

OVERVIEW AND SCRUTINY COMMITTEE

FEBRUARY 2015

REVIEW OF LIBRARIES - DRAFT SCOPE

VERSION HISTORY:

- Version 1 – 22 December 2014 (NM)
- Version 2 – 22 January 2015 (TB/ML)
- Version 3 – February 2015

1	SUBJECT	Libraries
2	COMMITTEE	Overview & Scrutiny Committee
3	REVIEW GROUP	<p>Councillors: Councillor Paul Osborn (Chair, C) Councillor Michael Borio (L) Councillor Barry Kendler (L) Councillor Jerry Miles (L) Councillor Lynda Seymour (C) Councillor Rekha Shah (L) Councillor Stephen Wright (C)</p>
4	AIMS/ OBJECTIVES/ OUTCOMES	<p>Jointly with Ealing Council:</p> <ul style="list-style-type: none"> • To jointly review with Ealing Council the current contract with Carillion Integrated Services for the delivery of library services across the two boroughs. • To examine the current performance of libraries in Harrow and Ealing, as provided by Carillion. <p>Harrow specific:</p> <ul style="list-style-type: none"> • To consider the changes proposed for Harrow’s libraries in light of the proposed budget savings for 2015/16 and the outcome of consultation with residents (November 2014 to January 2015). • To develop an understanding of what residents want from their local libraries. • To explore innovative practices in the delivery of library services by councils. • To identify ways in which Harrow Council can deliver 21st century libraries for residents within the context of the financial challenges facing local government. • To inform the implementation of a 3-year Harrow Library Strategy and work towards a potential West London Library Strategy with the other library authorities also managed by Carillion (Ealing and Hounslow).

5	MEASURES OF SUCCESS OF REVIEW	<ul style="list-style-type: none"> To inform the future development of Harrow's libraries service so that it best meets the needs of residents.
6	SCOPE	This review will consider Carillion's performance in providing a library service for Harrow and Ealing residents in the first year of the contract (2013/14). It will also consider the outcomes of the Take Part consultation on the future of Harrow libraries which ran from November 2014 to January 2015. Given the timeframe for this review, it will not be in a position to influence the decisions around budget decisions for 2015/16 but rather inform the strategic direction of library services for 2015/16 and beyond.
7	SERVICE PRIORITIES (Corporate/Dept)	This review relates in particular to the Corporate Priorities 2014/15 of: <ul style="list-style-type: none"> Making a difference for communities
8	REVIEW SPONSOR	Marianne Locke, Divisional Director Community & Culture
9	ACCOUNTABLE MANAGER	Rachel Gapp, Head of Policy
10	SUPPORT OFFICER	Nahreen Matlib, Senior Policy Officer
11	ADMINISTRATIVE SUPPORT	Business Support Service / Policy Team
12	EXTERNAL INPUT	<p>The input of the following may be useful for the review:</p> <p>Stakeholders:</p> <ul style="list-style-type: none"> Relevant corporate/divisional director(s) Relevant portfolio holder(s) Residents <p>Partner agencies:</p> <ul style="list-style-type: none"> External contractor - Carillion Integrated Services <p>Experts/advisers:</p> <ul style="list-style-type: none"> Representative interest groups
13	METHODOLOGY	<p>This review will involve three phases:</p> <ol style="list-style-type: none"> Desktop research – including gathering evidence from local and national studies around library services, the results of the current consultation on changes to Harrow's libraries, performance data on the current contract with Carillion, other written/oral evidence from senior managers, ward councillors, residents and experts. This will inform the structure and lines of questioning for the next phase of the review. Challenge sessions – to take evidence from Carillion Integrated Services (our contractor for library services), key managers, relevant portfolio holders, residents: <ol style="list-style-type: none"> Joint Committee session through Ealing's Standing Review Panel (Ealing's Customers) on 4 March 2015 at

		<p>Ealing Town Hall – Carillion will be present to answer members' questions.</p> <p>b) Harrow challenge panel session – date tbc, early to mid-March</p> <p>3. Writing up of final report and recommendations - for the approval of the Overview and Scrutiny Committee on 14 April 2015, for onward transmission to Cabinet on 23 April 2015.</p>
14	EQUALITY IMPLICATIONS	<p>The review will consider during the course of its work, how equality implications have been taken into account in current policy and practice and consider the possible implications of any changes it recommends.</p> <p>In carrying out the review, the review group will also need to consider its own practices and how it can facilitate all relevant stakeholders in the borough to have their voices heard.</p>
15	ASSUMPTIONS/ CONSTRAINTS	The success of the review will depend upon the ability and willingness of officers, partners and stakeholders to participate and contribute fully in this work.
16	TIMESCALE	December 2014 to April 2015
17	RESOURCE COMMITMENTS	To be met from existing Policy Team budget. No significant additional expenditure is anticipated.
18	REPORT AUTHOR	Nahreen Matlib, as advised by the Review Group.
19	REPORTING ARRANGEMENTS	<p>Outline of formal reporting process:</p> <ul style="list-style-type: none"> • The relevant Divisional Director (Marianne Locke) and portfolio holder (Councillor Sue Anderson, Community, Culture & Resident Engagement Portfolio Holder) will be invited to both the Ealing/Harrow joint committee and Harrow challenge panel meetings. They will be consulted in the drafting of the final report and recommendations. • Report to Overview and Scrutiny Committee, 14 April 2015. • Report to Cabinet, 23 April 2015.
20	FOLLOW UP ARRANGEMENTS (proposals)	Implementation of recommendations to be monitored by exception on a 6-monthly basis by the Performance and Finance Scrutiny Sub-Committee.