

# LONDON BOROUGH OF BROMLEY

## STATEMENT OF EXECUTIVE DECISION

The Portfolio Holder for Renewal, Recreation and Housing, Councillor Yvonne Bear has made the following executive decision:

### PROVISION OF LIBRARY SERVICES - CONTRACT PERFORMANCE REPORT

#### Reference Report:

*Provision of Library Services - Contract Performance Report*

#### Decision:

That the performance of the service provider since the last report on service performance was presented in June 2022 be noted.

#### Reasons:

The GLL Libraries contract commenced on 1st November 2017 and is approaching the sixth year of a ten-year contract term with the option of a further five years by mutual consent. Performance against the Library Service contract is measured against 26 bespoke Key Performance Indicators. There had been four recorded KPI breaches in the period between January-June 2022 which all related to opening hours of library branches. Of these four incidents, two were as a result of COVID-related staff sickness and the remaining two were due to uncontrollable circumstances, including a suspected gas leak.

The proposed decision was scrutinised by the Renewal, Recreation and Housing PDS Committee on 16 November 2022 and the Committee supported the proposal.

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Councillor Yvonne Bear  
Portfolio Holder for Renewal, Recreation and Housing

**TASNIM SHAWKAT**  
**Director of Corporate Services & Governance**  
**Bromley Civic Centre**  
**Stockwell Close**  
**Bromley BR1 3UH**

**Date of Decision:** 17 November 2022  
**Implementation Date (subject to call-in):** 24 November 2022  
**Decision Reference:** RRH22023