



Milly Southworth  
 Town Clerk and Responsible Finance Officer  
 Torpoint Town Council  
 1 – 3 Buller Road  
 Torpoint  
 Cornwall  
 PL11 2LD

**Your ref:**

**My ref:** KT/066190

**Date:** [INSERT DATE], 2022

BY EMAIL ONLY:

clerk@torpointtowncouncil.gov.uk

**Please quote our reference on all correspondence**

**DRAFT**

Dear Mrs Southworth,

**Grant Funding Agreement relating to the Improvements at Torpoint Library and the creation of a Community Hub.**

This letter sets out the terms of the grant which The Cornwall Council (“the **Council**”) is prepared to make to Torpoint Town Council (“the **Recipient**”) (the “**Parties**”) for the purposes of further investment into the improvements at Torpoint library, to create a community hub and to support the priorities within the 2020 Vision for Library & Information Service for Cornwall (attached at Appendix 3).

The funding is in respect of the improvements at Torpoint library, to create a community hub and to support the priorities within the 2020 Vision for Library & Information Service for Cornwall (the “**Project**”), as set out in more detail at Appendix 1.

The Council is prepared to offer the Recipient a grant of £13,000 (thirteen thousand pounds) (“the **Grant Funding**”) to support the Project work provided by the Recipient. The payment of the Grant Funding is conditional upon the Recipient accepting the terms and conditions for the Grant Funding which are set out in this letter (the “**Agreement**”).

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## Terms and Conditions of the Grant

1. The commencement date is the signing and returning of this grant offer letter to the Council by the Recipient. The period of the Grant Funding is for one (1) year from the commencement date. (“the **Grant Period**”).
2. Each Party hereto warrants and represents to each of the others that it has the full authority, power and capacity to enter into these terms and conditions, and that all necessary actions have been taken to enable it lawfully to enter into these terms and conditions.
3. Payment of the Grant Funding will be made upon receipt of an invoice/evidence provided to the Council that the Recipient has commenced the Project.
4. The Grant Funding is to be paid to the Recipient in accordance with the payment details at Appendix 2.
5. The Grant Funding is not consideration for any taxable supply for VAT purposes from the Recipient to the Council. The Council’s obligations do not extend to paying the Recipient any amounts in respect of VAT in addition to the Grant Funding and the Grant Funding is inclusive of VAT should any VAT be deemed to be payable.
6. The Recipient will use the Grant Funding exclusively to fund the Project as set out in detail at Appendix 1 and shall not make any changes to the Project without the Council’s prior written agreement.
7. The Recipient agrees to monitor the progress of any targets or outcomes as set out at Appendix 1 and complete any reports as reasonably required by the Council, the first report to be provided to the Council within 12 months of the commencement date confirming how they have spent the grant and how this expenditure has supported the 2020 Vision for a Library & Information Service for Cornwall.
8. The Recipient shall inform the Council if any legal claims are made or threatened against it which would adversely affect the delivery of the grant outcomes.

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9. The Recipient agrees to inform the Council in writing as soon as possible of any investigation which might affect the delivery of the grant outcomes carried out by the Police, Health and Safety Executive, HM Revenues & Customs or any other regulatory body.
10. The Recipient agrees to comply with all laws regulating the way that it delivers the grant outcomes.
11. The Recipient agrees to send the Council any further information that it may ask for about the grant outcomes or its organisation and activities, the number of users and other beneficiaries and such other information as the Council may require from time to time. The Council may use this information to monitor the Grant Outcomes.
12. If requested by the Council, the Recipient will permit the Council to undertake site visits to the Project.
13. The Recipient will act in a fair and open manner without distinction as to race, religion, gender, sexual orientation age or disability, and in compliance with relevant legislation.
14. The Recipient to comply with its own and the Council's Safeguarding policies.
15. The Recipient will ensure that it complies with all relevant legal and regulatory requirements in its use of Grant Funding for the delivery of the Project.
16. The Recipient will ensure it has expressly obtained all and any necessary permissions and consents required to undertake the Project (if applicable).
17. The Recipient will acknowledge the Grant Funding publicly as appropriate and practical and will ensure that any publicity includes an acknowledgement of the Funding from the Council.
18. The Recipient shall not publish any material referring to the Project without the prior



written agreement of the Council.

19. The Recipient shall put and keep in place systems to prevent fraud/misappropriation of the Grant Funding.
20. The Recipient will be available for meetings as reasonably required by the Council and allow the Council and its agents and auditors full and free access to any records and accounts relating to the Grant Funding.
21. Both the Recipient and the Council may share information about the Grant Funding with parties of their choice as well as with any applicants who make an information access request under the Freedom of Information Act 2000 or other relevant information law provisions.
22. The Council and the Recipient agree that all rights, title and interest in or to any information, data, reports, documents, procedures, forecasts, technology, Know-How and any other Intellectual Property Rights whatsoever owned by either the Council or the Recipient before the Commencement Date or developed by either party during the term of the Agreement, shall remain the property of that Party.
23. Where the Council has provided the Recipient with any of its Intellectual Property Rights for use in connection with the Project (including without limitation its name and logo), the Recipient shall, on termination of this Agreement, cease to use such Intellectual Property Rights immediately and shall either return or destroy such Intellectual Property Rights as requested by the Council.
24. Where the Recipient has provided the Council with any of its Intellectual Property Rights for use in connection with the Project, the Recipient consents to the Council continuing to use the Intellectual Property Rights in the event of termination or expiry of the contract, to include the Project name and logo, for the purposes of advertising and promoting the Project.
25. The Recipient shall acknowledge the support of the Council in any materials that refer to the Project and in any written or spoken public presentations about the project.



Such acknowledgements (where appropriate or as requested by the Partners and/or the Council) shall include the Council's name and logo (or any future name or logo adopted by the Council) using the templates provided by the Council from time to time.

26. The Recipient agrees to give the Council an opportunity to add a quote to any press release with no less than five (5) working days before the intended date of issue and to keep the Council informed of any media requests for interviews or statements and give the Council the opportunity to participate or comment.
27. The Recipient agrees to participate in and co-operate with promotional activities relating to the Project that may be instigated and/or organised by the Council.
28. The Council may acknowledge the Recipient's involvement in the Project as appropriate without prior notice. The Council shall acknowledge the support of the Recipient in any materials that refer to the Project and in any written or spoken public presentations about the Project. Such acknowledgements (where appropriate or as requested by the Recipient) shall include the Recipient's name and logo (or any future name or logo adopted by the Recipient) using the templates provided by the Recipient.
29. The Recipient shall comply with all reasonable requests from the Council to facilitate visits, provide reports, statistics, photographs and case studies that will assist the Council in their promotional activities relating to the Project.
30. The Parties must comply with the Data Protection Regulations and the Data Protection Act 2018 (together referred to as the Data Protection Legislation) and subordinate and subsequent legislation.
31. The Recipient must ensure that all Personal Data processed by or on behalf of the Recipient in the course of delivering the Project is processed in accordance with the relevant Parties' obligation under Data Protection Legislation (the Data Protection Act 2018 and the UK GDPR as amended) and any formal data guidance produced in respect of the Data Protection Legislation.

32. The Parties acknowledge their respective duties under the Freedom of Information Act 2000 (FOIA) and any subordinate legislation made under this Act from time to time together with any guidance and / or codes of practices issued by the Information Authority or relevant government department. The Parties shall give all reasonable assistance to each other where appropriate or necessary to comply with such duties. The Recipient shall transfer any request under the FOIA to the Council within two (2) working days of such a request and shall not respond to such request unless directed to by the Council.
  
33. The Recipient agrees to adopt the following principles when carrying out the Project:-
  - a) Communicate openly about major concerns, issues or opportunities relating to the Project;
  - b) Share information, experience, materials and skills as required with other third parties involved in the Project;
  - c) Work collaboratively to identify solutions, eliminate duplication of effort, mitigate risk and reduce cost;
  - d) act in a timely manner (in respect of a), b) and c) above;
  - e) recognise the time-limited nature of the Project and respond accordingly to requests from the Council;
  - f) collaborate with the Council's representatives and other partners involved in the Project;
  
34. The Council may withhold or demand repayment of the Grant Funding at its absolute discretion, in any of the following circumstances, if the Recipient:
  - a. fails to comply with the terms of this Agreement;
  - b. fails to obtain express consents (if applicable);
  - c. obtains duplicate funding from a third party for the Project;
  - d. gives significantly misleading or inaccurate information, whether deliberate or accidental during the Grant Period including but not limited to any information relating to the outcomes and targets;



- e. becomes legally ineligible to hold the Grant Funding;
  - f. at any stage during the Grant Period withholds information that the Council has reasonably requested that could affect the Council's decision to continue or withdraw all or part of the Grant Funding;
  - g. is, in the reasonable opinion of the Council, delivering the Project in a negligent manner;
  - h. the Council has reasonable grounds to believe that it is necessary to protect public money;
  - i. ceases to operate for any reason.
35. The Council accepts no liability for any consequences, whether direct or indirect, that may come about from the Recipient running the Project, the use of the Funding or from withdrawal of the Funding. The Recipient shall indemnify and hold harmless the Council, its employees, agents, officers or sub-contractors with respect to all claims, demands, actions, costs, expenses, losses, damages and all other liabilities arising from or incurred by reason of the actions and/or omissions of the Recipient in relation to the Project, the non-fulfilment of obligations of the Recipient under this Agreement or its obligations to third parties.
36. This Agreement may be terminated by the Council on the giving of one (1) month's written notice to the Recipient or on immediate notice if the Recipient is in breach of any of the terms contained in paragraph 34 above.
37. In the event of termination, the Council shall cease to be under any obligation to the Recipient and all payments of Grant Funding shall cease immediately.
38. The Recipient shall promptly return all Grant Funding to it, or proportion thereof, not properly utilised or applied to the delivery of the Project.
39. The Recipient shall promptly repay to the Council any money incorrectly paid to it either as a result of an administrative error or otherwise under clause 35. This includes (without limitation) situations where either an incorrect sum of money has



been paid or where Grant monies have been paid in error before all conditions attaching to the Grant have been complied with by the Recipient.

40. If a clawback is imposed a notice will be sent to the Recipient setting out the amount of overpayment that the Council considers has occurred together with the level of clawback imposed.
41. If a clawback is imposed the Recipient shall either pay the amount or agree to the clawback being offset from a future payment of Funding as the case may be.
42. Each Party acknowledges that these terms and conditions and any Appendices thereto contain the whole Agreement between the parties and supersedes any previous agreement between the parties whether written or oral.
43. The terms of this letter are subject to English law and the courts of England shall have exclusive jurisdiction to settle any dispute arising out of or in connection with this Agreement.
44. Each Party agrees to sign this Agreement by electronic signature (whatever form the electronic signature takes) and that this method of signature is as conclusive of our intention to be bound by this Agreement as if signed by each Party's manuscript signature.

Please sign and return a copy of this letter to acknowledge your agreement to the terms set out above.

Yours sincerely

.....  
 Authorised Signatory for **THE CORNWALL COUNCIL**

Print Name:.....

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I am duly authorised on behalf of **TORPOINT TOWN COUNCIL** to accept this Grant Funding on the terms and conditions set out in this Agreement.

Signed: .....  
Authorised Officer

Print Name:.....

Signed: .....  
Authorised Officer

Print Name:.....

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## APPENDIX 1

### The Project, Targets and Outcomes

#### The Project

##### Torpoint Community Hub Project

#### Targets

To invest the Grant Funding into improvements at Torpoint library, to create a community hub. The Town Council has provided a costed list of items it intends to purchase with the Grant Funding ("Appendix 2"). The Town Council may make reasonable amendments to this list, provided that any amendments adhere to the grant objectives and it consults the Council, in writing, in accordance with this Agreement.

To provide a report to the Council within twelve (12) months of the commencement date confirming how they have spent the grant and how this expenditure has supported the 2020 Vision for a Library & Information Service for Cornwall, attached at Appendix 3.

#### Outcomes

The Town Council is to use the Grant Funding to enable further investment into the improvements at Torpoint library, to create a community hub, in support of the priorities within the 2020 Vision for a Library & Information Service for Cornwall. In this respect, the Town Council should be guided by the following advice set out by the Head of Library & Information Services:

*"The Library Vision focusses on a number of key priorities. We use the data to focus resources, projects and plans towards providing better outcomes to communities. There needs to be a clear plan to attract a wider customer base post Covid with a focussed approach on those living in need. Deprivation levels in Cornwall are likely to grow and the Library and Information Service want to provide services for children living in low income families as a priority. There is real potential, particular post pandemic, to join forces with a number of other services and organisations and this also provides a route to various funding streams." (Julie Zessimedes, Head of Library & Information Services).*



## **APPENDIX 2**

### **Payment of the Grant Funding**

1. The sum of thirteen thousand pounds (£13,000) inclusive of VAT (if applicable).
2. No funding shall be paid unless and until the Council is satisfied that such payment has or will be used for proper expenditure in the delivery of the Project.
3. The amount of Grant Funding shall not be increased in the event of any overspend by the Recipient in the delivery of the Project.
4. [INSERT BANK ACCOUNT DETAILS].

# TORPOINT LIBRARY AND COMMUNITY HUB

## 13K LOCAL DEVOLUTION FUNDING ON OFFER FROM CORNWALL COUNCIL - PROPOSED LIST OF ITEMS TO PURCHASE

When compiling this list, the following considerations were taken into account; community partnerships, education and play, outreach, and reusability.

Item	Location	Cost (ex VAT)
1. <u>Hedera Helix 'Woerner' Ivy Green Screen - 1.8M (H) x 1.2M (W)</u>	Front of building	£1,583.30
2. <u>Outdoor Freestanding Mini Beasts Hotel</u>	Front of building	£544.00
3. <u>Children's Outdoor Watch Me Grow Planter</u>	Front of building	£219.00
4. <u>Outdoor Early Years Mini Beast Viewer</u>	Front of building	£428.00
5. <u>Birdbox and WiFi Camera</u>	Front of building	£187.84
6. <u>Bullough Wall Mounted Bird Table</u>	Front of building	£31.99
7. <u>Onda 120 Pergola With Sliding Waterproof Roof and Clear Sliding Front Curtains - 7.88M (W) x 5M (D)</u>	Rear of building	£6,890.00
8. <u>Early Years Outdoor Water Wall</u>	Rear of building	£543.00
9. <u>Plum® Discovery Mud Pie Kitchen - Plus Utensils, Pots and Pans</u>	Rear of building	£281.97
10. <u>Original Compact Garden Quoits Set</u>	Rear of building	£19.99
11. <u>Giant Wooden Tumbling Tower Blocks</u>	Rear of building	£31.99
12. <u>Outdoor backless benches - 94CM (L) x 41 (D) x 43CM (H) - Weight 13kg</u>	Rear of building	£1,008.00
13. <u>Outdoor Wooden Reading and Writing Sheds - Set of 2</u>	Thanckes Park	£784.00
13. <u>Wooden Outdoor Curriculum Takoma Shelter</u>	Thanckes Park	£380.00
<b>Total cost (Ex VAT)</b>		<b>£12,933.08</b>

## FRONT OF BUILDING



1



2



3



4



5



6

## REAR OF BUILDING



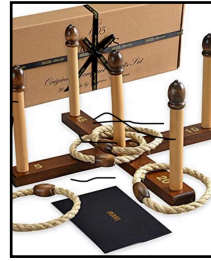
7



8



9



10

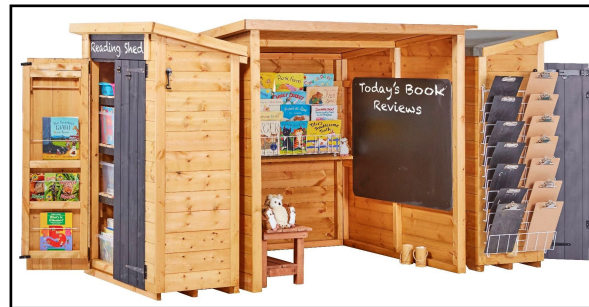


11



12

## THANCKES PARK



13



## **APPENDIX 3 – 2020 Vision for Library & Information Service for Cornwall**

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# A 2020 Vision for a Library and Information Service for Cornwall 2018-2020



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## 1. The Current Position

### The Current Library and Information Service Static Service Points

Cornwall had 31 statutory libraries at the start of the Library Transformation Programme in 2015. A number of these became integrated Library and Information Services (formally known as One Stop Shops) as part of the amalgamation of Libraries and Customer Services in 2011. Alongside libraries the Service also manages the front of house reception/Information Service points in a number of Cornwall Council campus buildings.

The fully integrated service is a great example of how services can not only be co-located but also delivered consistently through multi skilled staff giving all visitors a high quality experience. There is a real synergy between the service areas as libraries have traditionally been the places people visit to ask for information. This document will explore the many benefits of using libraries as community hubs.

There are regular activities that happen in all libraries Cornwall wide. For example at Saltash a volunteer, David the Music Man, runs a Rhymetime session and has done for the past 10 years. This activity attracts a large number of parents, grandparents, carers and young children. The outcomes are significant to all those who participate.

***"I feel I am developing sociability through interaction. There is evidence to suggest that a child's interaction with its parent/carer at social gatherings within the first 6 months has major implications in later years.  
I also feel I am helping to develop basic concepts through song such as sit, stand, clap etc.  
I get great satisfaction from reaching so many young children and helping with their developments socially."***

Quote from David the Music Man

***"It is an opportunity to interact with other children in a safe non-threatening environment.  
I feel music is such an important aspect of toddler development, helping her to increase her vocabulary by recognising words and sounds.  
The fact that it is a free event makes it accessible to all without prejudice."***

Quote from a parent



Library and Information Assistants are not experts in specialist areas. The key objectives of the staff in the Information Services and integrated Library and Information Services are to support customers to get online but also to provide residents with basic information and sign post to relevant services and support organisations which includes: Cornwall Housing, Waste and Benefits.

Payments are taken in Library and Information Service sites and Information Service points for a number of Cornwall Council services such as council tax. Staff encourage residents who can do so to use alternative methods of payments such as direct debits and making online payments.



The Information Service reception desk in St John's Hall, Penzance

## **The Home Library Service (HLS)**

The Service is currently managed through a contract by the Royal Voluntary Service (RVS). RVS volunteers go out and about in the community, providing a tailored service for people who are elderly, sick, vulnerable or immobile. The idea is that, over a cup of tea, they get to know the residents preferences for authors, titles and genres, so that they can build up a picture of what types of books they like to read.

The service aims to ensure that people who are socially isolated have access to a range of reading materials delivered to their own home or residential accommodation by a volunteer who visits on a monthly basis. It supports some of the most vulnerable people in the community and provides an important opportunity for social interaction and befriending between the volunteer and the client.

The RVS recruit and manage a cohort of volunteers who enjoy choosing and delivering books, befriending and sharing their love of reading with people in their local community. The volunteer might also provide transport support to enable clients to visit libraries and thereby enjoy further social interactions or assist clients to download e-books, e-audio books and e-magazines. They might also assist visually impaired people to use the 'boom boxes' and other equipment supplied by the Visually Impaired Service.

***'I am so glad that I became a volunteer with the Royal Voluntary Service, over three and half years ago. I really enjoy meeting all the Home Library Service Users and I get so much satisfaction from choosing books which they enjoy reading. The positive comments I receive really make the volunteering role so rewarding .....some would be very lonely without the regular visits of their volunteers, and reading helps them to pass time, in their own home.'***

A quote from Sonia RVS volunteer

In one of the libraries the HLS has developed and evolved, and RVS volunteers read to a customer who has failing eyesight and can no longer read to himself or operate a CD player. Cannon Geach visits the library every week, and David and Emma read to him on a regular basis.



*'The Library is a wonderful place to come to, the atmosphere is lovely and it is an appropriate environment to be read to in - surrounded by books. The staff are lovely and being read to by my volunteer gives me access to books and journals I would have lost, due to my failing eyesight, as I can no longer see well enough to operate a CD player. It's a wonderful service, which really does make a difference to me.'*

Cannon Geach

### **Mobile Library Vans**

There are currently 2 vans working on a schedule Cornwall wide stopping at 155 locations with 13,033 book issues for 2016-2017. Currently this service focusses on books only. This service will be reviewed from April 2019 to provide more quality stops in areas of need. There is also an ambition to provide IT and information support.

### **Micro Libraries**

These mini library set ups are hosted in accessible community venues, with a small browsing collection of books to give a flavour of what is available from the wider library service.

Customers can also go online and order books to be delivered to the venue through the click and collect service. The micro library is visited regularly by a Library and Information Service officer who manages and refreshes the stock and is available to support customers. This service will also be reviewed from April 2019.

## The Early Years' Service

The Library and Information Service works closely with internal and external partners engaged in the delivery of Early Years Services. In particular, the Early Years team delivers Cornwall's Bookstart offer. The team ensures that all new born babies receive a free gift of books when the birth is registered, and that all eligible pre-school children receive a Treasure pack supplied by national charity Booktrust. A Library Officer works closely with Children's Schools and Families by helping Children's Centres and other Early Years settings to develop book corners and encourage a love of books and reading in young children. The Library Officer also helps professionals locate books that will support children with specific issues such as bereavement, living with an illness or domestic violence.

***'The parents and children really enjoy these sessions, they are beneficial for the children's development and Debbie ensures she is inclusive of the children's additional needs within the group, offering sensory stories and a singing session for all to***

Jane Godfrey – Portage Worker, Disabled Children and Therapy about a sensory Storytime



Portfolio holder Edwina Hannaford with the Bookstart Bear



## Education Library Service

Cornwall's Education Library Service is a successful business unit totally funded by primary schools purchasing through Service Level Agreements. At present 74% of schools buy into the service which is higher than most other School Library Services in the country. The Service supplies over 27,700 library books to schools via the mobile library van visiting schools twice a year the length and breadth of Cornwall, and over 1,500 project and artefact boxes per term are delivered and collected by courier.

Staff and pupils also visit the base at Threemilestone to choose or purchase books for their library which is a fantastic way of providing the "reading for pleasure" ethos.



***'ELS provides us with expert, knowledgeable staff who respond to our queries so quickly, a truly valuable service. Every term we receive the projects and artefact boxes that appeal to the children and support the teachers, ensuring that we can deliver the curriculum in an interesting way'***

C Biddick, Head of School,  
Mount Hawke School

## **2. The 2020 Vision**

### **The Executive Summary**

Cornwall Council is pioneering a unique place based approach to the challenge that all local authorities are facing in relation to library services. The Service needs to deliver a 55% saving to its current budget. However, that challenge has given Cornwall the opportunity to work towards joined up local libraries that offer enhanced services for communities. Local libraries will be managed in line with a new service specification that ensures a consistent approach to delivering the Cornwall wide service with a high quality local feel.

The key priority is to work with Town and Parish Councils and community groups to transfer the day to day running of the local services through devolution. In all of these local services Cornwall Council will still provide and replenish the IT (staff computers and systems, and the public computers), all library resources and training and support.

This document outlines the vision for the future Library and Information Service that will deliver the statutory obligation for Cornwall Council and provide a comprehensive and efficient library service for residents and visitors. Public libraries are not dying out but they are re-inventing themselves. In Cornwall we will work with a number of key principles that will help not only sustain but develop the Service. These principles include partnership working, accessibility, and services delivered in line with local need.

However, the key principle of this vision is to prioritise working with a number of disadvantaged groups in communities. These groups include people living in deprivation, the socially isolated and those that need access to welfare benefits and need extra support. The document challenges the dilemma of re-focussing our priorities and the impact that could have on numerical targets.

## **Are Libraries still relevant?**

The Annual Report to Parliament suggests that Libraries are still popular and there are a large number of visits each year. In 2015/16 alone there were 177 million book loans and 211 million visits to libraries in England – more than the total attendance at English Premier League football matches, cinema admissions in England and the top 10 UK tourist attractions combined.

The report demonstrates that public libraries in England contribute to cultural and creative enrichment by:

- Increased reading and literacy
- Increased digital access and literacy
- Helping everyone achieve their full potential
- Healthier and happier lives
- Greater prosperity
- Stronger, more resilient communities

However the report indicates that the way in which people use libraries and their expectations are changing. There are lots of people accessing their library books and other resources free online. Some people come in to access only the public computers. However, modern libraries are community hubs. They support people from cradle to grave with events and activities such as:

- Reading and writing groups
- Dementia Clubs and Memory Cafes
- IT skills clubs
- Job searching
- Getting online to access Universal Credit
- Storytimes and Rhymetimes
- Lego clubs
- Lifelong learning



## **Key Principles**

In the face of a significant financial challenge we aim to maintain a comprehensive and efficient Library and Information Service that:

- builds capacity through partnerships
- is flexible and responsive to community aspiration and needs
- is accessible to all throughout Cornwall
- actively targets disadvantaged groups and those less able to access services
- is sustainable

## **Our Aim**







In 2016/17 we had 1,783,601 unique visits to our Libraries and Libraries and Information Services. Residents and visitors use Cornwall's Library Services every year for cultural engagement through literacy, learning and skills development. In light of the changing needs of library users this statutory service needs to change to ensure future sustainability. This will be achieved by better use of well-maintained buildings such as: co-location or devolving sites to local councils, and increasing the usage of the Service throughout Cornwall. A priority is to engage with non-users to encourage them to use local library provision at a time of austerity in what is fundamentally a free service.

As stated above the provision of library services is a statutory duty. The service needs to be accessible "for all persons in the area that want to make use of it". It is recognised that the use of online books and services (referred to as e-resources) for leisure and learning are locally and nationally increasing year on year. However, there are many benefits to having local libraries in the community. They are more than access to physical stock, they are community hubs where people feel safe, can participate in a number of activities and generally enhance their health and wellbeing and prevent social isolation.

The expectation is that after transfer, local libraries are managed in line with a service specification that ensures a simple and consistent approach to delivering the Cornwall wide service but with a high quality local feel. The community needs assessment work that has been identified and gives a clear indication of a number of areas that we need to focus on. These assessments cover performance data such as visits and issues, the indices of multiple deprivation, children in low income families and the total population of localities.

Our vision for a new approach to library service delivery has been determined through a combination of community needs assessments, the Society of Chief Librarians Universal Library offers and the Council's priorities. Cornwall Council is committed to keeping the Library and Information Services relevant and easy to access.

## How Cornwall will deliver the Service:

Offer	What we will do	Council priority
	Provide free access for all to a modern reading service including books and literature in a variety of formats. Support initiatives to promote reading for pleasure and learning such as Bookstart, the Summer Reading Challenge and programmes for adults. Target initiatives around the needs of our communities.	Democratic Cornwall: Communicate better with our communities.
	Support people to access reliable information and vital services online in important areas of their life such as job-seeking, housing, health, and benefits.	Green and prosperous Cornwall: Invest across Cornwall to create jobs, provide homes and improve lives.
	Provide free internet access and clear online information about our services. Train staff to help customers to access information online.	Democratic Cornwall: Communicate better with our communities.
	Contribute to the health of our communities by providing health information and supporting the Reading Well programme. Support well-being through activities and events, and by encouraging social contact.	Healthy Cornwall: Better health for everyone.
	Provide free resources for study and learning including online resources; local information about learning opportunities and courses; and opportunities to explore and be creative such as Lego and Code Clubs.	Green and prosperous Cornwall: Invest in skills required by current and future employees.
	Develop existing partnerships with the arts and cultural sector. Collaborate with other libraries in the region to improve our offer. Promote Cornish heritage and language.	Democratic Cornwall: Communicate better with our communities.

## Local Libraries

The **key priority** is to devolve libraries to local town and parish councils or community groups. Others will be delivered from co-location partnership models such as Helston Library and Information Service and the Job Centre Plus, through the One Public Estate Programme. The One Public Estate Programme is supported through government funding to ensure an efficient use of public sector buildings in communities. There are many benefits of co-location and partnership working which include a better use of public assets, complementary services helping residents and a wide range of activities and events that can be offered for the local community.

Some library services will be delivered in-house as part of a wider Cornwall Council service where the Library and Information Service also manages the reception for the campus building. There will also be a number of in-house information services in Council campus buildings also delivering the reception for the building. All of these delivery models create a sustainable, modern library and information service.

All local services will provide space for communities to meet as well as take advantage of the access to free Wi-Fi, digital access and support, and free access to books and other resources.

Those library and information services that have already transferred to local councils are already reaping the benefits. These include increased opening hours, co-location of services under one roof and a wider range of activities being delivered.

***'Penryn Town Council are delivering the Library service from September 2017, not only ensuring the Library provision in Penryn is not lost but actually extending the opening time of the Library. It's a great opportunity to have the Library, Information Services and the Town Council's own services, all located in one place in a community hub. The overall process has taken a long while from initial discussions on its vision with many months of hard work and many false starts, but light can be seen at the end of the tunnel. The end result will see the library safeguarded for residents of Penryn and located with town council services'.***

Penryn Town Clerk quote before the Library transferred.

***"We are very proud that Falmouth was the first Library to be devolved to a Town Council. From the beginning, we were very clear that this was a big opportunity for Falmouth to improve the way we deliver our cultural services and extend them for the benefit of young people and residents who wouldn't usually get access to them. Now all our Library, cultural, other information and registrars services are all in the same place, providing a real community hub for Falmouth and easily accessible to those who need them."***

Mark Williams, Falmouth Town clerk

***"Residents in Falmouth told us overwhelmingly that they wanted us to protect the library service and extend it so that it provided benefits for the whole community. The service we offer now goes well beyond the loaning of books, to a place where people meet, get information about Falmouth and beyond, get access to a brilliant cultural service available to everyone. We are extremely proud to have delivered that with Cornwall Council through devolution."***

Falmouth Mayor, Councillor Grenville Chappel



Falmouth Library

Each site whether in-house, devolved or a micro library will contribute to the overall savings of the programme to achieve the required target. Those sites that are delivered in-house will have a reduction in staff hours, and will be heavily dependent on technology, volunteers and partnership working.

The investment in technology will be crucial to ensure we are able to deliver a modern library and information service. The service already has self-service library kiosks but could invest in a variety of other solutions such as, swipe card access technology and I-pads for staff and users.

Furthermore, the aim is to apply for funding to invest in Maker (or hack) spaces. These are spaces in libraries where users can create using technology, machinery and equipment. Examples of typical equipment are:

- 3D printers which use scanned images from digital software to produce a 3D model of the image in plastic
- laser cutters which cut precision designs from various materials
- routers and smaller electronic tools
- Sewing machines, knitting machines and badge makers



It is also vital that we engage more widely with partners and stakeholders to deliver services. These include internal services such as Children's, Schools and Families where we may be targeting and delivering services to the same groups. Also, there are voluntary organisations (for example: Age UK) that have priorities to support targeted groups to get online. We need to have a joined up approach to delivering services to the Community with these partners.

## **Information Service**

Some Information Services will be devolved and integrated into a local library or as part of a Cornwall Council building. As part of the Customer Access Strategy and under the umbrella of the Digital Cornwall programme, Cornwall Council's ambition is to provide services that are 'Digital by Preference and Access for All'. This strategy will ensure that residents are provided with access to services, ensuring that where people do not have the skills, we help them find training or support to access the information and support they need. There are also plans to produce a consistent framework which all services sign up to in order to ensure that 'vulnerable' customers who need specialist face to face support receive the same approach regardless of the service concerned.

Cornwall Council will provide a variety of access channels to information and guidance - the telephone, online and face to face. However the priority is to encourage those that can to self-serve or to suggest that family or friends help access services online on their behalf. Our Information Service will ensure physical access to those services by providing computers and Wi-Fi access in all statutory library sites. There will also be access to a Cornwall Council free telephone available, for those that need it in all Library and Information sites, whether devolved or in-house.

There are also plans to engage with other partners for example third sector organisations such as Citizens Advice and Age UK to agree a strategy to target those in need.



## **Mobile Library Service**

Post March 2019 Library Officers will use community needs assessment data to review the existing mobile library service. The current two mobile library vans service Cornwall with short stops at 155 locations throughout Cornwall. The plan is to replace both vans with the addition of the latest technology. This will enable longer stops in rurally isolated locations where the library staff not only support with the borrowing of book stock but support residents and visitors by signposting and answering basic enquiries consistent with a static information service. All current stops will be reviewed and mapped against the community needs assessments. New stops may be created as part of the review.

The main objective of the review is to fully utilise the resources and provide better value for money by not only providing a regular service to rural local communities but also by using for one off events or focussed partnership working. This could include:

- Visits to Cornwall's beaches and other tourist attractions at the weekend over the summer to promote and deliver the Summer Reading Challenge
- Partnership working with internal and external partners at identified areas of deprivation to support health and wellbeing, getting online or informal learning



## **Focussing our resources to those in need**

### **A Case Study- The Summer Reading Challenge**

The Summer Reading Challenge is a good example of how Libraries make a real difference. However, it also raises the challenge that all libraries face in attracting those in communities that would most benefit from a free resource.

The evidence below shows how difficult it is to engage with parents and children living in deprivation.

The Summer Reading Challenge (SRC) takes place annually over the whole of Great Britain. By encouraging children to maintain reading levels, SRC helps to prevent a dip in reading skills during the summer. It builds confidence and leads to higher levels of literacy.

Nationally, nearly 735,000 children took part in 2017 with 415,000 (57%) going on to complete the Challenge by reading 6 or more library books. The number taking part in Cornwall was the highest ever, and the completion rate was the joint highest in the South West.



The Summer Reading Challenge is the UK's biggest free  
reading for pleasure promotion for children

# 8052

children in Cornwall  
took part in Animal Agents,  
the Summer Reading Challenge 2017



## 473

additional children under 4  
took part with special  
pre-school materials



## 5517

children completed the Challenge  
by reading at least  
6 library books (69%)



## 58

young people aged 12-24  
volunteered in libraries  
over the summer



## 487

children joined the library  
as new members

## 3602

boys  
took part in  
the Challenge

Only 1 in 4 boys read  
outside of class every day\*  
44 % of Challenge  
participants were boys



## 1415

children attended a variety  
of fun, creative events  
at the library

Data: Summer Reading Challenge UK Participation Report 2017

\*The National Literacy Trust Report 2012



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**ARTS COUNCIL  
ENGLAND**

**SUMMER  
READING  
CHALLENGE**

**THE  
READING  
AGENCY**

Although successful with children who are already motivated, an impact assessment in 2009 noted a lower take up by children from poorer backgrounds. This is reflected in Cornwall. The catchment areas of 61 schools fall solely or partly within areas that are also among the most deprived in the country. In these schools, an average of 13% of pupils read at least 2 books for the Challenge and 11% completed it. The figures contrast sharply with the highest performing 61 schools. In these, an average of 26% of children read at least 2 books and 23% went on to complete the Challenge.

**The priority** for the future is to target support where it will have most impact and value. In 2018, resources will be focused on schools and children in:

- Areas identified as being among the most deprived in Cornwall
- Areas where the Early Years Intervention Team identified settings that would benefit from extra help, targeting siblings and families

***'We love the Summer Reading Challenge! I have two boys aged 7 and 10 and they both enjoy reading the books and collecting the rewards during the summer. This is the third year they have taken part and will definitely do so again next year!'***

Quote from a parent

***'The Summer Reading Challenge is a vital component in our academic timetable. The summer is the time when children 'switch off' from their learning and the reading challenge provides an essential cog to keep up that enthusiasm. The fantastic themes and element of challenge against other schools is wonderful. It also ensures that our children are familiar and making use of their local libraries which is still so important in this digital age.'***

Quote from the Head of Chacewater School (Chris Gould)

<b>SRC engagement</b>	<b>% Engaging (reading at least 2 books)</b>	<b>% Completing (reading 6 books)</b>
<b>Schools with catchment areas in areas of deprivation</b>	13	11
<b>Highest performing Schools</b>	26	23
<p><b>The actual percentage of children engaging with the Challenge in more deprived areas is lower than the figures above. Figures are skewed upwards because in larger towns, schools that draw pupils from deprived areas share a designated (catchment) area with schools in more affluent parts of the town. Even so, the difference between highest performing schools and those in areas of deprivation is marked.</b></p>		

### **Measuring Success**

It is important that the new service can easily measure success of locally managed library and information services and the in-house services. Library and Information Officers will create a checklist that will be used by internal and external teams to report performance on a number of areas, the priority areas are in the chart below. This will provide us with consistent performance measures and will be produced as a monthly and annual report to inform Cornwall Council Officers and Members and local service providers of the Service performance as a whole.

<b>What we will do</b>	<b>How we will measure</b>
Provide free access for all to a modern reading service including books and literature in a variety of formats. Support initiatives to promote reading for pleasure and learning such as Bookstart, the Summer Reading Challenge and programmes for adults. Target initiatives around the needs of our communities.	<p>All library sites to provide library resources as specified through stock policy.</p> <p>All library sites to engage with the Summer Reading Challenge and meet agreed targets.</p> <p>All sites to work with targeted groups in communities as a priority.</p>

Support people to access reliable information and vital services online in important areas of their life such as job-seeking, housing, health, and benefits.	<p>All sites to provide support for people to get online through paid staff and volunteer computer buddies.</p> <p>Library and Information Service Officers to work with the Digital and Online Team to provide targeted computer courses to those that need support.</p> <p>The target will be to increase the usage of online library resources but also to support customers to access welfare support online such as: Universal Credit, job searching and Homechoice.</p>
Provide free internet access and clear online information about our services. Train staff to help customers to access information online.	Staff training to be kept up to date and relevant
Contribute to the health of our communities by providing health information and supporting the Reading Well programme. Support well-being through activities and events, and by encouraging social contact.	All sites to deliver events and activities throughout the year with partners to deliver social outcomes to targeted groups
Provide free resources for study and learning including online resources; local information about learning opportunities and courses; and opportunities to explore and be creative such as Lego and Code Clubs.	<p>All sites to promote online resources</p> <p>Deliver relevant activities with partners to deliver formal and informal learning outcomes</p>
Develop existing partnerships with the arts and cultural sector. Collaborate with other libraries in the region to improve our offer. Promote Cornish heritage and language.	Library and Information Officers to engage with regional and national bodies to support and develop the offer in all libraries in Cornwall
To work with wider Cornwall Council Officers to agree a payment strategy.	All sites to promote and encourage alternative ways to pay for council services such as direct debits

## **Measuring Success continued**

The library offer **priority** is to engage with current users and non-users to encourage them to participate in libraries and realise the benefits. In contrast success for the information offer is measured by a reduction in face to face interaction with customers. The staff are expected to promote online services and alternative ways of payment. The agreement is that locally devolved Library and Information Services are consistently managed and that Cornwall Council services are delivered in line with the agreed Cornwall Council strategy. This contrast needs to be managed carefully and with tact as many local Councils have aspirations to deliver more welfare support and increase footfall. Cornwall Council Officers will be responsible for supporting locally run libraries and evaluating performance through monthly support visits and extrapolating data. The expectation is that any risk to service delivery is identified as early as possible and the local provider is supported to improve and deliver in line with the agreed service specification.

The **priority** will be to focus on areas of need. Therefore we will need to accept that success cannot only be managed by performance data but we also need to look at value outcomes. For example by focussing resources for the Summer Reading Challenge in schools in areas of high deprivation we may find that the overall uptake is lower as a result. We currently rank high on the regional ranking for the Summer Reading Challenge performance and Officers and Members will need to accept the figures may reduce as an outcome.

## **Customer Satisfaction**

There will be a survey completed by library users in the spring 2018. There will also be a survey direct to customers using a mobile device. These results will be live and fed directly in to the overall survey monitoring. Furthermore, the priority is to engage with non-users, therefore there will be a survey on the Cornwall Council webpages. This survey will be completed annually and used as a benchmark for performance. This information will be particularly useful as we can evaluate performance post devolution of local library services.

## **Promotion and Marketing**

The Service is keen to promote success through case studies using video, photos and quotes, using a variety of communication channels to share the success such as: social media, reports and press releases

The customer satisfaction intelligence will be used to target promotions, this will be achieved by using social media and radio. One area for promotion is the E-resources. It is evident that many non-users would take up library membership to use this free resource if was more heavily promoted.



## **Conclusion**

The delivery of this programme will benefit from all areas of Cornwall Council acknowledging the value of libraries and how through partnership working social, health and learning outcomes can be achieved. Although this programme was necessitated by a substantial savings target this is an opportunity to transform the Service to be not only sustainable but fit for the 21<sup>st</sup> Century. It is an opportunity to enable Cornwall Council to take advantage of the situation and be recognised as a vital provision in communities.

The time has come to focus our limited resources towards those in need. This does not mean that we are not welcoming our regular users but ensuring we are socially inclusive. This focus includes both arms of the service. The results will include new library users from the areas of identified deprivation or rural socially excluded areas. It will also include a channel shift for customers accessing council services from the traditional face to face support to using online services. This will free up capacity to help those who need more support.

The community needs assessments have started to identify and build on a better understanding of local community needs, co-designing services with local people, and engaging with local communities as part of the process.

This is also an opportunity to establish ways in which the library service can contribute to supporting the council and other local public services to achieve a range of strategic outcomes.

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