

**Decision Maker:** EXECUTIVE

**Date:** For Pre-Decision Scrutiny by the Renewal, Recreation and Housing PDS Committee on Wednesday 19 June 2024

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

**Title:** PROVISION OF LIBRARY SERVICE - CONTRACT PERFORMANCE REPORT AND VARIATIONS

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**Chief Officer:** Director of Housing, Planning, Property and Regeneration

**Ward:** All Wards

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1. Reason for decision/report and options

- 1.1 In line with Contract Procedure Rules 23.26 this report provides an update to Members on the performance of Greenwich Leisure Limited (GLL) relating to the provision of the Library Services Contract. The value of the contract over a ten-year period is currently £41,260,703.
- 1.2 This report sets out contract modifications (also known as variations) that have been applied to this contract to date (detailed in Appendix 2) and seeks Approval to regularise these in line with the Council's procedures, as well as approval for further contract modifications related to the Library Repair Programme. The report also seeks Approval for a scheme of delegation to manage future contract modifications.
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2. **RECOMMENDATION(S)**

- 2.1 **The Renewal, Recreation and Housing PDS Committee is asked to review this report and the performance of the contractor and provide its comments to the Executive.**
- 2.2 **The Council's Executive is asked to:**
- 1) **Note the performance of the Library Services contract delivered by the operator Greenwich Leisure Limited (GLL) as detailed within this report;**
  - 2) **Note the detail of contract modifications applied to the Library Services contract to date, summarised in paragraph 3.17 Tables 1 & 2 and detailed in Appendix 2;**

- 3) Approve contract modifications to the Library Services contract relating to the Library Repair programme at an overall estimated value of £1,133k as set out in paragraphs 3.18 to 3.22 noting that there is no additional funding requirement; and,**
- 4) Note that further contract modifications to the Library Services contract are expected, linked to the Library Repair programme, and are asked to approve the scheme of delegation to manage future contract modifications as set out in paragraphs 3.23 to 3.29.**

### Impact on Vulnerable Adults and Children

1. Summary of Impact: The contract has been designed to ensure that the existing levels of service are protected with scope for ongoing development to improve the outcomes for vulnerable adults and children.
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### Transformation Policy

1. Policy Status: Existing Policy
  2. Making Bromley Even Better Priority:
    - (1) For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
    - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
    - (3) For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
    - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
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### Financial

1. Cost of proposal: No Cost
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: Libraries
  4. Total current budget for this head: £5.17m
  5. Source of funding: Revenue budget 2024/25
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### Personnel

1. Number of staff (*current and additional*): 2.08 (Libraries Client Team)
  2. If from existing staff resources, number of staff hours: N/A
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### Legal

1. Legal Requirement: Statutory Requirement: 1964 Public Libraries Act
  2. Call-in: Applicable: Executive decision.
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### Procurement

1. Summary of Procurement Implications: The actions identified in this report relating to variations and modifications are provided for within the Council's Contract procedure Rules, and the proposed actions can be completed in compliance with their content.
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### Property

1. Summary of Property Implications: The Libraries works programme will address the backlog maintenance at 10 Libraries currently not under development to improve the condition of the network of Libraries
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### Carbon Reduction and Social Value

1. Working with GLL our libraries contractor has enabled us to reduce, reuse, and recycle where possible.
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### Impact on the Local Economy

1. Summary of Local Economy Implications: Libraries are proven to have an impact on the Local Economy particularly post Covid. Most Bromley libraries are located on or close to high streets, the presence of libraries makes people feel more positive about their local environment.
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### Impact on Health and Wellbeing

1. Summary of Health and Wellbeing Implications: Libraries are proven to have a positive impact on health and wellbeing and are uniquely placed to make a difference to the local communities they serve. Bromley Libraries deliver a wide range of activities for all ages which combat loneliness and social isolation which link into the Council's Loneliness Strategy.
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### Customer Impact

1. Estimated number of users or customers (*current and projected*): 33,486 registered users used their library card to borrow an item in a library branch in 2023 representing an estimated 10.1% of the Bromley population. This does not include customers who used the library solely for purposes such as studying, activities or using public PCs.
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### Ward Councillor Views

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

### 3. COMMENTARY

- 3.1 The report provides an analysis of the performance of Greenwich Leisure Limited (GLL) relating to the delivery of the Library Service contract. Performance data is included for Quarter 2 July-September 2023 and Quarter 3 October-December 2023; however, the commentary covers a longer period until April 2024.
- 3.2 The GLL Library Service Contract commenced on 1<sup>st</sup> November 2017 and has now entered the seventh year of a ten-year contract with an option of a five-year extension by mutual consent. The libraries contract requires that the performance of the contractor be reviewed by the Council on an ongoing basis to ensure value for money and that continuous high standards are maintained. There is specific provision within the contract for scrutiny twice a year with the last report provided as an information only report to Members in November 2023.
- 3.3 The services managed by GLL as defined in the contract and service specification include.
- The frontline operational/virtual library service
  - Community Support Centres Service
  - Strategic management, specialist, and support functions
  - Bromley Historic Collections
  - Facilities Management-security and cleaning
- 3.4 A key aim of this contract is for Bromley Libraries to promote enjoyment of reading and sharing of books to increase the number of items issued. Recent statistics show that for the second consecutive year, Bromley is the highest issuing authority of books in London due to the continued investment in our high-quality stock both physical and digital.
- 3.5 A key ambition of the contract is to improve the quality of our Library buildings to increase footfall and attract new users. Modern library buildings provide unique social spaces which bring communities together. Bromley libraries offer free IT provision, workspace and activities and events. As highlighted throughout this report the library estate needs repair and investment, which is currently underway. New and refurbished libraries provide purpose-built enhanced provision offering more than books alone to meet post COVID needs of customers.

#### Service Performance

- 3.6 The Client Team measure performance of the library service using 26 bespoke key performance indicators (KPIs) with financial penalties for breaches. Four additional KPIs have now been added for the Community Support Centres which were added to the contract following TUPE transfer of the service in March 2024 and will be monitored in an identical manner.
- 3.7 Failures of service performance are managed through a points-based Performance Adjustment (PA) system which are awarded if a standard identified by a KPI is not met. KPI incidents and their mitigation are discussed at monthly contract monitoring meetings with GLL and dealt with on a case-by-case basis. The invoice for the preceding month is reviewed and agreed based on KPI performance during the previous month. See Appendix 1 for a summary of reports covering the six-month period from July to December 2023.
- 3.8 It was noted in the previous report (November 2023) that an incident at Central Library in June 2023 caused two PCs to remain out of order for which a financial penalty of £1,465.36 was applied. The Libraries Client Team set rectification actions to ensure this did not occur again. A review of these monitoring actions was completed at a contractor monitoring meeting with GLL in November 2023 where all actions were confirmed to have been completed, with GLL continuing to apply lessons learned to the contract.

3.9 At the end of the contract year (November 2023) the annual performance of the Library Service was reviewed. As per KPI 2, the service provider being able to increase annual issues and/or visits by a minimum of 1% is due a credit defined in Performance Adjustment Points. In this instance GLL were able to far exceed this metric – see table below - which corresponded with an award of £1,362.56, paid in February 2024

<b>Contract Year (Nov to Oct)</b>	<b>Issues</b>	<b>Visits</b>
<b>2021/22</b>	1,566,768	964,239
<b>2022/23</b>	1,733,950	1,159,548
<b>% annual increase</b>	<b>10.7%</b>	<b>20.3%</b>

### KPIs

3.10 Thirteen separate incidents of KPI failure were noted in libraries between July to December 2023 for which GLL reported the issues to the Libraries Client Team promptly and provided further information in incident reports shortly after resolution, fully adhering to performance reporting requirements of the contract.

3.11 Three incidents were related to temporary closures of libraries following evacuations. Central and Biggin Hill libraries both experienced fire alarms requiring evacuation and attendance of the Fire Brigade, though no fires occurred and all-clears were given. Chislehurst experienced a gas leak smell and evacuated the library while National Gas Emergencies attended to investigate and provide the all-clear. In all instances the appropriate action was taken to close the library while staff and users were evacuated to safety awaiting instructions from emergency services.

3.12 Six incidents were recorded related to internet connections in libraries failing, affecting public PCs, Wi-Fi, and occasionally self-service kiosks. Four of these were caused by national outages related to Sky's internet services. One related to on-site Sky equipment temporarily failing. One was due to nearby OpenReach fibre works being unfinished and leaving internet access unavailable at the library. In all instances GLL sought to resolve the issue with the appropriate provider.

3.13 Three incidents related to a technical issue with a self-service kiosk which was unable to be used by the public. These required Bibliotheca engineers to attend to resolve. In one instance there was a week long delay due to the availability of Bibliotheca engineers, GLL informed them that this was an unacceptable time scale and better response times were required in future. The final incident related to a staffing issue which required staff from another library to travel to resolve, resulting in a short ten-minute closure at the start of the day.

### Mitigation and Penalties

3.14 For the monitoring period of July to December 2023, all mitigating circumstances including force majeure were accepted by the Libraries Client Team as it was agreed GLL acted appropriately in all circumstances and contacted required third parties immediately for resolution where required. Additionally, all reports were made to the Client Team without delay and provided full updates throughout, therefore it was not necessary to apply penalties during this period.

### Contract Modifications

3.15 Several contract modifications have been applied to the Library Services contract to date and further modifications are likely. The Contract modifications applied are either additional services supported by additional funding and grants received during the lifetime of the contract, or for one-off modifications linked to capital repair and refurbishment programmes. Therefore all modifications have been fully funded and approved by the Executive previously, e.g. works to St Paul's Cray library as part of the OPR programme.

- 3.16 The contract modifications applied to date were identified as the most efficient and risk averse way to deliver additional services/works within libraries through the existing supply chain established by GLL further demonstrating value for money. All contract modifications have been separately funded through one-off agreed project budgets or grants **and none of the modifications are unexpected or unfunded costs to the Council.**
- 3.17 Since the commencement of the contract on 1 November 2017, multiple contract modifications have been applied or are in progress. Tables 1 and 2 provides a summary of contract modifications to date and Appendix 2 provides full detail.

Table 1: Modifications to Date

<b>CCN Number</b>	<b>Modifications</b>	<b>£,000</b>
1	Purchase of book sorter and stock	94
2	Business Improvement District (BID) levies	75
3	Start Up Bromley - Central and Orpington	216
4	Start Up Bromley - Biggin Hill & Additional Funding	136
5	Nighttime Enterprise Zone (NTEZ) - Library Lates	43
6	Start Up Bromley - Business Advisor post, 2 years	80
7	Refurbishment of St Paul's Cray Library (part of OPR)	426
8	Library Repairs Programme - Specialist operator consultancy	198
<b>TOTAL</b>		<b>1,268</b>

Table 2: Modifications in Progress

<b>CCN Number</b>	<b>Modification</b>	<b>£,000</b>
9	Community Support Centres	738
10	West Wickham Temporary Library	150
11	Relocation costs and Lewis House works	245
<b>TOTAL</b>		<b>1,133</b>

Contract Modifications required

- 3.18 Ongoing capital works to nine libraries locations are underway and expected to continue through the 2024 to 2026 period as part for the Library Repair Programme which will result in interruption to usual library services at branches undergoing active works, either through temporary closures or relocations. The Service Provider, who is already being contracted in this programme to provide specialist operator consultancy time, are a natural fit to provide, advise on, or sub-contract project work as occupiers of these branch locations, such as arranging movement and storage of existing library equipment or purchasing new ones. Approval was given at Executive (**HPR2023/050**).
- 3.19 Two modifications are required to co-locate the Community support Centres locations and TUPE transfer the service to GLL. An amount of £426k for the refurbishment of St Pauls Cray Library (CCN7 – previously approved) was allocated to GLL to complete this work on a co-located space with the Community Support Service addressing the works identified in the condition survey conducted as part of the OPR. An amount of £201,307 per annum (CCN9), equating to £738k for the remaining lifetime of the contract, was approved as the operating budget post transfer. Following scrutiny both variations received Executive approval in February 2023.

- 3.20 Library Improvement works are currently underway at West Wickham Library on the current site as part of the Library and Housing scheme. While the work takes place a temporary library is provided which is leased to GLL. A variation is required of up to £150k (CCN10) which covers the rent and insurance of the temporary library, removal, and storage of stock. Following scrutiny, approval was given at Executive in November 2021 (**HPR 2021/059**).
- 3.21 Report **HPR2024/020** Library Repair Works programme sets out other variation costs which will need to be added to the contract. As part of ongoing works for the Library Repair Programme, costs associated with storing library stock and furniture during the works, and the temporary libraries at Beckenham (Lewis House) Chislehurst and Orpington, a variation amount of £245k (CCN11) will be required.
- 3.22 It is recommended that the Executive approve a variation to GLLs contract value of up to £1,133k to regularise in line with the Council's agreed procedures the modification costs to the GLL contract relating to the library repair programme including West Wickham and St Paul's Cray Libraries.

#### Modifications - Scheme of Delegation

- 3.23 Under the Council's Contract Procedure Rules, authorisation for modifications that were not originally set out within the contract are based on the cumulative value of all such modifications, with Portfolio Holder approval required for £100k cumulative value or Executive approval for £1m cumulative value. The cumulative value of modifications applied to date exceed £1m and therefore Executive approval is required for all future modifications, regardless of value. For this contract and the ongoing Library Repair programme, this is likely to be impractical and prevent timely responses to emerging issues.
- 3.24 Further modifications will be required to the Library Services contract linked to the Library Repair programme. The nature of these scheduled capital works across multiple library locations leads to a significant number of small modifications expected to be being required over the duration of this scheme, each requiring prompt authorisation to keep to key project timelines and avoid delays which could affect the provision of library services to Bromley's residents. A scheme of delegation is proposed for modifications to the Library Services contract for its remaining term to manage these more efficiently and effectively.
- 3.25 The re-location of Bromley Central Library is subject to separate consideration as set out in report **HPR2023/056**. It is anticipated that there will be further modifications required to enable GLL to further share their expertise and knowledge relating to this project.
- 3.26 Report **HPR2024/020** also sets out the programme for Crofton Roman Villa. The Council has granted a licence to GLL to operate the Roman Villa facilitating school visits and activity sessions and opening to the public at scheduled times. A variation will be required to award operating costs of up to £8k for 2024/25 to GLL for this additional service.
- 3.27 All modifications made under the scheme of delegation will be subject to the normal Gateway decision making process and are subject to Agreement from the relevant Officers: the Assistant Director Governance & Contracts, the Director of Corporate Services and the Director of Finance. Legal and procurement advice will be taken to ensure any modifications are compliant with the Public Contracts Regulation 2015.
- 3.28 Executive are therefore recommended that any future modifications are delegated to either the Chief Officer of the Portfolio Holder depending on value.



<p><b>Chief Officer Approval</b></p> <p>In consultation with the Portfolio Holder for Renewal, Regeneration &amp; Housing</p>	<p>Any single variation with a one off or recurring annual value of up to £500k</p>
<p><b>Portfolio Holder for Renewal, Regeneration &amp; Housing Approval</b></p> <p>With pre-decision scrutiny by the Renewal, Regeneration &amp; Housing Committee</p>	<p>Any single variation with a one off or recurring annual value over £500k</p>

3.29 It should be further noted the budget to fund any further modifications would need to have been formally approved in accordance with Financial Regulations before action is taken in respect of the Contract. Therefore the delegated authority does not increase financial risk.

Benefits and Quality

3.30 The commissioning of the Library Service was initially carried out with the goal of maintaining, and improving the delivery of this statutory service whilst achieving lower revenue costs which the contract has delivered. Throughout the contract term to date, GLL has demonstrated that it is in the main successfully managing the service while keeping the Councils operating costs down (through business rates exemption and economies of scale savings). This approach has enabled Bromley Council to retain a high-quality service which continues to develop and improve supporting Council priorities, avoiding more extreme service reductions that other authorities have taken or are currently considering.

3.31 GLL remains the biggest Library operator in the UK which has ongoing benefits for Bromley. GLL have been able to partner with the Council to deliver a wider range of services including the Community Resource Centres. GLL was also able to deliver the refurbishment project at St Pauls Cray Library quickly due to the size of their organisation and resources and expertise available to them. They have also been able to provide consultancy services for the library repair programme due to their knowledge and expertise in this area,

3.32 Every year the Chartered Institute of Public Finance and Accountancy (CIPFA) request a suite of annual performance and finance data from each public library service in the UK for comparison with similar local authorities. For the period 2022-23 Bromley Libraries issued the highest number of books out of any reporting London Borough for the second year in a row. See paragraph 3.42. Other GLL managed services noted high performance with Wandsworth second behind Bromley for issues and Greenwich sixth.

Monitoring and Quality Control

3.33 The Libraries Client Team continues to fully demonstrate that it can successfully manage, and monitor performance and oversee ongoing development of the contract on an ongoing basis. The focus for both the Contractor and the Client Team since the pandemic has been to fully restore service usage to pre-Covid levels and to further develop the service which requires a collaborative approach. All contract milestones have been met during this monitoring period including monthly contract meetings and milestone reviews at six and twelve months.

3.34 The Client Team undertakes additional internal monitoring processes to keep the contract on track addressing any operational issues as they happen. Headlines relating to the development and performance of the Library Service are provided in weekly divisional updates to the Director of Housing, Planning & Regeneration. A highlight report summarising the latest workstreams on

the performance and development of Bromley libraries are sent fortnightly to the Portfolio Holder for the Renewal, Regeneration & Housing Policy, Development & Scrutiny Committee.

- 3.35 The Client Team undertakes unannounced spot checks on libraries to ensure the required standards are being met. Aspects of the service which are checked include cleanliness of the libraries, quality of stock, staffing levels and ICT equipment including public PCs and self-service kiosks. Findings and observations are documented, issues identified are cross checked against GLL incident reports to ensure they have been accurately reported to the Council.

### Operational Risk

- 3.36 The main operational risk of the contract is identified as force majeure which describes issues beyond the control of the Contractor. Examples include library closures during lockdown periods and recent ICT issues. Both GLL and the Council continue to monitor and update their risk registers and strategic planning documents to include the impact of potential new force majeure incidents including those relating to projects to protect service levels from disruption.
- 3.37 The contract risk register includes operational risk due to the condition of library buildings which has resulted in some unplanned closures. A Landlord/Tenant split was agreed under the contract terms. GLL is fully compliant with their responsibilities but the extensive backlog of maintenance issues for which the Council is responsible has led to some unplanned closures of libraries. The Library Repair Programme which is currently underway will improve the condition of library buildings and mitigate the risk of sudden closures. The Client Team ensures that the contract is compliant while the works take place.
- 3.38 Issues with temperature and humidity levels have developed affecting the stability of the environmental conditions in the Bromley archives store on Floor 8 of Central Library. This has been identified as a risk as special environmental conditions are required to maintain archive accreditation. In April 2024 after investigation by Bromley facilities management, remedial works to the air extraction fan and dehumidifier were carried out, however problems have recently re-occurred. BHC are continuing to monitor the environmental conditions - see paragraph 9.2.
- 3.39 A recent Unite ballot of Union Members of the workforce of Bromley Libraries recommended industrial action on several issues relating to GLL terms and conditions. This involved 31 staff of a workforce of 168. Industrial action took place on 26<sup>th</sup> March. GLL kept all libraries open with no visible impact on Library service users. The Client Team meets on a regular basis with Unite the Union to discuss any issues they have relating to service delivery.

## **SERVICE PROFILE/DATA ANALYSIS**

### Issues and Visits

- 3.40 Overall monthly issues of items of all types show continuous increases, both compared to pre-COVID levels and against the previous year, during the Jul – Dec 2023 period. In this period the library service issued 910,328 items including books & audiobooks, eBooks & eAudiobooks via the Libby app, and eMagazines/eNewspapers through the Newsreader app. This represents a 25.4% increase against the same period in 2019 (pre-COVID), and an 8.1% against 2022.
- 3.41 This continues an upward trend in the volume of items borrowed since the start of the pandemic while also exceeding pre-pandemic levels. This is despite interruptions to usual service including the temporary relocations of West Wickham Library from April 2023 ongoing, and St Paul's Cray Library which ended August 2023. While issues at these libraries decreased during their temporary relocations, the overall service still performed better against the previous year.

- 3.42 Based on data received from CIPFA for participating public library authorities in the year 2022-23, Bromley ranked 1<sup>st</sup> in number of book issues, had the 2<sup>nd</sup> busiest library in terms of issues, and 5<sup>th</sup> busiest library in terms of visits out of the 23 participating London boroughs. This echoes the previous year's achievement of achieving 1<sup>st</sup> place in book issues.
- 3.43 Visits to libraries in Jul – Dec 2023 increased 13.8% compared to the same period in 2022, despite the temporary relocation of library branches mentioned above, which shows continued increase in popularity over time. Visits to libraries nationally remains lower than 2019 levels, but the continued increases in Bromley show a recovery to pre-COVID levels of use.

#### Digital issues

- 3.44 Bromley Libraries continue to build on its success in issuing digital items, such as eBooks and eAudiobooks, which has been increasing in popularity every year. An initial boost was given at the advent of the pandemic where the online stock made available was expanded, but since then has remained a prevalent service to library users. For the Jul-Dec period 2023, the digital service issued over 168,000 items. Comparing against 2022, this represents a +24.4% increase (compared to +5.1% for physical items). The digital service increased its share of all service issues from 16.1% to 18.5% and exceeded Central Library's issues in the same period.
- 3.45 Self-service check-out, renewal, and return of items borrowed is available to users via self-service kiosks at all libraries which have been replaced with newer models last year as part of the ICT Refresh. Further self-service technology is being trialled in some branches that allows users to use their own mobile devices within a library branch to take out & return items. Users may also renew their loans online via the Library Catalogue, which received further integration directly onto GLL's Better website for even easier navigation.

#### Activities & Events

- 3.46 The libraries events programme offers activities and reading groups for both children and adults. Between Jul-Dec 2023 the library service ran over 1,450 activities, 105 reading group sessions, 160 class visits to libraries and 39 visits to schools for children. For adults over 360 activities and 185 reading group sessions were run. An additional 135 family events took place. In total over 39,000 attendees were recorded across all event types. Additionally, the 2023 Summer Reading Challenge (SRC) with a sports and game theme ran in the school summer holidays, attracting 5,220 young participants, with 2,661 completing the challenge. Activities bought-in to support the SRC include visits from Jambes Owls plus events from authors and theatre groups such as Fiction Dance and Cat & Hutch. Plans are in place for the 2024 Summer Reading Challenge "Marvellous Makers" which commences on 6<sup>th</sup> July.
- 3.47 Examples of the regular year-round children's activities programme include Baby Rhyme Time, Story Time, Lego Club, and Craft Club. One-off events are also held including class visits, author events, puppet shows, and holiday-themed events. The regular adult programme includes Coffee Morning, Social Saturdays, Craft sessions and Tea and Topics. Obie projectors at Penge and Mottingham libraries offer physical activity in non-traditional spaces. Video activities continue to be produced by Bromley libraries staff and posted regularly on Facebook for those who cannot attend the libraries in person.
- 3.48 Special activities are added to the programme throughout the year. Between July-December, examples include talks from boxer Ella Harris, celebration of GLL's 30<sup>th</sup> birthday with tea and cupcakes, observing Black History Month and Libraries Week, and seasonal activities for Halloween and Christmas (including carol singing and pantomime). Throughout the year authors Venessa Taylor, Sam Gayton, and Jane Ulysses Grell gave talks and workshops.

3.49 The libraries have collaborated with several LBB cultural and business initiatives including continued involvement by Central Library in the Night time Enterprise Zone (NTEZ) events in the summer (High Street Lates: Sport and Wellbeing Festival) and winter (Winter Lights Spectacular) hosting performers throughout the night. In Feb 2024 Orpington Library worked with the Regeneration team to host an interactive survey with children about nearby Crofton Roman Villa.

### Bromley Historic Collections

3.50 The Museum Collection is managed by GLL in partnership with The Earth Museum who are leading on development of Bromley Historic Collections. The Earth Museum have developed and supported trials of new engagement projects which have been trialled in two branch libraries and include the Rebel community-based workshops which aim to connect with the re-opening of the David Bowie bandstand.

3.51 Following a successful funding bid of £5,000 from The National Archives Testbed Funding Award for equipment and training in the process of 3D imaging, and hosting online, interactive versions of our exhibitions, BHC continue to seek to progress future funding bids which will develop and improve services.

3.52 Loan boxes continue to be a key part of BHC's outreach work. The loan box collection for schools now includes Titanic, Greek and Tudor history information and will be expanded.

3.53 BHC are working closely with Council officers to ensure records or items are being transferred to the archives such as council minutes, town twinning, documents, books of condolence, planning documents and deeds. BHC have regular meetings with the Council's information management team to ensure retention schedules are up to date. In anticipation of the Council's office move, in Autumn 2023, the Senior Archivist was invited to the Mayor's Office to appraise items for transfer to the archives or museum collection.

### Activities & Exhibitions - Bromley Historic Collections

3.54 Bromley Historic Collections have been involved in many community events this year with an opportunity to promote the service and engage Bromley residents in the collection. In July 2023, BHC took part in the second of the Bromley's NTEZ events, a sport and wellbeing festival in Bromley town centre. Central showed the 'Bromley Boys' film, hosted a promotional tent on the high street, and BHC held an exhibition with Bromley Football Club. There were also David Bowie related items on display.

3.55 In September 2023, BHC took part in the Open House festival. Archive tours were fully booked. An event, introduced by the Mayor of Bromley, was held on 15 September 2023, Battle of Britain Day, to celebrate the new installation of the Battle of Britain lace panel in Bromley Central library and featured as part of the Open House festival. Bromley Historic Collections curated an exhibition to complement the talk on textile conservation and the Senior Archivist gave an insight to the work of Bromley Historic Collections. The lace panel is available to view in Bromley Central Library during normal library opening hours. BHC have provided information on the panel for visitors and will be including it in their education work with schools.

3.56 In February 2024, Bromley Historic Collections gave a talk in Orpington library to on Crofton Roman Villa to support the consultation for a Heritage Lottery Fund bid to improve the site. Repair works to the site which houses the monument will commence late Autumn.

## **PLANS FOR ONGOING IMPROVEMENT IN PERFORMANCE**

3.57 The Libraries Contract was designed to encourage the Service Provide to think innovatively and continually look for ways to develop and improve performance paragraphs 3.39 - 3.55 provide examples of strong performance and growth of the service during the monitoring periods. Plans for ongoing improvements in performance relating to the development including supporting the Council's current priorities are detailed below in paragraphs 3.58 - 3.67.

### Added value: supporting Council priorities

3.58 The Library Service has also been involved with the Council's newly formed Digital Inclusion Action Group, sharing the services available to users to prevent digital exclusion and committing to help Bromley residents navigate and engage in today's digital world. In-branch, public PCs are made available to anyone with a library card (over 25,000 sessions or 38,000 hours in this six-month period) plus free Wi-Fi for everyone, with staff on-hand to assist in using these and personal devices. Some libraries offer free Hubblets for use within the library. Since Feb 2023 GLL has also offered a scheme to provide free mobile SIM cards to residents on low incomes as the result of a successful application to the Good Things Foundation.

### Co-location of Community Outreach Services

3.59 Due to ongoing building issues at Cotmandene Community Resource Centre (CCRC) and Mottingham Community Resource Centre (MCLS) along with the expiry of the lease at MCLS, the Council has been exploring options for the long-term delivery of the Community Outreach Service. A decision was made at Executive in February 2023 to permanently co-locate CCRC to St Pauls Cray Library and to transfer the management of the service to GLL. Following the TUPE consultation period, the TUPE transfer of the three staff was finalised in March 2024

3.60 St Paul's Cray Library & Community Support Centre re-opened to the public on 8th August following extensive refurbishment operating as a co-located facility in a modern re-imagined space The programme of work addressed the recommendations of the condition surveys provided as part of the Operational Property Review (OPR). Improvements included a disabled toilet, and a revised spatial layout which increased the size of the children's library.

3.61 Trend analysis of statistics for the period Oct – Mar between years 2022-23 and 2023-24 (business-as-usual periods pre-and-post refurbishment) show issues of library items have increased 13.5% and visits to the collocated building have over doubled, increasing by 119.7%, Footfall has been boosted by the mid-month launch event and wider range of services available due to the co-location offering an extended service to the communities including help with benefits, managing unemployment, housing queries and job-seeking.

3.62 Having trialled delivery of the Support Centre service at Mottingham Library resulting in low footfall, a decision was made to retain provision of the Mottingham Community Support Centre on the Mottingham Estate with Castlecombe Youth Centre being identified as the location having become unexpectedly available. The Castlecombe building will be a co-located facility bringing together the LBB Youth Service and The Community support service operated by GLL. The repair work and refurbishment are expected to take place in 2025.

### Reducing loneliness & isolation

3.63 The importance of activities to all age groups remains a priority for the library service with the aim of combatting social isolation and supporting the Council's Loneliness strategy. GLL are a key partner in Bromley's Tackling Loneliness Action Group attending meetings with Bromley's Loneliness Team and other stakeholders. The Contractor has developed partnerships with key voluntary groups such as Community Links.

- 3.64 Staff have also been finding new ways to reach out to the community and promote the Home Library Service such as hosting a tent on the high street during the NTEZ Winter Light Spectacular event in October 2023. The Home Library Service (HLS) combats loneliness and is available to those living at home or in a care setting who are unable to visit a library in person. The new marketing of the service, 'Books and More to Your Door', has been successful in attracting new users. Home Library Champions were appointed in all libraries and leaflets sent out to doctor's surgeries to promote the service. This service has continued to grow and evolve.
- 3.65 Libraries also offer a 'place to be' whether it is reading a book or newspaper or doing a jigsaw puzzle. Warm drinks are offered during the winter months, ensuring that Bromley residents were supported in a safe space. In November 2023, the Deputy Mayor and Mayoress joined residents at Mottingham library to promote their Friday afternoon events held on the last Friday of every month for residents to come together for a chat and a hot drink.
- 3.66 A Library offer for refugees has been developed by GLL across its partnerships. This supports all refugees with books in their languages for all ages, and simplified library membership that doesn't require a fixed address (e.g. can be a hotel). Ukrainian Coffee Mornings for refugees and sponsors continue with attendance averaging at 50-100 people. GLL also offer private spaces for people who need to sit job interviews or contact family ('Room to Zoom' campaign).

#### Information Management

- 3.67 Bromley Historic Collections is continuing to work with the Council's information management team to ensure the retention and storage of Council records and historic documents in line with recommendations made as part of the accreditation from The National Archives. BHC and LBB now have a shared interface through which LBB colleagues can consult information about archive procedures or contact the archives for storage. BHC also continues to support those holding historic records across the Borough e.g. the parish records audit.

### **PLANS FOR ONGOING IMPROVEMENTS IN VALUE FOR MONEY**

#### Building Improvements

- 3.68 The contract encourages ongoing improvements in value for money which is being achieved by introducing new services and modernising library buildings. St Pauls Cray Library was the first library to be refurbished and fully re-modelled to accommodate both the library service and the Community Support Service outreach (paragraphs 3.58-3.61) Other examples include Start Up Bromley spaces (paragraphs 3.73-3.76). GLL continue to develop this service demonstrating further value for money on the initial investment from ARG funding.
- 3.69 Work to redevelop West Wickham Library is currently underway on the current site as part of the Library and Housing scheme. It is anticipated that the redevelopment project will be completed at the end of 2024. The new extended library will include a café, fully accessible toilets, hireable community events space, outdoor space, and a classroom for children's events. While the work is underway, a temporary library has been provided in nearby Coney Hall at 77 Addington Road. Feedback from residents on this provision has been positive.

#### Library Repair Programme

- 3.70 In November 2022 Executive agreed to adopt the Operational Estate Strategy prioritising investment in Council buildings that deliver statutory services which includes libraries. Refer to the RRH PDS June committee report number **HPR2024/020** which provides a comprehensive update on the library repair programme.

## Stock Purchasing

- 3.71 In Compliance with KPI 22 relating to stock purchasing, the ring-fenced stock fund budget remains at £450k per annum while other authorities are reducing their stock budgets, this is reflected in the popularity of stock Bromley libraries resulting in our top ranking in the CIPFA statistics for issues. The stock fund is maximised by the economies of scale savings GLL achieve when purchasing stock for their five public library partnerships and prison libraries. GLL is compliant in providing regular stock purchasing reports which give a breakdown of the stock purchasing fund demonstrating that it has only been used for the purpose intended. Appendix 3 provides a summary of the current stock spend over the last financial year.
- 3.72 A stock plan setting out the allocation of stock spend for each financial year is submitted annually for approval from the Client Team- Appendix two. The stock fund is allocated across a variety of physical stock categories ranging from fiction and non-fiction to large print and reference items. Digital categories include the eBook, eAudio and eMagazines and newspapers. The stock plan for this current financial year was based on post COVID trends. The allocation for the development fund category has been increased this year to reflect the repair programme so that when libraries re-open they will benefit from new stock to attract more visitors. There have been some minor variations to stock categories as the year progressed based on demand.

## Start Up Bromley

- 3.73 Start Up Bromley (SUB) is a membership programme managed by GLL offering specialist facilities and support for entrepreneurs and new business owners. The free scheme offers business centres with sound-proofed office and meeting spaces in Bromley Central, Orpington and Biggin Hill libraries. The first year of the programme was funded by the Additional Restrictions Grant (ARG). Members can attend workshops, 1:1 consultations and networking events supported by an active business community across the Borough. To date Start Up Bromley has attracted more 611 members and works in partnership with other GLL Start Up programmes at Wandsworth and Greenwich.
- 3.74 Start Up Bromley was awarded UKSPF Supporting Local Business (SLB) funding of £80k over two years from April 2023. The purpose was to resume the initial assistance provided by a Business Advisor for 1:1 support to businesses and entrepreneurs who will also have access to a network of business experts specialising in topics such as ecommerce, sales, marketing, business strategy, and leadership.
- 3.75 Start Up Bromley continues to be involved in a range of events to support entrepreneurs and the wider community. In September 2023, SUB hosted an End of Summer Market in the Orpington Market Square, in collaboration with Orpington 1st and the Walnuts Centre. In October, the service participated in the third of Bromley's NTEZ events, a Winter Lights Spectacular, to showcase to a wider client base. As part of Black History Month, Your Bromley hosted a celebration in Market Square on Sunday 1st October. The event included a Black creators and makers market and sessions hosted by Start Up Bromley's members.
- 3.76 In January 2024, Start Up Bromley supported the launch event for 'Bromley Business Growth' hosting a Members Showcase demonstrating the range of services provided by Start Up Bromley members. Bromley Business Growth offers free advice to Bromley businesses, including two new local support services through partners Goldsmiths, University of London and Newable, funded by the UK government through the UK Shared Prosperity Fund (UKSPF).

## USER/STAKEHOLDER SATISFACTION

### Customer Satisfaction

3.77 Results have now been shared for GLL's 2023 Annual User Satisfaction Survey. 746 responses were received, highlights included an average of 4.7 out of 5 rating of 'overall experience' of Bromley Libraries, and ratings above 4.0 for all other all rated service offers, demonstrating a high-quality perception of the library service by its users. An overall score of 4.8 out of 5 was achieved for the statement "Staff are welcoming, knowledgeable and efficient". Accessing the wide range of books was considered one of the 'best things' about visits to libraries by 77% of respondents, with helping their children socialise in activities (32%) and access to computers and internet (32%) being the next most popular.

3.78 The areas noted for improvement from the survey include the provision of adult activities (which still was rated 4.2 out of 5 overall) and improving knowledge of online resources available, were 7% of users did not know of these at all. Optional questions about respondent demography were asked in the survey to support the Council's Equality, Diversity, and Inclusion goals, with customer profile demographics being published on the Council's website in line with these.

### Complaints

3.79 The total number of complaints received about the library service in the six-month period from July - December 2023 was twelve which is five fewer than in the previous six-month period, all received by GLL. All complaints received a written response from GLL and noted at monthly Client/GLL meetings.

3.80 Members have previously requested complaints to be provided in a format showing the top complaint themes as detailed below:

Complaint Type	Number of Complaints	Libraries
<b>Received by GLL</b>		
Princh (printing service)	2 Complaints	2 x Bromley Central
Lift out of order	1 Complaint	1 x Bromley Central
Public toilets out of order	1 Complaint	1 x Bromley Central
Too warm inside	1 Complaint	1 x Bromley Central
Incorrect BHC email address listed online	1 Complaint	1 x BHC
Late activity start time	1 Complaint	1 x Petts Wood
PlayZone not available all the time	1 Complaint	1 x Bromley Central
Perspex screens still in place at front desk since pandemic	1 Complaint	1 x Bromley Central
Content of graphic novels	1 Complaint	1 x Penge
Staff level of service	1 Complaint	1 x Beckenham
Disruptive environment	1 Complaint	1 x Penge
<b>Received by LBB</b>		
<i>None</i>		

3.81 GLL responded to each complaint with a full explanation, resolving/escalating issues for resolution where possible. The public toilets at Central Library remain out of order, and there are no plans to repair these given the wider plumbing and drainage complications in relation to the condition of the building. The public lift was placed out of order due to mechanical fault which required a specialist contractor to be sought by Bromley Facilities Management (BFM), which



was resolved by the end of Feb 2024. The excessive warmth was a combination of naturally hot weather and heating controls which had been incorrectly set, also resolved by BFM.

- 3.82 Princh is the new cloud printing services introduced into Bromley Libraries as part of the ICT Refresh which expands the ability to send print jobs to a library printer from anywhere in the world. Feedback was given by Library users which was taken on board by GLL ICT team and included correcting incorrect online information.
- 3.83 One-off complaints about events include late starting activities and the disruptive environment caused by noise generated. The Play Zone at Central Library has expanded the number of activities run weekly since the complaint received, however it is not possible for it to be available all the time due to health & safety and safeguarding considerations. Other complaints receiving responses during this monitoring period related to comments about their experience with staff and content of graphic novels available.
- 3.84 In addition to the above complaints received through regular complaint processes, a noise complaint was received from a resident near to Mottingham Library due to a fault related to the intruder alarm continuously sounding. This was escalated urgently to Bromley Facilities Management (BFM) who were able to provide a quick resolution in collaboration with GLL.
- 3.85 GLL also received positive feedback during this period – seven complementing staff and one for the Coding Club at Central Library. Suggestions included introducing a crochet group, and an online booking system for public PCs. Additionally, they received three suggestions relating to provision of public toilets.

#### **4. IMPACT ON VULNERABLE ADULTS AND CHILDREN**

- 4.1 Public libraries are uniquely placed to make a difference to their local communities bringing people together for social interaction by offering free opportunities to the community to learn new skills and make friends. GLL prioritises the needs of vulnerable adults and children which has been demonstrated within this report. The Contactor is committed to developing services for them and to continuing to look at funding opportunities to expand their offer. Bromley Libraries provide more than books also offering face-to-face activities to connect library users and reduce social isolation. There are reading groups for all ages e.g. children, teens and adults. Bounce and Rhyme and Storytime sessions at all Bromley libraries are invaluable for new parents wanting to make friends with a shared experience and connect with their children.
- 4.2 Bromley libraries continues its commitment to inspire physical activity in non-traditional spaces. London Sport's Together Fund has funded interactive fitness console in Mottingham and Penge libraries. The technology aims to improve health outcomes and tackle higher than average levels of obesity in the community in a fun and engaging way. In March 2024 Mottingham library recorded over 250 children and adults attending sessions. It supports all children's events including Rhyme Times, Story Times, Games Club and nursery visits. The consoles are also used by other community groups working with older people to support a more active lifestyle and the prevention of illnesses such as dementia.
- 4.3 Support for dementia sufferers and their carers is a priority for the library service. GLL continue to use the 'Magic Table' (projects light onto a surface) in activities across. Staff have received Dementia Friends training using the 'Magic Table' as part of the Happiness programme provided by Social Ability which is an initiative helping to change the lives of people living with physical and cognitive challenges using interactive light technology. The 'Magic Table' is also being used to support partnerships with Mencap at St Paul's Cray and Mottingham libraries Orpington library has a dedicated sensory space. In February 2024 they held a successful Sensory Storytime session using the Magic Table for young people and their carers.

4.3.1 In September 2023, Bromley libraries joined the Libraries Connected 'Ready to learn' campaign which highlights the crucial role libraries play in helping young children prepare for school. Libraries promote social skills, a curiosity about learning, and a wide-range of age-appropriate books and resources. The campaign was promoted by a series of posts on Bromley Libraries social media as parents were preparing for their children to start school. Library staff continue to encourage younger children to join the library before they start school, through activities such as Baby Bounce and Rhyme and Storytime and by taking part in the Summer Reading Challenge.

## **5. TRANSFORMATIONAL POLICY IMPLICATIONS**

- 5.1 Following pre-decision scrutiny, the Executive Committee approved the commissioning of the Library Service on 19<sup>th</sup> July 2016. This approach is consistent with the Council's stated ambitions round vibrant town centres, supporting independence, children and young people and an excellent Council under its vision for Building a Better Bromley.
- 5.2 The Councils corporate operating principles include the commitment that services will be provided by whoever offers customers and council taxpayers excellent value for money.
- 5.3 The Council is currently investing significantly in library buildings across the Borough. Libraries are a statutory service and are used by a range of residents. They are valuable community spaces.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 This report requests members to note the performance of GLL which our Libraries contractor for the London Borough of Bromley.
- 6.2 The annual cost of the library services contract is met from the Library Service controllable revenue budget and for the year to 31 March 2025 this is £5.17m.
- 6.3 The report requests Executive to note the detail of contract modifications applied to the Library Services contract to date, summarised in paragraph 3.17 Table 1 these are all already in place and fully funded from various sources as outlined in Appendix 2.
- 6.4 The report also requests Executive to approve contract modifications to the Library Services contract relating to the Library Repair programme at an overall estimated value of £1,133k as set out in paragraphs 3.18 to 3.22 and Appendix 2 of this report, the financial implications to these are detailed below.
- 6.5 The first modification is in relation to the TUPE transfer of the community centres to GLL at an amount of £201k per annum, equating to £738k for the remaining life of the contract, this will be paid for out of existing revenue budget for the community centres.
- 6.5 The second is a temporary library is provided which is leased to GLL whilst works at West Wickham library are completed. A variation is requested of up to £150k which covers the rent and insurance of the temporary library, removal, and storage of stock. Following scrutiny, approval was given at Executive in November 2021 (**HPR 2021/059**), this will be funded from UKSPF funding and capital project budget, where this cost has been factored in.

6.6 The third is costs associated with storing library stock and furniture during the works, and the temporary libraries at Beckenham (Lewis House) Chislehurst and Orpington, a variation amount of £245k (CCN11) will be required, this is set out in report **HPR2024/020**, once again this will be funded from the Libraries OPR budget allocation.

## **7. LEGAL IMPLICATIONS**

7.1 This report seeks authority to (i) approve various variations (modifications) to the contract for library services with Greenwich Leisure Limited with a total value of £1,133k, and

(ii) Approve the scheme of delegation for authorisations in relation to future variations (modifications) to the contract for Library services as set out in the report.

7.2 The Council has a duty under Section 7 of the Public Libraries and Museums Act 1964 to provide a “comprehensive and efficient” public library service, in particular that “facilities are available” and “encouraging adults and children to make full use of the library”. The Council both an implied and a specific power under section 111 of the Local Government Act 1972 to do anything (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental to, the discharge of any of their functions.

7.3 As outlined in the Procurement Implications the contract for library services was procured as an above threshold contract in accordance with the Public Contracts Regulations 2015 (the Regulations). Any modification of this contract must be in accordance with Regulation 72 of the Regulations which allows for modification of a contract without the need to undertake any procurement in certain limited circumstances. In this instance the majority of the modifications would be compliant with Regulation 72(1) (f) on the basis that they are low value modifications. Where any single modification is above the relevant thresholds in Regulation 5 then Regulation 72 (1) (b) can be relied upon, but the Council would need to issue a notice in accordance with Regulation 72(3).

7.4 The Council’s requirements under its Contract Procedure Rules (CPRs) for authorising a variation are contained in CPR 23.7 as set out in the Procurement Implications.

7.5 The variations will need to be recorded by way of Change Control Notices or other documentation in accordance with the terms of the contract.

## **8. PROCUREMENT IMPLICATIONS**

8.1 This report seeks variations to contract with Greenwich Leisure Limited, with the cumulative value of all variations applied and to be applied to the contract now amounting to an estimated £2,401k subject to Executive agreement.

8.2 This was originally procured as an above-threshold contract following a competitive tendering process. The variations stated above can be completed in compliance with Regulation 72 of the Public Contracts Regulations 2015.

8.3 The Council’s requirements for authorising a variation are covered in CPR 23.7 and 13.1. For a contract of this value, the Approval of the Executive following agreement from the Portfolio Holder, Chief Officer, the Assistant Director Governance & Contracts, the Director of Corporate Services and the Director of Finance must be obtained. In accordance with CPR 2.1.2, Officers must take all necessary professional advice.

8.4 The report also requests approval for a scheme of delegated authority to be applied to future variations as outlined in 3.27.

- 8.5 Additionally, the report provides a Contract Monitoring report, as required by CPR 23.2.
- 8.6 The actions identified in this report are provided for within the Council's Contract Procedure Rules, and the proposed actions can be completed in compliance with their content."

## **9. PROPERTY IMPLICATIONS**

- 9.1 The library repair programme is underway to address the backlog maintenance works and other improvements to the library estate. This includes improvements to St Paul's Cray Library which are now complete, ongoing works to extend and refurbish West Wickham Library and the refurbishment of Southborough and Beckenham Libraries which are underway.
- 9.2 The Issues with temperature and humidity levels in the archives store affecting the stability of the environmental conditions in the Bromley archives store on Floor 8 of Central Library are under investigation by Bromley Facilities Management Team, who are working closely with BHC to resolve matters.

## **10. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS**

- 10.1 GLL aim to "reduce, always reuse, and recycle. The 2020 refurbishment of the Central Library gave GLL the opportunity to work towards an eco-refit top ensure that the library was as sustainable as possible which will be replicated in forthcoming building projects. Other changes including the cleaning company adopting a 'green regime 'by swapping to environmentally friendly cleaning products. When refreshing IT provision all hardware is either reused or recycled. GLL has provided information to Bromley Council on libraries that would benefit from LED lighting programmes.

## **11. IMPACT ON THE LOCAL ECONOMY**

- 11.1 Libraries have a positive impact on the local economy, particularly with many libraries located in close proximity to High Streets. The presence of libraries makes people more positive about their local environment and provides many services that attract people to High Streets within the borough. The refurbished libraries will attract new visitors to their locations.

## **12. IMPACT ON HEALTH AND WELLBEING**

- 12.1 Libraries are proven to have a positive impact on health and wellbeing and are uniquely placed to make a difference to their local communities. Post pandemic, GLL is maximising all available opportunities to support wellbeing. As demonstrated throughout this report, libraries deliver a wide range of activities for all ages which combat loneliness and social isolation. These link directly into the Council's Loneliness Strategy and are of considerable benefit to residents.

## **13. CUSTOMER IMPACT**

- 13.1 The 2021 Census identified that 333,000 people live in the London Borough of Bromley. 33,486 registered users used their library card to borrow an item in a Bromley library in 2023, representing an estimated 10.1% of the population of Bromley. This does not include customers who used the library solely for purposes such as studying, activities or using public PCs.

<b>Non-Applicable Headings:</b>	Personnel Implications Ward Councillors Views
Background Documents: (Access via Contact Officer)	<p>DRR17/034 and DRR17/035 -Contract award for the Provision of Library Services-Parts 1 and 2 Reports to Executive Committee &amp;Scrutiny Committee on 5th July 2017</p> <p>HPR 2023/050-Library Works Progress and Crofton Roman Villa- Reports to Scrutiny Committee on 6th September 2023 and Exectutive on September 20th .</p> <p>HPR2023/056-Relocation of Central Library. Reports to Scrutiny Committee on 17th October and Executive on 18th October 2023</p> <p>HPR2024/020-Library Repair Programme Reports to Scrutiny Committee on 19<sup>th</sup> June 2024</p>

## Appendix 1: Key Performance Indicator Monitoring: July to December 2023 (Q2 & Q3 2023/24)

### Monthly-Monitored KPIs

Month	Performance Adjustment Points Summary
July 2023	None reported
August 2023	See detail below
September 2023	See detail below
October 2023	See detail below
November 2023	See detail below
December 2023	See detail below

### Quarterly-Monitored KPIs

Quarter	Performance Adjustment Points Summary
Q2 2023-24	None reported
Q3 2023-24	None reported

## Summary of Incidents:

Date	Duration of incident (service hours only)	Penalty Accrued	Penalty Status	KPI Category	Branch	Description
Wed 02 Aug	1 day	£457.93	Not Applied	KPI 6 - PublicIT	Southborough	The self-service kiosk displayed an out of service message and was unable to be used by the public. This was resolved by a Bibliotheca Field Support Engineer the next library open day.
Thu 14 Sep	1.5 days	£457.93	Not Applied	KPI 6 - PublicIT	Hayes	The self-service kiosk was not working. This was resolved by a Bibliotheca Field Support Engineer the next library open day who noted the receipt roll required replacing.
Tue 03 Oct	3 days	£2,747.56	Not Applied	KPI 6 - PublicIT	Biggin Hill	Internet access to public PCs and Wi-Fi, also affecting some printing and kiosk services. This was resolved by Sky (internet connection providers) who reported a network outage across many sites in the UK at the same time.
Thu 05 Oct	2 days	£915.85	Not Applied	KPI 6 - PublicIT	Petts Wood	Wi-Fi outage occurred, also affecting telephone calls, in conjunction with other libraries and national outages. Resolved by Sky.
Fri 06 Oct	4 days	£3,663.42	Not Applied	KPI 6 - PublicIT	Mottingham	No public PCs, Wi-Fi or printing were available due to Sky network issues in conjunction with other libraries and national outages. Resolved by Sky
Fri 06 Oct	1 day	£457.93	Not Applied	KPI 6 - PublicIT	Southborough	Wi-Fi outage occurred, also affecting telephone calls, in conjunction with other libraries and national outages. Resolved by Sky.
Mon 16 Oct	1 hour 55 mins	£686.89	Not Applied	KPI 1 - Opening Hours	Chislehurst	The library was evacuated and closed to public and staff due to strong smell of gas detected following the boiler being turned on for the first time in several months. National Gas Emergencies were called immediately, attended site, switched off the gas main, and gave the all-clear to reopen the library. Temporary heaters were used in the library during the period following where further gas engineers attended to investigate the issue.

Fri 03 Nov	6.5 days	£2,725.13	Not Applied	KPI 6 - Public IT	Southborough	The self-service kiosk remained frozen on the welcome screen and was unable to be used by the public. This was resolved by a Bibliotheca Field Support Engineer after a significant delay on Bibliotheca's part. GLL fed back the long call-out and resolution time noting the extended period of service interruption.
Thu 09 Nov	8 days	£3,633.50	Not Applied	KPI 6 - Public IT	Petts Wood	Loss of internet to the building was investigated by Sky, who noted the connection had been left severed/exposed following OpenReach works in the area. An OpenReach engineer attended after the issue was discovered, and Sky attended after to complete the reconnection.
Wed 15 Nov	38 mins	£681.28	Not Applied	KPI 1 - Opening Hours	Biggin Hill	The library & pool were evacuated after the fire alarm sounded in the building. The Fire Brigade attended and checked the site, sourcing the alarm to a deodorant spray instead of a fire. The site was reopened to the public following an all-clear.
Sat 25 Nov	10 mins	£681.28	Not Applied	KPI 1 - Opening Hours	St Paul's Cray	The library opened 10 minutes late due to a staffing issue which required staff to travel from Orpington Library at short notice. Library was opened as soon as the replacement staff arrived.
Mon 27 Nov	32 mins	£681.28	Not Applied	KPI 6 - Public IT	Bromley Central	A pre-alarm activation alerted staff to a possible fire on 8th floor which was found to be very strong fumes from burnt plastic from a portable heater that had been left on. The fire alarm fully activated triggering the building to be evacuated. The Fire Bridge attended and investigated, confirming no danger but closing off the upper floors while ventilation occurred. The all-clear was given and the library floors were reopened to the public
Sat 02 Dec	1 day	£908.38	Not Applied	KPI 6 - Public IT	Biggin Hill	Public Wi-Fi and kiosk outage caused by router malfunction. Internet access on public PCs also affected but other functions still operational. Resolved by GLL engineers, with Sky contacted to prevent further issues.



## Appendix 2: Contract Modifications Applied to the Library Services Contract

Table 1: Modifications to Date

CCN Number	Modifications	£,000
1	Purchase of book sorter and stock	94
2	Business Improvement District (BID) levies	75
3	Start Up Bromley - Central and Orpington	216
4	Start Up Bromley - Biggin Hill & Additional Funding	136
5	Nighttime Enterprise Zone (NTEZ) - Library Lates	43
6	Start Up Bromley - Business Advisor post, 2 years	80
7	Refurbishment of St Paul's Cray Library (part of OPR)	426
8	Library Repairs Programme - Specialist operator consultancy	198
<b>TOTAL</b>		<b>1,268</b>

Table 2: Modifications in Progress

CCN Number	Modification	£,000
9	Community Support Centres	738
10	West Wickham Temporary Library	150
11	Relocation costs and Lewis House works	245
<b>TOTAL</b>		<b>1,133</b>

- 1.1 CCN's 1- 2 are modifications allowed for within the contract and subject to a lower level of authorisation. All other CCNs are modifications not specifically set out in the contract and a higher level of authorisation applies, based on the cumulative value of all such modifications applied to date. The cumulative value of modifications applied to date, or in progress, exceed £1m and so all further modifications require Executive approval regardless of value of the individual modifications.

### Modifications Anticipated Within Contract

- 1.2 CCNs 1 and 2 (totalling £169k) are modifications set out within the original contract. CCN1 related to purchase of book sorter and stock and was funded by the release of stock fund which was held back to cover any outstanding orders after GLL transfer and were then released to be spent on those items. CCN2 was funded by the Council to re-imburse for BID levies agreed as part of the contract. Business cases outlining these reasons were set out in the Chief Officer Gateway reports for decision.

### New Modifications

#### Additional Restrictions Grant (ARG) Start Up Bromley

- 1.3 Three modifications relate to Start Up Bromley which was set up using Additional Restrictions Grant (ARG) funding. The first modification amount of £216k was made to deliver Start Up Bromley at Central and Orpington Libraries (CCN3). Following scrutiny this was approved by Executive in Feb 2021 (**HPR2021/007**). The next modification amount of £136k (CCN4) was for setting up Start Up Bromley at Biggin Hill Library. Approval was given at Executive in Sep 21

**(HPR2021/048)**. A further amount of £80k was awarded in Nov 22 to fund a two-year business advisor post for Start Up Bromley Executive decision Nov2022, (delegated to Director HPR) Gateway Officer Report to Director).

- 1.4 CCN 5 relates to a modification of £43k from grant funding received by the Economic Development Team for GLL to deliver the Library Lates event as part of the Nighttime Enterprise zone (NTEZ). This was funded through a GLA grant. This was the first of three successful events and was approved by Executive in November 2022 (**HPR2022/052**).

#### Community Support Centres

- 1.5 Two modifications were agreed to co-locate the Community support Centres locations and TUPE transfer the service to GLL. An amount of £426k for the refurbishment of St Pauls Cray Library (CCN7) was allocated to GLL to complete this work on a co-located space with the Community Support Service addressing the works identified in the condition survey conducted as part of the OPR. An amount of £201,307 per annum (CCN9), equating to £738k for the remaining lifetime of the contract, was approved as the operating budget post transfer. Following scrutiny both variations received Executive approval in February 2023. **(HPR2023/10)** A monitoring notice was issued by the Council for the variation amount.

#### Library Repairs Programme

- 1.6 Report **(HPR2024/020)** Library repair programme sets out other variation costs as part of the ongoing works for the programme. The first variation for this related to specialist operator consultancy for GLL to the sum of £198k (CCN8) to provide project management to support the works to libraries as part of the repair programme. This was budgeted for in the OPR libraries capital programme budget.
- 1.7 HPR2024/020 also set out other variation costs relating to the contract. As part of ongoing works for the repair programme, costs associated with storing library stock and furniture during the works and temporary libraries at Beckenham (Lewis House) Chislehurst and Orpington totalling £245k (CCN11)

#### West Wickham

- 1.8 Library Improvement works are currently underway at West Wickham Library on the current site as part of the Library and Housing scheme. While the work takes place a temporary library is provided which is leased to GLL. A variation is pending of up to £150k (CCN10) which covers the rent and insurance of the temporary library, removal, and storage of stock. Following scrutiny, approval was given at Executive in November 2021 (**HPR 2021/059**).

### Appendix 3: 2023/24 Stock Budget – End of Year

Budget	Budget name	Current Allocation £	Amount committed + invoices paid to date (excl VAT)	Difference
AF	Adult Fiction	£27,000.00	£58,120.42	-£31,120.42
AFS	Adult Fiction (Supplier)	£45,000.00	£48,692.74	-£3,692.74
ALP	Adult Large Print	£3,000.00	£3,450.07	-£450.07
ANF	Adult Non-Fiction	£54,600.00	£68,954.70	-£14,354.70
ANFB	Adult Non-Fiction Bestseller	£0.00	£307.00	-£307.00
AUB	Audio Books	£15,000.00	£11,983.13	£3,016.87
BIB	Bibliographic Resources	£15,000.00	£11,126.00	£3,874.00
CD	Music CDs	£1,500.00	£1,549.20	-£49.20
CYAUB	Children's Audiobook	£2,500.00	£1,558.30	£941.70
CYEBO	Children's Ebooks	£6,000.00	£5,762.20	£237.80
CYF	Children's Fiction	£24,000.00	£36,485.77	-£12,485.77
CYFS	Children's Fiction (supplier)	£30,000.00	£28,728.88	£1,271.12
CYLP	Children's Large Print	£1,000.00	£0.00	£1,000.00
CYNF	Children's Non-Fiction	£9,500.00	£9,990.24	-£490.24
CYNFS	Children's NF (Supplier)	£15,000.00	£14,563.16	£436.84
DEBT	Debt Recovery	£500.00	£0.00	£500.00
DEVT	Development	£21,500.00	£6,966.00	£14,534.00
DON	Donated funds	£110.00	£110.84	-£0.84
DVD	DVDs	£100.00	£0.00	£100.00
DVDS	DVDs (Supplier)	£6,500.00	£4,202.89	£2,297.11
EAUD	E-Audio	£15,000.00	£12,169.40	£2,830.60
EBOO	E-Books	£20,000.00	£14,725.62	£5,274.38
ELIB	E-Library Contract (Overdrive)	£5,000.00	£4,000.00	£1,000.00
EMAG	E-Magazines	£15,500.00	£15,718.62	-£218.62

GRA	Grants & Subscriptions	£2,100.00	£2,113.90	-£13.90
INONL	Online Resources	£46,000.00	£42,207.86	£3,792.14
INPER	Newspapers and Periodicals	£29,000.00	£32,427.91	-£3,427.91
INREF	Reference Books	£900.00	£93.00	£807.00
INSUB	Subscriptions & SOs	£2,000.00	£2,655.78	-£655.78
LSCON	Local Studies Conservation	£5,000.00	£4,906.18	£93.82
LSLOA	Local Studies Loan Collection	£0.00	£0.00	£0.00
LSOONL	Local Studies Online	£18,000.00	£18,430.97	-£430.97
LSREF	Local Studies Reference	£1,800.00	£2,114.15	-£314.15
REQ	Requests	£6,000.00	£4,713.32	£1,286.68
SEC	Stock Security	£0.00	£0.00	£0.00
SUP	Supplier Selection Fees	£6,000.00	£6,000.00	£0.00
Askews Prepaid invoices 22-23			-£24,718.25	£24,718.25
<b>TOTAL Acquisitions budget</b>		<b>£450,110.00</b>	<b>£450,110.00</b>	<b>£0.00</b>

**Notes:**

Soprano is the Library Management System used by GLL on which orders are placed.

The Library Stock fund budget is spent April to March to be consistent with the Council's financial year and year end processes.

Some budgets are over committed because orders are placed three months in advance based on provisional publication dates including books not due for publication until the next financial year. Towards the end of the financial year the supplier cancels orders placed more than six months ago which has slipped in publication date. The stock fund aims to be 10% over committed on physical stock fund.

Post Covid there has been some adjustment in spending based on customer habits which accounts for the difference from current allocation and actual spend.

This year a small donation was received from one of the library's reading groups in memory of one of their members and this was spent specifically on several new reading group sets.