



THE LONDON BOROUGH
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BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

CONTACT: Lisa Thornley
Lisa.Thornley@bromley.gov.uk

DIRECT LINE: 020 8461 7566

FAX: 020 8290 0608

DATE: 13 June 2014

To: Members of the
**RENEWAL AND RECREATION POLICY DEVELOPMENT AND SCRUTINY
COMMITTEE**

Councillor Ian F. Payne (Chairman)
Councillor Peter Dean (Vice-Chairman)
Councillors Douglas Auld, Nicky Dykes, Alexa Michael, Neil Reddin FCCA,
Michael Rutherford, Michael Tickner and Angela Wilkins

A meeting of the Renewal and Recreation Policy Development and Scrutiny
Committee will be held at Bromley Civic Centre on **MONDAY 23 JUNE 2014 AT 7 PM**

MARK BOWEN
Director of Corporate Services

*Copies of the documents referred to below can be obtained from
www.bromley.gov.uk/meetings*

PART 1 AGENDA

Note for Members: Members are reminded that Officer contact details are shown on each report and Members are welcome to raise questions in advance of the meeting.

STANDARD ITEMS

- 1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**
- 2 APPOINTMENT OF CO-OPTED MEMBER (Pages 3-6)**
- 3 DECLARATIONS OF INTEREST**
- 4 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC
ATTENDING THE MEETING**

In accordance with the Council's Constitution, questions to this Committee must be received in writing 4 working days before the date of the meeting. Therefore please ensure questions are received by the Democratic Services Team by 5 pm on Tuesday 17 June 2014.

- a QUESTIONS FOR THE RENEWAL AND RECREATION PORTFOLIO
HOLDER**
- b QUESTIONS FOR THE CHAIRMAN OF RENEWAL AND RECREATION PDS
COMMITTEE**

- 5 **MINUTES OF THE RENEWAL AND RECREATION PDS COMMITTEE MEETING HELD ON 1 APRIL 2014** (Pages 7- 20)
- 6 **MATTERS ARISING FROM PREVIOUS MINUTES AND UPDATES** (Pages 21-24)

HOLDING THE RENEWAL AND RECREATION PORTFOLIO HOLDER TO ACCOUNT

7 PRE-DECISION SCRUTINY OF RENEWAL AND RECREATION PORTFOLIO REPORTS

The Renewal and Recreation Portfolio Holder to present scheduled reports for pre-decision scrutiny on matters where he is minded to make decisions.

- a **BUDGET MONITORING (R&R)**
(Report to follow)
- b **PROVISIONAL OUTTURN (R&R)** (Pages 25-36)
- c **BROMLEY LIBRARY SERVICE - OUTCOME OF CONSULTATION**
(Pages 37-82)
- d **INITIAL ASSESSMENT FOR WAR MEMORIAL REFURBISHMENT**
(Pages 83-92)

POLICY DEVELOPMENT AND OTHER ITEMS

- 8 **RENEWAL AND RECREATION BUSINESS PLAN 2014/15**
(Report to follow)
- 9 **TOWN CENTRE MANAGEMENT UPDATE REPORT - JUNE 2014** (Pages 93-112)
- 10 **TOWN CENTRES DEVELOPMENT PROGRAMME UPDATE** (Pages 113-120)
- 11 **RENEWAL AND RECREATION PDS COMMITTEE WORK PROGRAMME (OCTOBER 2014-MAY 2015)** (Pages 121-126)

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Report No.
CSD14074

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: **Renewal and Recreation PDS Committee**

Date: **23 June 2014**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **APPOINTMENT OF CO-OPTED MEMBER**

Contact Officer: Lisa Thornley, Democratic Services Officer
Tel: 020 8461 7566 E-mail: lisa.thornley@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: N/A

1. Reason for report

- 1.1 Following Mr Ross Stanford's resignation from the Committee, the Bromley Youth Council has nominated one of its members for appointment as a non-voting Co-opted Member for 2014/15. In this regard, Members are requested to consider the appointment of Miss Precious Adewunmi.
-

2. **RECOMMENDATION(S)**

- 2.1 **Miss Precious Adewunmi be appointed as a non-voting Co-opted Member of the Committee for 2014/15 for the consideration of public reports only.**

Corporate Policy

1. Policy Status: Existing Policy: Policy Development and Scrutiny Committees are able to appoint non-voting co-opted members to assist them.
 2. BBB Priority: Vibrant, Thriving Town Centres:
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Financial

1. Cost of proposal: No Cost:
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £367,636
 5. Source of funding: 2014/15 Revenue Budget
-

Staff

1. Number of staff (current and additional): There are 10 posts (8.55 fte) in the Democratic Services Team
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: None:
 2. Call-in: Not Applicable: This report does not involve an executive decision
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not applicable

3. COMMENTARY

- 3.1 PDS Committees may appoint non-voting Co-opted Members to assist their work and to allow representation from key groups in the community. Co-opted Members bring their own area of interest and expertise to the work of a PDS Committee and broaden the spectrum of involvement in the scrutiny process. In this respect, the Bromley Youth Council (BYC) is keen to nominate its members to the R&R PDS Committee.
- 3.2 In light of Mr Ross Stanford's resignation from the Committee, a nomination has been received from Bromley Youth Council for Miss Precious Adewunmi to be appointed for the 2014/15 Municipal Year as a non-voting co-opted Member for the consideration of public reports only.

Non-Applicable Sections:	Policy/Finance/Legal/Personnel
Background Documents: (Access via Contact Officer)	

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RENEWAL AND RECREATION POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 1 April 2014

Present:

Councillor Ian F. Payne (Chairman)
Councillor Julian Benington (Vice-Chairman)
Councillors Kathy Bance MBE, Nicky Dykes, John Ince,
David McBride, Alexa Michael, Sarah Phillips, Michael Tickner
and Michael Turner

Also Present:

Councillor Peter Morgan - Portfolio Holder
Councillor Will Harmer

67 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

An apology for absence was received from Co-opted member Ross Stanford, Bromley Youth Council.

68 DECLARATIONS OF INTEREST

Councillor Payne declared a personal interest in item 6f (Town Centre Management Initiative Fund 2014-15) and Item 8 (Town Centres Development Programme Update) as he was:-

- Manager of the Bexleyheath Business Improvement District (BID);
- a member of the British BIDS;
- an Advisory Board Member of the Association of Town and City Managers;
and
- an Executive Member of The Salvation Army Bromley (located within site G of the Area Action Plan).

69 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

70 QUESTIONS FOR THE RENEWAL AND RECREATION PORTFOLIO HOLDER

The following oral question was received from Ms Davina Misroch on behalf of the Friends of Community G:-

'What consultation has been done with the local community who live/work in and near Site G following the BTCAAP Inspector's decision in summer 2010 that a separate masterplan be created to guide the future development of this area; and is the CPO of residential properties still being considered?'

The Portfolio Holder responded as follows:-

- Development Site G, inclusive of Ethelbert Close, has been part of the early iterations of the AAP from 2008 onwards.
- The Council took the decision to produce the masterplan in co-operation with a potential development partner. This was explained in a letter to residents dated **16 February 2011**.
- The procurement of a development partner commenced in the summer of 2012. The Council provided an update in a letter dated **10 July 2012**. In the Autumn of 2012 a part 2 report was considered by the Council Executive which highlighted that the initial procurement round 3 bidders had expressed an interest in developing Opportunity Site G.
- In July 2013, the Council Executive resolved to grant Muse Development Ltd preferred developer status and enter into an exclusivity period of 12 months to allow for further negotiations, including the production of a viable masterplan. A letter was sent to all residents and interested parties on **8 July 2013** with an update and invitation to a meeting with Councillors (including Ward Councillors) and Council Officers on the evening of 25 July 2013 at Bromley Town Church. The event on **25 July 2013** was attended by over 100 residents, adjoining occupiers and interested parties. The aim of this meeting was to provide a forum for members of the community to discuss progress and outline next steps.
- A follow up letter was sent to residents on **13 August 2013** clarifying questions raised at the meeting on 25 July 2013. Highlighted in this letter was the fact that the Council would be working with Muse Development to develop plans and make detailed assessments about the viability of any scheme. Work currently continues with Muse on finalising a viable scheme for land north of Ringers Road and south of Churchill Theatre.

- A commitment was made to residents whose properties may be affected to contact the Head of Renewal to discuss their individual circumstances. Approximately **30 residents/owners** from Ethelbert Close and Ringers Road have been in contact directly since August 2013.

NB:

1. Progress and update are reported to every Renewal and Recreation Policy Development and Scrutiny Committee, **17 since February 2011**.
2. The current database of residents currently stands at over 1,200 names and addresses (regularly monitored)
3. A webpage on this scheme exists on the Council's website which includes details of the scheme as well as major Council decisions on the project.
4. Land Charges records clearly indicate the development on land searches.

Ms Misroch had attended the meeting held on 25 July 2013 and along with many attendees had considered the proposals to be a fait accompli. As a supplementary question, she asked why more in-depth consultation with the community as a whole had not been undertaken.

Ms Misroch was informed that the event held on 25 July 2013 was held to highlight the Council's aspirations for the site and as soon as Muse developed a solid scheme worth discussing, then a full public consultation would be carried out.

It was reported that a letter had been received from Liz Keable, Chair of Mottingham Residents' Association who raised concerns in regard to the current proposals set out in Item 6d - Bromley Library Service - Proposal for Reorganisation. A written response would be sent to Ms Keable.

71 QUESTIONS FOR THE CHAIRMAN OF RENEWAL AND RECREATION PDS COMMITTEE

No questions were received.

72 MINUTES OF THE RENEWAL AND RECREATION PDS COMMITTEE MEETING HELD ON 28 JANUARY 2014

RESOLVED that the Minutes of the meeting held on 28 January 2014 be confirmed and signed as a true record.

**73 MATTERS ARISING FROM PREVIOUS MINUTES AND
UPDATES**

Report CSD14036

Members noted the position with regard to matters arising from previous meetings.

**74 PRE-DECISION SCRUTINY OF RENEWAL AND RECREATION
PORTFOLIO REPORTS**

74A BUDGET MONITORING 2013/14

Report FSD14025

Members considered the latest budget monitoring position for 2013/14 based on expenditure and activity levels up to 31 January 2014. The total portfolio budget showed a projected underspend of £212k.

Consideration was also given to the level of expenditure and progress achieved in regard to the implementation of the Renewal and Recreation projects within the Member Priority Initiatives.

Referring to the provision of £90k set aside to meet the costs of a potential claim against the Council for repairs in respect of an application to fell a protected tree where permission was refused (page 24, paragraph 5.5), Councillor Tickner reported that the tree was being underpinned and it was, therefore, extremely unlikely that a claim would be forthcoming. Members were informed that the sum of £90k was set aside at the request of legal officers.

With regard to Appendix 2, page 30, it was confirmed that only one application for investment in small shopping parades had been declined; the remainder had been approved.

RESOLVED that the Portfolio Holder be recommended to:-

- 1) endorse the latest 2013/14 budget projection for the Renewal and Recreation Portfolio; and**
- 2) note the progress of the implementation of the Renewal and Recreation projects within the Member Priority Initiatives.**

**74B CAPITAL PROGRAMME MONITORING Q3 2013/14 & ANNUAL
CAPITAL REVIEW 2014 TO 2018**

Report FSD14030

On 12 February 2014, the Executive received the 3rd quarterly capital monitoring report for 2013/14 and agreed a revised Capital Programme for the five year period 2013/14 to 2017/18.

This report highlighted the changes agreed by the Executive in respect of the Capital Programme for the Renewal and Recreation Portfolio.

It was confirmed that issues regarding the ownership/lease of the Newstead Wood Tennis Centre (page 33, paragraph 3.4), had been resolved. Newstead Wood School was now responsible for running and operating the Centre.

RESOLVED that the Portfolio Holder be recommended to confirm the changes agreed by the Executive on 12 February 2014.

**74C AMENDMENT TO CAPITAL PROGRAMME - CRYSTAL PALACE
PARK**

Report DRR14/044

Members were provided with an update on proposals for improvement projects at Crystal Palace Park and the Portfolio Holder was asked to support the reallocation of £29k from the £50k held in the capital programme for pre-application (feasibility) support for Crystal Palace Park, to fund the feasibility works for the Crystal Palace Park Subway project.

As English Heritage had agreed to provide grant funding of £29k to support the work, this would result in the return of £21k of capital monies from the £50k originally allocated for Crystal Palace Park.

It was confirmed that the Crystal Palace Park Subway project was an entirely separate scheme to that proposed for the development of Crystal Palace Park.

With reference to page 41, paragraph 3.6, Members were informed that the Council would continue to address some interim projects despite the unsuccessful Heritage Lottery Fund bid which was declined due to the proposed plans by the ZhongRong Group to rebuild Crystal Palace Park.

The Greater London Authority's investment of £2m did not include the Crystal Palace Subway project; a separate sum of money had been set aside for this purpose.

RESOLVED that the Portfolio Holder be recommended to:-

- 1) support the reallocation of £29k towards the feasibility works specifically for the Crystal Palace Park Subway project;**
- 2) request that the Executive Committee agree the revised scheme in the capital programme totalling £58k, part funded by a grant of £29k from English Heritage.**

74D BROMLEY LIBRARY SERVICE - PROPOSAL FOR REORGANISATION

Report DRR14/024

The Executive Committee had formally agreed budget reductions identified for 2014/15 which included a proposal to reduce the Library Service budget by £300k.

The report outlined the scope of the proposed changes to the Library Service to achieve the budget saving and sought Members' views on the proposals.

The Chairman invited Staff Side Secretary, Mr Glenn Kelly to address the Committee. Speaking on behalf of staff across the Borough, Mr Kelly reminded Members that two years ago a similar proposed scheme was rejected as being unviable for the community. The current proposed £300k reduction in the Library Service budget was in addition to the £340k already lost through the introduction of shared services in libraries. The loss of 414 working hours per week would have a significant impact on staff and this did not include the closure of Penge/Anerley Library and the opening of a new one.

If the proposals were accepted, this would result in libraries being closed more hours than they were open. The proposed cuts were more severe than those considered by Members two years ago. As the Council was being forced to make so many reductions, Mr Kelly was concerned that the final objective could be for the closure of libraries.

Mr Kelly emphasised the importance of the library service for the residents of the Borough and urged Members to reject the proposals.

The Chairman outlined the recommendations in the report currently before Members and assured Mr Kelly that no libraries would close. He commented on the necessity for the Council to look at how well resources were being used and suggested that the introduction of more community hubs was a possible way forward.

Councillor Bance shared Mr Kelly's concerns and pointed out that since the closure of Anerley Library had been approved, no discussions had taken place with regard to the introduction of a much needed community hub in

Anerley. Councillor Bance was informed that due to the current condition of Anerley Town Hall, it was necessary for a structural survey to be carried out. Discussions concerning a viable offer were currently being held and the project was continuing.

Councillor McBride asked what efforts were being made to attract community use in St Pauls Cray, Mottingham and Southborough libraries. These areas in particular had a high rate of young children and elderly residents. As two of the most socially deprived areas in the Borough, the Council should be looking to extend library services within Mottingham and St Pauls Cray as opposed to reducing them.

The Assistant Director of Leisure and Culture reported that proposals for the future were being consulted upon. Officers were engaging with library visitors and seeking their views and a number of staff comments had been received concerning the day to day use of libraries. The targeted survey had been carried out on different days during different periods of opening hours and on a broad section of users.

Councillor Tickner emphasised the need to look at the broader picture including the current UK economic situation. The Local Authority had to deal with cuts in grants across the board and the library service was not exempt from this. He therefore considered that the proposal to reduce opening hours was preferable to library closures.

Councillor Ince pointed out that St Pauls Cray Library was open at the same time as Cotmandene Resource Centre and commented on the importance of having at least one of these services available to residents on a daily basis.

Councillor Michael commented that unlike many other local authorities, Bromley had not closed a single library and this was something to be proud of. Whilst sharing other Members' concerns with regard to the reduction in opening hours, if the proposals were unfeasible, this would be shown in the result of the consultation. Councillor Michael supported the idea of transforming libraries into community hubs.

It was anticipated that reports relating to the combining of services to create activity hubs would be submitted to Members in the new Municipal Year.

Councillor Phillips commented on the necessity to ensure that neighbouring libraries were not closed at the same time and suggested that adequate provision be made for people with difficulties to be able to travel to their nearest alternative library when their local one was closed.

With regard to the discontinuation of the Mobile Library Service, it was reported that aside from school visits, the service was rarely used. It was necessary to ensure that library facilities remained available to housebound people and nursing home residents. The Assistant Director for Leisure and

Culture suggested that the current Home Library Service could be expanded to cover a wider range of people ie. those with mobility difficulties.

Councillor Bance did not support the discontinuation of the mobile service. She also rejected the suggestion that volunteers be used to cover staff during periods of sickness and annual leave as they were not contracted staff and were therefore not obliged to turn up.

It was reported that although the Council had been in discussion with library staff since early December 2013, it was too early to say what impact the proposals would have on staff and whether redundancy/voluntary redundancy would be an option. A new staffing structure would need to be created to enable the introduction of new working hours. There were currently a number of staff vacancies and the monies set aside for those posts was currently being used to pay extra staff when necessary.

At this point, Councillor McBride proposed a motion that the report and a decision concerning operating hours be deferred until such time as full individual library assessments had been carried out and submitted. There was also not enough information at hand to consider the discontinuation of the Mobile Library Service. Councillor Bance seconded the motion.

Following a vote of 2-5, the motion to defer the report and a decision concerning operating hours fell.

It was reported that no further changes were proposed which would affect back-office services. The merger of back-office services with Bexley Borough Council had been extremely successful and had resulted in libraries remaining open.

The Chairman urged library staff to write to him or their Ward Members with their views on the proposals.

Councillor Morgan confirmed that the Council's Cabinet had agreed that proposals for a community use hub at Anerley would be continued.

RESOLVED that the report be noted and that the Portfolio Holder be recommended to:-

- 1) confirm the basis of the proposed changes subject to the outcome of consultation with regard to the following:-**
 - (i) the proposed changes to operating hours;**
 - (ii) the deletion of the mobile library service; and**
 - (iii) the market testing of some functions relating to site management for library buildings.**

- 2) **request that the outcome of staff, library users' and site officers' consultation be reported back to Members at the next Renewal and Recreation PDS meeting on 24 June 2014 for decision by the Portfolio Holder.**

74E BROMLEY BID PROJECT UPDATE

DRR14/029

In January 2014, the Executive agreed to set aside a sum of £110k from the Economic Development and Investment Fund to assist with the development of a Business Improvement District (BID) in Bromley town centre. The report before Members outlined the means for achieving the introduction of a Bromley BID and sought authorisation from the Portfolio Holder for a grant to be made to a business group, led by Mr Marc Myers and established specifically for the purpose of promoting the proposed BID.

Mr Myers, Centre Manager (Intu) and Member of the British BIDs Board was in attendance. The Chairman thanked Mr Myers for his support and vast knowledge which was of great value to the town centre and to the Council.

Councillor Dykes was pleased to note that the Grant Agreement would set a clause requiring the BID Task Group to maintain a membership which was fully representative of all parts of the town.

RESOLVED that the Portfolio Holder be recommended to:-

- 1) **note the proposed methodology for promoting a Business Improvement District (BID) in Bromley town centre and the establishment of a business-led group (named the Bromley BID Task Group) to lead on the project;**
- 2) **authorise a grant of up to £90k, staged over a period of up to 18 months, to the Bromley BID Task Group to assist with the promotion and establishment of the BID; and**
- 3) **authorise the Director of Environment and Community Services to enter into a grant agreement with the Bromley BID Task Group, which will set out the purposes of the grant and the conditions attached to the grant.**

74F TOWN CENTRE MANAGEMENT INITIATIVE FUND 2014-15

Report DRR14/030

Members considered an update on the activities of the Town Centre Management and Business Support Team, together with proposed Town Centre Management events and activities for the 2014/15 financial year.

Attention was drawn to the outcome of a review of the Council's Christmas lights policy and Member approval was sought to utilise the Town Centre Management Initiative Fund to support Christmas lights funding and town centre events during the coming financial year.

Members were reminded that the Council was not obligated to provide funding for Christmas lights and shop owners should be encouraged to take responsibility for funding their own light schemes. It was confirmed that as from 2014, no funding would be available for small town schemes.

Referring to the Orpington High Street vacancy rate of 13.7% (page 102, paragraph 1.3), Councillor Benington enquired why there were so many empty units in The Walnuts and was informed that this was the result of current market conditions. The Chairman was interested to find out what action was being done to fill vacant units.

When reporting on empty vacancies in future, Councillor Benington requested that a distinction be made between units in The Walnuts and those in Orpington High Street. It was also suggested that statistics for Intu Bromley be included alongside those for Bromley High Street.

Councillor McBride commended the Orpington 1st BID Manager for letting an empty unit to organisers of the Cray Festival; he was pleased that the unit would be put to good entrepreneurial use. The Head of Town Centre Management suggested that Members may like to see historical data of lettings to learn how trends had changed over time and would provide some indication of which units were subject to frequent short-term lets.

RESOLVED that the Portfolio Holder be recommended to:-

- 1) note the range of activities which have taken place during Q4 2013/14;**
- 2) note the outcome of an officer review of Christmas lights policy and agree that up to £25k be set aside from the Town Centre Initiatives Fund 2014/15 for use on town Centre Christmas Lights schemes; and**
- 3) agree the schedule of Town centre management events and activities for 2014/15 which will have a total net cost of £14k funded from the Town Centre Initiative Fund.**

75 RENEWAL AND RECREATION INFORMATION BRIEFING

The Portfolio Holder Information Briefing comprised:-

- Update on the Production of London Borough of Bromley's Housing Strategy

The Portfolio Holder Information Briefing was noted.

76 TOWN CENTRES DEVELOPMENT PROGRAMME UPDATE

Report DRR14/042

Members considered the progress achieved in delivering the Town Centres Development Programme.

The following updates were given:-

Site A: Bromley North (page 109) - Members were informed that a scheduled officer meeting with TfL had been cancelled and would need to be rearranged. Once the results were to hand, these would be submitted to a future meeting of the Committee. The Portfolio Holder clarified that this related to options for the DLR.

Site C: Town Hall (page 110) - With regard to the planning application to develop a hotel and conference centre at the site, the Head of Renewal would request that Cathedral Group provide a revised timetable and an artistic impression of the proposed development which would be submitted to the next R&R PDS meeting.

Site G: West of High Street (page 110) - An alternative scheme design option was being developed and would be submitted to a future meeting for consideration.

Site L: Former DHSS (page 112) - Councillor Michael commented that this location was totally unsuitable as a school site. As this site was included in the Area Action Plan, Councillor Michael wondered if the Council had any recourse by applying for a judicial review. Councillor Benington stated that the school had been approved by the Secretary of State and it was expected to open some time in September 2014. The school would be a privately-run business and whilst Councillor Benington had no problem with the school itself, this was an inappropriate location for it. He agreed with Councillor Michael's suggestion concerning the option for a judicial review and requested that a formal report on taking such steps be provided by the Director of Corporate Services.

Bromley North Village

A traders' meeting had been held on 25 March 2014 where discussion took place on the re-routing of buses and the relocation of bus stops in the Bromley North area. The newly established scheme would be monitored for any adverse impacts on customers or traders.

Orpington Town Centre (page 113) - The Head of Renewal agreed to circulate the pre-application letter to Members for their information. Unfortunately this letter is not a public document at this stage. Further details on the scheme content would therefore be updated to the next meeting of the R&R PDS Committee.

Beckenham

Councillor Tickner commented that at the last Beckenham Town Centre Working Group meeting, there had been nothing to report since the previous meeting held six weeks before. As the Working Group was set up to drive things forward, he required evidence that work had been carried out. The Head of Renewal responded by informing Members that although at times there may be nothing specific to report, work was continually progressing.

Representatives from consultants involved would be attending the next meeting of the Working Group and feedback of this meeting would be reported to Members of the Committee in June 2014.

West Wickham (page 115) - An update on consultations for possible improvements to the town centre would be obtained and circulated to Members.

As the Council did not install heritage lighting in any area of the Borough, Councillor Benington suggested that it could be possible to install the heritage lighting if residents were willing to pay the costs themselves. It was agreed that a report concerning this and setting out costs for replacements be submitted to a future meeting of the Environment PDS.

With regard to the map on page 117, the Head of Renewal confirmed that all works were on target and those taking place in Phase 5c - High Street were expected to be completed by 6 July 2014.

RESOLVED that the progress on the delivery of the town Centres Development Programme be noted.

**77 PLANNING APPEALS MONITORING REPORT
(APRIL 2013 TO MARCH 2014)**

Report DRR14/034

Members considered an update on planning appeals received and decided for the year 2013/2014.

Councillor Michael noted the sharp decrease in the number of appeals submitted between the previous and current year and queried the reason for this. The Assistant Director of Culture and Leisure agreed to look into this and revert to Members.

RESOLVED that the report be noted.

**78 ENFORCEMENT MONITORING REPORT
(JANUARY TO DECEMBER 2013)**

Report DRR14/038

Members considered an update of enforcement activity from January to December 2013.

RESOLVED that the report be noted.

79 CHAIRMAN'S ANNUAL REPORT 2013/14

Members considered the Chairman's Annual PDS Committee report for the year 2013/14. This was previously considered by the Executive and Resources PDS Committee on 27 March 2014 and would be submitted to a meeting of the Full Council on 14 April 2014.

RESOLVED that the report be noted.

**80 DEVELOPMENT OF THE RENEWAL AND RECREATION PDS
COMMITTEE WORK PROGRAMME (JUNE 2014-MAY 2015)**

Report CSD14037

Members considered the Committee's work programme for the new Municipal Year June 2014-May 2015.

Councillor Bance stated that during the forthcoming Municipal Year, Members should make a commitment to ensure that all World War I Memorials and their surrounding areas be cleaned and tidied. The Assistant Director for Leisure and Culture agreed that assessments for the work would be carried out on

each Memorial and an updating report showing the results of the assessments would be submitted to the next meeting of the PDS Committee.

RESOLVED that the work programme for the new Municipal year June 2014-May 2015, be agreed.

As this was the final meeting of the current Municipal Year, the Chairman thanked all Members and officers for their support and attendance throughout the year.

The meeting ended at 9.15 pm

Chairman

Report No.
CSD14077

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Renewal and Recreation PDS Committee

Date: 23 June 2014

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **MATTERS ARISING FROM PREVIOUS MINUTES AND UPDATES**

Contact Officer: Lisa Thornley, Democratic Services Officer
Tel: 020 8461 7566 E-mail: lisa.thornley@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: N/A

1. Reason for report

1.1 **Appendix A** updates Members on matters arising from previous meetings.

2. RECOMMENDATION

2.1 The Committee is asked to consider progress on matters arising from previous meetings.

Non-Applicable Sections:	Policy, Financial, Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	-

Corporate Policy

1. Policy Status: Existing policy. The Committee is regularly updated on matters arising from previous meetings.
 2. BBB Priority: Excellent Council.
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Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £367,636
 5. Source of funding: 2013/14 revenue budget
-

Staff

1. Number of staff (current and additional): There are 10 posts (8.55 fte) in the Democratic Services Team.
 2. If from existing staff resources, number of staff hours: Monitoring the Committee's matters arising can take up to a couple of hours per meeting.
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Legal

1. Legal Requirement: No statutory requirement or Government guidance.
 2. Call-in: Call-in is not applicable. The report does not involve an executive decision
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The report is intended primarily for Members of this Committee.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? No.
2. Summary of Ward Councillors comments: N/A

PROGRESS ON MATTERS ARISING FROM PREVIOUS MEETINGS

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
25 (18.09.13) - Development of the R&R PDS Committee Work Programme 2012/13	Updates on proposals for the use of funds for the Biggin Hill Heritage	Meeting to discuss proposals held on 29 November 2014	Assistant Director, R&R	Subject to Biggin Hill Airport finalising proposals for a Heritage offer
25 (18.09.13) - Renewal & Recreation Business Plan - Penge Library	Updates re. Anerley Town Hall to be reported at future meetings of the R&R PDS	Service reviews being undertaken.	Assistant Director R&R	Ongoing
52 (26.11.13) - Mytime Annual Report 2012/13	Report from Mytime Trustees be submitted and Cllr Stevens be invited to attend the meeting Report to be submitted for approval of revised Investment Fund five year spending proposals and update on legal agreements required clarifying each parties' responsibilities for the procurement and delivery of the schemes	Still awaiting documents	Assistant Director R&R	Ongoing

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Report No.
FSD14036

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Renewal & Recreation Portfolio Holder

**For Pre-decision Scrutiny by the Renewal and Recreation
PDS Committee**

Date: 23 June 2014

Decision Type: Non-Urgent Executive Non-Key

Title: PROVISIONAL OUTTURN 2013/14

Contact Officer: Claire Martin, Head of Finance
Tel: 020 8313 4286 E-mail: claire.martin@bromley.gov.uk

Chief Officer: Marc Hume, Director of Renewal and Recreation

Ward: Boroughwide

1. Reason for report

This report provides the Renewal and Recreation Portfolio Holder with the provisional outturn position for 2013/14. This shows an underspend of £224k.

It also reports the level of expenditure during 2013/14 for the selected projects within the Member Priority Initiatives.

2. **RECOMMENDATION(S)**

2.1 The Portfolio Holder is requested to endorse the 2013/14 provisional outturn for the Renewal & Recreation Portfolio.

2.2 Note the expenditure for the Renewal and Recreation projects within the Member Priority Initiatives.

2.3 The Portfolio Holder is requested to approve the drawdown of the carry forward sums of £60k and £22.5k held in central contingency, to be used to fund the preparation of the Borough's Local Plan and the Business Support Scheme as set out in 5.11 to 5.14.

Corporate Policy

1. Policy Status: Existing policy. Sound financial management
 2. BBB Priority: Excellent Council.
-

Financial

1. Cost of proposal: Estimated cost N/A
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: Renewal & Recreation Portfolio Budgets
 4. Total current budget for this head: £20.3m
 5. Source of funding: Existing revenue budgets 2013/14
-

Staff

1. Number of staff (current and additional): 300ftes
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: Statutory requirement. The statutory duties relating to financial reporting are covered within the Local Government Act 1972; the Local Government Finance Act 1998; the Accounts and Audit Regulations 1996; the Local Government Act 2000 and the Local Government Act 2002
 2. Call-in: Call-in is applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The services covered in this report affect all Council Taxpayers, Business Ratepayers, those who owe general income to the Council, all staff, Members and Pensioners.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments:

3. COMMENTARY

- 3.1 The 2013/14 provisional outturn for the Renewal and Recreation Portfolio is an underspend of £224k representing a 2.55% variation against the controllable budget of £8.785m. This compares with a previously projected variation of Cr £96k. The detailed variations are shown in Appendix 1.
- 3.2 Costs attributable to individual services have been classified as “controllable” and “non-controllable” in Appendix 1. Budget holders have full responsibility for those budgets classified as “controllable” as any variations relate to those factors over which the budget holder has, in general, direct control. “Non-controllable” budgets are those which are managed outside of individual budget holder’s service and, as such, cannot be directly influenced by the budget holder in the shorter term. These include, for example, building maintenance costs and property rents which are managed by the Property Division but are allocated within individual departmental/portfolio budgets to reflect the full cost of the service. As such, any variations arising are shown as “non-controllable” within services but “controllable” within the Resources Portfolio. Other examples include cross departmental recharges and capital financing costs. This approach, which is reflected in financial monitoring reports to budget holders, should ensure clearer accountability by identifying variations within the service that controls financial performance. Members should specifically refer to the “controllable” budget variations relating to portfolios in considering financial performance. These variations will include the costs related to the recession.
- 3.3 Council on 26th March 2012 approved the setting aside of £2.260m in an earmarked reserve for Member priority initiatives. The Renewal and Recreation Portfolio is responsible for the delivery of three initiatives as detailed below: -

Member priority Initiatives	£'000
Investing in small shopping parades	250
Becekenham Town Centre public realm improvements	250
Support tackling youth unemployment amongst young people	500
	<u>1,000</u>

- 3.4 Appendix 2 has details of the 2013/14 spend for each of the schemes.

4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan for 2013/14 includes the aim of effective monitoring and control of expenditure within budget and includes the target that each service department will spend within its own budget.
- 4.2 Bromley’s Best Value Performance Plan “Making a Difference” refers to the Council’s intention to remain amongst the lowest Council Tax levels in outer London and the importance of greater focus on priorities.
- 4.3 The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2013/14 to minimise the risk of compounding financial pressures in future years.
- 4.4 Chief Officers and Departmental Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council’s budgetary control and monitoring arrangements.

5. FINANCIAL IMPLICATIONS

- 5.1 The controllable budget for the Renewal and Recreation Portfolio is underspent by £224k. Some of the major variations are summarised below with more detailed explanations included in Appendix 1.
- 5.2 Within Building Control there is an overall net variation of Cr £24k, largely as a result of delays in not appointing to vacant posts in the 'non-chargeable' part of the service.
- 5.3 Income for planning applications was above budget by £134k and income from pre-application meetings also exceeded the budget by Cr £53k. Employee budgets across the service have underspent by Cr £98k, largely due to a combination of recent departures, reduced working hours and part-vacancies. This underspend has more than covered additional legal costs of £84k, relating to the cost of professional advice needed for public enquiries. Other minor variations across the service within running expenses total Cr £12k.
- 5.4 The £60k carried forward for the preparation of the Borough's Local Plan was not spent this financial year as the examination of the plan in public will now not take place until early 2015. A request will be made to the Executive to carry forward the unspent £60k in order to meet the future costs of the examination in public and to undertake any further evidence work required.
- 5.5 Within the renewal budget, a provision of £90k has been set aside to meet the costs of a potential claim against the Council for the repairs in respect of an application to fell a protected tree where permission was refused. This has been partly offset by an underspend of Cr £62k within salaries and running expenses. The balance of the provision has been contained within the overall Portfolio budget.
- 5.6 There are actual and expected costs totalling £100k which are the direct result of losing planning appeals. Executive approval has resulted in a drawdown of £100k from the specific central contingency sum set aside, enabling these costs to be fully met. Members should note that there is a separate report on Planning Appeal costs elsewhere on this agenda.
- 5.7 Delays in the installation of the new library management system and extra costs incurred for the transfer of data to the new system has resulted in an overspend of Dr £57k. There is also a net shortfall of income of Dr £21k, mainly from library fines. Other minor variations within the library service total Cr £15k.
- 5.8 Minor variations across the other services within the Portfolio total Cr £18k.
- 5.9 A summary of the variations is shown in the table below: -

Summary of major variations	£'000
Net underspend within Building Control	(24)
Surplus of income from planning applications	(134)
Other planning income	(53)
Net underspend within planning salaries, legal costs and running expenses	(26)
Borough's Local Plan (Carry Forward Request)	(60)
Provision for claim against the Council	90
Underspend within Renewal staffing and running expenses	(62)
Library IT costs	57
Shortfall of library income	21
Other minor variations within the library service	(15)
Other minor variations across the Portfolio	(18)
Net variation for Portfolio	(224)

5.10 Appendix 2 shows that £262k has been spent up until 31 March 2014 out of the £1m set aside for the three projects within the Member priority initiatives.

Carry Forward Requests

Local Plan Implementation £60k

5.11 In October 2013 the Executive agreed an updated timescale for the delivery of the Local Development Scheme (LDS) showing the Local Plan being examined in April 2015. £60k is required to fund the examination of the plan in public and associated work. The precise timing of the examination is determined by the Planning Inspectorate and is therefore outside of the Council's control. A request has been made to the Executive to carry forward the £60k in order to meet the future costs of the examination in public and to undertake any further evidence work required and the sum has been set aside in the Central contingency. Approval is sought from the Portfolio Holder to release this carry forward sum.

Business Support Scheme £22.5k

5.12 As part of the Government's response to the winter flooding, a scheme to support businesses impacted by the flooding was announced in February 2014. A fund of £22.5k was allocated to the London Borough of Bromley, which was to assist any affected businesses to recoup uninsured costs.

5.13 The purpose of the Business Support Scheme is for businesses directly affected by flooding caused by the adverse weather conditions during the period from 1 December 2013 and 31 March 2014, of which there are known to be a small number in the borough. Under the terms of the government guidance on the scheme the grant money can be used to help businesses pay for the following: non-recoverable insurance excesses for repair or replacement of buildings, equipment and stock; removal of debris, additional business accommodation or extra staff costs; structural surveys, security measures, additional marketing, exceptional costs to improve access to/for suppliers and customers etc. The total amount available for each eligible business will be dependent upon the number of expected applicants but government guidance suggests a benchmark of £2,500 per business, but more may be paid in exceptional hardship cases.

5.14 The amount of grant made available to Bromley was only announced towards the end of February 2014 and was designed to allow businesses to retrospectively claim for eligible losses during the period to 31 March 2014, therefore no expenditure was incurred during the 2013/14 financial year. (The grant has instead been transferred to the Government Grant earmarked reserve, pending release into 2014/15 budgets). It is, however, expected that all the allocated money will be spent through the operation of the proposed scheme during 2014/15. It is therefore requested to carry forward this allocation to the 2014/15 financial year. Approval is sought from the Portfolio Holder to release this carry forward sum.

Non-Applicable Sections:	Legal, Personnel
Background Documents: (Access via Contact Officer)	2013/14 budget monitoring files within ES/R & R finance section

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Renewal and Recreation Budget Monitoring Summary as at 31.03.2014

2012/13 Actuals £'000	Division Service Areas	2013/14 Original Budget £'000	2013/14 Latest Approved £'000	2013/14 Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
	R&R PORTFOLIO							
0	Commissioning Fund Commissioning Fund	0	0	0	0	1	0	0
0		0	0	0	0		0	0
(4)	Housing Strategy & Development Housing Strategy & Development	Cr 18	Cr 16	Cr 16	0	2	0	0
(4)		Cr 18	Cr 16	Cr 16	0		0	0
3	Planning Building Control	Cr 7	1	Cr 23	Cr 24	3	Cr 19	0
(165)	Land Charges	Cr 169	Cr 168	Cr 165	3	4	0	0
939	Planning	582	705	492	Cr 213	5	Cr 155	0
1,240	Renewal	1,127	1,151	1,119	Cr 32	6	Cr 22	0
2,017		1,533	1,689	1,423	Cr 266		Cr 196	0
2,313	Recreation Culture	2,036	2,042	2,029	Cr 13	7	0	0
4,841	Libraries	4,762	4,819	4,882	63	8	100	0
304	Town Centre Management & Business Support	249	251	243	Cr 8	9	0	0
7,458		7,047	7,112	7,154	42		100	0
9,471	Total Controllable R&R Portfolio	8,562	8,785	8,561	Cr 224		Cr 96	0
22,045	TOTAL NON CONTROLLABLE	1,812	9,276	9,276	0		Cr 116	0
2,052	TOTAL EXCLUDED RECHARGES	2,260	2,215	2,215	0		0	0
33,568	PORTFOLIO TOTAL	12,634	20,276	20,052	Cr 224		Cr 212	0

Reconciliation of Final Budget

£'000

Original budget 2013/14

12,634

Repairs and Maintenance carry forward from 2012/13	195
Allocation of Localisation & Conditions Pay Awards	94
Centralisation of training budgets	Cr 4
Local Plan Implementation carry forward from 2012/13	60
Drawdown of central contingency funds re increased fuel costs	21
Excluded recharges - minor adjustment	3
Discretionary rate relief adjustment	Cr 7
Latest Approved Budget for 2013/14	12,996

Memorandum Items

Capital Charges 5802	Cr 68
Deferred Charges (REFCUS) 5804	182
Impairment 5806	7,686
Gove Grants Deferred Sub 5807	Cr 875
Insurance	71
Rent Income	Cr 1
Repairs & Maintenance	Cr 164
IAS19 (FRS17)	438
Excluded Recharges	11
Reported Latest Approved Budget for 2013/14	20,276

REASONS FOR VARIATIONS

1) Commissioning Fund £0k

Within the commissioning fund there is a balanced budget. Combined expenditure of £105k on staffing and payments to the consulting organisation Peopletoo Ltd for work carried out during 2013-14, has been fully funded by a drawdown from the commissioning reserve.

2) Housing Strategy & Development £0k

Within the service, there is no overall net variation. For information, £29k has been carried forward to 2014/15 via the reserve for the Housing Strategy charging account at year-end.

3. Building Control Cr £24k

Within the chargeable account for building control there is an overall net underspend of £5k for the controllable budgets. For information, in accordance with the Building Account Regulations 2010, a sum of £68k has been carried forward to 2014/15 via the earmarked reserve for the Building Control charging account. This is the result of a net underspend of £46k from a reduction in running expenses and delays in filling vacant posts after allowing for a shortfall of income, together with the surplus carried forward from 2012/13 of £22k.

Within the non-chargeable service, largely as a result in delays in not appointing to vacant posts, there is an underspend of £19k.

4. Land Charges £3k

Minor variations across the service have resulted in a deficit of £3k. This is more than offset by underspends elsewhere across R&R portfolio.

5. Planning Cr £213k

Income from non-major planning applications is £11k above budget for 2013-14. Actual income for the year is £86k higher than that received during 2012-13, which is largely attributable to the 15% price increase that was introduced in November 2012.

For major applications, £442k has been received, £123k above the 2013/14 budget. The £442k income received was £275k higher than income received during 2012-13. For information, £294k was received in 2011-12, and £168k in 2012-13.

In total, income from planning applications was £134k above budget for 2013/14, compared to the January projection of £80k. This is largely due to additional income from proposed major developments received during March.

There is a deficit within income from the address management service of £3k due to lower volumes than previously anticipated.

There is a surplus of income totalling £56k from pre-application meetings and the discharge of planning conditions due to higher activity levels than budgeted.

Employee budgets across the planning service have underspent by £98k, largely due to a combination of recent departures, reduced working hours and part-vacancies.

There is a net overspend within legal expenses of £84k. This is mainly due to the costs of public enquiries, where costs have been incurred for consultants to provide specialist advice on affordable housing viability assessment and urban design.

Summary of variations within Planning		£'000
Surplus income from non-major applications	Cr	11
Surplus income from major applications	Cr	123
Income deficit within address management		3
Surplus income from pre-applications	Cr	47
Surplus income from discharge of conditions	Cr	9
Employees	Cr	98
Legal expenses		84
Other variations	Cr	12
Total variation for Planning	Cr	213

6) Renewal Cr £32k

There is an underspend within Renewal salaries of £8k. This is largely due to a combination recent vacancies as well as not backfilling a secondment to Resources.

Within Planning Strategy & Projects and Regeneration, there is an underspend across running expenses of £54k. This is largely due to the delayed preparatory work on the Infrastructure Delivery Plan (IDP) as a result of the ongoing work within the three economic growth areas (Biggin Hill, Cray Business Corridor and Bromley Town Centre).

A provision of £90k has been set aside to meet the costs of a potential claim against the Council for the cost of repairs in respect of an application to fell a protected tree where permission was refused. This is being funded from underspends across Renewal & Planning.

The Executive agreed to carry forward £60k for the preparation of the Borough's Local Plan (LP). This was intended to fund the examination of the plan in public and associated work which are now due to take place later than expected, in early 2015. The precise timing of the examination is determined by the Planning Inspectorate and is therefore outside the Council's control. A request is being made to the June Executive to carry forward the unspent £60k in order to meet the future costs of the examination in public and to undertake any further evidence work required.

Summary of variations within Renewal		£'000
Underspend on salaries	Cr	8
Underspend across strategy & projects running expenses	Cr	54
Provision for potential claim relating to a tree with a TPO		90
Local Plan Implementation (c/fwd request to be made to June Exec)	Cr	60
Total variation for Renewal	Cr	32

7) Culture Cr £13k

There is a surplus of £14k relating to additional income received from room hire at the Outreach Centres, as a result of higher activity than budgeted. There is a net deficit across other budgets of £1k, resulting in a total variation for the service of Cr £13k.

8) Libraries Dr £63k

There is an overspend within Library IT budgets of £57k. This is largely due to delays incurred in the replacement of the Library Management System (LMS) and additional costs associated with the transfer of data between the current and incumbent LMS suppliers.

Overall income has a net shortfall of £21k. This comprises of a deficit of £38k on income from library fines, a surplus of £20k from activities in libraries, and net deficits of £3k across other income streams. Year on year customers are borrowing fewer items overall which is having an adverse effect on income budgets.

As a result of the delays by the owners of 46 Green lane in negotiating the lease arrangements for the new library at Penge, there is an underspend across premises budgets of £6k.

Additionally, there are other net variations of Cr £9k across other budgets, giving rise to a total overspend across libraries of £63k, which is more than offset by the underspend within planning.

Summary of variations within Libraries	£'000
IT overspend	57
Income deficit	21
Premises underspend	Cr 6
Other variations	Cr 9
Total variation for Libraries	63

9) Town Centre Management & Business Support Cr £8k

There are minor underspends across various budgets totalling Cr £8k for Town Centre Management and Business Support.

Waiver of Financial Regulations

The Council's Contract Procedure Rules state that where the value of a contract exceeds £50k and is to be exempted from the normal requirement to obtain competitive quotations, the Chief Officer has to obtain the agreement of the Director of Resources and Finance Director and (where over £100,000) approval of the Portfolio Holder, and report use of this exemption to Audit Sub committee bi-annually. Since the last report to the Executive the following waivers have been actioned:

None

Virements Approved to date under Director's Delegated Powers

Details of virements actioned by Chief Officers under delegated authority under the Financial Regulations "Scheme of Virement" will be included in financial monitoring reports to the Portfolio Holder. Since the last report to Executive, no virements have been actioned.

Analysis of Members' Initiatives - Earmarked Reserves @ 31.3.14

Item	Divison / Service Area	Responsible Officer	Allocation £'000	Spend to Date 31.3.14 £'000	Balance available £'000	Comments on Progress of Scheme
Investment in small shopping parades	Recreation - Town Centre Management & Business Support	Martin Pinnell	250	144	106	At this stage, it is anticipated that the remaining balance of £106k will be spent in 2014/15.
Tackling youth unemployment	Recreation - Business Support	Hannah Jackson	500	18	482	Contract with Bromley College has been terminated. £148k expected to be spent in 2014/15 and a further £69k in 2015/16. Options for the remaining £265k are being explored.
Beckenham Town Centre public realm improvements	Planning - Renewal	Kevin Munnelly	250	100	150	Remaining balance of £150k to be used as funding for the Beckenham Town Centre Improvement Capital Project.
TOTAL			1,000	262	738	

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Report No.
DRR14/054

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: RENEWAL AND RECREATION PORTFOLIO HOLDER

**For Pre Decision Scrutiny by the Renewal and Recreation
Policy Development and Scrutiny Committee**

Date: 23rd June 2014

Decision Type: Non-Urgent Executive Non-Key

**Title: BROMLEY LIBRARY SERVICE - OUTCOME OF
CONSULTATION**

Contact Officer: Colin Brand, Assistant Director Leisure and Culture
Tel: 0208 313 4107 E-mail: colin.brand@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: (All Wards);

1. Reason for report

- 1.1 This report sets out the results of the staff and library user consultation, that has been undertaken since the meeting of this Committee on the 1st April 2014. In response to the outcome of the consultation, the report makes a number of recommendations to achieve the necessary budget savings for 2014/15.
- 1.2 In order to maintain an effective service within the reduced operating hours and staff hours, it is necessary to install Radio Frequency Identification Data (RFID) equipment in all of the boroughs libraries at a cost of £275,000 to enable full customer self-service.
- 1.3 The report that went to the Renewal and Recreation Committee on the 1st April 2014 also set out proposals to reorganise the work of the Library Site Officers subject to the outcome of consultation. This work is ongoing and the outcome will be reported to members in a separate report to the Committee meeting on the 2nd September 2014.
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2. **RECOMMENDATIONS**

- 2.1 (a) **That the Renewal and Recreation Policy, Development and Scrutiny Committee note the content of this report, including the outcome of the staff and library user consultation and provide comments to the Renewal and Recreation Portfolio Holder.**

(b) That the Renewal and Recreation Portfolio Holder consider the outcome of the consultation and the comments of the R&R PDS Committee and agree the changes as set out in this report and in particular:

2.1.1 Agree the changes to operating hours as set out in appendix 1 of this report .

2.1.2 Agree the deletion of the mobile library service as set out in paragraph 7.13

2.2 The Executive to agree the one-off funding of £275k for the purchase and installation of RFID equipment, to ensure that the full £300k savings are realised within 12 months of installation.

Corporate Policy

1. Policy Status: Not Applicable:
 2. BBB Vibrant, Thriving Town Centres:
-

Financial

1. Cost of proposal: Net savings of £300k from April 2015/16 and £100k for 2014/15
 2. Ongoing costs: £300k savings from April 2015/16
 3. Budget head/performance centre: Library Services
 4. Total current budget for this head: £4,656,440
 5. Source of funding: Existing Revenue Budget 2014/15
-

Staff

1. Number of staff (current and additional): 118.81 Fte's
 2. If from existing staff resources, number of staff hours: Not Applicable
-

Legal

1. Legal Requirement: Statutory Requirement:
 2. Call-in: Applicable:
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 2,000,000 visits per annum
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments:

3. COMMENTARY

- 3.1 At the meeting of the Renewal and Recreation Policy, Development and Scrutiny Committee on the 1st April 2014, Members were reminded of the Councils financial position over the four year planning forecast and the likely budget gap that the Council would face by 2017/18. As part of a broad range of measures aimed at addressing this budget gap the Council had opted to reduce the Libraries revenue budget by a sum of £300,000 for the financial year 2014/15. In order to achieve a balanced budget, the paper presented to Members set out a number of options to reduce library opening hours, whilst simultaneously, preserving the current fixed library network. Furthermore, it was proposed within the report to delete the mobile library service.
- 3.2 Prior to agreeing to either amend operating hours or cease the provision of a mobile library service, Members agreed to officers undertaking a consultation exercise with existing library users to gauge their reaction to the proposed changes to opening hours and the cessation of the mobile library service. The local authority has a statutory duty as set out under the Public Libraries and Museums act 1964 whereby it must provide a “comprehensive and efficient” Library Service. The courts have been clear that this is a judgement for the Council to make in the first instance as:
- The Council has intimate knowledge of local conditions and needs and has direct democratic accountability to the local population
 - The Council must be able to demonstrate that it is not acting in a careless or unreasonable way
 - The Council is not making decisions that may be outside the proper bounds of the Council’s discretion, such as a capricious decision to stop serving a particularly vulnerable group in the local Bromley community
 - The Council has explained, analysed and properly justified its proposals
 - That the proposals are not likely to lead to a breach of national library policy.
- 3.3 Running in tandem with this exercise, staff, trade unions and departmental representatives were consulted. This report, therefore provides members with feedback on both pieces of work.
- 3.4 Informed by previous research undertaken in Spring 2012 as well as studying hourly usage figures recorded at each library in three separate weeks in 2013/14, the authority devised three or four options as to how the reduction in hours could be achieved at each of 10 libraries. This included the option that the Council considered would cause least inconvenience, referred to as the ‘Council’s Proposal’, plus two or three Alternative Options for each library.
- 3.5 The prime aim of the research, as well as establishing various aspects of library usage patterns and awareness of services on offer, was to establish the level of perceived inconvenience caused by the Council’s Proposal at each library and whether visitors preferred the Council’s Proposal or one of the Alternative Options, or whether in fact they showed no preference.
- 3.6 As reported to members on the 1st April 2014, the proposed reduction in weekly opening hours varied for each library and more interviews were undertaken at the libraries where the proposed reduction was greatest, see Table 1. Only these 10 libraries were included in the research as no reduction to the opening hours was being proposed at the other libraries.

Table 1: Proposed Reduction in Opening Hours and Number of Interviews, by library

Library	Proposed Reduction in Opening Hours Per Week	Number of Interviews Undertaken
Southborough	16	300
St.Paul's Cray	16	300
Mottingham	16	300
Shortlands	11	300
Hayes	6	150
Petts Wood	3.5	150
West Wickham	3.5	150
Chislehurst	3.5	150
Central	2	150
Beckenham	2	150

- 3.7 The interviews were undertaken face-to-face with library visitors. They were carried out between 24 March and 2 May 2014, at different times of day (including late evenings) and days of week (including Saturdays). Laminated show cards were used in addition to the interviewer reading out the Council's Proposal and subsequently the Alternative Options for reducing the opening hours at each library, they were also in print for the respondent to see, read, digest and consider. The interviewers also had the current opening times for each library to hand to answer any queries.
- 3.8 In total 2,100 interviews were conducted. Given that some libraries are much busier than others, the survey results have been weighted to reflect the proportion of visitors each library received in 2013/14.
- 3.9 The survey included questions about all of the nine 'protected characteristics' stemming from the 2010 Equality Act. These include age, gender, gender reassignment, disability, pregnancy and maternity, race, religion and belief, sexual orientation and legal marriage or civil partnership status. Respondents were given an option of 'Prefer not to say' to all of these questions.
- 3.10 The number of interviews achieved per day at each library varied tremendously, there were quieter times of the day and towards the end of the survey process, it was found many library visitors had already completed the interview. Many libraries have activities in the daytime or in the evening, and it was therefore not possible to interview such participants in a short window upon arrival or departure, unless they were willing to wait.

4. FINDINGS

- 4.1 More than 4 in 10 of those interviewed, 42%, said they visited the library where they were interviewed 'at least once a week' with an additional 3% saying they visited it 'every day'. A further 37% said they visited the library 'at least once a month'. Therefore, 82% had visited the library where they were interviewed 'at least once a month' or more often.
- 4.2 The proportion of visitors saying they 'always' or 'usually' bring children with them to the library is just under a quarter, 23% (lowest at Central with 14%). A further 10% said they 'sometimes' or 'occasionally' bring children with them. Just over two-thirds, 68%, said they 'never' bring children with them to the library.

- 4.3 When asked how they got to the library on the day of interview 43% said 'walk', a further 31% came by 'car' and 22% by 'bus'. Some 2% said they had used an 'other' means of transport and 1% said they had 'cycled' to the library that day. Library visitors were most likely to have walked to Mottingham (75%) and St. Paul's Cray (62%) and not surprisingly least likely to have walked to Central (32%), with only marginally more having walked to Southborough (34%) and Shortlands (35%).
- 4.4 Whichever method they used, just over half, 53%, took 10 minutes maximum to get to the library with 26% saying it took them '5 minutes or less' to get to the library and a further 27% saying it took them '6-10 minutes' to get there. The remaining 47% said it took them 'over 10 minutes'.
- 4.5 On the day of the interview the responses were split as to whether people had made a 'special visit' to come to the library or whether they had been 'doing something else as well' with 51% saying they had made a 'special visit' and 49% saying they had been 'doing something else as well' as visiting the library.
- 4.6 As might be expected those interviewed at Central library were by far the least likely to have made a 'special visit' to the library with just 37% having done so. Those most likely to have made a 'special visit' to the library on the day of the interview, were those interviewed at St. Paul's Cray (70%), Shortlands (67%), Mottingham (66%), Petts Wood and Hayes (both 63%) and Southborough (62%).

Awareness and Use of Services

- 4.7 When asked what they had done in the library in the last 12 months, 'to borrow a book' was the most likely answer with 79% of respondents having done so. The second most likely answer was 'to read' as cited by 32%, followed by 'to buy food waste bags or garden waste stickers' and 'to find something out' each by 31% of those interviewed. Just over a quarter, 27%, said they had been to the library 'to use the computers' and 22% reported that they had been to the library for some 'other reason'.
- 4.8 Some 1 in 5 respondents, 20%, had been to the library 'to borrow something else, such as CDs or DVDs' in the last 12 months, 14% had been 'for an activity such as a reading group or children's story time' and just 3% had 'visited with a school or pre-school group'.
- 4.9 Overall, four fifths, 80%, of visitors have access to the internet at home. The incidence of this was seen to be lowest amongst those interviewed at St. Paul's Cray, 63%, and next lowest amongst respondents at Mottingham with 74% saying they had internet access at home. Most likely to have access to the internet at home were those interviewed at Hayes library with 89% indicating they had.
- 4.10 When those with access to the internet at home were asked what they thought could be done using their computer by visiting the Council's website, 'renew books' was most likely to be known with 66% answering in this way, followed by 'search the library list for a particular book' by 59% and 'order books' by 56% of them. Furthermore, 45% knew they could 'order other items, CDs and DVDs', 43% knew they could 'renew other items' and 36% said 'download e-books'. Just over a quarter, 27% said 'none/ not sure'.
- 4.11 Those in Mottingham were least likely to know they could 'renew books' from the Council's website with 45% indicating this, followed by 51% at West Wickham, 53% at Beckenham and 59% at Hayes. By contrast, 77% of those at Central and 71% at Southborough knew they could 'renew books' from the Council's website.

Use of the Mobile Library

- 4.12 When asked if they had used the Council's mobile library service within the last 12 months, 99% said 'no' they had not and 1% said 'yes' they had done so. Given that all of the 2,100 people included in the survey were interviewed at a 'fixed' library, it would seem reasonable to suggest that they would be less likely to use the mobile library service than those residents of the Borough who are more restricted - both in terms of travelling as well as their physical mobility.
- 4.13 Of the respondents who had used the mobile library service within the last year, just over two-thirds, 69%, had used it 4 times or less, with 33% having used it either 'once or twice' and 36% having used the mobile library '3 or 4 times'.
- 4.14 Some 4% had used it '5-10 times' and likewise 4% had used the mobile library on a 'weekly' basis in the last 12 months, leaving 23% of those who had used it having done so on a 'fortnightly' basis.

5. PROPOSED REDUCTION IN OPENING HOURS – RESULTS BY LIBRARY

- 5.1 No comparisons are made across the libraries in terms of the results to preferences for the reduction in opening hours, as they not only varied for each library but so do the current opening hours. The results for each library are therefore commented upon individually. The libraries have been treated in two groups: those where the greatest reduction in opening hours was being proposed and those where a lesser reduction was being proposed.

Southborough, St. Paul's Cray, Mottingham and Shortlands Libraries

- 5.1.1 At each of the four libraries where the greatest reduction in opening hours was being proposed, Southborough, St. Paul's Cray, Mottingham and Shortlands - all currently have one late night opening, until 8pm, each week. Interviews were held on the relevant late evening, until 8pm, at each library during two different weeks - to coincide with any evening groups (where held).
- 5.1.2 Given the importance of ensuring the interviewees understood the options the interviewers highlighted the implication of all options offered to respondents as a means for reducing the opening hours at their library. For example, rather than just saying 'close at 5.30pm on Friday' the interviewer said 'close at 5.30pm on Friday instead of 8pm so there would be no late night opening', or, instead of 'close on Thursdays' saying to respondents 'closing on Thursday so that the library is open for 4 days a week'.
- 5.1.3 Tables 1 and 2 give the results to the questions posed to respondents interviewed at Southborough, St. Paul's Cray, Mottingham and Shortlands libraries.

Table 1: Council's Proposal for reducing opening hours inconvenience you in any way, if so, by how much, by library

Counts Break % Respondents	Total	Q0a. Library			
		Southborough	St Paul's Cray	Mottingham	Shortlands
Base	1200	300	300	300	300
V51. Council's proposal for reducing opening hours inconvenience you, if so, by how much					
No	545 45%	152 51%	113 38%	123 41%	157 52%
Yes, very inconvenient	353 29%	64 21%	98 33%	119 40%	72 24%
Yes, fairly inconvenient	264 22%	69 23%	81 27%	50 17%	64 21%
Yes, not very inconvenient	38 3%	15 5%	8 3%	8 3%	7 2%

5.1.4 Respondents were then asked whether they preferred the Council's Proposal, Alternative Option A, Alternative Option B or whether in fact they had no preference as to how the opening hours at the library could be reduced.

Table 2: Preferred Option, by library

Counts Break % Respondents	Total	Q0a. Library			
		Southborough	St Paul's Cray	Mottingham	Shortlands
Base	1200	300	300	300	300
V52. Prefer Council's proposal or an alternative option					
Council's Proposal	219 18%	66 22%	55 18%	46 15%	52 17%
Alternative Option A	254 21%	81 27%	71 24%	57 19%	45 15%
Alternative Option B	391 33%	67 22%	110 37%	117 39%	97 32%
No preferred option	336 28%	86 29%	64 21%	80 27%	106 35%

Southborough Library

5.1.5 Council's Proposal: Closing half an hour earlier on Monday and Tuesday at 5.30pm AND closing at 5.30pm on Friday instead of 8pm so there would be no late night opening AND closing on Thursday so that the library is open for 4 days a week AND closing for an hour for lunch on the 4 days it is open.

- Alternative Option A: As per the Council's Proposal but close on Monday rather than Thursday
- Alternative Option B: As per the Council's Proposal but stay open until 8pm on Fridays and close on either a Monday or Tuesday at 3pm instead of 5.30pm.

Survey Findings for Southborough Library:

- Just over half, 51%, said 'no' the Council's Proposal would not inconvenience them in any way
- Just over a fifth, 21%, said the Council's Proposal was 'very inconvenient' and a similar proportion, 23% said it was 'fairly inconvenient'. The remaining 5% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents at Southborough were most likely to say they had 'No Preferred Option' for reducing the opening hours with 29% answering in this way, followed by 'Alternative Option A' which was the preference of 27% of them.

St. Paul's Cray Library

5.1.6 Council's Proposal: Closing half an hour earlier on Monday and Thursday at 5.30pm AND closing at 5.30pm on Tuesday instead of 8pm so there would be no late night opening AND closing on Friday so that the library is open for 4 days a week AND closing for an hour for lunch on the 4 days it is open

- Alternative Option A: As per the Council's Proposal but close on Tuesday rather than Friday
- Alternative Option B: As per the Council's Proposal but stay open until 8pm on Tuesday and close on either a Monday or Thursday at 3pm instead of 5.30pm

Survey Findings for St. Paul's Cray Library:

- Some 38% said 'no' the Council's Proposal would not inconvenience them in any way
- A third, 33%, said the Council's Proposal was 'very inconvenient' and a further 27% said it was 'fairly inconvenient'. The remaining 3% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents at St. Paul's Cray were most likely to say they preferred 'Alternative Option B' for reducing the opening hours as indicated by 37% of them

Mottingham Library

5.1.7 Council's Proposal: Closing half an hour earlier on Monday and Wednesday at 5.30pm AND closing at 5.30pm on Friday instead of 8pm so there would be no late night opening AND closing on Tuesday so that the library is open for 4 days a week AND closing for an hour for lunch on the 4 days it is open

- Alternative Option A: As per the Council's Proposal but close on Monday rather than Tuesday
- Alternative Option B: As per the Council's Proposal but stay open until 8pm on Fridays and close on either a Monday or Wednesday at 3pm instead of 5.30pm

Survey Findings for Mottingham Library:

- Of the respondents at Mottingham, 41% said 'no' the Council's Proposal would not inconvenience them in any way
- Some 40% indicated that the Council's Proposal was 'very inconvenient', a further 17% said it was 'fairly inconvenient' and 3% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents at Mottingham were most likely to say they preferred 'Alternative Option B' for reducing the opening hours as indicated by 39% of them.

Shortlands Library

5.1.8 Council's Proposal: Closing half an hour earlier on Tuesday and Friday at 5.30pm AND closing at 5.30pm on Monday instead of 8pm so there would be no late night opening AND close all day on Wednesdays so the library would be open 4 days a week

- Alternative Option A: As per the Council's Proposal but close on Friday rather than Wednesday
- Alternative Option B: As per the Council's Proposal but stay open until 8pm on Monday and close on either Tuesday or Friday at 3pm instead of 5.30pm

Survey Findings for Shortlands Library:

- Just over half, 52%, said 'no' the Council's Proposal would not inconvenience them in any way
- Just under a quarter, 24%, said the Council's Proposal was 'very inconvenient' and a similar proportion, 21% said it was 'fairly inconvenient'. The remaining 2% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents at Shortlands were most likely to say they had 'No Preferred Option' for reducing the opening hours with 35% answering in this way, followed by 'Alternative Option B' which was the preferred option of 32% of them

Central, Beckenham, Petts Wood, West Wickham, Chislehurst and Hayes Libraries

5.1.9 At the six libraries where a lesser reduction in opening hours was being proposed - Central, Beckenham, Petts Wood, West Wickham, Chislehurst and Hayes - all currently have two evenings where they are open late, until 8pm, each week (apart from Hayes which just has one). Library users were interviewed on the two different late evenings, until 8pm, at each Central, Beckenham, Petts Wood, West Wickham and Chislehurst and on two evenings on the same day of the week, until 8pm, in different weeks in Hayes - to coincide with any evening groups (where held).

5.1.10 Tables 3 and 4 give the results to the questions asked when interviewing at Central, Beckenham, Petts Wood, West Wickham, Chislehurst and Hayes libraries.

Table 3: Council's proposal for reducing opening hours inconvenience you in any way, if so, by how much, by library

Counts Break % Respondents	Total	Q0a. Library					
		Central	Beckehnam	Petts Wood	West Wickham	Chislehurst	Hayes
Base	900	150	150	150	150	150	150
V51. Council's proposal for reducing opening hours inconvenience you, if so, by how much							
No	601 67%	104 69%	107 71%	119 79%	114 76%	100 67%	57 38%
Yes, very inconvenient	157 17%	22 15%	23 15%	15 10%	14 9%	32 21%	51 34%
Yes, fairly inconvenient	116 13%	20 13%	13 9%	13 9%	15 10%	17 11%	38 25%
Yes, not very inconvenient	26 3%	4 3%	7 5%	3 2%	7 5%	1 1%	4 3%

5.1.11 Respondents were then asked whether they preferred the Council's Proposal, Alternative Option A, Alternative Option B, Alternative Option C (apart from Hayes) or whether in fact they had no preference as to how the opening hours at the library could be reduced.

Table 4: Preferred Option, by library

Counts Break % Respondents	Total	Q0a. Library					
		Central	Beckehnam	Petts Wood	West Wickham	Chislehurst	Hayes
Base	900	150	150	150	150	150	150
V52. Prefer Council's proposal or an alternative option							
Council's Proposal	198 22%	34 23%	27 18%	34 23%	51 34%	21 14%	31 21%
Alternative Option A	179 20%	11 7%	23 15%	32 21%	35 23%	46 31%	32 21%
Alternative Option B	76 8%	5 3%	6 4%	12 8%	6 4%	8 5%	39 26%
Alternative Option C	187 21%	68 45%	51 34%	25 17%	21 14%	22 15%	- -
No preferred option	260 29%	32 21%	43 29%	47 31%	37 25%	53 35%	48 32%

Central Library:

5.1.12 Council's Proposal: Closing on Tuesday at 6pm instead of 8pm, leaving one 8pm closing per week on Thursday

- Alternative Option A: Close on Thursday at 6pm instead of 8pm, leaving one 8pm closing per week on Tuesday
- Alternative Option B: Close on Friday at 4pm instead of 6pm
- Alternative Option C: Open at 10am Monday to Friday instead of 9.30am

Survey Findings for Central Library:

- Just over two thirds of those interviewed at Central, 69%, said 'no' the Council's Proposal would not inconvenience them in any way
- Some 15% said the Council's Proposal was 'very inconvenient' and a similar proportion, 13% said it was 'fairly inconvenient'. The remaining 3% said that whilst it was inconvenient, it was 'not very inconvenient' to them
- Respondents at Central were most likely to say they preferred 'Alternative Option C' for reducing the opening hours at the library as indicated by 45% of them (**Note:** the focus of the interviewing was on the latter part of the day rather than first thing in the morning)

Beckenham Library:

5.1.13 Council's Proposal: Closing on Friday at 6pm instead of 8pm, leaving one 8pm closing per week on Wednesday

- Alternative Option A: Close on Wednesday at 6pm instead of 8pm, leaving one 8pm closing per week on Friday
- Alternative Option B: Close on Tuesday at 4pm instead of 6pm

- Alternative Option C: Open at 10am Monday to Friday instead of 9.30am (a saving of 2.5 hours but needed for consistency)

Survey Findings for Beckenham Library:

- Of those interviewed at Beckenham library, 71%, said 'no' the Council's Proposal would not inconvenience them in any way
- Some 15% said the Council's Proposal was 'very inconvenient' and 9% said it was 'fairly inconvenient'. The remaining 5% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents interviewed at Beckenham library were most likely to say they preferred 'Alternative Option C' for reducing the opening hours at the library as indicated by 34% of them (**Note:** *the focus of the interviewing was on the latter part of the day rather than first thing in the morning*)

Petts Wood Library

5.1.14 Council's Proposal: Closing half an hour earlier on Tuesday and Friday at 5.30pm AND on Monday at 5.30pm instead of 8pm, leaving one 8pm closing per week on Thursday

- Alternative Option A: Close half an hour earlier on Tuesday and Friday at 5.30pm AND on Thursday at 5.30pm instead of 8pm, leaving one 8pm closing per week on Monday
- Alternative Option B: Close half an hour earlier on Tuesday and Friday at 5.30pm AND on Saturday at 2.30pm instead of 5pm
- Alternative Option C: Close an hour earlier on Tuesday and Friday at 5pm AND on Monday at 6.30pm instead of 8pm

Survey Findings for Petts Wood Library:

- Some 79% of those interviewed at Petts Wood library said 'no' the Council's Proposal would not inconvenience them in any way
- Some 10% said the Council's Proposal was 'very inconvenient', 9% said it was 'fairly inconvenient' and the remaining 2% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents at Petts Wood library were most likely to say they had 'No Preferred Option' for reducing the opening hours with 31% answering in this way, followed by the 'Council's Proposal' which was the preferred option cited by 23% of them.

West Wickham Library:

5.1.15 Council's Proposal: Closing half an hour earlier on Tuesday and Thursday at 5.30pm AND on Friday at 5.30pm instead of 8pm, leaving one 8pm closing per week on Monday

- Alternative Option A: Close half an hour earlier on Tuesday and Thursday at 5.30pm AND on Monday at 5.30pm instead of 8pm, leaving one 8pm closing per week on Friday

- Alternative Option B: Close half an hour earlier on Tuesday and Thursday at 5.30pm AND on Saturday at 2.30pm instead of 5pm
- Alternative Option C: Close an hour earlier on Tuesday and Thursday at 5pm AND on Friday at 6.30pm instead of 8pm

Survey Findings for West Wickham Library:

- Just over three-quarters of those interviewed at West Wickham library, 76%, said 'no' the Council's Proposal would not inconvenience them in any way
- Some 9% said the Council's Proposal was 'very inconvenient' and similarly 10% said it was 'fairly inconvenient'. The remaining 5% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents at West Wickham library were most likely to say they preferred the 'Council's Proposal' for reducing the opening hours with 34% answering in this way

Chislehurst Library:

5.1.16 Council's Proposal: Closing half an hour earlier on Tuesday and Friday at 5.30pm AND on Thursday at 5.30pm instead of 8pm, leaving one 8pm closing per week on Monday

- Alternative Option A: Close half an hour earlier on Tuesday and Friday at 5.30pm AND on Monday at 5.30pm instead of 8pm, leaving one 8pm closing per week on Thursday
- Alternative Option B: Close half an hour earlier on Tuesday and Friday at 5.30pm AND on Saturday at 2.30pm instead of 5pm
- Alternative Option C: Close an hour earlier on Tuesday and Friday at 5pm AND on Thursday at 6.30pm instead of 8pm

Survey Findings for Chislehurst Library:

- Of those interviewed at Chislehurst library, two-thirds, 67%, said 'no' the Council's Proposal would not inconvenience them in any way
- Just over a fifth, 21%, said the Council's Proposal was 'very inconvenient' and a smaller proportion, 11% said it was 'fairly inconvenient'. The remaining 1% said that whilst it was inconvenient, it was 'not very inconvenient'
- Respondents at Chislehurst were most likely to say they had 'No Preferred Option' for reducing the opening hours with 35% answering in this way, followed by 'Alternative Option A' which was the preference of 31% of them

Hayes Library

5.1.17 Council's Proposal: Closing on Thursday from 2pm-8pm, the total number of hours the library is normally open on a Thursday, leaving no late night opening and meaning that the library would be open 3 days a week

- Alternative Option A: Close on Tuesday from 2pm-6pm and close on Saturday at 3pm
- Alternative Option B: Close on Friday from 2pm-6pm and close on Saturday at 3pm

Survey Findings for Hayes Library:

- Some 38% of those interviewed at Hayes library said ‘no’ the Council’s Proposal would not inconvenience them in any way
- Just over a third, 34%, said the Council’s Proposal was ‘very inconvenient’ and a further quarter, 25%, said it was ‘fairly inconvenient’. The remaining 3% said that whilst it was inconvenient, it was ‘not very inconvenient’
- Respondents at Hayes were most likely to say they had ‘No Preferred Option’ for reducing the opening hours with 32% answering in this way. This was followed by ‘Alternative Option B’ which was the preferred option of 26% of those interviewed at Hayes library

Bromley Mobile Library Service

- 5.1.18 Two pieces of research were undertaken in relation to the mobile library service operated by Bromley Council. A face-to-face survey of mobile ‘users’ and a telephone survey of ‘non-users’. For the purpose of this research, mobile library ‘users’ were defined as those who had used the mobile library in the last 12 months; ‘non-users’ were defined as those who had not used the mobile library service in the last 12 months, if ever. In addition, the non-users were selected for living within a mile of any public mobile library stop.
- 5.1.19 The two surveys are reported upon separately in this document, both surveys included questions about all of the nine ‘protected characteristics’ stemming from the 2010 Equality Act: age, gender, gender reassignment, disability, pregnancy and maternity, race, religion and belief, sexual orientation and legal marriage or civil partnership status. Respondents were given an option of ‘Prefer not to say’ to all of these questions.

Survey of Mobile Library Users

- Face-to-face interviews were conducted with mobile library users to gain an understanding of their patterns of usage and whether or not they had in fact used any other libraries in addition to the mobile library in the previous 12 months.
- A market research interviewer accompanied the mobile library on 12 days in total, during the period 27 March to 3 May, from the start to the end of the day. As the mobile library operates on six days of the week, Monday to Saturday, interviewing took place on two different Mondays, two different Tuesdays etc across the fieldwork period. Three of the 12 days, a quarter, were undertaken on weekdays during the school holidays to reflect the fact that the school holidays account for a quarter of all weeks of the year.
- The specific objectives were to assess:
 - Frequency of usage
 - The services used
 - Awareness of other relevant services (online and offline)
 - Levels of internet access at home
 - Levels of access to a vehicle in the daytime
 - How far respondents lived from the library stop at which they were interviewed and how they usually get to the mobile library
 - How often respondents took children with them to the mobile library, if at all
 - Had respondents used another library/ libraries in the last 12 months, if not, why

- If respondents had used another library/ libraries in the last 12 months: which and how often, what they had done there in the last 12 months, how did they usually get there and how far away they live from the other library/ nearest other library (if more than one other library is used)
- In total 202 interviews were conducted, 187 as exit interviews from the mobile library and 15 with people walking in the vicinity (who lived locally) and who had used the mobile library service within the last 12 months. Interviews were conducted at both public and non-public library stops. At the majority of mobile library stops, at least one interview was achieved.

6. FINDINGS

Visiting the Mobile Library

- 6.1 Overall, 37% of those interviewed said they visited the mobile library 'at least once a week' and a further 25% said they did so 'at least every two weeks'. A further 24% said they used the mobile library 'at least once a month' and the remaining 13% used the service less often. Therefore, 86% of those interviewed said they used the mobile library 'at least once a month', or more often.
- 6.2 The proportion of mobile library users who said they 'always' or 'usually' bring children with them is 37% (31% said 'always' and 6% said 'usually') and a further 6% said they either 'sometimes' or 'occasionally' do, leaving 56% who said they 'never' bring children with them to the mobile library.
- 6.3 When asked how they usually come to the mobile library, the majority, 81% said they usually 'walk' and 18% said they usually came by 'car'. Just 0% (*1 person, rounded down to 0% because they represented less than 0.5% of the 202 respondents*) travelled by 'bus' and 0% (*1 person*) 'cycle' to the mobile library.
- 6.4 More than 9 in 10 of those interviewed said they lived 'less than 1.5 miles away' from the library stop at which they were interviewed, with 93% indicating this. Some 6% lived 'between 1.5 miles and 3 miles away' with the remaining 0% (*1 person*) living 'over 3 miles away' from the library stop of interview.
- 6.5 Respondents were asked how often they had access to a vehicle in the daytime and 67% said they 'always' had access and a further 3% said they 'usually' did, equating to 7 in 10 respondents 'always' or 'usually' having access to a vehicle in the daytime. A quarter, 25%, said they 'never' had access to a vehicle in the daytime and the remaining 4% said they either 'sometimes' or 'occasionally' did.

Awareness and Use of Services

- 6.7 In the last 12 months, 93% of those interviewed said they used the mobile library 'to borrow a book' as by far the most likely answer. The next most likely activity was 'to buy food waste bags or garden waste stickers' by 48% and 'to find something out' by 20% of respondents. Some 11% said they had used the mobile library 'to borrow something else, such as CDs or DVDs', a further 7% had 'visited with a school or pre-school group' and 4% said they had used the mobile library 'for some other reason'.
- 6.8 When respondents were asked if they were aware of 'the home library service', the split was fairly even with 52% saying 'yes' and 48% saying 'no' they were not aware.

- 6.9 When asked if they were aware of the 'online reservations and renewals' service, 58% said 'yes' and 42% said 'no' they were not aware. In terms of awareness of 'free E-book loans from the library website' almost 3 in 10, 29%, said 'yes' they were aware whilst 71% said 'no' they were not aware of this service.
- 6.10 To give the awareness of online services some context, three quarters of those interviewed, 75%, indicated 'yes' they did have access to the internet at home whilst 25% said 'no' they didn't.
- 6.11 Just over half of those interviewed, 57%, indicated 'yes' they had used another library/ libraries in the last 12 months, whilst 43% said 'no' they had only used the mobile library service.
- 6.12 Amongst those who had not used any other library in the last 12 months, when asked the reason(s) why they had not done so, similar responses were grouped together. The top four answers were as follows
- 'the mobile library is convenient' by 52%
 - 'the other libraries are not convenient' by 24%
 - 'the mobile library meets needs' by 20%
 - 'friendly/ more personal' by 15%
- 6.13 Of those who had used another library/ libraries in the last 12 months, the most likely to have been used was 'Orpington' by 59%, followed by 'Central' which had been used by 34% of them. The library at 'Petts Wood' had been used by 14%, 'Biggin Hill' by 10%, 'West Wickham' by 8% and 'Beckenham' by 6% of them. Some other libraries had also been used - but each by 3% or fewer of those who had used another library/ libraries in the last 12 months. A point to note here is that some had used more than one other library, in addition to the mobile library, in the last 12 months.
- 6.14 When asked how often they had used another library/ libraries in the last 12 months overall, 5% said that they go 'every day', 8% said 'at least once a week' and 38% said 'at least once a month'. This equates to just over half, 51%, of those who had used another library/ libraries in the last 12 months saying they had done so 'at least once a month', or more often. Some 25% said they used another library/ libraries overall in the last 12 months 'at least once every three months', 19% 'at least once a year' and the remaining 4% said they had done so 'less often'.
- 6.15 Those respondents who said they had used another library/ libraries in the last 12 months were then asked what they had used them for: the majority, 90%, said 'to borrow a book', markedly less, 28% said 'to find something out'. Just under a quarter, 24%, said 'to buy food waste bags or garden waste stickers' and 16% said 'to borrow something else, such as CDs or DVDs'. Some 13% said 'for an activity such as a reading group or children's story time' and 13% also said 'for some other reason'. 'To use the computers' was cited by 11% of respondents, 'to read' by 9% and 'visited with a school or pre-school group' by 4%, the least likely response.
- 6.16 When asked how they usually get to the other library/ libraries used, 51% said usually by 'car', 31% said by 'bus' and 17% usually 'walk'. The remaining 1% said by 'other' means.
- 6.17 Just under a third, 30%, said they lived 'under 1.5 miles away', some, 56% lived 'between 1.5 miles and 3 miles away' and 14% lived 'over 3 miles away' from the other library/ nearest other library used.

- 6.18 In terms of a brief profile of mobile library users, all were willing to give their age group: some 39% were aged '70+ years'; 13% were aged '60-69 years'; 27% were aged '40-59 years'; 18% were '20-39 years' old and 2% were aged '16-19 years'. In relation to gender, 79% were females and 21% males.
- 6.19 When asked if they had a health problem or disability which limited their day-to-day activities and which had lasted, or was expected to last, 12 months or more, some 72% said 'no' they did not; 16% said 'yes, limited a little' and 9% said 'yes, limited a lot'. The remaining 2% said they preferred not to answer the question.

Survey of Mobile Library Non-Users

- 6.20 In addition to the face-to-face interviews, a telephone survey was undertaken with 200 non-users of the service, defined as those who had not used the mobile library within the last 12 months. All respondents lived within a mile of any public mobile library stop. The 200 interviews were divided proportionately across the number of stops. Those interviewed broadly reflected the London Borough of Bromley's population from the 2011 census in terms of both age and gender.
- 6.21 The purpose of interviewing non-users of the mobile library by telephone was to:
- Establish levels of awareness of the mobile library service
 - Find out why respondents had not used the mobile library service in the last 12 months
 - Had respondents used another library/ libraries in the last 12 months, if not, why
 - If respondents had used another library/ libraries in the last 12 months: which and how often, what they had done there in the last 12 months, how did they usually get there and how far away they live from the other library/ nearest other library (if more than one other library is used)
- 6.22 All the telephone interviews were conducted between 22 April and 6 May 2014.

7. FINDINGS

- 7.1 Overall, 71% of respondents said 'yes' they were aware of the mobile library service, whilst 30% said 'no' they were not aware of it.
- 7.2 When those who were aware of the mobile library service were asked the reason(s) why they hadn't used it in the last 12 months, similar responses were grouped together and coded. The top four answers were as follows (*all other responses were given by 9% or fewer of the respondents*):
- 'prefer large/ bigger/ main libraries' by 21%
 - 'don't use a library/ no need' by 18%
 - 'I use another library/ other libraries' by 13%
 - 'buy books/ have books at home' by 11%
- 7.3 Although none of the respondents had used the mobile library service, they were then asked whether they had in fact used any other library/ libraries in the last 12 months to which some 56% said 'yes' they had done so and 44% said 'no' they hadn't.
- 7.4 Those who hadn't used any other library/ libraries in the last 12 months were asked the reason(s) for this and the responses were as follows (again similar responses were grouped

together and coded). The top four answers were as follows (*all other responses were given by 7% or fewer of the respondents*):

- 'buy books/ have books at home' by 26%
- 'don't use a library/ no need' by 25%
- 'don't read/ read much' by 24%
- 'read on Kindle/ tablet usually' by 13%

- 7.5 When those respondents who had used any other library/ libraries in the last 12 months were asked which they had used, Orpington was most likely to have been used with 65% of respondents citing it, followed by 19% who had used Central. Any other libraries were mentioned by 9% or fewer respondents.
- 7.6 When asked how often they went to these other library/ libraries, none said 'every day'. Some 21% said 'at least once a week' and a further 35% said 'at least once a month'. Therefore, 56% of all those who had used any other library/ libraries in the last 12 months, had done so 'at least once a month', or more often.
- 7.7 Some 26% said they had used other library/ libraries 'at least once every three months', a further 14% used these other library/ libraries 'at least once a year' and the remaining 4% said they did so 'less often'.
- 7.8 These respondents were then asked what they had used the other library/ libraries for in the last 12 months: the majority, 74%, said 'to borrow a book' followed by 37% who said 'to buy food waste bags or garden waste stickers' and 29% said 'to find something out'. 'To use the computers' was cited by 22%, 'to read' by 17% and 13% said each 'to borrow something else, such as CDs or DVDs' and 'for some other reason'. Some 10% said 'for an activity such as a reading group or children's story time' and 1% had 'visited with a school or pre-school group'.
- 7.9 When asked how they usually get to the other library/ libraries used, 44% said usually by 'car', 37% said they 'walk', 19% said they usually go by 'bus' and 1% used an 'other' means of getting there.
- 7.10 When asked where they lived in relation to the other library/ nearest other library used, 59% said they lived 'under 1.5 miles away', a further 37% lived 'between 1.5 miles and 3 miles away' and 4% lived 'over 3 miles away' from the other library/ nearest other library used.
- 7.11 In addition to the library user and staff consultation, a further set of hourly counts were undertaken over a seven day period in May 2014. As before, the statistics show the number of people coming into the individual libraries, but they do not show how long each visit lasts. The results from this latest count are shown in appendix 2, along with the data from the original hourly counts. Of note is the fact that the pattern of use has not changed and the information obtained from this latest count is consistent with that gathered over the three previous counts.
- 7.12 In light of the responses received from the staff and user consultation exercise and the information from the hourly counts it is proposed to recommend that the proposals as set out in the original report on the 1st April be agreed, with the exception of Mottingham Library. Given the feedback, from users and staff, it is recommended that Option B be agreed with respect to Mottingham Library, whereby the late night on a Friday is retained with a corresponding reduction in operating hours on a Wednesday afternoon. Whilst a higher level of 'inconvenience' was expressed by users of St. Pauls Cray Library, it is recommended that the hours are reduced as per the Council's original proposal as no representations were received from staff at this library, the numbers of people using the current late night remains

low and there continue to be security issues faced by customers and the staff operating late nights at this library. The final set of proposed library opening hours are set out in Appendix 1 along with the existing hours of operation for comparison purposes.

- 7.13 It is further proposed that the mobile library service be discontinued. Just over half (57%) of those mobile library users surveyed suggested that they regularly use another static library in the borough. A high percentage of existing mobile library users (71%) acknowledged that they had access to a car during the daytime. The Mobile Library was established in Bromley to serve customers living furthest from a fixed branch. When the service was introduced 50 years ago it was seen as a necessary service for a borough the size of Bromley which at 59 square miles is the largest London borough. At a time when car use was much less extensive, the need for an accessible physical service for all was so much greater before the onset of the internet, e-books, online renewals and online access to the Library catalogue.
- 7.14 A recent mapping exercise was carried out which looks to overlay the known use of the mobile service against the static libraries allowing for a 1.5 mile travel distance. The outcome of this exercise was that of the 37 mobile sites 24 fall within a 1.5 mile radius of a static library which is generally regarded as a suitable bench mark for Library provision
- 7.15 The remaining 13 mobile sites are within 1.6 and 4.0 miles away from static libraries. All are served by a variety of bus routes for which elderly and disabled residents are eligible to receive a free freedom pass, and are easily accessible by car.
- 7.16 The Home Library Service is available to any Bromley resident who is unable to:
- Travel to a Library due to disability or illness
 - Carry items to or from a library
 - Access a library for any reason e.g due to poor facilities e.g users with mobility problems.
- 7.17 Currently anyone wishing to use the Home Library Service should contact the Library Service. Mobile staff will actively promote the service to eligible customers as a preferred alternative if the Mobile is deleted. Previously only half of users were aware of this service, awareness has been raised and the profile raised as a result of the consultation.

Radio Frequency Identification Data (RFID) Equipment Investment of £275,000

- 7.18 In order to realise the £300k savings from the proposed new opening hours and staffing structure, it is necessary to implement a full roll out of new technology, in particular, self-service terminals in the form of RFID. At present, the Library Service has RFID in operation at four libraries, Central, Beckenham, Orpington and Biggin Hill, where it has been in operation for some time now. The new Penge library will also, as part of the refurbishment works have RFID installed. Self Service in the form of RFID has become the backbone of frontline library operations across the UK and wider afield. It allows library users to automatically borrow and return books, and enables staff to focus on the provision of a wider range of activities whilst simultaneously freeing up space in the libraries currently taken up by counters to improve the customer offer.
- 7.19 The cost of the RFID equipment and installation is £275k, broken down as follows:

Estimated Costs	£'000
RFID Equipment	200
Capita Installation Costs	45
Ancillary Works	30
Total	<u>275</u>

- 7.20 The Executive is requested to agree the one-off funding of £275k for the roll-out of the RFID system to the remaining libraries in order to realise the full £300k savings within the first 12 months following installation.
- 7.21 In addition to the one off capital costs highlighted above, there would be an on-going revenue cost of £19k per annum, based on a five year contract.
- 7.22 The introduction of RFID is considered crucial to support the reduction in operating hours and staffing complement. The roll-out of the RFID system will allow staff to interact more with customers and continue to provide a broad range of activities and events.

Impact on Staffing

- 7.23 In order to create a staffing structure that will provide the best possible coverage for the new opening hours a complete overhaul of the library staff establishment has been undertaken. This includes rectifying some of the imbalances in allocation of staffing that have occurred through previous ad hoc reductions in the staffing budget over several years. In addition a small relief team, including senior staff, will now be created reporting to the Operations Officer to improve the ability to provide coverage in a more systematic way.
- 7.24 The table below sets out the current and proposed staffing structure: -

Summary	Current	Proposed	Change
	Structure	Structure	
	FTEs	FTEs	FTEs
Group Managers	3.00	1.50	-1.50
Assistant Group Managers	3.00	3.00	0.00
Operations Officer	1.00	1.00	0.00
Library Supervisors	13.75	12.50	-1.25
Senior Customer Service Assistants	29.25	28.25	-1.00
Mobile Customer Service Supervisors	1.50	0.00	-1.50
Support Customer Service Assistants	36.06	31.25	-4.81
	87.56	77.50	-10.06

- 7.25 It can be seen that there will be a net reduction of 10.06 FTEs, which will be achieved by deleting the current vacant posts, equivalent to 9.5 FTEs. In addition, one group manager has requested voluntary redundancy and therefore the direct impact on staffing will be minimised, although some staff may be offered work at another location to maintain their existing hours.

8. POLICY IMPLICATIONS

- 8.1 The proposed review of the Library Service is entirely consistent with the Councils Objectives around Vibrant and Thriving Town Centres as well as being in line with the Councils broader financial strategy.

9. FINANCIAL IMPLICATIONS

- 9.1 The recommendations set out in this report should result in net savings of £300k from April 2015/16 with a part year effect of £100k for 2014/15. Final savings will be dependent on the outcome of the selection process.
- 9.2 Any potential redundancy costs will be met from central contingency provision for redundancy /early retirement costs arising from budget savings. The table in 7.24 above shows a net reduction in staffing of 10.06 FTEs, however as there are 9.5ftes vacancies the impact on staffing is likely to be minimal.
- 9.3 In order to achieve this level of savings, it is necessary to roll out the RFID system to the remainder of the libraries. The estimated cost of the equipment and installation is £275k and the Executive is requested to agree the one-off funding required to realise the savings within 12 months of installation.
- 9.4 There are on-going costs of £19k per annum (£9k part year) for the on-going maintenance of the system for 5 years. It is expected that this additional cost can be funded from the savings of the review of the site management of the Bromley library buildings.

10. LEGAL IMPLICATIONS

- 10.1 There were a number of pieces of legislation that affected the authorities decision making on the delivery of a library service, in particular:
- The Public Libraries and Museums Act 1964 requires the authority to provide a “comprehensive and efficient” public library service. The terms “comprehensive and efficient” are not defined within the Act; however the Act requires local authorities to provide, free of charge, access for people who live, work or study in their area to borrow or refer to books and other material in line with their needs and requirements.
 - The Equality Act 2010 further places a duty on a public body to carry out Equality Impact Assessments as soon as a new policy, function or service is considered.
 - The Local Government and Public involvement in Health Act 2007 and the new Statutory Guidance for the Duty to involve as it places authorities under a duty to consider the possibilities for provision of information to, consultation with and involvement of representatives of local persons across all authority areas.

11. PERSONNEL IMPLICATIONS

- 11.1 The proposals for a reorganisation of the library service have been considered in the context of the Council’s legal obligations, the formal consultation process and in line with the Council’s procedures for managing change. Consultation has been undertaken with staff, Trade Unions, Staff Side Secretary and Departmental Representatives.
- 11.2 In total there were 6 formal consultation meetings held with staff at various locations. The meetings were well attended with 107 staff present which represents 86% of the library service staff. The basis for the proposals was explained to staff as well as the HR implications.

- 11.3 There were a number of themes that came out of the staff discussions at these meetings and these are set out in Appendix 3. The main issues raised were about how the selection process would be implemented should the proposals be agreed, issues around the public consultation exercise and the impact of reducing hours and the targets already set for library activities. Staff also expressed concern about the proposal to cease the mobile library.
- 11.4 Full details of the comments made by staff can be found in Appendix 3 of this report along with the management side's full response. At the time this report went to print no written comments had been received from either the trade union side or departmental representatives.
- 11.5 The changes would result in a reduction from 87.56 FTE to 77.50 FTE as previously set out in this report. There are a number of vacancies (9.5) being held and these posts will contribute to the budget reduction required and this greatly minimises the impact on the existing library workforce. There are 135 staff affected and of these 87 are part time and the gender profile is 117 female and 18 male. It is anticipated that the majority of staff will be accommodated with the least disruption as possible for staff. This will be achieved by asking all staff to express an interest in those posts which closely match their current hours and grade wherever possible. Management will endeavour to deploy staff taking into consideration the needs of the organisation and on the basis of the best fit for individuals. It is not possible at this stage to state how many full time staff will be affected but it is expected to be a low number and although this may give rise to a redundancy situation, in the first instance, any displaced full time staff will be offered part time hours at another library to bring their hours to full time.

Trade Union and Departmental Representatives Consultation

- 11.6 An initial meeting was also held on 19th December 2013 with the Trade Unions and Departmental Representatives to inform them of the budget situation. A further meeting was held on 16 April 2014 and an update given on the consultation meetings which had already been held with staff and reassurance that the comments from staff would be considered.
- 11.7 It was explained that most staff will be accommodated in the new structure. There are a number of full time staff affected as some library opening hours may be reduced and in the proposal there is not a requirement for full time staff at these libraries. These full time staff may be accommodated by working part time across two libraries.

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	Renewal and Recreation Libraries Survey Outcome of Consultation – 10 th July 2012 London Borough of Bromley CIPFA Comparative Profile Public Libraries Bromley Library Service – Proposal for Reorganisation 1 st April 2014.

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APPENDIX 1

CURRENT LIBRARY OPENING HOURS

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Central	9.30-6.00	9.30-8.00	9.30-6.00	9.30-8.00	9.30-6.00	9.30-5.00	
Anerley	9.30-8.00	9.30-6.00	9.30-6.00		9.30-6.00	9.30-5.00	
Beckenham	9.30-6.00	9.30-6.00	9.30-8.00		9.30-8.00	9.30-5.00	
Biggin Hill	7.30-9.30	7.30-9.30	7.30- 9.30	7.30-9.30	7.30-8.30	8.00 – 7.30	8.00 – 7.30
Burnt Ash	9.30-1.00 2.00-6.00			9.30-1.00 2.00-6.00		9.30-1.00 2.00-5.00	
Chislehurst	9.30-8.00	9.30-6.00		9.30-8.00	9.30-6.00	9.30-5.00	
Hayes		9.30-1.00 2.00-6.00		2.00-8.00	9.30-1.00 2.00-6.00	9.30-1.00 2.00-5.00	
Mottingham	9.30-6.00	9.30-6.00	9.30-6.00		9.30-8.00	9.30-5.00	
Orpington	10.00-8.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-5.00	
Penge	9.30-6.00	9.30-6.00		9.30-6.00	9.30-6.00	9.30-5.00	
Petts Wood	9.30-8.00	9.30-6.00		9.30-8.00	9.30-6.00	9.30-5.00	
Shortlands	9.30-1.00 2.00-8.00	9.30-1.00 2.00-6.00	9.30-1.00 2.00-6.00		9.30-1.00 2.00-6.00	9.30-1.00 2.00-5.00	
Southborough	9.30-6.00	9.30-6.00		9.30-6.00	9.30-8.00	9.30-5.00	
St Paul's Cray	9.30-6.00	9.30-8.00		9.30-6.00	9.30-6.00	9.30-5.00	
West Wickham	9.30-8.00	9.30-6.00		9.30-6.00	9.30-8.00	9.30-5.00	

PROPOSED OPENING HOURS IN RESPONSE TO CONSULTATION

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Central	9.30-6.00	9.30-6.00	9.30-6.00	9.30-8.00	9.30-6.00	9.30-5.00	
Beckenham	9.30-6.00	9.30-6.00	9.30-8.00		9.30-6.00	9.30-5.00	
Biggin Hill	7.30-9.30	7.30-9.30	7.30- 9.30	7.30-9.30	7.30-8.30	8.00 – 7.30	8.00 – 7.30
Burnt Ash	9.30-1.00 2.00-6.00			9.30-1.00 2.00-6.00		9.30-1.00 2.00-5.00	
Chislehurst	9.30-8.00	9.30-5.30		9.30-5.30	9.30-5.30	9.30-5.00	
Hayes		9.30-1.00 2.00-6.00			9.30-1.00 2.00-6.00	9.30-1.00 2.00-5.00	
Mottingham	9.30-1.00 2.00-5.30		9.30-3.00		9.30-1.00 2.00-8.00	9.30-1.00 2.00-5.00	
Orpington	10.00-8.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-5.00	
Penge	10.00-7.00	9.30-5.30	9.30-1.00	9.30-5.30	9.30-5.30	10.00-5.00	
Petts Wood	9.30-5.30	9.30-5.30		9.30-8.00	9.30-5.30	9.30-5.00	
Shortlands	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.30			9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.00	
Southborough	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.30			9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.00	
St Paul's Cray	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.30		9.30-1.00 2.00-5.30		9.30-1.00 2.00-5.00	
West Wickham	9.30-8.00	9.30-5.30		9.30-5.30	9.30-5.30	9.30-5.00	

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1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	21	42	26		14	26	129
11:00	29	48	29		32	8	146
12:00	25	15	33		42	24	139
13:00	22	12	15		9	9	67
14:00	21	38	21		9	4	93
15:00	12	28	16		16	31	103
16:00	22	25	24		12	10	93
17:00	13	28	50		17	7	115
18:00	15	16	15		19		65
19:00	12						12
20:00	17						17
	209	252	229		170	119	979

2nd- 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	10	48	17		35	5	115
11:00	43	52	17		12	17	141
12:00	24	13	16		16	25	94
13:00	20	33	25		26	16	120
14:00	23	5	13		11	15	67
15:00	7	26	16		28	14	91
16:00	4	28	15		32	12	91
17:00	3	40	20		29	14	106
18:00	18	19	17		12		66
19:00	26						26
20:00	39						39
	217	264	156		201	118	956

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	10	40	31		33	10	124
11:00	12	38	18		20	18	106
12:00	22	32	17		43	7	121
13:00	32	13	13		15	23	96
14:00	30	8	16		19	35	108
15:00	18	39	15		10	17	99
16:00	22	30	29		31	26	138
17:00	23	27	34		51	5	140
18:00	17	4	20		20		61
19:00	11						11
20:00	29						29
	226	231	193		242	141	1033

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	23	34	18		24	14	113
11:00	17	26	44		14	13	114
12:00	24	16	17		16	11	84
13:00	29	14	12		18	6	79
14:00	23	13	27		19	19	101
15:00	25	12	28		32	9	106
16:00	40	29	33		25	15	142
17:00	16	29	14		18	9	86
18:00	16	20	21		9		66
19:00	18						18
20:00	18						18
	249	193	214	0	175	96	927

Beckenham Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	78	67	49		54	51	299
11:00	156	68	55		44	76	399
12:00	160	89	45		87	69	450
13:00	69	57	49		61	78	314
14:00	59	54	44		45	73	275
15:00	77	108	96		61	76	418
16:00	57	41	64		48	45	255
17:00	57	93	104		56	67	377
18:00	44	48	44		44		180
19:00			26		53		79
20:00			38		32		70
	757	625	614		585	535	3116

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	52	48	41		127	51	319
11:00	166	62	42		41	81	392
12:00	109	64	61		57	43	334
13:00	51	51	47		61	79	289
14:00	54	44	54		77	73	302
15:00	46	45	64		55	76	286
16:00	35	91	53		61	62	302
17:00	110	36	52		55	61	314
18:00	38	31	58		26		153
19:00			24		33		57
20:00			34		16		50
	661	472	530		609	526	2798

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	100	57	46		120	57	380
11:00	137	56	74		75	97	439
12:00	112	74	41		87	115	429
13:00	79	48	68		27	100	322
14:00	77	50	49		54	60	290
15:00	41	64	31		86	94	316
16:00	69	79	72		71	102	393
17:00	109	71	67		53	47	347
18:00	43	44	57		31		175
19:00			45		35		80
20:00			38		22		60
	767	543	588		661	672	3231

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	115	43	45		60	51	314
11:00	175	52	60		68	103	458
12:00	98	103	38		82	80	401
13:00	52	55	38		60	96	301
14:00	56	55	56		128	64	359
15:00	51	62	75		34	69	291
16:00	97	80	90		42	52	361
17:00	84	74	80		64	72	374
18:00	60	48	91		64		263
19:00			52		21		73
20:00			42		40		82
	788	572	667		663	587	3277

Biggin Hill Library

1st - 7th July 2013								
	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Totals
10:00	322	194	218	162	59	221		1176
11:00	58	56	54	60	39	76	189	532
12:00	61	36	42	40	42	49	50	320
13:00	31	53	57	37	43	29	32	282
14:00	46	29	44	29	36	122		306
15:00	51	45	40	52	80	138		406
16:00	78	72	82	74	58	47		411
17:00	85	129	114	91	85	53		557
18:00	73	16	91	119	58			357
19:00	28	34	55	101	31			249
	833	664	797	765	531	735	271	4596

2nd - 8th December 2013								
	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Totals
10:00	302	122	152	124	122	196		1018
11:00	44	37	39	58	39	56	133	406
12:00	64	40	21	40	28	25	26	244
13:00	38	32	33	26	11	22	30	192
14:00	40	31	39	30	25	34		199
15:00	33	31	44	30	40	37		215
16:00	84	82	98	82	92	28		466
17:00	64	55	71	105	28	52		375
18:00	75	66	49	48	72			310
19:00	43	19	67	73	38			240
	787	515	613	616	495	450	189	3665

3rd - 9th February 2014								
	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Totals
10:00	386	149	177	99	146	214		1171
11:00	70	61	58	118	65	61	165	598
12:00	50	49	42	85	54	49	79	408
13:00	68	26	20	31	21	71	72	309
14:00	38	27	21	47	23	63		219
15:00	35	33	20	33	69	64		254
16:00	105	96	116	230	96	49		692
17:00	112	104	128	75	79	68		566
18:00	109	65	46	40	65			325
19:00	48	20	31	20	53			172
	1021	630	659	778	671	639	316	4714

12th - 18th May 2014								
	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Totals
10:00	463	200	179	160	149	257		1408
11:00	51	51	42	71	34	65	141	455
12:00	76	49	32	75	16	69	86	403
13:00	39	54	42	32	39	43	55	304
14:00	55	37	23	36	20	33		204
15:00	31	21	30	82	26	31		221
16:00	109	69	101	81	146	53		559
17:00	81	82	106	122	162	36		589
18:00	52	45	53	80	59			289
19:00	35	26	72	30	37			200
	992	634	680	769	688	587	282	4632

Burnt Ash Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	24			28		15	67
11:00	44			32		31	107
12:00	11			52		41	104
13:00	13			25		57	95
14:00							
15:00	21			24		26	71
16:00	42			26		33	101
17:00	13			19		6	38
18:00	16			8			24
	184			214		209	607

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	17			27		8	52
11:00	43			46		38	127
12:00	22			52		28	102
13:00	22			41		16	79
14:00							
15:00	23			30		31	84
16:00	29			24		17	70
17:00	27			20		29	76
18:00	19			11			30
	202			251		167	620

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	25			25		9	59
11:00	41			46		21	108
12:00	19			14		21	54
13:00	8			18		5	31
14:00							
15:00	51			25		19	95
16:00	7			33		20	60
17:00	34			14		16	64
18:00	25			4			29
	210			179		111	500

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	52			29		6	87
11:00	47			73		23	143
12:00	31			18		49	98
13:00	22			17		15	54
14:00							
15:00	32			27		16	75
16:00	19			20		20	59
17:00	13			18		27	58
18:00	20			34			54
	236			236		156	628

Central Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	74	79	164	91	117	80	603
11:00	170	154	139	168	215	158	1003
12:00	185	159	154	210	272	139	1117
13:00	175	189	218	201	170	162	1113
14:00	166	147	211	172	101	119	915
15:00	202	186	163	193	190	150	1082
16:00	99	148	135	153	103	84	721
17:00	118	122	153	149	73	193	807
18:00	198	110	161	137	133		737
19:00		91		56			146
20:00		137		134			271
	1386	1519	1495	1660	1372	1083	8514

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	97	72	192	174	83	129	746
11:00	143	146	310	349	251	311	1508
12:00	157	144	209	150	180	191	1030
13:00	153	184	208	155	173	178	1051
14:00	199	174	192	178	167	205	1114
15:00	132	145	235	167	135	221	1033
16:00	132	123	150	179	148	162	893
17:00	123	122	92	225	115	160	836
18:00	87	97	96	103	77		459
19:00		59		102			161
20:00		37		61			98
	1222	1301	1682	1841	1327	1555	8926

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	91	143	207	146	107	155	849
11:00	131	137	199	149	178	155	949
12:00	155	229	199	174	199	184	1140
13:00	191	182	222	166	186	152	1099
14:00	206	147	187	191	176	232	1139
15:00	172	146	134	126	188	184	950
16:00	146	136	144	102	145	170	843
17:00	109	123	106	113	109	177	737
18:00	90	82	154	121	75		522
19:00		69		80			149
20:00		42		54			96
	1291	1436	1552	1422	1363	1409	8473

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	215	122	104	162	119	98	820
11:00	168	268	217	193	144	161	1151
12:00	178	234	212	173	229	166	1192
13:00	225	245	214	183	194	176	1237
14:00	208	170	223	199	154	202	1156
15:00	169	152	159	157	126	239	1002
16:00	146	185	184	130	133	134	912
17:00	147	198	140	161	153	207	1006
18:00	204	236	137	122	94		793
19:00		159		139			298
20:00		63		97			160
	1660	2032	1590	1716	1346	1383	9727

Local Studies

These figures are included in the figures for Central Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	25	21	13	24	13	20	114
11:00	8	16	17	17	16	16	88
12:00	13	14	18	23	15	9	92
13:00	21	18	14	8	4	17	81
14:00	9	10	23	8	5	5	60
15:00	14	13	12	16	8	10	72
16:00	13	11	13	10	16	8	70
17:00	13	11	21	7	6	11	68
18:00	9	12	8	7	10		45
19:00		9		6			15
20:00		7		7			14
	123	140	137	131	91	94	716

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	9	9	13	20	22	23	96
11:00	11	11	13	11	12	8	65
12:00	16	9	15	13	15	11	77
13:00	19	16	13	13	8	13	80
14:00	12	11	18	13	9	14	75
15:00	13	10	13	17	9	22	81
16:00	11	10	22	12	17	21	91
17:00	10	10	11	12	7	12	61
18:00	10	6	7	9	8		39
19:00		8		5			13
20:00		8		7			15
	109	105	122	129	105	122	692

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	7	18	17	21	24	16	102
11:00	15	18	16	15	15	13	91
12:00	18	16	13	12	12	9	79
13:00	9	15	15	13	12	12	76
14:00	15	16	14	22	13	7	85
15:00	14	13	10	17	24	15	91
16:00	10	13	14	14	19	8	77
17:00	9	11	17	18	9	9	71
18:00	16	14	9	11	8		57
19:00		12		6			18
20:00		4		5			9
	111	148	124	152	134	86	755

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	28	24	20	23	13	11	119
11:00	21	11	11	17	10	10	80
12:00	15	29	11	18	9	11	93
13:00	17	7	16	15	9	13	77
14:00	23	15	12	10	11	21	92
15:00	17	17	19	17	9	19	98
16:00	18	12	12	16	13	20	91
17:00	11	34	25	12	10	20	112
18:00	20	11	8	19	3		61
19:00		9		17			26
20:00		10		10			20
	170	179	134	174	87	125	869

Chislehurst Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	37	31		54	60	29	211
11:00	34	25		90	44	41	234
12:00	25	45		51	20	71	212
13:00	30	36		42	31	34	173
14:00	23	25		26	12	16	102
15:00	30	30		33	26	15	134
16:00	58	58		59	52	7	234
17:00	26	47		29	21	21	144
18:00	20	11		14	12		57
19:00	13			20			33
20:00	15			13			28
	311	308		431	278	234	1562

2nd - 8th December 2013							
	Mon*	Tues*	Weds	Thurs	Fri	Sat	Totals
10:00	23	47		41	50	25	186
11:00	41	27		92	27	30	217
12:00	34	47		42	30	68	221
13:00	39	33		31	12	50	165
14:00	32	22		31	29	28	142
15:00	64	63		52	38	15	232
16:00	121	122		62	52	23	380
17:00	31	118		41	21	34	245
18:00	46	58		21	41		166
19:00	40			16			56
20:00	49			15			64
	520	537		444	300	273	2074

Figures higher than usual due to customers calling in to feedback on the proposed Marks & Spencer development

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	30	38		58	41	45	212
11:00	47	28		62	48	36	221
12:00	22	29		45	53	55	204
13:00	45	28		32	22	50	177
14:00	32	24		18	18	23	115
15:00	39	35		31	41	39	185
16:00	55	46		45	31	18	195
17:00	25	25		30	30	30	140
18:00	25	30		9	11		75
19:00	18			11			29
20:00	11			12			23
	349	283		353	295	296	1576

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	59	58		75	22	27	241
11:00	24	26		73	22	52	197
12:00	31	30		16	22	48	147
13:00	28	34		34	32	39	167
14:00	16	40		32	24	26	138
15:00	16	39		21	38	29	143
16:00	19	70		46	24	15	174
17:00	32	34		22	17	32	137
18:00	7	11		19	29		66
19:00	13			15			28
20:00	22			49			71
	267	342		402	230	268	1509

Hayes Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		44			26	14	84
11:00		25			31	17	73
12:00		15			20	39	74
13:00		9			13	14	36
14:00							
15:00		47		33	16	19	115
16:00		26		25	8	6	65
17:00		9		28	19	17	73
18:00		5		3	6		14
19:00				15			15
20:00				2			2
		180		106	139	126	551

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		60			42	23	125
11:00		21			36	16	73
12:00		16			8	5	29
13:00		14			8	14	36
14:00							
15:00		24		30	13	23	90
16:00		32		19	25	32	108
17:00		19		11	15	14	59
18:00		7		8	3		18
19:00				4			4
20:00				9			9
		193		81	150	127	551

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		49			22	9	80
11:00		36			44	23	103
12:00		11			8	30	49
13:00		8			24	14	46
14:00							
15:00		33		22	6	21	82
16:00		38		26	27	21	112
17:00		15		8	27	12	62
18:00		4		5	16		25
19:00				4			4
20:00				3			3
		194		68	174	130	566

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		63			44	30	137
11:00		43			20	28	91
12:00		13			7	19	39
13:00		7			8	17	32
14:00							
15:00		23		99	18	13	153
16:00		30		53	22	8	113
17:00		11		19	8	27	65
18:00		7		18	4		29
19:00				1			1
20:00				4			4
		197		194	131	142	664

Mottingham Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	21	35	20		13	20	109
11:00	28	28	26		26	15	123
12:00	38	34	31		22	16	141
13:00	38	19	21		36	5	119
14:00	24	14	42		37	13	130
15:00	18	30	41		24	24	137
16:00	21	32	35		21	6	115
17:00	18	14	19		9	8	68
18:00	12	13	16		24		65
19:00					18		18
20:00					32		32
	218	219	251		262	107	1057

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	20	26	23		13	13	95
11:00	13	28	12		34	11	98
12:00	12	19	9		20	18	78
13:00	16	5	10		25	18	74
14:00	23	19	46		19	12	119
15:00	30	18	30		27	8	113
16:00	14	18	12		38	15	97
17:00	25	15	9		22	10	81
18:00	9	10	3		13		35
19:00					9		9
20:00					9		9
	162	158	154		229	105	808

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	17	20	22		17	17	93
11:00	16	35	11		18	8	88
12:00	46	13	27		26	13	125
13:00	18	17	17		8	12	72
14:00	11	12	50		13		86
15:00	15	27	19		63		124
16:00	24	12	25		12		73
17:00	13	22	7		50		92
18:00	18	12	13		16		59
19:00					10		10
20:00					13		13
	178	170	191		246	50	835

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	29	32	26		21	18	126
11:00	28	50	36		20	15	149
12:00	36	24	37		51	21	169
13:00	15	14	13		23	19	84
14:00	9	9	33		42	8	101
15:00	16	21	24		20	25	106
16:00	17	29	10		23	27	106
17:00	30	25	13		21	8	97
18:00	23	26	6		17		72
19:00					16		16
20:00					22		22
	203	230	198		276	141	1048

Sat pm - library closed due to staff sickness

Orpington Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		90	140	94	113	81	518
11:00	110	155	77	203	160	111	816
12:00	144	128	105	129	74	142	722
13:00	159	125	125	102	129	132	772
14:00	130	118	108	86	128	69	639
15:00	128	97	82	83	45	65	500
16:00	120	99	102	111	85	113	630
17:00	98	93	137	141	95	52	616
18:00	55	75	51	62	39		282
19:00	16						16
20:00	14						14
	974	980	927	1011	868	765	5525

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		58	78	100	75	90	401
11:00	209	97	67	154	106	137	770
12:00	141	164	151	188	119	114	877
13:00	96	68	83	54	110	136	547
14:00	139	130	160	150	84	152	815
15:00	118	62	67	44	79	154	524
16:00	96	95	90	82	84	122	569
17:00	106	127	97	85	93	73	581
18:00	55	26	66	34	60		241
19:00	40						40
20:00	26						26
	1026	827	859	891	810	978	5391

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		126	59	114	82	133	514
11:00	198	61	97	164	20	101	641
12:00	132	94	114	187	32	146	705
13:00	146	127	67	79	162	241	822
14:00	124	122	75	80	51	169	621
15:00	89	147	58	62	248	229	833
16:00	117	62	77	100	115	144	615
17:00	93	89	63	72	152	65	534
18:00	70	82	54	55	38		299
19:00	62						62
20:00	31						31
	1062	910	664	913	900	1228	5677

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00		81	67	114	94	111	467
11:00	203	164	119	248	82	181	997
12:00	136	163	151	99	114	144	807
13:00	118	82	56	82	132	139	609
14:00	108	121	105	100	57	172	663
15:00	90	90	83	56	84	169	572
16:00	132	123	89	68	73	285	770
17:00	104	136	120	177	108	169	814
18:00	74	45	70	82	48		319
19:00	35						35
20:00	36						36
	1036	1005	860	1026	792	1370	6089

Petts Wood Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	36	63		71	33	55	258
11:00	51	97		48	48	62	306
12:00	60	109		45	30	67	311
13:00	33	28		32	24	40	157
14:00	26	30		28	30	25	139
15:00	44	39		33	35	20	171
16:00	76	57		41	44	27	245
17:00	36	34		44	26	36	176
18:00	60	19		14	36		129
19:00	16			9			25
20:00	13			39			52
	451	476		404	306	332	1969

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	60	58		43	31	29	221
11:00	37	142		33	37	63	312
12:00	29	84		57	27	79	276
13:00	29	22		33	25	54	163
14:00	32	25		10	24	41	132
15:00	23	26		32	28	37	146
16:00	36	30		62	63	57	248
17:00	42	31		19	49	12	153
18:00	20	24		28	10		82
19:00	18			18			36
20:00	16			10			26
	342	442		345	294	372	1795

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	69	84		28	19	42	242
11:00	34	136		47	60	62	339
12:00	64	92		32	31	85	304
13:00	32	39		24	24	58	177
14:00	29	22		40	19	45	155
15:00	65	36		62	36	48	247
16:00	52	60		55	51	59	277
17:00	42	41		21	48	54	206
18:00	57	12		17	48		134
19:00	22			14			36
20:00	5			15			20
	471	522		355	336	453	2137

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	27	67		64	75	37	270
11:00	47	143		47	31	49	317
12:00	31	104		30	63	69	297
13:00	56	30		23	36	52	197
14:00	24	18		54	34	41	171
15:00	26	21		44	35	48	174
16:00	76	43		112	46	42	319
17:00	56	18		98	32	50	254
18:00	26	9		14	74		123
19:00	20			16			36
20:00	19			46			65
	408	453		548	426	388	2223

Shortlands Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	36	18	6		10	12	82
11:00	35	28	20		13	7	103
12:00	11	14	20		16	5	66
13:00	9	10	18		25	11	73
14:00							
15:00	20	20	14		10	14	78
16:00	12	30	14		7	8	71
17:00	9	6	19		4	2	40
18:00	11	1	3		2		17
19:00	9						9
20:00	5						5
	157	127	114		87	59	544

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	35	23	9		15	10	92
11:00	24	35	7		9	13	88
12:00	11	16	12		12	10	61
13:00	12	10	16		9	17	64
14:00							0
15:00	30	12	19		19	48	128
16:00	39	13	13		7	45	117
17:00	15	4	13		18	10	60
18:00	22	2	2		4		30
19:00	7						7
20:00	1						1
	196	115	91		93	153	648

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	28	24	7		2	8	69
11:00	17	6	7		8	29	67
12:00	22	32	16		16	18	104
13:00	8	6	10		8	13	45
14:00							0
15:00	35	21	4		24	3	87
16:00	26	15	13		12	11	77
17:00	10	14	16		16	12	68
18:00	8	8	2		4		22
19:00	7						7
20:00	1						1
	162	126	75		90	94	547

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	29	29	12		8	4	82
11:00	42	32	10		15	6	105
12:00	13	11	5		11	8	48
13:00	17	14	16		16	14	77
14:00							0
15:00	29	10	8		14	19	80
16:00	37	19	16		23	7	102
17:00	7	14	8		13	15	57
18:00	14	8	1		6		29
19:00	17						17
20:00	8						8
	213	137	76		106	73	605

Southborough Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	20	19		15	16	11	81
11:00	14	13		19	21	21	88
12:00	15	15		11	8	14	63
13:00	7	7		6	5	6	31
14:00	39	8		15	18	11	91
15:00	10	8		17	17	11	63
16:00	10	12		7	10	12	51
17:00	17	14		21	19	8	79
18:00	7	15		17	10		49
19:00					5		5
20:00					1		1
	139	111		128	130	94	602

2nd - 8th December 2013							
	Mon	Tues*	Weds	Thurs	Fri	Sat	Totals
10:00	41	14		12	21	27	115
11:00	20	106		12	21	19	178
12:00	15	10		8	17	22	72
13:00	6	8		3	26	16	59
14:00	9	10		11	12	12	54
15:00	18	20		25	16	10	89
16:00	17	8		14	17	9	65
17:00	9	12		24	18	9	72
18:00	5	5		12	10		32
19:00					4		4
20:00					3		3
	140	193		121	165	124	743

A coffee morning was held at 11.00

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	23	11		10	24	10	77
11:00	9	17		15	11	14	65
12:00	10	17		8	11	16	62
13:00	7	9		6	6	10	37
14:00	5	22		9	15	23	73
15:00	12	24		15	17	11	78
16:00	14	14		8	21	7	64
17:00	14	11		4	18	8	53
18:00	10	8		9	8		35
19:00					3		3
20:00					3		3
	102	132		83	134	98	547

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	35	14		6	21	19	94
11:00	25	14		12	12	10	72
12:00	10	12		8	16	19	64
13:00	13	10		9	10	12	52
14:00	5	9		19	11	6	49
15:00	10	11		22	11	11	64
16:00	27	21		18	11	9	86
17:00	17	13		17	12	10	68
18:00	14	14		10	5		42
19:00					10		10
20:00					2		2
	155	116		118	119	94	601

St Paul's Cray Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	47	23		21	44	12	147
11:00	13	22		10	11	18	74
12:00	10	11		10	16	26	73
13:00	19	19		25	14	27	104
14:00	24	13		15	10	15	77
15:00	4	13		26	10	16	69
16:00	24	28		22	13	9	96
17:00	14	12		26	15	18	85
18:00	9	9		22	7		47
19:00		11					11
20:00		9					9
	164	170		177	140	141	792

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	25	20		19	22	20	106
11:00	22	9		16	6	0	53
12:00	22	11		20	12	39	104
13:00	27	15		11	24	15	92
14:00	16	18		25	11	10	80
15:00	18	15		15	27	8	83
16:00	12	13		13	38	11	87
17:00	17	26		17	26	6	92
18:00	7	3		5	8		23
19:00		12					12
20:00		9					9
	166	151		141	174	109	741

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	25	14		20	32	22	113
11:00	25	1		22	10	16	74
12:00	11	15		36	23	25	110
13:00	22	25		15	11	8	81
14:00	15			13	21	19	68
15:00	28	16		13	8	25	90
16:00	34	11		2	20	43	110
17:00	26	12		4	10	10	62
18:00	8	10		9	4		31
19:00		5					5
20:00		3					3
	194	112		134	139	168	747

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	28	5		14	21	22	90
11:00	46	20		25	28	24	143
12:00	51	36		11	8	14	120
13:00	21	13		12	16	28	90
14:00	10	11		14	15	2	52
15:00	28	15		10	18	14	85
16:00	4	20		19	13	6	62
17:00	15	24		6	16	8	69
18:00	13	13		7	7		40
19:00		1					1
20:00		8					8
	216	166		118	142	118	760

West Wickham Library

1st - 7th July 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	79	62		65	63	99	368
11:00	58	48		89	111	95	401
12:00	52	54		64	53	83	306
13:00	44	53		60	36	56	249
14:00	34	50		37	39	22	182
15:00	44	22		59	36	34	195
16:00	55	52		35	44	40	226
17:00	48	48		42	33	39	210
18:00	39	12		40	29		120
19:00	16				27		43
20:00	24				15		39
	493	401		491	486	468	2339

2nd - 8th December 2013							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	13	85		100	62	87	347
11:00	114	82		38	88	72	394
12:00	13	38		66	51	126	294
13:00	70	50		122	39	62	343
14:00	40	42		31	19	37	169
15:00	36	43		23	50	49	201
16:00	49	41		28	45	37	200
17:00	13	39		32	43	33	160
18:00	19	26		12	44		101
19:00	21				30		51
20:00	16				10		26
	404	446		452	481	503	2286

3rd - 9th February 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	76	94		101	77	71	419
11:00	48	74		66	104	56	348
12:00	62	65		36	43	109	315
13:00	40	33		56	48	51	228
14:00	37	53		18	50	50	208
15:00	39	33		45	71	55	243
16:00	69	73		56	56	81	335
17:00	38	42		24	69	46	219
18:00	24	35		14	40		113
19:00	14				17		31
20:00	10				21		31
	457	502		416	596	519	2490

12th - 18th May 2014							
	Mon	Tues	Weds	Thurs	Fri	Sat	Totals
10:00	101	62		311	82	77	633
11:00	76	58		57	148	80	419
12:00	52	62		39	35	88	276
13:00	46	42		44	28	46	206
14:00	38	21		40	41	62	202
15:00	58	44		33	72	42	249
16:00	54	44		36	41	64	239
17:00	56	31		57	46	28	218
18:00	37	22		13	31		103
19:00	11				22		33
20:00	5				14		19
	534	386		630	560	487	2597

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Proposed Reorganisation of Library Services – Outcome of Consultation

The purpose of this document is to set out the response to the consultation on the proposal to reorganise the library service in order to meet the reduction in the Library service budget by £300k. This document will be sent to all staff and will be submitted to Members as part of the report to the Portfolio Holder for Renewal and Recreation Committee on 24 June 2014. For the purpose of the Committee this has been updated

Background

As part of the budget setting process for 2014/15 Members put forward a number of recommendations across a range of services in order to achieve the necessary budgetary savings required in order to achieve a balanced budget for 2014/15. This included a proposal to reduce the Library service budget by £300k. Library service staff were notified in writing on 16 December 2013 of this proposal and formal consultation commenced on 11 March 2014. It was decided that the consultation period would be for 45 days and ended on 24 April 2014. The main reason for a 45 day consultation was to allow staff a longer period of time to comment on any proposed changes around staffing structures, opening hours and timetables. It was considered very important that staff had enough time to comment on these proposals and to suggest any alternatives to the proposals. The new structure is designed to provide the best coverage arrangements for the new opening hours particularly including Saturdays, which have become increasingly difficult to cover. The main consequence of this is the change in balance from full to part time positions resulting in an overall increase in the number of staff working on a part time basis.

The additional time for consultation also aligned with consulting other stakeholders including library users. The response to this public consultation will be reported back to staff and Members as part of the report to the Portfolio Holder for Renewal and Recreation.

Staff consultation

There were 6 formal consultation meetings held with staff at various locations. The meetings were well attended with 107 staff present which is 86% of the library service staff. At these meetings staff were informed of the overall budget gap of £52m and that the Executive decided in January to reduce the library budget by £300k. The rationale behind the proposals was explained to staff as well as the HR implications.

There were a number of themes that came out of the staff discussions at these meetings and these are listed below with management's response:-

Selection process – staff wanted to know how the new structure will be implemented.

Management's response – A representative from HR attended all of the meetings and the process will be that staff will be invited to express an interest in those posts which most closely match their current hours and grade wherever possible. It is hoped that when staff are asked to express an interest in positions that the majority of staff will be accommodated. It is intended to implement any changes to the staffing structure with the least disruption to staff as possible. A timetable of when HR processes will be implemented will be sent to staff in due course.

Sessional budget - staff wanted to know how the sessional staff were affected by the proposals.

Management's response – the budget for sessional staff will remain the same and is not affected by these proposals.

Public consultation – staff were concerned about some of the questions asked and also the timings of when the survey staff were visiting the libraries. Comments were also made that there was nowhere to make comments on the proposals if not present when the survey took place.

Management response- staff were informed that the timings were not set by management but had been arranged by the market research company to ensure that a representative sample was obtained at various times and days of the week. The public could make comments about the proposals via the feedback form on the website, by email or letter to Councillors. A number of the questions related to obtaining equalities data to help determine that no sections of the community were disproportionately disadvantaged by the proposals. Staff were told that any concerns about the survey should be directed to management.

Activity targets - some staff were concerned that with reduced hours they would not be able to meet the targets expected for activities.

Management's response – there will be 2 sets of targets for the year to take account of any proposed reduction in hours at some libraries later in the year.

Self-service machines – This facility is not available in all the libraries but will be rolled out to assist staff and enable them to undertake their other duties as part of the invest to save programme. Staff were concerned that there would be less interaction with customers.

Management's response – Staff should in the longer term benefit from this facility and it has been successful in the libraries where it is installed, especially Biggin Hill where it operates at times with no library staff present. At one meeting a member of staff at a library already having self-service commented how it did not inhibit interaction with customers. There will be new public PC's and Wi-Fi going into libraries which will benefit both customers and staff.

Lunchtime closures for Community Libraries – there was some discussion about this proposal but in the main the response from staff was positive. One benefit would be that customers would know the library was closed at lunchtime rather than having an arrangement of ad hoc closures due to staff shortages. It has operated successfully at Burnt Ash, Hayes and Shortlands for many years.

Mobile Library – staff were concerned about the implications of this on vulnerable customers.

Management response – the use of the mobile library has been declining over a period of time and by ceasing this service it contributes to the budget reduction, avoiding the need for more drastic reductions at static libraries which are able to provide a wider range of services. The Home Library Service will be able to help mitigate the effects for those who have no way of accessing a static library.

Income generation – Staff suggested that looking at new ways of raising income would be more important with the pressure on budgets.

Management said that all services have to look at how they can generate income. In libraries this is particularly relevant as the income on fines has reduced. Many activities in the libraries are free but some staff suggested that this is an area that could be looked at. The room rentals are another source of income and use of spaces on closed days should be explored further. The sale of further appropriate items could be another method to generate income.

Timetables and opening hours

Local Studies staff put forward a proposed timetable which would allow the retention of experienced staff in this section. Management wish to ensure the continuity of service and appropriate allocation of staff to maintain the best possible service to customers. It should be possible to achieve this at the Central Library without major change to the proposed timetable.

Penge staff suggested amended opening hours in the new library based on current and anticipated usage. It is intended to make appropriate changes in the light of this.

Staff at several branches proposed some further alterations to the proposed opening hours. These were considered in conjunction with the views of customers and as a result of consultation the opening times for Mottingham Library have been changed..

Trade Union and Departmental Representatives Consultation

An initial meeting was also held on 19 December with the Trade Unions and Departmental Representatives to inform them of the budget situation. A further meeting was held on 16 April 2014 and an update given on the consultation meetings which had already been held with staff and reassurance that the comments from staff would be considered.

It was explained that most staff will be accommodated in the new structure. There are a number of full time staff affected as some library opening hours may be reduced and there is not a requirement for full time staff at these libraries. These full time staff may be accommodated by working part time across two libraries.

The process for selecting staff, if the proposals are agreed, was discussed and this process will be subject to further discussions with both staff and trade union and departmental representatives. It was explained that because there was not a final proposal at that stage because the consultation period had not ended that information on specific staff affected was not known but was not expected to affect too many staff. There are a number of vacancies being held and these posts will contribute to the budget reduction required. A further meeting with be arranged following any Member decisions.

In the situation whereby individuals have written in with personal comments these have been responded to on an individual basis.

The consultation exercise has been very useful for management and I hope that staff are now clear about the proposals and implications arising from them. Management will be considering these comments further should the proposals be agreed by Members.

I would like to thank staff for their contribution to the consultation process and appreciate the ongoing commitment from staff to ensure the library service uses the available resources in the best way possible to meet the needs of the public.

Colin Brand
Assistant Director, Culture

Report No.
DRR14/059

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: RENEWAL AND RECREATION PORTFOLIO HOLDER
FOR PRE-DECISION SCRUTINY BY THE RENEWAL AND
RECREATION PDS COMMITTEE

Date: 23 June 2014

Decision Type: Non-Urgent Executive Non-Key

Title: INITIAL ASSESSMENT FOR WAR MEMORIAL
REFURBISHMENT

Contact Officer: Kevin Munnely, Head of Renewal Tel: 020 8313 4582
E-mail: kevin.munnely@bromley.gov.uk

Chief Officer: Chief Planner

Ward: (All Wards);

1. Reason for report

To provide Members of the Committee with the initial results of the condition survey undertaken on the 19 war memorials over which the Council has responsibility.

The report provides details on the budget for the estimated works and sets out a programme in order to have refurbishment completed in time for this November's 100 year commemoration of the start of World War I.

2. **RECOMMENDATION(S)**

That the R&R Portfolio Holder note the results of the initial assessment works and agrees the programme of refurbishment (first and second phases).

Corporate Policy

1. Policy Status: Existing Policy:
 2. BBB Priority: Excellent Council Quality Environment Safer Bromley Vibrant, Thriving Town Centres:
-

Financial

1. Cost of proposal: £21,500
 2. On-going costs:: N/A
 3. Budget head/performance centre: Regeneration
 4. Total current budget for this head: £9,850 and £25,000
 5. Source of funding: Existing revenue budget for 2014/15 and Earmarked Reserve for the refurbishment of war memorials
-

Staff

1. Number of staff (current and additional): N/A
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Statutory Requirement :
 2. Call-in: Applicable:
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: Penge Ward Councillors have made a special request for the Penge War Memorial

3. COMMENTARY

- 3.1 To mark the significant commemoration of 100 years since the start of the World War I in November 2014, Full Council agreed on 24th February 2014 to set aside earmarked reserves totalling £25k from underspends in 2013/14 for refurbishment of war memorials as a one-off Member initiatives. The Borough is directly responsible for 19 War Memorials in the Borough.
- 3.2 In support of this work a comprehensive condition survey of the state of Bromley's war memorials was undertaken by Holwood Ground Maintenance Limited. Holwood were commissioned to survey all 19 memorials and report on the specification of works required for each with a cost estimate. The Council's contractor has now completed the comprehensive condition survey of all the 19 memorials. In general the condition of the majority of the memorials was considered to be fair to good, bearing in mind most of them are over eighty year old. There is a general need to provide a deep clean of all of them and for the majority of memorials there is only the need for a small amount of repointing and re-lettering. Only 2 of the memorials were identified as requiring further attention. These are the Royal Naval Volunteer Reserve at Crystal Palace and the Mottingham War Memorial. The condition survey found that there were potential structural problems with both of these memorials and officers are currently undertaking additional surveys to clarify potential costs. Detail specification of works to each memorial can be found in Appendix 1. Colour photographs of details will be available at Committee.
- 3.3 There has been a special request from local ward Councillors for Penge to have the name plaques at Penge war memorial replaced in cast bronze. The original plaques were stolen in 2012 and have since been replaced with a composite substitute. The cost of the replacement cast bronze plaques has been estimated at £11,500.
- 3.4 Holwood have estimated the initial cost for undertaking the refurbishment work identified in the schedule at Appendix 1 at £10,000 including contingency. However, this does not include the potential cost to the Crystal Place and Mottingham war memorials as explained above. A draft programme of works is currently scheduled to commence in July/ August 2014 and complete by the end of September.

4. POLICY IMPLICATIONS

- 4.1 Refurbishment works to these important local features in the towns of Bromley is consistent with Policy Objectives set out in Building A Better Bromley, in particular enhancing quality environment. These works will be consistent with Renewal and Recreation Portfolio Business Plan 2013/ 14, in particular with Outcome 2c Promote, protect and enhance the historical, natural and built environment of the Borough.

5. FINANCIAL IMPLICATIONS

- 5.1 There is an annual war memorial Tenant Maintenance budget of £9,850 within the 2014/15 Regeneration budget. This budget is used to maintain the upkeep of memorials over which the Council has responsibility.
- 5.2 In addition, Full Council agreed on 24th February 2014 to set aside earmarked reserves totalling £25,000 from underspends in 2013/14 for the refurbishment of war memorials as a one-off Member initiative. This is to supplement the annual Regeneration funding given the significance of the commemoration ceremonies taking place this year. This brings the total funding available for this year to £34,850.
- 5.2 This report is seeking approval to use the earmarked reserve of £25k to fund the £21,500 costs of replacing the cast bronze plaques in Penge and to carry out the Phase 1 works identified in

Appendix 1. The improvement works identified in paragraphs 3.3 and 3.4 will be procured in line with the Council's Standing Orders.

- 5.3 Approval is also sought to use the balance of the earmarked funding of £3,500, together with the annual budget of £9,850 for the improvement works at Royal Naval Volunteer Reserve and Nottingham memorials (second phase).

6. LEGAL IMPLICATIONS

- 6.1 None for the purposes of this report.

7. PERSONNEL IMPLICATIONS

- 7.1 None for the purposes of this report.

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	

HOLWOOD

GROUNDS MAINTENANCE LIMITED

ORPINGTON WAR MEMORIAL

Please refer to the accompanying photographs P4290424/5/6/7/8/9/30/1

Re-point memorial base and paved area
Re-paint 3 lions in matt black
Re-paint letters on memorial in matt black
Clean 8 memorial knee plaques
Re-set capping stones on wall
Flood lights...require testing?
Pressure clean base and all round island

PENGE WAR MEMORIAL

Please refer to the accompanying photographs P4280401/2/3/4/5

Nine paving slabs broken
Re-point paving around base
Re-point crack on left and right sides of plinth
Electrics...to be tested?
Pressure clean base and plinth

PRINCE IMPERIAL WAR MEMORIAL

Please refer to the accompanying photographs P4290438/9

Weed around base
Reduce hedge by 50% ? to improve site line

QUEEN ANNE AVENUE MMORIAL GARDEN

Please refer to the accompanying photograph P4280412

Trim shrub surrounds
Pressure clean

RAF WAR MEMORIAL, ST.MARY CRAY

Please refer to the accompanying photograph P4290432

Clean

HOLWOOD

GROUNDS MAINTENANCE LIMITED

BECKENHAM WAR MEMORIAL

Please refer to the accompanying photographs P4280397/8/9/400

Re-point step front left hand side
Re-set and re-point front top step
Broken drain cover to be replaced
Pressure clean memorial base and paved area at front
Power sockets and lights...to be tested?

BIGGIN HILL WAR MEMORIAL

Please refer to the accompanying photographs P4290421/2/3

Re-point around base and steps
Re-point around granite top and centre
Rub down and clean front railings and gate. Paint same in black
Flood lights...to be tested?

BROMLY WAR MEMORIAL

Please refer to the accompanying photographs P4280406/7

Re-lay and re-point all paving around base
Pressure clean paving only
Power and floodlight...to be tested?

BROMLEY PARISH WAR MEMORIAL

Please refer to the accompanying photographs P4300450/1

Light pressure clean around base

CHISLEHURST WAR MEMORIAL

Please refer to the accompanying photographs P4290435/6/7

Re-fill pitted front face with white sandstone
Re-point cross base to prevent water ingress
Light pressure clean
Floodlight...to be tested?

HOLWOOD

GROUNDS MAINTENANCE LIMITED

ROYAL BRITISH LEGION, CHISLEHURST CEMETERY

Please refer to the accompanying photographs P4300452/3/4

Clean coping stone surround
Provide sufficient new granite stone chips to match existing
Fashion new cement strip along front edge

ROYAL NAVAL VOLUNTEER RESERVE MEMORIAL, CRYSTAL PALACE

Please refer to the accompanying photographs P4290444/5/6/7/8/9

All four timber legs rotting...further investigation and advice required
Timber capstone broken off
Light sanding and re-stain wood in matt black
Pressure clean base

KESTON WAR MEMORIAL

Please refer to the accompanying photographs P4290418/9/420

Re-set stone back right
Re-point front left side edge and rear left
Pressure clean base only

HOLY TRINITY WAR MEMORIAL

Please refer to the accompanying photographs P4300455/6
Re-point front only
Pressure clean base and step

MOTTINGHAM WAR MEMORIAL

Please refer to the accompanying photographs P4290440/1/2/3

Re-set 3 kerb stones
Re-point crack on side panel with white sandstone colour
Possible leak on lead roof..further investigation and advice
Cross loose on plinth
Flood lights...require testing?
Light pressure clean around base

HOLWOOD

GROUNDS MAINTENANCE LIMITED

AFS MEMORIAL, WEST WICKHAM

Please refer to the accompanying photographs P4290415/67

Repair broken sandstone front right base
Secure cross. Sand down and stain
Pressure clean base

ST MARYS CHURCH WAR MEMORIAL, ORPINGTON

Please refer to the accompanying photographs P4290433/4

Thorough clean

SHORTLANDS WAR MEMORIAL

Please refer to the accompanying photographs P4280408/9/10/11

Floodlights...to be tested?
Pressure clean base and plinth

WEST WICKHAM WAR MEMORIAL

Please refer to the accompanying photographs P4290413/4

Re-point left side edge of front base
Pressure clean base, steps and path
Floodlights...to be tested?

WAR MEMORIALS

MEMORIAL	LOCATION	FEEDER PILLAR	LIGHTING	POWER	SATISFACTORY	UNSATISFACTORY	WORKS REQUIRED
BECKENHAM	CROYDON ROAD	2	4 FLOODLIGHTS	2 SOCKETS		YES	YES DISTRIBUTION BOARD, TUBULAR HEATER & CONTROL, MINOR WIRING
BIGGIN HILL	MAIN ROAD	1	2 FLOODLIGHTS	NONE	YES		YES SET OF CONTROL GEAR, 1 LAMP
BROMLEY	MARTIN HILL	1	4 FLOODLIGHTS	NONE		YES	YES RAISE PILLAR, MAIN SWITCH UNIT, TIMER, BLANKS
BROMLEY PARISH	CHURCH ROAD	NONE	NONE	NONE	NONE	NONE	NONE
CHISLEHURST	BROMLEY ROAD	1	4 FLOODLIGHTS	NONE	YES		YES 1 LAMP
ROYAL BRITISH LEGION	BEAVERWOOD ROAD	NONE	NONE	NONE	NONE	NONE	NONE
ROYAL NAVY VOLUNTEER	CRYSTAL PALACE PARK	NONE	NONE	NONE	NONE	NONE	NONE
KESTON	HEATHFIELD ROAD	NONE	NONE	NONE	NONE	NONE	NONE
HOLY TRINITY	BROMLEY COMMON	NONE	NONE	NONE	NONE	NONE	NONE
MOTTINGHAM	MOTTINGHAM ROAD	NONE	6 LED UPLIGHTERS	NONE	YES		NONE
ORPINGTON	HIGH STREET	1	3 FLOODLIGHTS	1 SOCKET		YES	YES EARTH PIT, DISTRIBUTION BOARD

PENGE	HIGH STREET	2	4 UPLIGHTERS	NONE		YES	YES REFIX PILLAR, DOOR LOCKS, MET, CABLES IN FLOWER BEDS, BROKEN LUMINAIRE COVER
PRINCE IMPERIAL	PRINCE IMPERIAL ROAD	NONE	NONE	NONE	NONE	NONE	NONE
QUEEN ANNE AVENUE	QUEEN ANNE AVENUE	NONE	NONE	NONE	NONE	NONE	NONE
RAF MEMORIAL	MUNGO PARK WAY	NONE	NONE	NONE	NONE	NONE	NONE
AFS MEMORIAL	LAYHAMS ROAD	NONE	NONE	NONE	NONE	NONE	NONE
ST MARYS CHURCH	HIGH STREET	NONE	NONE	NONE	NONE	NONE	NONE
SHORTLANDS	KINGSWOOD ROAD	1	4 UPLIGHTERS	NONE	YES	NONE	NONE
WEST WICKHAM	CORKSCREW HILL	1	2 UPLIGHTERS	1 SOCKET		YES	YES EARTH LUMINAIRE NUMBER 2, 1 LAMP

Report No.
DRR14/007

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: RENEWAL AND RECREATION POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: 23 June 2014

Decision Type: Non-Urgent Non-Executive Non-Key

Title: TOWN CENTRE MANAGEMENT UPDATE REPORT JUNE 2014

Contact Officer: Martin Pinnell, Head of Town Centre Management and Business Support
Tel: 020 8313 4457 E-mail: martin.pinnell@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: (All Wards);

1. Reason for report

Members have requested a regular update on Town Centre Management and business support activities. This report covers activities which have taken place since the previous update to Members on 1 April 2014, and also summarises the priorities for the period until end of September 2014.

2. **RECOMMENDATION(S)**

Members of the Renewal and Recreation PDS Committee are asked to:

- 2.1 **Note the key developments and activities within the Town Centre Management and Business Support Team summarised in APPENDIX 1 of this report.**
- 2.2 **Note and comment upon the draft spatial management plan for Bromley Town Centre pedestrianized area provided as APPENDIX 2 of this report.**

Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Vibrant, Thriving Town Centres
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Financial

1. Cost of proposal: Estimated Cost for 2014/15: £290.6k
 2. Ongoing costs: Recurring Cost £39.1k
 3. Budget head/performance centre: Town Centre Management
 4. Total current budget for this head: £39.1k, £25.5k, £10k, £106k, £110k
 5. Source of funding: Existing revenue budget 2014/15 (including £25,5k earmarked as support grant for the Orpington BID), OLF 2 funding, and funding set aside in earmarked reserves
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Staff

1. Number of staff (current and additional): 3
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Non-Statutory - Government Guidance
 2. Call-in: Not Applicable: No decisions are requested by this report
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected):
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:

3. COMMENTARY

- 3.1 The Town Centre Management and Business Support service exists to maintain and enhance the competitiveness, attractiveness and vibrancy of the borough's town centres – and to support businesses across the borough. This involves working closely with town centre businesses, both directly and through business and traders groups, and with other key town centre occupiers and service providers. The resources for the service are derived not only from Council budgets but also from income from business donations, sponsorship, high street promotions and attractions, and grants (e.g. The Mayor of London's Outer London Fund).
- 3.2 A summary of the TCM and Business Support work programme in recent months and priorities for the coming quarter is provided in APPENDIX 1.
- 3.3 Members attention is drawn particularly to the Business Improvement District (BID) programme which is an integral part of the Town Centre Management team's remit and a growing area of work. This work is described in more detail in paragraph 1.1 and 1.2 of APPENDIX 1, but includes maintaining a close liaison with and monitoring of the existing BID in Orpington, established in April 2013, but also working closely with the newly formed BID Working Group, whose aim is the establishment of a BID in Bromley town centre. The latter project has the support of the Council's Executive which agreed funding of up to £110k, to be drawn from the Economic Development and Regeneration Fund. Up to £90k of this fund, following the agreement of the Renewal & Recreation Portfolio Holder, will be provided – in stages and subject to the achievement of certain milestones – to the BID Working Group to enable them to take the lead on the project – which if successful at ballot will see the establishment of a Bromley BID by spring 2016.
- 3.4 Members attention is also drawn to the draft 'Spatial management strategy for Bromley Town Centre' which is provided as APPENDIX 2. This strategy document provides an outline of what sort of activities (e.g. promotions, street entertainment, specialist markets etc) will be encouraged by Town Centre Management, working alongside colleagues in Streetscene Services, and how those activities will be managed once the improvement works are completed in the pedestrian area of Market Square (by late summer 2014). In offering this framework for the management of activities after the works, it is recognised that this is necessarily a temporary arrangement as it is highly likely that any Business Improvement District formed for Bromley Town Centre would wish to take over the management of these activities (and any related costs and income) as part of its role.

4. POLICY IMPLICATIONS

The work of the Town Centre Management & Business Support Team has as its primary focus the delivery of the Council's Building a Better Bromley priority of encouraging and sustaining Vibrant Thriving Town Centres.

5. FINANCIAL IMPLICATIONS

5.1 The activities of the Town Centre Management and Business Support Team are resourced through various funding streams, summarised as follows:

Funding available for TCM and Business Support Activities

Funding type	£'000
Town Centre Management Initiative Fund (adj for income shortfall)	39
Grant to Orpington BID	26
Outer London Fund	10
Earmarked reserve for Bromley BID project	110
Earmarked Reserve re Local Parade improvements	106
Total	291

5.2 Members should note that £93k of the monies set aside for Local Parades has been allocated leaving an unallocated balance of £13k.

Non-Applicable Sections:	Legal, Personnel
Background Documents: (Access via Contact Officer)	TOWN CENTRE MANAGEMENT INITIATIVE FUND 2014/15 REPORT - APRIL 2014 (DRR14/030)

1. Summary of activities April to June 2014/15

1.1 Proposed Bromley BID

- i. Following a feasibility study about an extension to the BID concept, involving analysis of business rates data and consultation with businesses in Bromley and Beckenham, recommendations for action were reported to the 15 January Executive meeting, where the Executive endorsed the setting aside of £110k from reserves to fund a project to introduce BIDs to Bromley town centre.
- ii. At the 1 April 2014 R&R PDS meeting, a follow up report on the proposed BID was provided to Members. This recommended that the method of delivery for the project should be business-led and that therefore a BID working group should be formed of people representative of the whole town centre in terms of its various geographical quarters and different types and sizes of business. Members approved of the formation of the BID Working Group and that a grant of up to £90k be provided to this Group subject to an agreement which stipulated a funding schedule conditional upon the Group meeting certain project milestones. Mr Marc Myers, the new General Manager of Intu Bromley (formerly The Glades) Shopping Centre, was appointed as the Chair of the Working Group, and is ideally placed to lead on the project as he is the retiring Chair of Ilford BID – with which he has been involved for a number of years including through its recent renewal ballot – and also sits on the national Board of British BIDs.
- iii. Since April, much work has gone into building a BID working group and putting in place governance arrangements – a pre-requisite for any grant agreement to become operational. In doing so the Chairman has been mindful of the need to ensure the group is representative of the full range of potential levy-paying businesses operating in the town – and to co-opt business owners and managers with a depth of knowledge of the needs of the town centre. In addition the Working Group has been augmented by a group of non-voting advisers representing users of the town such as residents, voluntary sector bodies and churches. The Working Group, although still looking to recruit from certain sectors and areas of the town, has already met twice and recently signed off its

governance arrangements and will shortly appoint a delivery partner – subject to the finalisation of the Council’s grant agreement, which is expected before end of June.

- iv. Originally the timescale for the Bromley BID proposal to go to ballot was in February 2015. However, due to concerns raised in the most recent BID Working Group meeting that this would still be too soon after the severe disruptions experienced by businesses due to the Bromley North Improvement Works, a re-scheduling of the project timescale has been agreed. There are only a few times during the year when a BID ballot does not clash with significant activities in the business calendar (e.g. Christmas, Summer Holidays, etc): Generally the best times for a BID Ballot are Feb / March, June / early July or October / early November. Although a June 2015 date for the ballot was considered, it is noted that this would entail having a campaign period running parallel with a General Election (May 2015) which may cause some confusion. Therefore the Working Group are now aiming for an October 2015 ballot, with a view to starting the BID (if successful) on 1 April 2016.
- v. With this revised schedule in mind, the Working Group (with assistance from a delivery partner) will start to undertake the first two stages in BID development which is to complete the feasibility study started by LBB officers, followed by an in-depth consultation of at least 45% of the potential levy payers to understand the issues for the town centre, which could potentially be tackled by a BID in the future. An officer project group has been formed to provide coordination of the Council’s response to the Local Authority requirements of the project as it moves forward. The results of the BID consultation and a draft Bromley BID Proposal are expected to be available in early 2015 – at which time a further update on the project will be reported to Members.

1.2 Orpington BID

The Council continues to maintain direct contact with the Orpington 1st BID Board through the attendance of non-voting members Cllr William Huntingdon-Thresher and the Head of Town Centre Management & Business Support. The BID refurbished the Orpington Walnuts public conveniences and have been running the facilities since March. Bills for the 2014/15 BID levy have been issued and the BID has been finalising its budget and activity programme for

the new financial year. Alongside the existing offer the 2014/15 proposed programme includes the launch of a joint purchasing initiative to help BID members save money, environmental improvements to the High Street, a social media campaign, specialist markets and promotions, an inward investment campaign and major events (such a Fun in the Park event to coincide with Father's Day in June, a Summer bunting festival throughout the summer, and a Christmas spectacular in late November).

1.3 Vacant units

Vacancy rate summary 2011-2014

(Source: Local Data Company)

Vacancy rates shown as a % of all retail units

TOWN	Jan 11	Feb / Mar 11	Jun / Jul 11	Dec 11	Jan 12	Mar 12	May 12	Oct / Nov 12	May / Jun 13	Nov / Dec 13	Apr / May 14
Beckenham			9.6	9.4			9.5	8.4	9.5	9.1	
Bromley			10.3	9.3			9.5	10.1	11.8	11.3	12.8
Orpington		13.3				14.2			12		15.5
Penge		8.7			5				7.4		8.1
National (GB)	14.5			14.3			14.5	14.4	14.1	14.1	13.5

Notes

1. Local Data Company (LDC) survey the furthest extent of the towns as defined by DCLG boundaries including more peripheral areas and buildings not included in TCM surveys and also areas more prone to high vacancies. The boundaries for the LDC surveys for Bromley are being reviewed in the light of local boundaries for the town centres (e.g. Orpington BID boundary) and should be available for the next TCM Update report to Members.
2. For Bromley Town Centre the overall vacancy figure for the Retail Core masks some differences between the different sections of the town. In May 2014 there were 62 vacant units out of a total of 507 (including both retail and leisure) giving a 12.2% rate. This breaks down as follows:

Area	No of units	Vacant units	Rate %
High Street	351	37	10.5
Intu Bromley	138	21	15.2
The Mall	18	4	22.2

3. Similarly for Orpington Town Centre there are 255 units (both retail and leisure) which are surveyed by LDC – of which 39 are vacant, giving a rate of 15.3%. However this breaks down as follows:

Area	No of units	Vacant units	Rate %
High Street	203	27	13.3
Walnuts Shopping	52	12	23

Centre			
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At the last PDS Committee Meeting Members asked for information about the level of churn – number of openings and closures within the main town centres. This information is summarised in the table below:

Openings & closures in retail core during last 12 months

TOWN	Openings	Closures	Net gain / loss	Notes
Beckenham	14	17	-3	
Bromley	66	68	-2	Majority of changes (gains and losses) have been in Comparison Retail.
Orpington	17	30	-13	Majority of gains in Leisure sector; Majority of losses in Comparison Retail
Penge	8	10	-2	

1.4 Local Parades Improvement Initiative Fund

Work has been ongoing to implement improvement project in various areas in response to bids to the Local Parades Improvement Initiative Fund.

Projects funded by the scheme include:

- Anerley Hill – including improvements to paving and street furniture, new local history mural, vacant shop improvements and a deep clean. Mostly completed.
- Biggin Hill – Christmas lights, tree pit for Christmas tree, noticeboards and flower towers. A grant has been provided to the Business Association.
- Chatterton Village – flower towers and hanging baskets. Installation expected shortly.
- Chislehurst, High Street and Belmont Parade – including new Christmas lights (which were installed and working over 2013 Christmas period), village signs, community notice boards, resurfacing of alleyways and a deep clean. This project is ongoing.
- Clockhouse – including improvements to damaged shop frontage, a deep clean and upgraded litter bin. This project has recently received approval and will be started soon.
- Coney Hall – Christmas lights, new bins, planters, village signs, new trees, pavement repair – although some of this work is pending a favourable decision on signage from TfL and also a

possible change to parking and loading bays. Consultation with traders and residents on parking changes is ongoing.

- Cray Valley – provision of street lamp banners to promote Cray Festival in 2013. Banner fixings will be reused in 2014 and future years.
- Hayes Village, The Street – including resurfacing of forecourt, improvement to frontage of village hall, street signs and new bins. Project ongoing.
- Hayes, Station Approach – new permanent Christmas tree, community noticeboards, repair to car park entrances and deep clean. Community notice boards awaiting planning approval.
- Keston – Village Sign completed. New planters and flower tower on order.
- Mottingham, Kimmeridge Cross – including new planters, hanging baskets, community noticeboards and benches. Project ongoing.
- Mottingham, High Street – funding for new Christmas lights agreed.
- Petts Wood – New Christmas lights – grant provided to Business Association.
- Penge – resurfacing of forecourts, new bins, new permanent Christmas tree and improved signage. Mostly completed but anti-pigeon measures to be confirmed.

In each case, Town Centre Managers have been assisting local groups to identify costs and explore feasibility for a variety of projects. By the end of the 2013/14 financial year £237k of the original £250k was authorised by the Portfolio Holder. Of this, £138k has already been spent in 2012/13 and 2013/14, the remainder committed or earmarked. There is therefore £13k remaining unallocated for projects in parades and small town centres not yet served by this programme.

1.5 Bromley North Village Improvement works

The Bromley North Village improvement works are expected to run until November 2014. Works have been continuing in Market Square throughout this quarter and are expected to continue there until late summer. This is having an impact on the ability of Town Centre Management to utilise this space for events or for promotions (which generate income for the Town Centre

Management programme). Inevitably the works are causing disruption for businesses in the whole Bromley North area. The Town Centre Manager has been working closely with the Bromley North Village project team, including the contractor's Business Liaison Officer, to help minimise the disruption and provide as much information as possible to the town's businesses and members of the public. Close contact is being maintained with the businesses affected, including the email dispatch of a weekly project status bulletin through the Council communications team.

1.6 Events

Due to reduced funding available, and restrictions on space in pedestrianized part of Bromley, there have been no public events taking place in Bromley and Penge town centres during the past quarter.

In April a French Market took place in Petts Wood and Beckenham – which was well supported and brought an additional 'continental' interest to these towns. Another very successful local produce market was organised in mid-May in partnership with the Copers Cope Area Residents Association and the Beckenham Business Association. The popular market on Beckenham Green was augmented with entertainment and a stall promoting businesses from across the town, along with a display caravan publicising the TfL funded plans for regeneration of the High Street.

Looking ahead to Christmas, for which a number of events are already in planning stage, the Town Centre Team has been running a Request for Quotes Procurement process during May and June to secure the services of a suitable contractor to install, de-install and maintain Christmas lights during the period from November 2014 to January 2015. The contract will include the supply of new lights and maintenance of existing ones in 8 town centres across the borough, 5 of which are being externally funded by local business groups / lights committees. It is expected that the contract will be finalised by end of June.

1.7 Business Support Programme

Town Centre Management has continued to work closely with various organisations to ensure that there continues to be a programme of support and networking opportunities for local businesses. The events are organised without any financial subsidy from the Council – but rely on offering third parties free use of space, promotion via our networks and officer time. For example, on 11 June the Council hosted a joint ICEAW / MetroBank seminar at the Civic Centre to help businesses market themselves more effectively. On 18 June the Council Chamber and Committee Rooms became the venue for the first ‘Bromley Means Business’ Expo, with over 30 stands, seminars, one to one support surgeries and networking sessions – opened by the Mayor of Bromley and attracting hundreds of visitors.

In addition to events, the business support role of the team also involves ensuring free flow of information about support schemes of benefit to our businesses – e.g. the Government’s £1000 discount off Business Rates for Retailers, or the £3000 voucher scheme to help businesses access faster broadband. One of the tools for this is the bi-monthly Business e-Bulletin, re-launched in June with a new look, and emailed to over 3000 business addresses.

1.8 Business and Traders Group liaison

In addition to the main town centre activities, the Town Centre Management team has maintained links, providing support and advice where required to a number of traders and town centre groups across the borough. As discussed in 1.2 the Town Centre Management team maintains direct links to the Orpington 1st BID through both formal and informal meetings.

The TCM for Beckenham has worked closely with the Beckenham Business Association (BBA) membership secretary to visit High Street traders door to door to raise awareness of the proposed regeneration scheme for the town and encourage sign-ups for the BBA. The TCM also coordinated a new format networking and information sharing breakfast meeting for BBA members and other local businesses – which took place at the end of April. Further BBA breakfast meetings are planned. A Penge Traders Association meeting also took place in June at which a number of issues were discussed – including how to improve the town’s environment and to attract inward investment.

2. Priorities for the Town Centre Management & Business Support Team from July to September 2014

The Town Centre Management & Business Support team's main priorities for this quarter will be:

- 2.1 Engaging with and strengthen partnerships with local businesses and other town centre stakeholders. We will continue support for the Beckenham Town Centre Team and the Beckenham Town Centre Working Group – which has a focus on guiding and influencing the developing designs for the major TfL-funded scheme for Beckenham. In Bromley, the Town Centre Manager will continue to work closely with the forming Bromley BID Working Group and their delivery partners to help engage with a wide cross section of the towns businesses as the project moves forward. Officers in this team will play a lead role in the internal project group to ensure that the Local Authority role in developing the BID is coordinated.

- 2.2 Continue to support the Orpington 1st BID through officer representation on the BID Board, and will also be monitoring the BID Levy billing and recovery process for 2014/15.
- 2.3 Continue to take a leading role in business liaison and communications in respect of the major improvement works for Bromley North Village.
- 2.4 Liaison with local town centre groups to plan for the funding and development of public events, including special markets and Christmas lights switch-ons.
- 2.5 Officers in this team will finalise the procurement of Christmas lights services for the 2014 season in Bromley, Beckenham, Penge, Orpington and some smaller towns.
- 2.6 Work with partner organisations to deliver a programme of support workshops and seminars for local businesses during the year – at no cost to the Council.
- 2.7 Work with colleagues in the Council's Town Centre Renewal team to oversee the final evaluation of the Outer London Fund Round 2 programme – which will be undertaken by an external consultant and will be concluded by end of September for reporting to the GLA.
- 2.8 Maintain regular business communication channels and publications – including the business e-bulletin, website content, including a possible new Bromley Business Directory (for publication in 2015). The team will continue to engage with businesses through attendance at various networking events, and also facilitate the Bromley Economic Partnership and the Commercial Property Agents Forum.

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APPENDIX 2: Bromley Town Centre Draft Spatial Management Plan

1. Purpose of Review

- 1.1 To develop a strategy for the management of the space in Bromley Town Centre, specifically Market Square and the pedestrian area, that will be compatible with and will enhance the improved public realm. The current disruption in the pedestrian area of Market Square to the improvement works has created a hiatus which allows Officers and Members to consider the various options for an improved management of activities within the Town Centre for the period after the space has been re-opened. The emerging strategy will be agreed and publicised to all interested parties to ensure that a consistent approach can be taken to responding to requests for use of the revamped space, and for managing users of the space.
- 1.2 In developing this plan officers have been mindful of the possible introduction of a Business Improvement District (BID) for Bromley – although this is still in the early stages of development. In keeping with best practice for BIDs in other town centres, it is likely that any resulting BID company for the town would wish to take over and run some or all of these activities, develop them for the benefit of the town and also generate an income from these to re-invest into BID activities. It is likely that any Bromley BID proposal would be going to a ballot in either summer or autumn 2015 and therefore would be operational by April 2016. The plan therefore will necessarily have a life span of between 18 and 24 months at most (from September 2014) before most of these activities would be taken over by the BID. The purpose will therefore be to provide a stable starting point for the BID to build upon.

2. Objectives for using the town centre space

1. Brings vibrancy and activity to the space. Increased variety improves the attractiveness of the town centre, encourages dwell time and by extension additional spend.
2. Opportunity for income generation, which can allow Town Centre Management (or a future BID) to create additional enhancements or events for the benefit of the Town.

3. Current Activities

- Promotions
- Children's rides
- Weekly Market
- Specialist Markets
- Street Entertainers
- Events

4. How successful have existing activities been to meet these objectives?

- 4.1 In the past year there has been an increase in the bookings for the promotional space, and although these can create some interest not all of these promotions necessarily involve activities that are interactive.

- 4.2 Prior to the start of the improvement works in Market Square at least one children's ride was present every day with additional rides installed for school holidays. However these rides not always open/operating (especially in periods of poor weather) therefore creating a negative visual impact.
- 4.3 The weekly market runs successfully on a Thursday, Friday and Saturday however the expenditure involved in the management of the market could be reduced through a review of current contractors. The implementation of a Market Policy would also address concerns regarding the mix of products on offer and utilisation of empty stalls, however income may be reduced if the policy deters existing or potential stallholders. The positioning of these stalls could potentially be improved to create a flow of customers past the adjacent shops rather than blocking them – although any reorganisation would need to take account of the need to maintain a clear fire / emergency access path.
- 4.4 Specialist Markets visit the town at least twice a year. These are popular with members of the public however positioning of the stalls and the visual impact have been raised as a concern previously.
- 4.5 Street Entertainers are generally of good quality and provide a good ambience within the town. They currently register with LBB and are booked into allocated locations within the pedestrian area.
- 4.6 Last year there were 4 large scale events which attracted additional visitors to the town however due to reduced Council funding it is likely that there will be fewer events in 2014.
- 4.7 Research on attitudes of visitors and businesses to activities provided in the pedestrian area are generally positive. The main negative comment relates to the visual impact of some of these activities. Most people would prefer to see more performers / artists and interactive activities for children. However it should be noted that the more high quality entertainment provided in the town centre generally involves a cost to Town Centre Management, therefore negates the second objective.
- 4.8 The income budget for promotions and rides is £35.5k and this is used to fund expenditure for Bromley Town Centre Management which includes an element of staffing, events and Christmas lights. Income from the Markets is allocated to Streetscene Services. If the income from town centre promotions and rides were to cease or significantly reduce the shortfall would need to be made up in the appropriate budgets by finding additional sources of income (e.g. sponsorship) or reducing the level of TCM service provided.

5. Benchmarking

To provide some comparison other town centres were contacted as part of this review to ascertain the activities that take place.

Kingston

The space in the town centre is managed by Kingston First BID Company. They currently run a full calendar of events and markets throughout the year. There is a 6

day food market and half day value market in two separate areas of the town. Children's rides operate during school holidays. There is a full programme of street activities including buskers and performers that do not book, just simply turn up. An area within the town centre is also allocated to promotional and commercial activities.

Wimbledon

The space in the town centre is managed by Love Wimbledon BID Company. A monthly market is run between March and November with a Christmas Market every weekend in December. Children's rides do not operate in the town centre. An area within the town centre is used to host large scale events and promotions throughout the year.

Bexleyheath

The space in the town centre is managed by Bexleyheath BID Company. There are no regular markets, only specialist markets visiting twice a year and Christmas Market stalls. Children's rides operate in the town centre during school holidays. Promotions take place in the town with 5 large scale events throughout the year

6. Recommendations

6.1 Future Options for Town Centre Activities

- Continue with promotions in the town centre, with a preference for more interactive activities where possible, but using this as the main means of generating additional income.
- Offer a varied mix of children's activities, not just rides, focussed on specific times of year (eg school holidays) but not as a permanent feature. Other activities could include sand pits, craft activities, soft play, sports activities. It should be noted that some of these activities may incur a cost to the Council. Organisations such as Bromley Mytime and local churches/charities/Sports clubs may be able to provide these activities free of charge.
- Continue with the weekly market but with a view to develop and implement a Market Policy to ensure high quality products and a varied offer – which does not conflict with the offer from 'bricks and mortar' retailers in the town centre. A review to be undertaken of the current Market Contractors to ensure best value for money.
- Specialist Markets to take place two, possibly three times a year taking into consideration the concerns from local businesses / retailers regarding duplication. These Specialist Markets could take the place in the newly appointed area in the Market Square, which provides electrical facilities and space for up to a maximum of 27 market stalls.
- Varied mix of street entertainment, including buskers and local groups, throughout the year at no cost to the Council. Introduce a regular programme of performances throughout the summer months to improve the ambience of the shopping environment.

- Regular programme of large scale events, partnering with other organisations, funded through Council and external sponsorship.
- Explore options, with the Town Centre Regeneration team, for bringing some permanent kiosks into the town centre, with a view to renting these out for additional income generation.

6.2 Quality Control & Visual impact

- All activities to be approved by LBB – specifically with permissions to be issued by Town Centre Management and the Street Scene teams.
- All activities to provide relevant health and safety documentation and visual mock ups prior to booking
- All activities to be of high quality and be presented and run in a professional manner

6.3 Location & Frequency

- Location of activities to be agreed with LBB prior to booking with site visit if applicable
- Activities must not block shop frontages or interfere with other town centre activities
- No activities to be left in the town centre overnight without prior agreement.
- Priority given to events, specialist markets and interactive activities
- Children's interactive activities to take place during the main school holidays

6.4 Fee structure

- Fee structure to be agreed between Town Centre Management and Street Services for activities. It is expected that in order to encourage promotional companies back into using the town centre after a period of disruption that fees would be held at their current levels, but would be reviewed to ensure that costs will be fully recovered from April 2015 onwards.
- Official invoices for activities to be managed by Street Services
- Late payments result in no further bookings until payments are made

6.5 Management structure

- Location of activities to be approved by both Street Services and Town Centre Management.

- Street Services continue to take bookings for activities using the joint calendar on onebromley
- Town Centre Management to continue to book dates in advance for large scale events and other interactive activities using the joint calendar on onebromley
- Regular review of activities to take place between Street Services and Town Centre Management.

6.6 Procurement

For the period April 2014 – March 2015 it is recommended that each town centre activity is approved by Streetscene Services and Town Centre Management on a case by case basis. A procurement procedure may be required for the Market Contractors dependent on the outcome of the review.

7. Conclusions

- 7.1 With the current Bromley North Village Improvement works it was expected that, with the exception of the weekly market, the town centre activities will reduce dramatically between the period January 2014 – September 2014, and this has proven to be the case.
- 7.2 As stated above businesses in Bromley Town Centre are starting to organise themselves to develop a Business Improvement District (BID) for the town. If this goes ahead the BID company may be managing the space in the town centre after April 2016.
- 7.3 Therefore the recommendations above would only be an interim arrangement for 18 - 24 months. On the basis of the above it is recommended that officers undertake the following activities during the next 6 - 12 months:
 - i. Develop an information leaflet or web page to attract potential users of promotional space to consider Bromley town centre.
 - ii. Investigate and implement alternative children's activities for introduction during school holidays.
 - iii. Review and develop the policies and licences around the weekly market to ensure that the offer is consistently high quality and supportive of the wider town centre.
 - iv. Review the physical location of the market stalls to ensure best use is made of the pedestrian space.
 - v. Review of the market management and security arrangements to ensure best value for money is achieved.
 - vi. Trial new specialist markets in the new market spaces within Market Square
 - vii. Introduce a regular programme of street entertainment.

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Report No.
DRR14/058

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Renewal and Recreation PDS Committee

Date: 23rd June 2014

Decision Type: Non-Urgent Non-Executive Non-Key

Title: TOWN CENTRES DEVELOPMENT PROGRAMME UPDATE

Contact Officer: Kevin Munnelly, Head of Renewal
Tel: 020 8313 4519 E-mail: kevin.munnelly@bromley.gov.uk

Chief Officer: Marc Hume, Director, Regeneration and Transformation

Ward: All Wards

1. Reason for report

1.1 To update Members of progress on delivering the Town Centres Development Programme.

2. RECOMMENDATION(S)

Members

2.1. Note the progress on the delivery of the Town Centres Development Programme.

Corporate Policy

1. Policy Status: Existing Policy: Bromley Town Area Action Plan
 2. BBB Priority: Vibrant, Thriving Town Centres:
-

Financial

1. Cost of proposal: NA
 2. Ongoing costs: Non-Recurring Cost:
 3. Budget head/performance centre: Renewal and Capital Programme
 4. Total current budget for this head: £132k and £3.257m
 5. Source of funding: Town Centre Development Fund, capital receipts and TfL funding
-

Staff

1. Number of staff (current and additional): 3
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Non-Statutory - Government Guidance:
 2. Call-in: Applicable:
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough-wide
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No:
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

Development Programme

- 3.1 As agreed at R&R PDS on 1 April 2014 this report provides updates on only those individual projects where progress has been made.

Site C: Town Hall

- 3.2 Cathedral are required under the agreement for lease to submit their planning application by September 2014. The grant of the long lease is conditional on them obtaining planning permission to convert the Town Hall into a hotel, conference centre and associated restaurants.
- 3.3 Surveys have been carried out and a formal Pre – Application enquiry has been submitted to the Council’s Development Control section detailing the conversion of existing buildings to 100 bedroom hotel, restaurant, conference and spa facility. Cathedral aim to open the hotel and conference centre in the Spring of 2016.

Site G: West of High Street

- 3.4 Officers are finalising an appraisal report on the current Muse Developments submission for Churchill Palace (Site G), which is due to be considered by the Executive in July 2014 as Part 2 report. Initial assessments would suggest that some form of Council investment, particularly around development costs and land acquisitions, will be required to secure the redevelopment of the site.
- 3.5 Subject to the approval of the R&R PDS Chairman, it has been proposed that a special PDS be convened in July to consider this Part 2 report on Site G development options prior to this report being considered by Executive on 16 July 2014.

Bromley North Village

- 3.6 Works in East Street, White Hart Slip and Naval Walk are now complete aside from minor finishing works. Works are well underway and are progressing on schedule in the pedestrianised area of Market Square and in the High Street. Thames water works to replace the water main are progressing well on the final section in Market Square, which is likely to be completed by the end of June. As summer approaches, on site working hours will be extended, which has been outlined in the original schedule. The scheme is due to be completed on 30 November 2014 in time for the important Christmas trading period.

Orpington Town Centre

- 3.7 Plans Sub-Committee on 5 June 2014 approved a scheme by Miller Development for the Walnut Shopping Centre for a part 4/ part 5 storey building. This 2014 revised scheme will provide 7 screen cinema (950 seats); 3 retail units; 3 restaurant/ cafe units, a gym at mezzanine level and the creation of a new square with associated landscaping at the Crown Buildings site. Miller are due to start on site in July.

- 3.8 The scheme will result in a multi – million pound investment with the creation of up to 130 jobs. A quality designed scheme, it will deliver much needed modern retail units capable of attracting high street retailers which are not currently represented in Orpington. The gym, a new element to the scheme, alongside a cinema and restaurants will broaden the leisure offer in the town centre. The regeneration of a redundant site in the heart of the town centre will act as a catalyst for further high quality regeneration of the Walnut area and the town centre.
- 3.9 Berkeley Homes has completed the purchase of the Police Station site with a view to developing a mixed-use scheme comprising residential and a health and well-being centre. Officers are advising on the best way to bring this forward.
- 3.10 As part of reviewing the business case for The Priory previously requested by the Council's Executive Committee, detailed designs have been developed to establish more accurate delivery costs and a full assessment of the revenue implications of proceeding with the project. A report outlining the options for the future of the Priory will be considered by the Council's Executive Committee in July.

Beckenham

- 3.11 As reported at committee on 1 April 2014 work can commence on the design and development stage of the Town Centre Improvement Scheme, including the re-establishment of the Working Party chaired by Cllr Tickner. Project governance protocols have been established.
- 3.12 A number of surveys have been completed, including utilities surveys (carried out in house). A Topographical Survey was commissioned covering the town centre and the area around the main forecourt of Beckenham Junction Station. Results of this survey have now been received. In consultation with TfL, a brief for traffic modelling is currently out for tender which will consider traffic implications for a wider area. This is a key piece of work which will set the pace for the programme going forward.
- 3.13 The first of two Design Reviews with Urban Design for London will be taking place on 25 June which will consider the Concept Designs submitted as part of the Council's bid. An iterative process of design with traffic modelling will need to take place over the design period.
- 3.14 In addition to regular Beckenham Working Group meetings, wider consultation has started. The project has a webpage in the Council's Website. The Bid Concept Plans were made available at Beckenham Business Association Breakfast Meeting on 30 April. These plans were also displayed at Market Day event on Beckenham Green on 10 May where approximately 70 people visited the Council's Van. Currently the following future events are planned:
- Business Breakfast meeting – 25 June
 - Summer Market Day – 12 July
 - Autumn Market Day – 20 September
 - Consultation with shops and businesses Summer/ Autumn
- 3.15 Subject to traffic modelling, the overall programme for the design and development stage of this scheme is as follows:

Finalise outline design (RIBA Stage C)	Winter 2014/15
Formal Consultation	Spring 2015
Council Sign off of scheme design	Spring 2015
Detail Design	Commenced Spring 2015
Approvals (Main) from TfL	Throughout 2015
Implementation	Commencement 2016

Crystal Palace and Penge Renewal Strategy

- 3.16 The GLA in consultation with the 5 Boroughs that adjoin Crystal Palace Park have agreed to fund the production of a Regeneration Strategy for the Crystal Palace area. This Strategy will set a framework for future funding bids to the Mayor's evolving High Street fund. The regeneration strategy will cover both Penge and Anerly centres. Interviews with potential consultants are due to take place on 12th June 2014 and the strategy should be completed by January 2015.
- 3.17 The lease of the property in Green Lane identified for the new library has been completed. The Executive on 2nd April 2014 agreed the appointment of the building contractors. Work commenced on site on 6 May 2014. Timescale: Opening is scheduled for late summer 2014.
- 3.18 Negotiations are ongoing with Zhong Rong Group regarding their proposals for the rebuilding of Crystal Palace on the original site and for the refurbishment of the park. Negotiations are currently focussed on the lease agreement, including the length of the lease, area of demise and arrangements for the land deal.

Growth Study Update

- 3.19 The Local Plan report to Executive in February 2013 identified a policy objective to maximise economic growth, which included a commitment to identifying investment opportunities and undertaking key infrastructure improvements in the main growth areas of: Biggin Hill and the Cray Business Corridor. Consultants URS and DTZ were commissioned to provide a critical assessment of the future growth capacities of both Biggin Hill Strategic Outer London Development Centre and the Cray Business Corridor. These growth assessments have informed the development of planning policy options for these areas which are being taken forward as part of the Local Plan review.

Cray Business Corridor

- 3.20 The initial findings from the growth capacity work found that the Cray Corridor has a wide variety of employment sites which on the whole are well functioning, well managed and support a diverse range of businesses. In depth analysis of capacity of the corridor found that the area could support maximum additional growth of approximately 58,000 sq.m (11.6ha) over the 15 years, which at a blended industrial job density of 1 job per 54m² would equate to 1074 new jobs.
- 3.21 This growth would be brought forward partly through private owners redeveloping vacant sites such as the Klingers site at Ruxley Corner. However, for many of these under developed and derelict sites, there has been a clear failure of the market to bring about timely redevelopment. This is in part due to the fragmented landownership patterns, poor servicing infrastructure and competing uses increasing the cost of industrial land. The benchmark industrial land values for an acre is between £650-£750k (£1.60m -£1.73m per

hectare) which is well below the values retail or housing uses can support. New industrial floorspace supports typical rents in the order of £8.5 - £9 per sq ft (£90-£95 per sq m) and the yield for a new multi-let industrial estate would attract interest at between 6-6.25%. Given a typical benchmark build cost of industrial buildings of £50-£60 per sq ft (£550-£650 psm) this is a major impediment for the redevelopment of industrial floorspace as speculative developers can achieve a better return for non-industrial development.

3.22 The Council can achieve its wider regeneration and growth objectives by tackling the constraints that are contributing towards this market failure. More stringent planning policy that protects strategic industrial land is being promoted as part of the Local Plan review. In addition it is proposed to prepare development briefs on potential development sites in the Cray Business Corridor. This work would determine which interests need to be acquired to deliver a viable scheme as assessed via a detailed financial appraisal. This work would also build upon the infrastructure and transport assessments carried out to date to identify these enabling costs so they can be included in the Borough's Infrastructure Delivery Plan and future Transport for London Local Implementation Plan submissions. Where delivery requires land assembly this will be sought through negotiation. However, if necessary, the Council will use its Compulsory Purchase Order (CPO) to deliver the growth agenda. It is proposed that investment and development opportunities are also assessed in the other large industrial areas such Kangley Bridge industrial estate.

Biggin Hill

3.23 The current growth strategy being promoted by the Biggin Hill LOCATE Partnership forecasts growth of up to an additional 50,000 sq m of floorspace, which could equate to approximately 2,300 new jobs over the next 20 years. This is based on generating additional demand from existing occupiers and significantly expanding the opportunities to attract more global operators, supply chain and international customers bases. The Study found that the Strategic Outer London Development Centre (SOLDC) designation provides great opportunity for the Borough to adopt a more positive approach towards future development at Biggin Hill. This could include stipulating an allowable quantum of development for replacement and/or new commercial development in the SOLDC area.

3.24 The study recommends that the main focus for Council intervention, outside of the wider planning policy review, should be on developing a credible long term business led solution for the cluster of Listed Buildings that form West Camp. It is proposed that the Council plays a more active role in the redevelopment of the area, utilising the potential offered by the prospective Mayor's London Enterprise Panel Growth Fund allocation for a future skills academy and hotel. This could also be linked to expanding employment floorspace for smaller businesses linked to aviation and mechanical and electrical engineering, who are currently housed in the smaller of the industrial estates in South Camp. The ambition is for the creation of a regional engineering training and business hub. This would require securing ownership of the site and taking a more active role in the development and delivery of the skills academy. These issues and opportunities are the subject of on-going discussions with the GLA, landowners and the airport operator.

4. POLICY IMPLICATIONS

4.1 Work delivering the Town Centres Development Programme is entirely consistent with Policy Objectives set out in Building A Better Bromley 2011-2012 and the Renewal & Recreation Portfolio Business Plan 2013/14. The work of the Renewal team links to the Building a Better Bromley priorities by working towards the provision of Vibrant and Thriving Town Centres.

5. FINANCIAL IMPLICATIONS

- 5.1 A sum of £233k was set aside by Members to fund the Town Centre Development Programme. To date £101k has been spent leaving a balance of £132k available to fund specialist advice for the remaining part of the process.
- 5.2 On 16 December 2013, Transport for London(TfL) confirmed that the bid for Beckenham Town Centre had been approved and that £164k had been allocated for 2014/15 to fund the design work. TfL require specific 'gateways' to be met by the design work before the £2.181m balance of funding will be released. Full Council on 2 December 2013 agreed to add the Beckenham Town Centre Improvement Scheme, with a total estimated cost of £3.257m, to the capital programme.

Non-Applicable Sections:	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	NA

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Report No.
CSD14078

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Renewal and Recreation PDS Committee

Date: 23 June 2014

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **RENEWAL AND RECREATION PDS COMMITTEE WORK PROGRAMME (OCTOBER 2014-MAY 2015)**

Contact Officer: Lisa Thornley, Democratic Services Officer
Tel: 020 8461 7566 E-mail: lisa.thornley@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Resources

Ward: N/A

1. Reason for report

1.1 This report updates the Committee's work programme.

2. **RECOMMENDATION**

2.1 The Committee is invited to review its work programme for October 2014-May 2015.

Corporate Policy

1. Policy Status: Existing policy. PDS Committees are encouraged to review their work programmes.
 2. BBB Priority: Excellent Council.
-

Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £367,636
 5. Source of funding: Existing 2013/14 revenue budget
-

Staff

1. Number of staff (current and additional): There are 10 posts (8.55 fte) in the Democratic Services Team.
 2. If from existing staff resources, number of staff hours: Preparation of the Work Programme report can normally be expected to take 2-3 hours
-

Legal

1. Legal Requirement: No statutory requirement or Government guidance.
 2. Call-in: Not applicable. PDS Report.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough-wide
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 Each PDS Committee has a responsibility to develop and review its work programme balancing the key roles of:
- Holding the Executive to account;
 - Policy development and review; and,
 - External scrutiny.
- 3.2 The Committee is invited to consider its work programme having regard to guidance at Section 8 of the Scrutiny Toolkit and in consultation with the Renewal and Recreation Portfolio Holder and Chief/Senior Officers.
- 3.3 The Committee's Work Programme for the period October 2014-May 2015 is attached at **Appendix A**.

Non-Applicable Sections:	Policy/Financial/Legal/Personnel
Background Documents: (Access via Contact Officer)	Previous Work Programme reports.

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Report Title	Report Author	PH Decision (Yes/No)	Referred	
			From	To
Renewal and Recreation Policy Development and Scrutiny Committee – 1 October 2014				
Matters Arising from Previous Meetings	LT	No		
R & R Budget Monitoring	CM	Yes		
R & R Business Plan	HJ	Yes		
Town Centre Management Update	MP	No		
Town Centres Development Programme Update	KM	No		
Enforcement Planning Report	JK	No		
R&R PDS Work Programme	LT	No		
Bromley Economic Partnership – 7 October 2014				
Renewal and Recreation Policy Development and Scrutiny Committee - 18 November 2014				
Matters Arising from Previous Meetings	LT	No		
R & R Budget Monitoring	CM	Yes		
R & R Business Plan	HJ	Yes		
Town Centre Management Update	MP	No		
Town Centres Development Programme Update	KM	No		
Enforcement Planning Report	JK	No		
R&R PDS Work Programme	LT	No		
<u>Exempt Reports</u>				
Bromley MyTime Annual Report	JG	Yes		
Bromley Economic Partnership – 20 January 2015				

Report Title	Report Author	PH Decision (Yes/No)	Referred	
			From	To
Renewal and Recreation Policy Development and Scrutiny Committee - 29 January 2015				
Matters Arising from Previous Meetings	LT	No		
R & R Budget Monitoring	CM	Yes		
R & R Business Plan	HJ	Yes		
Town Centre Management Update	MP	No		
Town Centres Development Programme Update	KM	No		
Enforcement Planning Report	JK	No		
R&R PDS Work Programme	LT	No		
Renewal and Recreation Policy Development and Scrutiny Committee – 12 March 2015				
Matters Arising from Previous Meetings	LT	No		
R & R Budget Monitoring	CM	Yes		
R & R Business Plan	HJ	Yes		
Town Centre Management Update	MP	No		
Town Centres Development Programme Update	KM	No		
Enforcement Planning Report	JK	No		
Chairman's Annual Report	Chairman	No		
R&R PDS Work Programme	LT	No		
Bromley Economic Partnership – 14 April 2015				