertake benchmarking and research best practice, assess the availability of resources and recommend improvements to Library provision.
- f) Assess the needs of the community undertaking consultation utilising a range of methods and tools and make appropriate recommendations where necessary to revise customer service standards and service provision.
- g) Make recommendations on appropriate performance measures and future targets and receive regular performance monitoring reports and make recommendations on improvements where necessary.
- h) Review the effectiveness of mechanisms to engage the community and volunteers in the provision of a Library Service.

The Panel will evidence its work and make appropriate recommendations to the Council's Policy & Resources Committee.