



# BRAUNSTONE TOWN COUNCIL

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

*Darren Tilley – Executive Officer & Town Clerk*

Braunstone Civic Centre, Kingsway, Braunstone Town, Leicester, LE3 2PP

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## Braunstone Town "Citizens Advisory Panel"

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

11th September 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, 17th September 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 5th March 2015**  
To confirm the accuracy of the Minutes of the meeting held 5th March 2015 to be signed by the Chairperson (**Enclosed**).
4. **Braunstone Town Council Annual Report 2014/2015**  
To receive a copy of the Town Council's Annual Report for 2014/2015 and to discuss any matters arising from the Report (**Enclosed**).
5. **Braunstone Town Council Annual Survey Results**  
To receive the results of the Town Council's Annual Satisfaction Survey, including feedback on current initiatives (**Enclosed**).

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

To consider the current position with 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**).

**7. Narborough Road South – Subways**

To note the Town Council's proposals for a community art project for the subways under Narborough Road South and to receive any comments and feedback to be considered as part of a wider engagement/consultation (**Enclosed**).

**8. Holmfield Park – Improvements**

To receive a verbal update concerning improvements to facilities at Holmfield Park.

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

To receive a verbal update concerning proposals for engagement with the community on opening a branch GP surgery at Thorpe Astley Community Centre, including the services to be provided at the site, opening hours and patterns.

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

To consider priorities, if any, for the Panel's work during 2015/2016.

**11. Termination of the Meeting**

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

- Thursday 8th October 2015
- 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**

**REPORT OF CITIZENS' ADVISORY PANEL**  
**THURSDAY 5<sup>TH</sup> MARCH 2015**

**PRESENT:** Councillor Mr N Brown (in the Chair), Councillor Miss A Ambrose, Councillor Mr M S Aslam (substituting for Councillor Miss A Hack), Mrs N Blight, Local Resident, Mr J Dodd, Local Resident, Councillor Mrs J Fox, Councillor Mrs B Haselgrove, Local Resident, Mr J Haselgrove, Local Resident, Mr T Smith, Local Resident, Mrs L Spick, Local Resident, Mrs J White, Local Resident.

**OFFICERS IN ATTENDANCE:** Mr D Tilley, Executive Officer & Town Clerk, Miss J Leech, Assistant Executive Officer – Admin.

**APOLOGIES:** Councillor T Chapman, Councillor Ms A Hack, Mr J Jameson, Mr J Johnson, Local Resident.

**1. Disclosure of Interest**

There were no disclosures of interest

**2. Report of the Meeting held on 4<sup>th</sup> December 2014**

The Report of the Meeting held on 4<sup>th</sup> December 2014 was received and noted.

**3. Future of Braunstone Town Library**

a) Background Information on Current Use and Services

An extract from Leicestershire County Council's Community Library Information Pack relating to the Braunstone Town Library including facilities available, opening hours, staffing, activities, usage, etc was received and noted.

b) A progress report from the Executive Officer & Town Clerk on the Town Council's proposals for a combined public service facility was received. It was proposed to use the same staffing to provide both services. Braunstone Town Council had submitted its expression of interest in running the service and to date, meetings had been held with officers from Leicestershire County Council and Blaby District Council to discuss the potential service level, employment of library staff etc.

Leicestershire County Council had confirmed that the current book stock within the proposed Community Libraries, would remain the property of Leicestershire County Council and would be expected to be distributed throughout the community libraries. The Library Service currently charges a fee for the use of the DVDs. Should the Community Libraries wish to make money from the same service, they would be expected to supply their own DVDs.

Representatives of the Braunstone Heritage Group raised concerns about the relocation of unique local publications and archival material to The Record Office. Leicestershire County Council confirmed that this decision had been made as part of an audit of the material and it had been felt that it was better placed under the management of an experienced officer. However, where

possible, copies of the documents would remain in the Libraries. The Braunstone Heritage Group was reassured that this would not impact on the material that they had collected.

Details of plans drawn up by an architect to link the Civic Centre to the Library Building were displayed.

The timescales involved with taking over the library service. It was noted that a final set of draft proposals for the Business Case, with the general agreement of all partners, could be produced by early spring. Because the Town Council's business case did not match Leicestershire County Council's model it was expected to be an ongoing process. It was estimated that the launch of the new service would be around late summer/early autumn.

The Executive Officer & Town Clerk referred to the report of the Director of Adults and Communities to be received by the County Council's Cabinet on 16<sup>th</sup> March 2015. The purpose of the report was to update the Cabinet on the registrations of interest on running the libraries and proposed a number of recommendations to move to the next stage of the process. These recommendations included authorising the Director of Adults and Communities to assess the business cases, authorise the County Solicitor to prepare the necessary legal agreements with the business cases compliant with the County Council's requirements, enter into a further round of engagement, including where the initial outline business plan submitted required further work to be compliant with the County Council's requirements and a report to be received by the Cabinet at its next meeting on 11<sup>th</sup> May 2015.

c) **Future Shape of Provision of Service**

The Panel received a copy of the Terms of Reference for the Citizens Advisory Panel's involvement in shaping the future of the library service and ensuring a better and more responsive Library Service.

It was noted that the Panel would need to consider in more detail say the proposed opening hours for the library. It was agreed that it would be appropriate to consult the schools on this matter. It was also discussed whether the opening times could be adapted to seasonal usage.

With regard to the additional services, the Heritage Group asked that they be provided with an area to display their artefacts.

It was noted that, should the service be extended to the Thorpe Astley Community Centre, that the County Council's book stock would not be able to be used there as they were not looking to expand their service.

**4. Next Meeting**

It was not expected that there would be any sufficient information to consider by the Panel over the next few months and therefore it would not be necessary to call a meeting at any time before May.

**5. Termination of Meeting**

The meeting closed at 8.25pm

# BRAUNSTONE TOWN COUNCIL

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

Executive Officer & Town Clerk – Darren Tilley



## Welcome to our Annual Report 2014/2015



Message from Mr Nick Brown

Leader of Braunstone Town Council, on behalf of the Town Councillors

Thank you for taking the time to read the Town Council's Annual Report. I hope you will find the contents of interest and give you an insight to what we do. I would like to extend our appreciation to all those local residents and partners who have, over the year, become involved in events and projects instigated by the Council and given their support to assist us in providing the high level of service to local people.

Shown here in this document you can see brief details of the services we provide and details of our achievements over the past year. More up to date information on the Council's services and the latest news can be found on our website at [www.braunstonetowncouncil.org.uk](http://www.braunstonetowncouncil.org.uk) or call at our main offices where the Council's staff would also be pleased to help.

The Town Council strives to take on boards local residents' views as part of its decision making process and again welcomes any comments you may have through the enclosed questionnaire.



### Accounts for the Year Ended 31st March 2014

Year Ended 31st March 2013		Year Ended 31st March 2014
£		£
410,860.00	Balances brought forward	371,427.00
493,434.00	(+) Annual Precept	440,778.00
343,581.00	(+) Total other receipts	294,457.00
374,898.00	(-) Staff costs	372,961.00
58,759.00	(-) Loan interest / capital repayments	64,289.00
442,791.00	(-) Total other payments	281,269.00
371,427.00	(=) Balances carried forward	388,143.00
276,682.00	Total cash and short term investments	382,301.00
4,450,794.00	Total fixed assets and long term assets	4,557,695.00
539,486.00	Total borrowings	502,308.00

The Audit was completed on 2nd June 2014

**Our Mission Statement** *"We exist to ensure that local services and the environment reach the highest possible standards within the resources available for citizens, visitors and those who work in Braunstone Town; to provide a focus for civic pride; to listen, identify and respond to agreed local needs; and to help develop a strong, secure, self reliant, self confident community, free from unlawful discrimination."*

#### MAIN OFFICES & ACCOUNTS BRAUNSTONE CIVIC CENTRE

Kingsway, Braunstone Town  
LEICESTER LE3 2PP  
TEL: 0116 289 9270  
FAX: 0116 282 4785  
EMAIL:  
[admin@braunstonetowncouncil.org.uk](mailto:admin@braunstonetowncouncil.org.uk)

#### CIVIC CENTRE BOOKINGS BRAUNSTONE CIVIC CENTRE

Kingsway, Braunstone Town  
LEICESTER LE3 2PP  
TEL: 0116 289 0045  
FAX: 0116 282 4785  
EMAIL:  
[reception@braunstonetowncouncil.org.uk](mailto:reception@braunstonetowncouncil.org.uk)

#### THORPE ASTLEY COMMUNITY CENTRE

Off Lakin Drive, Thorpe Astley  
LEICESTER LE3 3RU  
TEL: 0116 2890704

EMAIL:  
[reception@braunstonetowncouncil.org.uk](mailto:reception@braunstonetowncouncil.org.uk)

# About Braunstone Town Council

The Council provides a wide range of services together with social and recreational facilities. The Council also promotes the interests of the town in its representation to other bodies. It works in partnership with the larger District Council and County Council to provide and supplement local government services within the town area.

The Council comprises 21 members who are elected every four years. Each year the Council elects from amongst its number the Town Mayor and the Deputy Town Mayor.

The Full Council meets six times a year. The Council has three standing committees: Policy & Resources, Community Development and Plans & Environment Committee. The Plans & Environment Committee meets approximately twelve times a year. All Meetings are open to local residents and include a public participation session on the Agenda. Agendas for the Council and standing committees are available to the public three clear days before the meeting date. Meetings are held at the Braunstone Civic Centre, Kingsway, Braunstone Town, Leicester, LE3 2PP. Further information is available on request by telephoning the Council on 0116 2899270 and can also be found on the notice board at the Town Council Offices, Thorpe Astley Community Centre and on the Council's Website.

## OUR STRENGTHS

We're the smallest unit of local government and that means we're closest to the people. We can address issues of local concern and speak up for the wishes of the local residents. We can represent the views of the Braunstone Town citizens and make these known to the larger District and County Councils or to other agencies and government bodies.

We don't have a bureaucratic or departmentalised structure so we can be responsive and flexible to meet our citizens' needs by directing our resources where most needed. We have a wide overview of the needs of the Town and because our Councillors live in the Town they can concentrate their work on the Town area and pursue Town-based initiatives.

## .....AND OUR LIMITATIONS

We're the smallest unit of local government. We meet increased demands and financial risks with more limited resources than the larger authorities. We have a total of 26 employees to meet these challenges and which limits what we can undertake. Until recently we have received no funding from Central Government or Business Rates, so the net cost of our services has been funded entirely from the council tax payers of the Town area. Following changes to the way Council Tax is calculated we face the future risk of losing funding from government via the Council Tax Support Grant. We need to ensure that we do not commit ourselves to activities beyond our expertise or financial resources.

## MEMBERS ALLOWANCES 2014/2015

The Council believes in openness and transparency, therefore, each year we publish the amount paid to Town Councillors in allowances and the amounts claimed in expenses. Below are the allowances paid and expenses claimed for the Councillors who served during the financial year April 2014 – March 2015:

	ALLOWANCE	EXPENSES	TOTAL
Miss A Ambrose	£328	0.00	£328
Mr A Aslam	£328	0.00	£328
Mr A S Basra	£328	0.00	£328
Mr R Berrington	£328	0.00	£328
Miss S Betts	£328	0.00	£328
Mr N J Brown	0.00	0.00	0.00
Mr N Chamberlain	£328	0.00	£328
Mr T Chapman	£328	0.00	£328
Mrs J M Fox	£328	0.00	£328
Mrs S Fox-Kennedy	£328	0.00	£328
Miss A Hack	£328	0.00	£328
Mr D Joshi	£328	0.00	£328
Mr P Kennedy	£328	0.00	£328
Mrs S J Maxwell	£328	0.00	£328
Mr S Maxwell	£328	0.00	£328
Mr P L Moitt	£328	0.00	£328
Mr P Patel	0.00	0.00	0.00
Mr G Sanders	£328	0.00	£328
Mrs I Whaling	£328	0.00	£328
Mr D R Widdowson	£328	0.00	£328
Mr W Wright	£328	0.00	£328
<b>The Town Mayor's Allowance</b>	<b>£750.00</b>	<b>0.00</b>	<b>£750.00</b>

## LOCAL COUNCILS AWARDS SCHEME

In 2014 the Quality Council Scheme, for which the Town Council was accredited, was superseded by the Local Council's Award Scheme. The Town Council was registered to transfer its existing Quality Status Accreditation to the Local Councils Award Scheme to ensure that it is performing to a high standard and provide assurance to the electorate that it is up-to-date and progressive by the set standards.





# Services we provide for you



## CORPORATE MANAGEMENT

Providing Administrative support to Members  
 • Finance and Audit • Insurance • Staff and Member Development/Training • Maintenance of the Council's property • Website/social media • Capital Projects • Partnership Working • Consultation • Performance Management



## OPEN SPACES & PARKS

Including maintenance of Holmfield Park - Play equipment, multi-sports play area, football • Franklin Park – Play area and Community Orchard/Nature area • Mossdale Meadow – Play equipment, MUGA, Skatepark, Outdoor Gym, Football, changing rooms • Merrileys Nature Park with woodland walk • Shakespeare Park – Play Equipment, Tennis, Football, Changing Rooms, Bowling Green & Pavilion • Thorpe Astley Play areas and open spaces • Thorpe Astley Park Area including Fitness Trail, Floodlit Tennis Courts and Muga, Senior Football Pitch • Civic Centre Grounds

## COMMUNITY DEVELOPMENT



### SOCIAL INCLUSION

Including the Connect Service Shop • Annual Summer Fete • Grant Scheme • Sponsored arts/entertainment Programme of Events • free use meeting rooms for community groups • Civic events and support for festivals such as Christmas and Diwali • Commemorative events such as Remembrance Day and Armed Forces Day • Town Mayor • Annual Awards of Merit • Community Orchard Project • Financial contribution to provide Citizens Advice Bureau Service at the Civic Centre • Assistance to Community Groups sourcing external funding.



### CRIME REDUCTION

Including Crime Reduction Co-ordinator providing Administration for the Town wide NHW Scheme and support to NHW schemes within the Town, including the Braunstone Town Watchers • Close working with key partners to respond to crime and anti-social behaviour, monitoring crime trends • Communicating the latest news on crime issues including the use of social media and distribution of information on crime prevention initiatives, details of Police Beat Surgeries • CCTV at Lubbethorpe Way Subway, Winstanley School and Civic Centre • Personal/shed alarms, cycle locks, Smart Water available to purchase at the Civic Centre and Thorpe Astley • Speed activated sign.

### YOUNG PEOPLE

Annual grant available to local schools and young people's groups.



## COMMUNITY CENTRES

Including Function and Meeting Rooms at our Braunstone Civic Centre and Thorpe Astley Community Centre • Licensed Bar facility • reduced rates for local residents A COMPLETE LIST OF COMMUNITY GROUPS, CLUBS, FITNESS / LEISURE ACTIVITIES IS AVAILABLE ON THE TOWN COUNCIL'S WEBSITE



## PLANNING & ENVIRONMENT

Including Planning Applications – available for public inspection at the Civic Centre. Public Participation at all plans meetings, Commenting on planning and environmental issues affecting the area including traffic orders, structure plans, licence applications, health and housing plans and air quality matters • Street Seats and Notice Boards • Sale of Poop Scoops available from Braunstone Civic Centre and Thorpe Astley Community Centre

## BRAUNSTONE CIVIC CENTRE 0116 2890045

### PROVIDING ACCESS TO THE FOLLOWING SERVICES:-

- Room Bookings • Reporting Street Lighting Faults
- Reporting of pot holes or road defects • reporting abandoned vehicles
- Applying for free school meals • Verifying Blue Badge Applications
- Reporting on Missed Bins
- Pest Control Services • Reporting Lost Dogs
- Reporting on Housing Repair
- Issue of garden and waste bags
- Sale of Poop Scoops (also at the Thorpe Astley Community Centre)
- Bulky Item Collection (arrangements can be made for collection and payment at the Connect Service Shop) if organising via telephone, please ring Blaby District Council directly on 0116 2750555
- Citizens Advice Bureau Surgeries (Tues Morning by appointment)
- 'What's On' Ticket Sales & other Town Council Services - also available at the Thorpe Astley Community Centre
- Photocopying/faxing • radar keys • concessionary travel leaflets • Join Neighbourhood Watch
- Benefits Advisory Surgery – every Tues at the Civic Centre – tel 0116 2727510 for an appointment
- Payments for District Council Services Weekdays 9.15am – 4.30pm
- Housing and Benefit Forms forwarded to Blaby District Council



## THORPE ASTLEY COMMUNITY CENTRE

Lakin Drive, Thorpe Astley  
TEL 0116 2890704

Facilities available for hire for meetings, private functions and parties and for community group use

- 100 seat Main Hall
- Meeting/Activity Room
- Small Meeting Room
- A licensed bar facility is available by prior arrangement
- CLOSE TO JUNCTION 21 OF THE M1

### ALSO AVAILABLE FOR HIRE

- Full Size Football Pitch • Floodlit Tennis Courts
- Floodlit Multi-Games Area • Changing Rooms

## BRAUNSTONE CIVIC CENTRE

Kingsway, Braunstone Town TEL 0116 2890045

Function Rooms for • Weddings • Parties • Conferences • Club & Community Group Meetings • Receptions • Dances • Exhibitions



### Bar @ the Civic

Providing a welcoming atmosphere

Open to the public:- Monday to Saturday 7pm – 11.30pm,

Sundays from 12noon 10.30pm

OPEN LUNCHTIMES from 12noon til 2pm



# Our Achievements 2014/2015

## CORPORATE MANAGEMENT

In response to a proposal from the Town Council, in 2014 Blaby District Council carried out a review of the parish ward boundaries and parish councillor representation with a view to providing a fairer representation of the wards. Following a consultation process, the revised boundaries were introduced with changes coming into effect at the local elections in May 2015.

During the year the Town Council carried out a review of its Management and Administrative staff structure to meet the challenges to be met by parish and local councils. The Council also resolved to work towards being a Living Wage employer. As well as considering its long term financial plan, the Council also carried out a review of how it provides its services in order to identify efficiency savings.



## COMMUNITY CENTRES

Throughout the year the Town Council has worked closely with NHS England to progress the use of the Consultation Rooms at the Thorpe Astley Community Centre by local GPs. It is anticipated that services will commence operating from the centre during 2015.

In July 2015 the Council renewed its four year contract with Mrs J Abbott to continue to provide a Licensed Bar Service from the Braunstone Civic Centre. A mobile bar service can also be provided from the Thorpe Astley Community Centre on request.

When setting the budget for the forthcoming year, the Town Council approved capital projects to carry out improvements to the Civic Centre's Millfield Hall, which includes essential repair to the roof. LED lighting is being introduced into the Civic Centre to reduce running costs.



## OPEN SPACES & PARKS

The Town Council has progressed actions in its Proposals & Priorities for Improvements to its Parks and Open Spaces. This has included the provision of new litter bins and seats etc.

The Council is also progressing the improvement scheme to Holmfield Park. The football team has now been moved to the Thorpe Astley facilities and the delapidated changing rooms at Holmfield Park have now been demolished. Consultation has taken place on a scheme for improvements to the play areas and external funding has been sourced with an aim to complete the works during 2015.



## PLANNING & ENVIRONMENT

The Town Councillors have worked hard to respond to local residents' concerns about planning issues during the year, and along with residents have made representations at the District Council on significant local planning applications.

Representatives of the Council's Plans & Environment Committee attend the Lubbethorpe Strategic Review meetings.

The Council worked on local residents' behalf to apply to Leicestershire County Council for a Definitive Map Order to be applied to a pathway linking the W9 footpath to Watergate Lane. Thank you to those residents who submitted evidence forms.

## COMMUNITY DEVELOPMENT

### SOCIAL INCLUSION

Many congratulations to Mr Shabbir Aslam for a successful year as Town Mayor representing the Council and local residents and hosting a range of events to mark commemorative events including Remembrance Day, etc and celebrations such as the Carol Service.



During the year the Town Mayor hosted the annual Programme of Events which included a Barn Dance, Pantomime, Quizzes, Craft Fayre to be enjoyed by all sectors of the community. The Programme was an opportunity to raise funds and the profile for the following local groups:- RAFA, Ratby Band, Coping with Cancer, 82nd Scout Group, Kingsway Flower Club, Braunstone Town Community Minibus, Harvest Community Church and St Crispins Church. During the year the Town Mayor successful raised, with your support, a total of £4,510 towards his charity 'Charity Link'.

The Town Council supported the following local groups and individuals through its Community Grants Scheme:- Kingsway Flower Club - £275; Leicester Movie Makers - £100; 3rd Braunstone Brownies - £300; Namaste Exercise Group - £300; Braunstone Heritage Archive Group - £300; Thursday Over 60s Club - £300; Braunstone Life - £300; Braunstone Juniors FC - £300; BM Spanza Explorer Scouts - £300; Winstanley Wizard - £125; Braunstone Swimming Club - £40; Leicester Allotment Society £300; Community Life - £290; Punjabi Cultural Society - £300; Friends of Highway Spinney - £188; Asian Elderly Club - £200; Women on Thursday £200; Ratby Co-operative Band - £300; Braunstone Swimming Club - £300; Braunstone Trinity Football Club - £300.

Through its Social Inclusions Schemes, the Town Council provides assistance to groups in sourcing external funding and this year supported 9 individual groups access a total of £3,800 in grants.

The Local Area Co-ordination is a scheme that actively forms partnerships with individuals, families and local communities by acting as a contact point to access guidance and support. A Local Area Co-ordinator has been appointed to operate the pilot scheme in Braunstone Town and the Town Council has made available its offices as a base for them to operate.

Braunstone Town Library –during the year the Town Council has unanimously resolved to proceed with its intention in ensuring the continued provision of a library service in Braunstone Town. It has submitted its business case to Leicestershire County Council and continued with its negotiations with key partners as to how the service will be provided. Throughout the process the Town Council has consulted with local residents through its Citizens Advisory Panel as to the options for an improved library service.

This year again the Town Council enjoyed good weather for the annual Summer Fete on 26th July. This year we had the favourite events at the Fete including over 60 stalls, climbing wall, mini traction engine and Family Dog Show.



## YOUNG PEOPLE

This year a sum of £600 was awarded from the Council's Youth Fund to Winstanley Community College to assist them in participating in the 'Greenpower Challenge' This involves the students designing, building and racing a single seat car.



## CRIME REDUCTION SERVICES

The Council continues to monitor the areas where residents have raised concerns about speeding vehicles. Throughout the year the Speed Activation Sign has been located at Kingsway and Jewsbury Way. It is pleasing to note that the Sign has a positive effect as the average speeds reached does reduce when the Sign has been in situ. The Council continues to share the information with relevant partners. The Council has agreed to target the problems with speeding vehicles at Henley Crescent and Turnbull Drive.



## **BRAUNSTONE TOWN COUNCIL**

### **CITIZENS' ADVISORY PANEL – 17th SEPTEMBER 2015**

#### **Item 6 – Future Options for the Library and Customer Service Shop**

##### Purpose

To consider the current position with 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.

##### Context

Following rejection by Leicestershire County Council on 16th June 2015 of the Town Council's Business Case to incorporate County Council lease commitments into a combined public services facility sharing the Customer Service Shop, Library and social inclusion outreach services, the Executive Officer and Town Clerk has been in further discussions with County and District Officers concerning the model and potential alternatives.

##### Update on Library Services

An assessment of options for the Town Council to run Braunstone Town Library, including an assessment of risks, was presented to Policy & Resources Committee on 20th August 2015. This assessment is set out in Appendix 1.

On 12th June 2015 the Leader of the Council wrote to the County Council Lead Member expressing the Town Council's disappointment that officers had proposed to Cabinet that the Town Council's proposals not be accepted and urging the Cabinet to reconsider and explore the opportunities further with the Town Council. A response, dated 18th June, was received from the County Council Lead Member stating that the County Council were prepared in principle to investigate our proposals further, encouraging us to submit a further registration of interest complying with their published offer and addressing the need of the County Council to make savings.

The County Council opened a second round of expressions of interest, which closed on 4th September and will be considered by County Council Cabinet on 13th October 2015. The Town Council submitted Outline Business Cases for two alternative options:

- (a) Combined Public Services Facility: Library, Customer Service Shop, Social Inclusion activities and hub; and
- (b) Town Council providing a separate Library Service on existing opening hours at the existing premises, retaining the lease agreement with Leicestershire County Council who retain responsibility for premises obligations and costs.

## Update on Customer Service Shop

Blaby District Council are continuing to work on their future Customer Access Strategy and delivering priorities set out in the Blaby Plan 2015-2018, such as building strong communities contributing to safety, improving opportunities for all, and ensuring a proactive approach to service provision and development. Blaby District Council have received the proposal for the Combined Public Services Facility and in principle support the vision set out, which meets many of the objectives set out in the Customer Access Strategy and Blaby Plan.

It is anticipated that Blaby District Council will consider their Customer Access Strategy at the Cabinet Executive on 21st September 2015.

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 2 is the Panel's Terms of Reference in respect of the future of the Library Service.

The Panel at its previous meeting on 5th March discussed the future shape and provision of the service (please refer to minutes of the previous meeting, item 3 on this agenda – minute 3(c) on page 2).

The Panel are invited to make comment on the Town Council's current position, the assessment of options 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 at Appendix 2).

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.

**Assessment of Options – Braunstone Town Library (considered by Policy & Resources Committee on 20th August 2015)**

<b>Option</b>	<b>Opportunities</b>	<b>Risks</b>	<b>Recommendations</b>	<b>Reasons</b>
Combined Public Services Facility: Library, Customer Service Shop, Social Inclusion activities and hub (based on model developed and submitted to Leicestershire County Council and Blaby District Council)	Provides efficiency savings for all organisations while providing for greater access to services and a base for social inclusion and community outreach at a central community location.	County rejection for not adhering to Community Library funding model.	Keep offer on the table and continue to offer to negotiate around detailed arrangements and costs.	Represents best value to the tax payer by providing significant savings to all parties while offering longer service hours and opportunities for further social inclusion initiatives.
Town Council provide a separate Library Service on existing opening hours at the existing premises, with County Council providing premises costs as set out in the lease	Clear distinction can be made between County Council published offer and County Council commitments under the lease.	Doesn't address the need to make changes to the Service Shop model and doesn't engage the County Council in Social Inclusion initiatives. Need to find additional funding for staffing which will need consideration in the 2016/2017 budget.	Develop an alternative offer to the County Council based on this model (providing the existing Library while the County Council continues to be responsible for and to fund its commitments under the lease agreement)	While it doesn't represent best value, it retains the Library service in its current form while continuing to protect the Town Council from inheriting substantial liabilities which it cannot afford in the current financial climate.
Town Council submit a proposal to provide a paid staff facility, which is compliant with the County Council's funding model for Community Libraries	Acceptance by the County Council with transfer likely given the Town Council is a constituted and competent organisation.	Significant financial liabilities inherited by the Town Council for service provision and premises costs, particularly major premises costs such as energy efficiency and roof replacement likely to occur more than once over the lifetime of the lease.	Reject	The Town Council's Medium to long term financial strategy identifies significant future financial pressures and risks. Taking on the full liability for the Library places significant risks to the long term sustainability of the services provided by the Town Council.

<b>Option</b>	<b>Opportunities</b>	<b>Risks</b>	<b>Recommendations</b>	<b>Reasons</b>
Town Council submit a proposal to provide a volunteer library facility, which is compliant with the County Council's funding model for Community Libraries	Acceptance by the County Council with transfer likely given the Town Council is a constituted and competent organisation.	Significant financial liabilities inherited by the Town Council for premises costs, particularly major premises costs such as energy efficiency and roof replacement likely to occur more than once over the lifetime of the lease. The Town Council will not be able to make efficiency savings on the Customer Service Shop or services provided by the Town Council and District Council will be at risk in order to make capacity to manage a volunteer Community Library.	Reject	The Town Council's Medium to long term financial strategy identifies significant future financial pressures and risks. Taking on the liability for the Library premises costs presents risks to the long term sustainability of the services provided by the Town Council. In particular the level of efficiency savings for the Customer Service Shop would not be met.
Town Council support a Constituted Community Library Group with provision of support in kind, Capital Grants and Community Grants	Potential to retain Library Services while not inheriting risks by providing capacity support to a Community Group. Some funding allocated to the Library through the combined service model could be allocated for grant funding.	Community Group may not come forward. If support extended to premises costs, risks as identified above. County Council commitment to funding model, e.g. excluding the lease raises the same issues concerning agreement.	Officers to develop an outline scheme of support involving Capital Grant funding to a Community Group running public services. Review whether any implications for Community Grants Scheme for revenue funding.	In line with the Town Council's vision and objectives to develop a strong, secure, self reliant, self confident community; to promote social inclusion and to direct grants to organisations where this will be of benefit to Braunstone Town citizens.



## APPENDIX 2

### 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.

## **BRAUNSTONE TOWN COUNCIL**

### **CITIZENS' ADVISORY PANEL – 17th SEPTEMBER 2015**

#### **Item 7 – Narborough Road South – Subways**

##### Purpose

To note the Town Council's proposals for a community art project for the subways under Narborough Road South and to receive any comments and feedback to be considered as part of a wider engagement/consultation.

##### Background

Complaints about the condition of the underpasses along Narborough Road South had been received by Braunstone Town Council and Blaby District Council. With Leicestershire County Council no longer removing graffiti on a regular basis unless it was considered offensive.

Braunstone Town Council on 6th November 2014 (Minute Reference 5273) referred the issues to Policy & Resources Committee 15th January 2015 for further consideration. The merits of artwork being installed in the underpasses, involving local schools was discussed and it was proposed to undertake a community art project with young people to paint the subways (report reference 12). Leicestershire County Council, who own the subways, have given permission in principal to go ahead with the project and the police are fully supportive of the initiative.

##### Artist

The Town Council has contacted an artist who had been recommended by Blaby District Council and had been involved in another project. The intention is to arrange a site visit and obtain a quotation on the costs of undertaking the project.

##### Partnership support

Blaby District Council has undertaken a similar project on a subway between Blaby and Whetstone, this project had cost around £2,000. The District Council are able to offer practical support and advice and provide some funding for the project.

##### Consultation/community engagement

Consulting and involving young people will be key to ensuring ownership of the project and ascertaining who may be interested in taking part. The BB19 bus will be attending Braunstone Town weekly from September and presents an opportunity to attend at least one of these sessions to explain the project and involve young people.

The Local Police Beat team are supportive of the project and local officers will be able to talk to young people they meet on the beat to raise awareness and encourage involvement in the project.

It is also important to fully engage local residents, some of which have been active in raising issues with the subways with local councillors and in the press. The Town Council intends to use all its usual media outlets to do this (notice boards, website, social media, Braunstone Life and Citizens' Advisory Panel).

### Programme

- Ensure we receive a quote from a potential artist
- September – publicity and invitation to become involved and have a say in Braunstone Life, website, social media, notice boards, BB19 bus.
- September – investigate potential funding sources.
- 1st October – update report to Policy & Resources Committee
- 8th October – consultation with Citizens' Advisory Panel
- October – further meetings with partners to discuss the next stages of the project.

### Feedback

The Panel's views on the outline proposals and potential alternatives are sought, in particular:

- Is this an issue/priority?
- Do Panel members have knowledge/experience of the issues to share?
- What are the strengths of a Community Art Project?
- What may be the problems?
- Views on alternatives such as anti-graffiti paint?
- Any other suggestions?
- Any people/organisations who could be contacted for support/advice?
- Any people/organisations who may wish to get involved?
- Knowledge of any funding/grants available?