



BRAUNSTONE TOWN COUNCIL

www.braunstonetowncouncil.org.uk

Darren Tilley – Executive Officer & Town Clerk

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Braunstone Town

"Citizens Advisory Panel"

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

25th May 2016

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, 2nd June 2016** commencing at **7.30pm**, the agenda for the meeting is set out below.

The Council extends an invitation to any interested local residents and users groups 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 3rd March 2016**
To confirm the accuracy of the Minutes of the meeting held 3rd March 2016 to be signed by the Chairperson (**Enclosed**).
4. **Braunstone Town Council Annual Report 2015/2016**
To receive a copy of the Town Council's Annual Report for 2015/2016 and to discuss any matters arising from the Report (**Enclosed**).
5. **Braunstone Town Council Annual Survey**
To receive a copy of the Town Council's Annual Survey and to note the distribution method (**Enclosed**).

6. **Update on Braunstone Town Library**

To consider the latest position with the County Council's proposals for Braunstone Town Library (**Enclosed**).

7. **Braunstone Civic Centre – Customer Service Shop**

To note that agreement had been reached with Blaby District Council to continue Customer Service Shop services until 2019 and to receive details of initiatives to develop the service (**Enclosed**).

8. **Thorpe Astley Community Centre – Options Appraisal**

To consider the options appraisal for the use of Thorpe Astley Medical Rooms, including the survey of stakeholders (**Enclosed**).

9. **Shakespeare Park Improvement Project**

To receive an update on progress with improvement to the pavilion, sport, recreation and play facilities at Shakespeare Park (**Enclosed**).

10. **Panel Work Programme for 2016/2017**

To consider priorities, if any, for the Panel's work during 2016/2017.

11. **Termination of the Meeting**

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

- Thursday 8th September 2016
- Thursday 1st December 2016
- Thursday 2nd March 2017

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 3RD MARCH 2016

PRESENT: Councillor N Brown (Chair), Councillors R Waterton, S Aslam (substituting for A Hack) and C Parmar, and local residents Mr R Tilley, Mrs J Tilley, Mrs B Copson, Mrs S Zastawny, Mr J Hazelgrove, Mrs B Hazelgrove, Mr J Dodd, Mr M Turner, Local Area Coordinator Miss R Peake.

Officers in attendance: Mr D Tilley, Executive Officer & Town Clerk, Mrs A Gomes-Alves, Community Services & Engagement Officer.

1. Apologies

Apologies for absence were received from Councillors A Ambrose and A Hack, Mrs N Blocks

2. Disclosures of Interest

There were no disclosures of interest.

3. Minutes of the Meeting held on 3rd December 2015

Minutes of Meeting held on 3rd December 2015 were received and noted.

4. Update on the Library and Customer Service Shop

Update on the Library Services

Members familiarised themselves with the Town Council's brief report and with the report from Leicestershire County Council Cabinet.

Members had been informed that Leicestershire County Council had further discussion on aspects of property and what arrangements could be made in terms of keeping the library open.

On 14th January 2016 the Town Council submitted the response to Mobile Library consultation where the comments of Citizen Advisory Panel were also included. Leicestershire County Council had acknowledged receiving it. Report has also been sent to the Leicester City Council and to local media. Leicester Mercury publicised an article concerning Town Council's position.

Leicestershire County Council had also been working with a staff-based social enterprise, who considered basing themselves in Braunstone Town library and running it. Members highlighted their concerns about the people who

potentially were going to run the library as well as whether the service would meet public obligations and continue to be the service required by the County Council and by residents.

Update on Customer Service Shop

An agreement had been reached with Blaby District Council on the Town Council's proposal to combine services together. Now working through the details of actual service level agreement and how it would be shaped over the next four years.

5. Annual Survey

Members familiarised themselves with actions and responses to survey comments 2015.

A question was raised as to whether the Annual Survey Questionnaire would be an opportunity to consult on Neighbourhood planning. The Town Clerk responded that the Annual Survey would be the right place for initial engagement with the community on themes and addressing Neighbourhood Plans.

The councillors noted the comment that they should make themselves more readily available and approachable to the residents of Braunstone Town, stating they could be readily contacted as all their details were accessible on Town Council's website and in the Braunstone Life magazine. Additionally, if residents call the Civic Centre, details could also be obtained.

6. Shakespeare Park improvement Project

Members were advised that the project was at the design stage and the area in question had been surveyed. The design should be with Project Working Group by the beginning of May.

The project would be taking into consideration that there were potential delays in terms of building and overrunning the project, therefore alternative options for Shakespeare Park Bowls Club and Braunstone Juniors Football Club would be discussed.

7. Narborough Road South – Subways

Members were advised that unfortunately the number of local residents who engaged with the consultation was small and from among those who responded to the consultation, there was limited support for the proposal. Moreover, the cost and time involved in delivering the project would be

disproportionate, therefore the Braunstone Town Council had decided that no further action was going to be taken.

8. Termination of the Meeting

The meeting closed at 8.25pm.

These minutes are a draft and are subject to consideration for approval at the next meeting, scheduled for 2nd June 2016

DRAFT

BRAUNSTONE TOWN COUNCIL

CITIZENS' ADVISORY PANEL – 2nd JUNE 2016

Item 4 – Braunstone Town Council Annual Report 2015/2016

Purpose

To receive a copy of the Town Council's Annual Report for 2015/2016 and to discuss any matters arising from the Report.

Background

Each year the Council publishes an Annual Report, which is presented at the Annual meeting of the Town Council in May, which sets out its achievements during the previous 12 months. Following adoption of the Annual Report, it is published and circulated along with a satisfaction survey, the results of which are considered by the Town's Citizens' Advisory Panel.

Previously the Annual Report and Survey has been sent to partners, stakeholders, users and approximately 300 random addresses across the Town. It is also available on the Town Council's website and from the Customer Service Shop. In previous years, the number of survey responses has been around the early 20s (4% response rate).

Annual Report 2015/2016

The Town Council has changed its approach for the 2015/2016 Annual Report:

- a shorter version, 2 pages instead of 4 pages;
- focus on achievements removing standard references and listing of the Council's services;
- a section summarising key plans/projects for the forthcoming year; and
- information which the Town Council is required to publish: accounts and payments to members of the Council remains included; and
- instead of sending to 300 random addresses, to include in the Braunstone Life (in place of the standard monthly page for that month).

The report continues to be available on the Council's website and from the Customer Service Shop at Braunstone Civic Centre.

The revised format of the Annual Report for 2015/2016 is attached.

BRAUNSTONE TOWN COUNCIL

www.braunstonetowncouncil.org.uk

Executive Officer & Town Clerk – Darren Tilley



Welcome to our Annual Report 2015/2016

By **Councillor Nick Brown**, Leader of Braunstone Town Council

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 the details of our achievements over the past year and our plans for the forthcoming 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 or call at our Customer Service Shop at Braunstone Civic Centre where the Council's staff would also be pleased to help.



Listening to You - We are the smallest unit of local government and that means we are closest to the people - we listen to what our residents have to say, and your involvement is vital in helping us to decide how best to provide our services. One way to tell us what you think is to complete our Annual Survey, further details overleaf. **The results to our survey in 2015, along with our actions and response can be found on our website and can be obtained from Braunstone Civic Centre.**

Once again, thank you for your time.

Councillor Nick Brown

Accounts for the Year Ended 31st March 2016

| Year Ended 31 st March 2015 | | Year Ended 31 st March 2016 |
|--|---|--|
| £ | | £ |
| 388,143.00 | Balances brought forward | 424,269.00 |
| 463,281.00 | (+) Annual Precept | 477,804.00 |
| 285,940.00 | (+) Total other receipts | 329,155.00 |
| 380,481.00 | (-) Staff costs | 373,275.00 |
| 64,164.00 | (-) Loan interest / capital repayments | 64,038.00 |
| 268,448.00 | (-) Total other payments | 443,495.00 |
| 424,269.00 | (=) Balances carried forward | 350,420.00 |
| 420,480.00 | Total cash and short term investments | 323,741.00 |
| 4,525,391.00 | Total fixed assets and long term assets | 4,539,448.00 |
| 463,391.00 | Total borrowings | 422,628.00 |

The Audit for 2015 was completed on 17th September 2015

MEMBERS ALLOWANCES 2015/2016

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 were elected in May 2015.

| | ALLOWANCE | EXPENSES | TOTAL |
|----------------------------|-----------|----------|---------|
| Cllr A Ambrose | £422 | 0.00 | £422 |
| Cllr M Aslam | £375 | 0.00 | £375 |
| Cllr M S Aslam | £422 | 0.00 | £422 |
| Cllr A S Basra | £422 | 0.00 | £422 |
| Cllr R Berrington | £422 | 0.00 | £422 |
| Cllr S Betts | £422 | 0.00 | £422 |
| Cllr N J Brown | £0.00 | 0.00 | £0.00 |
| Cllr A DeWinter | £375 | 0.00 | £375 |
| Cllr D Di Palma | £0.00 | 0.00 | £0.00 |
| Cllr S Fox-Kennedy | £422 | 0.00 | £422 |
| Cllr A Hack | £422 | 0.00 | £422 |
| Cllr D Joshi | £422 | 0.00 | £422 |
| Cllr P Kennedy | £422 | 0.00 | £422 |
| Cllr B Layne | £375 | 0.00 | £375 |
| Cllr S J Maxwell | £422 | 0.00 | £422 |
| Cllr S Maxwell | £422 | 0.00 | £422 |
| Cllr P L Moitt | £422 | 0.00 | £422 |
| Cllr C Parmar | £375 | 0.00 | £375 |
| Cllr G Sanders | £422 | 0.00 | £422 |
| Cllr R Waterton | £375 | 0.00 | £375 |
| Cllr B Wright | £422 | 0.00 | £422 |
| The Town Mayor's Allowance | £750.00 | 0.00 | £750.00 |

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."



BRAUNSTONE CIVIC CENTRE CUSTOMER SERVICE SHOP

Monday – Friday, 9.00am – 5.00pm

Kingsway, Braunstone Town, Leicester, LE3 2PP TEL: 0116 289 0045 FAX: 0116 282 4785

EMAIL: enquires@braunstonetowncouncil.org.uk, www.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, Deputy Town Mayor, Leader and Deputy Leader

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 a week 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 Achievements in 2015/2016

- **Refurbishment of Millfield Hall at the Civic Centre** – in order to enhance the appearance of the Millfield Hall, the Town Council carried out major refurbishment and maintenance of the Hall: new insulation and roofing work replaced the top covering of the roof, new heating and air conditioning systems, new ceiling tiles and replacement of fluorescent tubes to new LED lighting, new stage and room curtains, varnish and refurbishment of existing wooden floor.
- We recognise the importance of delivering services more effectively while saving money and to this extent we continue to invest in efficiency measures such as energy saving LED lighting at our Community Centres.
- **Holmfield Park** - Following extensive consultation, the Council carried out improvement work on the play facilities, including new toddler play equipment, installation of new swings for older children and new safety surfaces and replaced the pathway. Further maintenance works are planned, including painting of the gates and improvement to the park entrance.
- **Franklin Park Community Orchard** - The Community Orchard is a collection of fruit trees and now is open and accessible to local residents at all times. As well as enjoying the place, local people can share the harvest, and take some responsibility for any work in the orchard. Community Orchards are now becoming more popular and Apple Day is celebrated widely in October each year.
- **Narborough Road South Subways** – The Town Council agreed to consider a community art project involving local residents to enhance the subways and deter further graffiti. However, due to limited support for the proposal, the Braunstone Town Council has decided that no further action would be taken.
- Reached agreement with Blaby District Council to continue the Joint Customer Service Shop until 2019
- Reached agreement with Citizen Advice Bureau to continue Advice Surgeries from Braunstone Civic Centre until 2019
- Implemented an organisation review within budget streamlining the Council's Management and Administration while directing resources and the front line and ensuring all staff are paid a living wage.

Room Hire Figures

| CENTRE | | Year Ended 31 st March 2016 |
|--------------------------------|--------|--|
| Braunstone Civic Centre | Hires | 4023 |
| | Income | £65,192.62 |
| Thorpe Astley Community Centre | Hires | 1800 |
| | Income | £43,082.75 |

Plans for 2016/2017

In addition to the continuing with the existing level of services, the Town Council aims to achieve the following during the forthcoming year:

- continue to work to **keep Braunstone Town Library open**;
- **refocus Customer Service Shop services** linking customer access, social inclusion and learning and reading services at the Library, including potential extension of services to Thorpe Astley Community Centre;
- continue to work with the NHS to **find a use for the Thorpe Astley Medical Rooms** while consulting with residents on potential alternative uses should a health facility not be provided by the NHS;
- invest in the redevelopment and improvement of sporting, recreation and play **facilities at Shakespeare Park**;
- complete the legal transfer of open spaces at Thorpe Astley to the Town Council and ensure improvements are implemented to the **Culvert at Thorpe Astley Park**;
- important quality of life initiatives, such as **crime reduction** and support for the Local Area Co-ordinator project **supporting individuals** to improve their quality of life;
- to continue to represent the concerns and quality of life issues raised by residents on the impact of **Lubbesthorpe construction, particularly the M1 bridge construction**;
- implement **improvements to community facilities** at Braunstone Civic Centre and Thorpe Astley Community Centre; and
- continue to make efficiency savings while ensuring the existing services are safeguarded and where appropriate improved.

Braunstone Town Council Annual Survey – Free Prize Draw - £50

The views of Braunstone Town residents are vital in assisting the Council in providing services that people really want and also helps us to articulate the needs and aspirations of our local community to the larger District and County Councils or to other agencies and government bodies.

You can help us in making decisions on our services by completing the Council's Annual Survey. Hard copies can be obtained from Braunstone Civic Centre and Thorpe Astley Community Centre, or if you wish we can post it to you. The survey is also available online at www.braunstonetowncouncil.org.uk

CLOSING DATE FOR RETURNING YOUR RESPONSES
FRIDAY 26TH AUGUST 2016.

BRAUNSTONE TOWN COUNCIL

CITIZENS' ADVISORY PANEL – 2nd JUNE 2016

Item 5 – Braunstone Town Council Annual Survey

Purpose

To receive a copy of the Town Council's Annual Survey and to note the distribution method.

Background

Each year, once the Annual Report has been agreed at the Annual meeting of the Town Council in May, the Annual Survey is published and circulated alongside the Annual Report.

Annual Survey 2016

Previously the Annual Report and Survey has been sent to partners, stakeholders, users and approximately 300 random addresses across the Town, the number of survey responses has been around the early 20s (4% response rate). This year, instead of sending to 300 random addresses, a note has been included in the Annual Report to say the survey is available on the Town Council's website and from the Customer Service Shop.

Last year (2015), the Annual Survey was amended to include questions relating to some of the Council's initiatives as well as including a satisfaction survey. This approach was received well by those responding and the Citizens' Advisory Panel.

Resources issues has meant that it has taken some time to publish the Town Council's response to the survey, this can now be found on our website and is an important part in demonstrating that the Town Council considers and responds where possible to the suggestions and comments included in survey responses.

The same approach has been adopted for the survey this year (2016), albeit that some of the survey questions have been amended and tailored to the recent achievements and forthcoming priorities.

The proposed Annual Survey 2016 is attached.

Survey responses (excluding anonymous, Town Councillors and Town Council staff) will be entered into a prize draw to receive £50.

The results of the satisfaction survey are due to be presented to the Citizens' Advisory Panel at the next scheduled meeting in September.

Braunstone Town Council Satisfaction Survey - Free Prize Draw - £50

You can help us in making decisions on our services by completing the Satisfaction Survey overleaf. We welcome your comments where possible so we can understand your choice of level of satisfaction.

Please let us have your views and return the form to the Town Council: (one submission per resident).

CLOSING DATE FOR RETURNING YOUR RESPONSES - FRIDAY 26th AUGUST 2016

THE FIRST FORM TO BE RANDOMLY SELECTED BY THE TOWN MAYOR PRIOR TO THE COUNCIL MEETING ON 29TH SEPTEMBER 2016 WILL RECEIVE £50
(Please complete your contact details below).

To claim the £50 prize, the winner must agree to a cheque presentation from the Town Mayor, a photograph being taken and this being used in Town Council publicity. Town Councillors and Town Council employees are welcome to submit a response but are not eligible to be entered into the draw. Anonymous submissions are welcome; however, to be entered into the draw you must provide your full name and address.

| BRAUNSTONE TOWN COUNCIL SATISFACTION SURVEY | | Very Satisfied | Satisfied | Dissatisfied | Not aware of this | Do not use this service |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| What is your opinion of the level of the following services provided by the Council? | | | | | | |
| Braunstone Civic Centre <i>(function rooms, activities, hire charges, etc.)</i> COMMENTS: | | <input type="checkbox"/> |
| Customer Service Shop <i>(at the Braunstone Civic Centre)</i> COMMENTS: | | <input type="checkbox"/> |
| Thorpe Astley Community Centre <i>(function rooms, activities, hire charges, etc.)</i> COMMENTS: | | <input type="checkbox"/> |
| Community Services | | | | | | |
| • Crime Reduction Services <i>(NHW advice, Town Watchers, sale of personal alarms, etc.)</i> | | <input type="checkbox"/> |
| • Grants' Scheme <i>(including assistance to groups in applying for funding)</i> | | <input type="checkbox"/> |
| • Sponsored Programme of Events <i>(type and range of events, etc.)</i> | | <input type="checkbox"/> |
| Open Spaces & Parks <i>(play equipment, location of litter/dog bins, etc.)</i> COMMENTS: | | <input type="checkbox"/> |
| Town Council's Website and Social Network pages <i>(content, ease of use etc.)</i> COMMENTS: | | <input type="checkbox"/> |
| How we Consult and Inform Local Residents <i>(quality of feedback, information provided, etc.)</i> COMMENTS: | | <input type="checkbox"/> |
| The Bar at the Civic Centre <i>(accessibility, opening hours, etc.)</i> COMMENTS: | | <input type="checkbox"/> |
| What is your overall opinion of the performance and services provided by Braunstone Town Council? GENERAL COMMENTS: | | <input type="checkbox"/> |
| BRAUNSTONE TOWN COUNCIL INITIATIVES Please rate how important you consider the following Town Council services and initiatives | | Very Important | Important | Not Important | Not required | Not aware of this initiative |
| • Ensuring the continuation of Braunstone Town Library | | <input type="checkbox"/> |
| • Improvements to the Pavilion, recreation and play facilities at Shakespeare Park | | <input type="checkbox"/> |
| • Providing additional information and services through the customer service shop and extending this service to Thorpe Astley | | <input type="checkbox"/> |
| • Working with our partners to find a suitable use for the medical rooms at Thorpe Astley | | <input type="checkbox"/> |
| COMMENTS: | | | | | | |
| YOUR DETAILS | | | | | | |
| NAME | | ADDRESS | | | | |
| EMAIL | | | | TEL NO. | | |

BRAUNSTONE TOWN COUNCIL

CITIZENS' ADVISORY PANEL – 2nd JUNE 2016

Item 6 – Update on Braunstone Town Library

Purpose

To consider the latest position with the County Council's proposals for Braunstone Town Library.

Update since the last Panel

Following the end of Leicestershire County Council's consultation on proposals to replace Braunstone Town Library with a mobile library service, the County Council completed their options appraisal around choices that might be available to them in March. Having received a County Council staff-based social enterprise proposal for the future operation of Braunstone Town library, the County Council's Cabinet on 1st March 2016 approved "that the new outline business case received for Braunstone Town library be fully assessed and recommendations be made to the Cabinet on 19 April 2016".

On 19th April, the County Council Cabinet agreed "that the proposal from Fabula Social Enterprise in relation to Braunstone Town library be accepted and arrangements be made to progress to formal agreements to enable the group to manage the library".

The reason for the County Council's decision was recorded as "The plan submitted by Fabula presents the most cost-effective way forward and, subject to a minor adjustment, is compliant with the Council's published support package. Acceptance of the plan will enable the public library service in Braunstone Town to continue with the provision of a more targeted service to those most in need of support".

Fabula Reading is an existing social enterprise who has submitted a business plan as Fabula Libraries to take over the management of Braunstone Town Library. Fabula propose to relocate their base to the Library as part of the proposal.

Town Council Policy Position – Braunstone Town Library

On 14th April 2016, the Town Council's Policy & Resources Committee considered the position and agreed the following (minute 100):

1. that the outline business cases submitted in September 2015 by Braunstone Town Council to run Braunstone Town Library remain offers available to Leicestershire County Council to accept;
2. that the Town Council's proposals for a joint Community Hub facility with partners and community organisations offering public, community and social inclusion services remain the Town Council's preferred solution for Braunstone Town Library and Braunstone Joint Customer Service Shop;

3. that the following points be submitted to the members of Leicestershire County Council's Cabinet, County Councillor for Braunstone Division and copied to relevant County Council officers, in respect of the report of the Director of Adults and Communities on the Future Strategy for the Delivery of Library Services (Cabinet item 7, 19th April 2016):
 - a) paragraph 35 was factually incorrect, the paragraph states "*BTC were not compliant with the funding package proposed by the County Council as they assumed continued County Council funding to cover the building running costs for a period in excess of its offer*"; Braunstone Town Council have not made any assumptions, there was a separate legal party agreement in place, which had been signed and sealed by both parties, which required Leicestershire County Council to meet certain premises costs, which as set out in Appendix A equates to £124k over 10 years; at no stage has Leicestershire County Council as the tenant sought to renegotiate or vary the terms of the agreement, and to that extent the decision of Cabinet in November 2014 in respect of the elements of the support package relating to Braunstone Town Library's premises costs was ultra virus; and therefore, the second submission by Braunstone Town Council (Appendix A) was compliant with the applicable elements of the support package;
 - b) paragraph 37, this paragraph is incomplete since it did not clarify that Fabula submitted a bid outside the Register of Interest process, and therefore, other organisations would not be aware of the opportunity to submit a bid; the last sentence was also incorrect, the reason the bid required an amendment to the Council's support package was not because of any assumption by Fabula but because the support package timescales were linked to Register of Interest process and did not take into account receiving bids outside this framework;
 - c) paragraph 40 and Appendix A, states that Fabula propose "*some reduction of the adult lending stock*" and "*the reduction of adult library services for non-protected age ranges*"; this implies non-compliance with the community managed libraries "*condition of the grant funding that the community body uses the Council's book-stock in the community-managed library. This means it will need to be available on the same terms as in County Council Libraries*"; and
 - d) the report does not mention opening hours, which it was understood would be reduced in school term time, Cabinet members were urged to seek clarity on this from officers against the community managed libraries condition that "*the minimum level of provision in hours will need to be equal to the current opening hours. You can however vary the opening times from the current timetable and you can also increase the overall number of opening hours*";
4. that it be noted that the Committee supported the comments of members of the public, raised during the Public Participation part of the meeting (see minute 98) and that it was noted that there had been no public consultation on the process which considered Fabula's submission and that these comments be forwarded to members of Leicestershire County Council's Cabinet, County Councillor for Braunstone Division and copied to relevant County Council officers;
5. that having had three submissions rejected by Leicestershire County Council as not being compliant with the community managed libraries model, Braunstone

Town Council take steps to ensure that any proposed offer accepted by Leicestershire County Council had been considered using the same rules and approach and that should it appear that there was an inconsistent approach or unfair procurement rules were being applied, that legal advice be sought;

6. that the principles set out in Braunstone Town Council's Mission Statement and the motion approved by the Annual Towns Meeting on 15th May 2014, be the basis upon which the Town Council works with Leicestershire County Council and any organisation selected by the County Council to manage Braunstone Town Library, to reach agreement on future partnership arrangements and collaborative working; and
7. that the position in respect of the Service Level Agreement with Blaby District Council concerning the Joint Customer Service Shop and Social Inclusion services be received and noted.

The Reasons for the Committee's Decision are recorded as follows:

1. The Town Council's proposals were viable, fully costed and were supported by the local community. The second option to manage the service based on the current service provision was compliant with the County Council's support package, since the premises lease represented an existing and separate party legal agreement.
2. The option for a Community Hub provided savings to all partners while providing for both additional and enhanced services around a service model which had the potential to deliver more effective and efficient services to the Community and therefore represented best value to the Council Tax payer overall.
3. The report of the Director of Adults and Communities contained factual errors and omissions, which may give rise to a different understanding of the context by Cabinet members.
4. To enable the Town Council to ensure that the Community's views were represented.
5. To determine whether the process was consistent and fair and to make a judgement whether any challenge to the process would be in the public interest.
6. It was recognised that Leicestershire County Council as the commissioning and responsible authority was able to determine who the service provider for Braunstone Town Library would be and as both the premises landlord and an elected body representing the community, Braunstone Town Council would work with public bodies, service providers and the community to meet its aims and objectives to protect and enhance public services, including the Library service.
7. To enable agreement to be in place to implement the shared vision for providing local access to Council and social inclusion services.

Current Position

While Fabula's Business Plan is Leicestershire County Council's preferred option, the Town Council has three roles in respect of its delivery:

1. as the landlord for the premises, Leicestershire County Council is the tenant and is seeking to locate another service provider at the premises who will manage the Library on its behalf; any arrangement in this respect will need to be the subject of legal advice prior to any decision by the Town Council as the Landlord;
2. as the local council, the Town Council as a public body has a role in working collaboratively to influence service design and provision, and consider ways in which services can be delivered more efficiently and effectively, including alongside our own services; and
3. as a community leader, Town Councillors and the Town Council have a role ensuring that the community's views and concerns are represented and that Leicestershire County Council in accepting Fabula's business plan complies with the approach it applied to Braunstone Town Council's business plans.

Fabula have approached the Town Council as a prospective organisation to be providing services from the Braunstone Civic Centre site to explore potential ways as service providers we could work together for the benefit of Library users, Civic Centre users and the community as a whole. The potential areas identified for exploring include:

- the role of the Customer Service Shop with Library enquiries, book issuing and returns; the use of the public access computers in the Library as part of Customer Service Shop provision;
- premises services such as cleaning and building maintenance;
- utilities and services (includes using the same suppliers, phone network etc),
- insurance cover; and
- engagement with the community and the Citizens' Advisory Panel.

Sharing services would result in a charge being levied in proportion to the costs based on operational floor space and opening hours, similar to the arrangement proposed in the Town Council's business plan for managing the Library.

As with the Town Council's proposals, any arrangements would be the subject of legal advice to ensure that they were compliant with the premises lease.

Leicestershire County Council are currently making arrangements for a discussion between the Town Council, Fabula and themselves on the matters raised by the Town Council, in particular opening hours and book stock as referred to in 3c and 3d on page 2 above.

There is currently no official transfer date.

BRAUNSTONE TOWN COUNCIL

CITIZENS' ADVISORY PANEL – 2nd JUNE 2016

Item 7 – Braunstone Civic Centre – Customer Service Shop

Purpose

To note that agreement had been reached with Blaby District Council to continue Customer Service Shop services until 2019 and to receive details of initiatives to develop the service.

Update on Customer Service Shop

A Service Level Agreement has been approved in May 2016 between Blaby District Council and Braunstone Town Council to continue the services of the Braunstone Customer Service Shop and associated social inclusion initiatives until 2019. A separate agreement was approved between Braunstone Town Council and the Citizens Advice Bureau in July 2015 to continue weekly advice surgeries until 2019.

Both service level agreements are flexible enough to accommodate joint working with a Library service provider and to accommodate the Town Council's preferred service delivery model for the Library and Customer Service Shop through a combined Community Hub providing public services.

The Service Level Agreement with Blaby District Council includes provision of housing and benefits services as well as various social inclusion services around employment, health and wellbeing. The agreement, provides for use of both Braunstone Civic Centre and Thorpe Astley Community Centre for these services.

Blaby District Council has made a separate decision no longer to accept cash payments for its services at any of its customer service outlets, which means services such as payment of Council Tax by cash are no longer accepted at Braunstone Civic Centre.

Given changes in how customer and payment services are delivered and the wider vision of both the Town and District Councils to create a community/service hub, it is proposed to undertake a customer survey to understand customer's needs and aspirations. A copy of the proposed survey is attached as an appendix.

APPENDIX

BRAUNSTONE CUSTOMER SERVICE SHOP – CUSTOMER SURVEY 2016

1. How did you contact the Customer Services of the Braunstone Customer Service Shop?

- In Person
- By telephone
- By email
- By web enquiry
- other

2. When using the customer services of Braunstone Customer Service Shop were you pleased with the level of service you received?

- No, it was very poor
- No, it was unsatisfactory
- It was average
- Yes, it was very good
- Outstanding service

3. Was there anything that particularly stood out about the service you received?

4. What was your reason for contacting Braunstone Town Council Customer Service Desk?

- To make a room booking/confirm details of a function booked at one of our centres
- To make a payment to Blaby District Council
- To report problems with street lighting /highways/dog fouling/environmental issues
- To forward benefit information to Blaby District Council
- To report issues with open spaces/parks within Braunstone Town
- To make a purchase such as show tickets, dog bags, security devices etc.
- To make a complaint
- Other

5. Were you satisfied with how your enquiry was dealt with?

- No, dealt with very poorly
- No, it was unsatisfactory
- It was ok
- Yes, it was very good
- Outstanding service

6. How would you describe the attitude and demeanour of the Customer Service employee?

- Excellent
- Good
- Average
- Poor
- Unacceptable

7. Can you rate the Customer Advisor's behaviour in the following areas between 0 and 5, 0 being unacceptable and 5 being excellent?

- | | |
|------------------------------|------------|
| Patience | Rate _____ |
| Enthusiasm | Rate _____ |
| Careful listener | Rate _____ |
| Friendliness | Rate _____ |
| Responsiveness to query | Rate _____ |
| Time waiting to be served | Rate _____ |
| Time take to deal with query | Rate _____ |
| Other | |

8. I found the Customer Service employee very well informed about my particular query

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Strongly agree

Please let us know what problems you had if you strongly or somewhat disagreed with this statement

9. The Customer Service employee (Please more than one if applicable)

- Gave me the wrong information
- Didn't understand the question
- Gave unclear answers
- Couldn't solve the enquiry
- Disorganised
- No improvement needed
- Other

Please let us know what problems you had if any -

10. Are there any services you would like to see offered at the Braunstone Service Shop?

Many thanks for completing the questionnaire. Your opinions are important to us and will be used to improve and enhance the service that we offer all our customers.

BRAUNSTONE TOWN COUNCIL

CITIZENS' ADVISORY PANEL – 2nd JUNE 2016

Item 8 – Thorpe Astley Community Centre – Options Appraisal

Purpose

To consider the options appraisal for the use of Thorpe Astley Medical Rooms, including the survey of stakeholders.

Background

The medical rooms at Thorpe Astley Community Centre were identified as part of the Section 106 agreement for the Thorpe Astley Development as being required, provision for the facility was made within the Community Centre, which opened in 2010. The NHS undertook a procurement exercise to find a practice to deliver services in July 2014. The Town Council has supported and facilitated the process, including working with the NHS and the practice to agree a Memorandum of Understanding and timetable for engagement and implementation of services to be delivered from the Community Centre. However, by January 2016, there had been no further progress concerning an agreement and timescales for the delivery of medical services from the Centre.

At its meetings on 11th February and 14th April 2016, Policy & Resources Committee agreed that to enable the Town Council to identify community needs and aspirations, the potential options for using the Thorpe Astley Medical Rooms space, and to focus its activity on delivering a solution for the benefit of the community, that an options appraisal be developed for the use of Thorpe Astley Community Centre Medical Rooms, including proposals from stakeholders and a consultation exercise with users and the community.

Services from Thorpe Astley Community Centre

Thorpe Astley Community Centre operates as a Community Centre and provides changing facilities for the sports facilities at the Park. There are no additional Customer Access or Social Inclusion services offered from the site, unlike with Braunstone Civic Centre. While bar services are offered to Thorpe Astley hirers, there is no separate bar facility, meaning that the choice for hirers is to hire a bar or hire a kitchen.

Policy & Resources Committee on 11th February 2016, resolved to investigate the following options for Thorpe Astley Community Centre with a view to generating more income:

- Thorpe Astley Community Centre Foyer Area – provision of vending machines, and
- review of bar services at Thorpe Astley Community Centre.

Potential Options

Policy & Resources Committee agreed the following potential options for service provision and usage of the medical rooms at Thorpe Astley Community Centre, at its meeting on 14th April:

1. Continue to work with East Leicestershire and Rutland Clinical Commissioning Group to reach agreement and identify a provider to provide Primary Care and / or other NHS services from the Consultant and Treatment rooms;
2. Extending customer access to Council Services and Social Inclusion Services, similar to provision at Braunstone Civic Centre (which is covered in the new Service Level agreement with Blaby District Council); Service Shop would be based in the Foyer, Benefits, Housing or other surgeries would be in the Consultant Room;
3. Space for the provision of a Bar Facility (in order to allow use of a bar and a kitchen);
4. Small Meeting Room (Treatment Room Only);
5. Interview / Counselling Room (Consultant Room);
6. Office Space (internal, partner or short term licence to third party); and
7. Storage Space for Hirers.

A questionnaire has been sent to stakeholders, users and is available to members of the community and is attached as an Appendix for consideration and response from the Citizens' Advisory Panel.

A progress report is due to be submitted to Policy & Resources Committee with recommendations and an action plan for implementation on 9th June 2016.

APPENDIX

BRAUNSTONE TOWN COUNCIL

Since the development of Thorpe Astley Community Centre and the provision of the two rooms for healthcare, NHS England have been seeking a GP provider to provide Health Services. However, five and a half years on and residents of Thorpe Astley still await the provision of GP services, while purpose built clinical rooms remain empty at Thorpe Astley Community Centre. For that reason, Braunstone Town Council is exploring alternative options for the use of Thorpe Astley Medical Rooms. In order to find the best solution, we need your help in identifying community needs and aspirations.

1. How important is it that Health Services are provided from Thorpe Astley Community Centre?

- Very Important Important Not Important

2. Below are potential options for service provision and usage of the medical rooms. Please rank these 1 to 6, where 1 is the highest importance.:

- Extending customer access to Council Services and Social Inclusion Services
- Converting into meeting/interview/ counselling rooms
- Office Space
- Storage Space for Hires
- Small Bar / café area
- Health Facilities

Any other suggestions?

3. What, in your opinion, are the biggest needs for the community at Thorpe Astley at present which could be provided at the Community Centre?

Thank you for kindly participating in this questionnaire. Your opinions are very important to us!

BRAUNSTONE TOWN COUNCIL

CITIZENS' ADVISORY PANEL – 2nd JUNE 2016

Item 9 – Shakespeare Park Improvement Project

Purpose

To receive an update on progress with improvement to the pavilion, sport, recreation and play facilities at Shakespeare Park.

Background

On 6th April 2016, the Shakespeare Park Improvement Working Group met to discuss Design Options for rebuilding the Sports Pavilion and options for improvements to the playground and tennis courts. The Group also received a revised timetable for the project.

Options for the Sports Pavilion

Two options were presented to the Group for the rebuilding of the Pavilion:

- Rebuilding of the Pavilion on the current site.
- Rebuilding the Pavilion on land between the Recreation Field and the Bowling Green (at the eastern point of the Tennis Courts and Bowling Green) and extending the car park where the current Pavilion is located.

Rebuilding the Pavilion on a different part of the site avoids the need for a temporary building since the existing building would be used during the construction and then demolished once the new building came into use. It also avoids the need to find temporary storage. The Pavilion would overlook the sports field, bowls green and tennis courts.

In addition, there option would allow for planning delays, construction delays or any other snags, which if the existing building was taken out of action would potentially put the project back into the same winter time slot the following year.

Playground

In addition to proposals in the Capital Plan, the Group received information about Blaby Parish Council's Acorn Project which was successful in attracting funding to provide play equipment suitable for children with disabilities and there would be space at Shakespeare Park Play area to accommodate such equipment.

Tennis Courts

Potentially the tennis courts may need to be closed during the construction works for the Pavilion since there is likely to be a need for a secure compound. If this is the case, then improvement works to the tennis courts will be the final part of the project.

Timescales

Investigations with the architect revealed that the timescales, as originally indicated, were ambitious and that approval of designs, applications for funding and construction were likely to take longer. Therefore the following revised indicative timescales were received by the Working Group on 6th April:

| | |
|----------------|--|
| February 2016 | <ul style="list-style-type: none"> Commissioning of architects for potential options for the Pavilion (<i>COMPLETED, originally scheduled for January</i>) |
| March 2016 | <ul style="list-style-type: none"> Exploring possibilities with the Playground with Partners (<i>COMPLETED, originally scheduled for February 2016</i>) |
| April 2016 | <ul style="list-style-type: none"> Working Group meeting to consider: design options for the Pavilion and Playground and a full schedule of work, including timescales (<i>RESCHEDULED FROM APRIL</i>) |
| May 2016 | <ul style="list-style-type: none"> Architect to finalise plans for Pavilion. Design options for the playground. |
| June 2016 | <ul style="list-style-type: none"> Working Group meeting to consider final design options for the Pavilion and Playground and a full schedule of work, including timescales Approval of proposals by Policy & Resources Committee for public consultation and obtaining funding (<i>originally April 2016</i>) |
| July 2016 | <ul style="list-style-type: none"> Obtaining estimates for proposals (<i>originally February 2016</i>) Public Consultation (<i>originally May 2016</i>) Applications for funding (<i>originally May 2016</i>) |
| August 2016 | <ul style="list-style-type: none"> Assessment and modifications following consultation Exploring options around long term leases with Clubs (<i>originally February 2016</i>) |
| September 2016 | <ul style="list-style-type: none"> Working Group meet to consider consultation responses and potential amendments to the project (<i>originally June 2016</i>) Deadline for Quotes and Tenders (<i>originally July 2016</i>) |
| October 2016 | <ul style="list-style-type: none"> Open tendering / quotation process (<i>originally June 2016</i>) Approval of final proposals by Policy & Resources Committee, including contracts and funding and timescales for the work (<i>originally August 2016</i>) |
| November 2016 | <ul style="list-style-type: none"> Planning Application |
| December 2016 | <ul style="list-style-type: none"> Awarding of Contracts (<i>originally September 2016</i>) |
| January 2017 | <ul style="list-style-type: none"> Closure of Car Park, to include Car Park Improvements (Option 1 only) (Public Right of Way to remain open) (<i>originally October 2016</i>) Closure of Tennis Courts for Plant Commencement of Building works on Pavilion (<i>originally October 2016</i>) |
| February 2017 | <ul style="list-style-type: none"> Commencement of works on Playground (<i>originally November 2017</i>) |
| April 2017 | <ul style="list-style-type: none"> Completion of works on Playground (<i>originally December 2016</i>) |

| | |
|----------------|--|
| September 2017 | <ul style="list-style-type: none"> • Completion of Building works on Pavilion (<i>originally March 2017</i>) |
| October 2017 | <ul style="list-style-type: none"> • Pavilion becomes fully operational (<i>originally April 2017</i>) • Demolition of Old Pavilion (if Option 2 selected) begins |
| November 2017 | <ul style="list-style-type: none"> • Works on Car Park and Car Park extension (Option 2) (<i>Originally March 2017</i>) • Commencement of work on Tennis Courts (<i>originally January 2017</i>) |
| December 2017 | <ul style="list-style-type: none"> • Completion of work on Tennis Courts (<i>originally February 2017</i>) • Site becomes fully operational |

Moving the Project Forward

Policy & Resources Committee on 14th April 2016 approved the recommendations of the Shakespeare Park Improvement Working Group as follows:

1. that the proposals for rebuilding of the Shakespeare Park Sports Pavilion on a new site between the Bowling Green, Tennis Courts and Recreation field (option 2) with an extension of the car park where the existing building stands be approved as the preferred option and that the Architect be asked to produce final layout and elevations taking into account the issues identified by the Shakespeare Park Improvement Working Group;
2. that the approach to improvements to the Playground and Tennis Courts, as summarised in the report and in accordance with the preferred options of the Shakespeare Park Improvement Working Group be endorsed; and
3. that, subject to the inclusion of reporting to the Citizens' Advisory Panel, the revised indicative Project Timescales, as set out in the report, be approved.

Currently Officers are in the process of finalising plans for the Pavilion with the architect, ready for final consideration prior to consultation. The latest designs will be available at the meeting of the Panel.