

# AGENDA SUPPLEMENT (1)

---

**Meeting:** Environment Select Committee  
**Place:** Kennet Committee Room  
**Date:** Wednesday 22 February 2017  
**Time:** 10.30 am

---

**The Agenda for the above meeting was published on Tuesday 14 February 2017. Additional documents are now available and are attached to this Agenda Supplement.**

Please direct any enquiries on this Agenda to Edmund Blick, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718059 or email [Edmund.blick@wiltshire.gov.uk](mailto:Edmund.blick@wiltshire.gov.uk)

Press enquiries to Communications on direct lines (01225)713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

---

9 **Calne Library Model (Pages 3 - 8)**

11 **Housing Service Support Contracts Rapid Scrutiny Final Report (Pages 9 - 12)**

DATE OF PUBLICATION: Monday 20 February 2017
--

This page is intentionally left blank

**Wiltshire Council**

**Environment Select Committee**

**Date February 2017**

---

## **Calne Community Hub and Library – review of the first six months**

### **Purpose of Report**

1. To update the Committee on the success and progress of the new Calne Library model, including a breakdown of usage for each library in Wiltshire.

### **Background**

2. In summer 2016 the Calne library building was refurbished to make better use of space and to create a new Community Hub.
3. The refurbishment focused on creating improved space and facilities for the entire community - of all ages - to provide a focal point and vibrant place for the town and surrounding area. It also became home to the Calne Community Hub which relocated from its premises in Phelps Parade.
4. The refurbishment included movable shelving to enable larger meetings and events to be held in the library area. Open+ - a state of the art automated card access system - was also installed to allow access to the new hub and its facilities outside of library opening hours.
5. A new bookable meeting room, for up to 16 people, and a smaller breakout room for 1 to 1 meetings, was also provided.

### **Progress to date**

6. In August 2016, the Calne Community Hub relocated to the refurbished building vacating the Wiltshire Council owned retail unit previously provided for its use in Phelps Parade. In October 2016, Citizens Advice Wiltshire also relocated into the hub, providing its services and advice on Monday and Friday mornings.
7. The Calne Community Engagement Manager is also located at the hub and regularly hosts community meetings and gatherings. Other council officers use the hub to meet with local people and organisations.

8. The new hub has seen an increase in the numbers of local people using and visiting the building and benefiting from its informal and user-friendly atmosphere.
9. Visitor figures show an increase of 5.1% since its opening (5 month period). This is set against a national and local trend of a decline in library visitor numbers.

### **Improved access**

10. The relocation of the Community Hub, combined with the implementation of the Open+ card access scheme, has resulted in library customers, community groups and visitors to the hub being able to access the building and all its services and facilities on Wednesdays - a day the library was previously closed and outside the opening hours of the library.
11. There has been a total of 2,932 visitors to the library on Wednesdays in the first 5 months - an average of 139 people per Wednesday.
12. The building is also now accessible from 8am on weekdays and 9am on Saturdays and available for evenings as bookable space by a wide range of community groups (as highlighted Appendix A) This has resulted in a 37.5% increase in the opening hours.

### **Increased users and community opportunities**

13. Library membership has increased by 5.6% (5 month period) compared to the same period last year.
14. Thirty nine diverse community groups and organisations now use the building and a total of 282 room/space bookings were made by these groups in the first 5 months. New groups have also been established including a support group for parents with children on the autistic spectrum and an accessible art group.
15. Demand for the meeting rooms and space continues to grow and the new hub has received very positive feedback from the groups using it
16. The flexible shelving in the library area has enabled the space to be used for larger meetings and events. The community area board meetings are now held in the building, the Our Community Matters JSA event and a theatre performance of Romeo and Juliet also took place in this space.

### **Customer Survey – initial results**

17. A customer survey is currently being undertaken to gather further feedback from customers and user groups and organisations. This information will be reviewed to help develop the services and facilities that the hub can provide.

18. The initial responses (from more than 100) show 92% of users are either 'Satisfied or Very Satisfied' with the new Community Hub & Library. When asked if they used the building more or less since the refurbishment 35% said they'd used it more.
19. Of those customers who had used the library during Open+ sessions, comments include:  
  
"I feel that it's important to get maximum use out of a public building"  
"The system is really awesome" "It's easy to use"  
"The library is nice and quiet during the early morning Open+ sessions"  
"Love the coffee from the Hub on Wednesdays"
20. A few negative comments have been raised around issues relating to heating and noise levels. These have either been resolved or review is underway.

### **Open+ access system**

21. The Open+ system has proved to be a reliable way to extend the opening hours of the hub and enabled access in the evening for community bookings. 160 individuals have registered for Open+ access since mid-September 2016. This is steadily increasing each week. There have been 63 evening group bookings between Mid-August to Mid-January where building access was provided by the system. Appendix A lists the groups and organisations regularly using the building.
22. The Open+ card access system has also been used to extend library opening hours in the mornings from 8.00am on weekdays and 9.00 on Saturdays, providing unstaffed access to the building and its facilities.
23. This is the first stage in a planned extension of library opening hours using the system, providing a gradual approach to building up use to allow it to be fully tested. An induction covering safety and security matters is given to customers who register to use the system. Access to a telephone with pre-programmed emergency and buildings helpline numbers are provided - no calls have been made to date.

### **Next steps**

24. Initial feedback highlights positive support for the newly refurbished space and access to facilities. This has been achieved without additional staffing or caretaking requirements, or compromising the security of the building.
25. Options for further increased access (outside of community room/space bookings) including additional evening opening hours for the public will now be taken forward and the early morning access will be actively publicised.

## **Background Papers**

None

## **Appendices**

Appendix A – Group bookings and regular usage

Appendix B – Breakdown of usage in Wiltshire libraries

**Laurie Bell**

**Associate Director Communities and Communications**

---

## **Report Authors:**

Joan Davis, Head of Service Libraries, Heritage and Arts

Rebecca Bolton, Library Area Manager North

February 2017

---

## Appendix A

### Group bookings and regular usage

Access 2 Art Group  
Air Quality Group  
BBC World Service  
Calne Community Area Board  
Calne Fairtrade  
Calne Gaming Club  
Calne Green Party  
Calne Labour Party  
Calne Lions  
Calne Bowl Project  
Calne Men's Shed  
Calne Rotary Club  
Calne Summer Playscheme  
CATG meetings  
Citizens Advice Wiltshire  
Community Safety Forum  
Community Transport  
Dementia Action Alliance  
Domestic Abuse Charity  
FairTrade Group  
HACCA  
Health & Wellbeing Steering Group  
Health Trainer  
Heart for Calne  
Job Club  
Learning Curve  
Local Youth Network  
Marden Vale PTA  
MPs Surgery  
Older People Carers Voices  
Older People Champions Area Cluster  
Our Place  
Pins & Needles Knitting Group  
Registrar  
Richmond Fellowship  
Sewing Group  
Spectrum (Autism) Support Group  
Tourism Working Group  
Wiltshire Addiction Support Group  
Wiltshire College Careers  
Wiltshire Council Officers meetings  
Wiltshire Family Learning Workshop  
Wiltshire & Swindon Users Network

## Appendix B

<b>Breakdown of usage for Wiltshire Libraries 2016 - Apr-Dec 2016</b>			
	<b>Issues/renewals</b> (inc %age for web & callpoint renewals)	<b>Registered Members</b>	<b>Visitors</b>
	<b>Apr-Dec 16</b>	<b>Dec 16</b>	<b>Apr-Dec 16</b>
North Mobile (BB)	24,883	2,342	7,738
South Mobile (CG)	24,483	2,279	8,087
Homes Mobile	31,313	214	2,717
Aldbourne	4,336	563	2,650
Box ( <i>closed 2 weeks for lift installation</i> )	2,745	497	1,226
Durrington	6,752	1,101	6,016
Ludgershall	1,992	578	2,036
Lyneham	4,089	794	3,415
Market Lavington	3,189	380	2,454
Netheravon	2,007	299	1,806
Purton	5,854	874	3,456
Ramsbury	2,825	491	1,998
Tisbury	9,008	1,056	8,758
Cricklade	11,822	1,306	4,960
Downton	11,735	1,590	6,887
Mere	13,201	1,822	16,481
Pewsey	22,067	2,199	15,905
Tidworth	21,722	4,552	27,672
Wilton	13,002	1,514	9,029
Amesbury	39,736	6,144	30,269
Malmesbury	43,127	5,472	32,538
Marlborough	35,696	6,099	33,199
Westbury	32,607	6,131	31,629
Bradford-On-Avon	72,743	8,526	60,840
Calne ( <i>closed 2 weeks for refurbishment</i> )	64,106	9,634	56,108
Corsham	85,518	8,360	85,210
Melksham	63,925	9,402	45,243
Royal Wootton Bassett	69,839	7,978	56,161
Devizes	96,688	13,859	92,244
Warminster	78,815	11,453	91,614
Chippenham	126,221	17,953	104,583
Salisbury	203,723	34,171	291,125
Trowbridge	172,395	21,990	134,638
Erlestoke Prison	16,312	475	N/A
Performing Arts	10,246	669	N/A
eBook downloads	26,849	N/A	N/A
WSHC Local History Library	N/A	3,386	6,740
Interlending	992	204	N/A
Library HQ & Children's County Store	890	8	N/A
<b>Grand Total</b>	<b>1,457,454</b>	<b>196,364</b>	<b>1,285,431</b>
<b>Callpoint renewals</b>	<b>2,842</b>		
<i>Web renewals (web branch - staff)</i>	839		
<i>Web renewals (borrower's home branch)</i>	165,970		
<b>Total web renewals</b>	<b>166,809</b>		



**Wiltshire Council**

**Environment Select Committee**

**22 February 2017**

---

## **Re-Commissioning of Housing Service Support Contracts Rapid Scrutiny Exercise**

### **Purpose**

1. To report to the Cabinet Member for Cabinet Member for Housing, Leisure, Libraries and Flooding the outcome of the rapid scrutiny exercise established by the Environment Select Committee and held on 23 January 2017 to consider the draft Re-commissioning of Housing Service Support Contracts report prior to its consideration by Cabinet on 07 February 2017.

### **Background**

2. The Housing Service is currently reviewing all housing related support contracts with a view to re-commissioning Housing Service Support contracts (current value £1.9m per year) early in 2017 to ensure new arrangements are in place by April 2018.
3. At the 13th December 2016 Environment Select Committee meeting it was resolved to investigate the establishment of a Re-Commissioning of Housing Service Support Contracts rapid scrutiny exercise to look at the approach to procuring these new services.
4. The aim of the exercise was agreed to discuss the approach to procuring new services and to help shape the outcomes required, and the substance of what to commission.

### **Evidence**

1. The following papers were made available prior to the meeting:
  - Procurement of housing related support contract draft report to Cabinet
2. As requested at the meeting the following report was subsequently circulated to members of the rapid scrutiny:
  - Supported housing summary presentation.
1. Janet O'Brien, Head of Housing Strategy & Assets, Cllr Jonathon Seed, Cabinet Member for Housing, Leisure, Libraries and Flooding, and Cllr Richard Clewer, Portfolio Holder for Housing and Libraries, provided the background information and explained that the existing contracts expire on 31st March 2018. To secure new contracts from 1st April 2018 it was necessary to commence a procurement exercise in early 2017.

2. The Task Group noted that Option 3 as recommended in the draft Cabinet report was the best option to provide a balance of housing related support services, but that more work needed to be performed to shape what this approach would be.

### **Deliberation**

3. During the ensuing discussion, the scrutiny members expressed their concerns about a number of issues including:
  - a. Some of the needs for customer groups were being met at an acceptable level, such as offenders and refugees, whilst others were under-provided for, such as young people. Others groups were also identified as being over-provided for, such as temporary accommodation.
  - b. Approximately 50% of all customers within supported housing schemes were in the 16-25year age group. However, only around 25% of current services are targeted at young people.
  - c. The direct linkage between accommodation and support tended to lead to the creation of inflexible arrangements which prevented the accommodation usage from properly reflecting the demand from different user groups.
  - d. It was recognised that it was appropriate for some user groups to be provided with specialist accommodation linked to tailored support packages. However, for other groups, separating accommodation from support would allow some accommodation units to cater for more than one user group, allowing for greater flexibility and improved usage.
  - e. There was an insufficient throughput of customers, which required better monitoring.
  - f. It was noted that whilst Option 3 in the draft report was the best option to re-commission under, it was not yet possible to know what form this option would take.
  - g. It considered that further scrutiny input was required from Environment Select, possibly from a task group, during the formulation Option 3.
4. It was noted that lead officers and the executive were open to scrutiny input to help ensure that Option 3 provides a balance of housing related support services across all customer groups reflecting the up to date needs.

### **Recommendations**

**The rapid scrutiny group recommends that Wiltshire Council's Cabinet Member for Housing, Leisure, Libraries and Flooding note the following recommendations when considering the development of the re-commissioning of Housing Service Support contracts:**

- a. **That Option 3 as described in the draft report to Cabinet is progressed as the preferred route to re-commission the housing related support service contracts.**

- b. That continued input be sought from scrutiny in the development of Option 3 to help ensure that the new model of support services reflect the up to date needs of the customer groups.

**That the Environment Select Committee:**

- a. Set up a Task Group to investigate the form in which the recommissioning of housing support service contracts under Option 3 will take.

---

**Cllr Jon Hubbard, lead member for the rapid scrutiny exercise**

Report author: Adam Brown, Senior Scrutiny Officer, 01225 718 038,  
[adam.brown@wiltshire.gov.uk](mailto:adam.brown@wiltshire.gov.uk)

**Background documents**

None

This page is intentionally left blank