

CARDIFF CENTRAL LIBRARY HUB

Purpose of Report

1. To update the Committee on the changes and enhancements made at Cardiff Central Library to create a new Central Library Hub, as agreed in the 2015/16 budget and following the closure of Marland House as part of the Bus Station Development,

Meeting Structure

2. The meeting is structured as follows:
 - i. A statement from Councillor Bradbury (Cabinet Member for Community Development, Co-Operatives and Social Enterprise);
 - ii. Cardiff Third Sector Council will ask two questions relating to the impact of community hubs, that have been agreed by the Chair as part of the pilot of public questions at scrutiny;
 - iii. Cabinet Member to respond to third sector questions;
 - iv. A presentation from Sarah McGill, detailing the progress made in developing the Central Library Hub
3. Members will have an opportunity to ask questions at all stages of the above.

Background

4. The proposal to develop a city centre superhub based in Central Library was agreed as part of the Council's 2015/16 Budget proposals and was supported

by the strategy '*Future of Libraries Services in Cardiff*'. Line 40¹ of the budget savings proposals contains the following:

Development of a City Centre Superhub - Central Library currently accounts for a significant amount of the overall Libraries' budget. In order to achieve the savings and safeguard Central Library, it is necessary to review the delivery options and/or the potential to bring services together.

This saving was proposed to deliver £349,000 by bringing services together within Cardiff Central Library. In terms of risk analysis it was graded 'green' residual risk and 'red amber' achievability.

5. The recommended option for Cardiff Central Library within the 'Future of Libraries Services in Cardiff' strategy is:

Central Library – To be transformed into a 'Super-Hub' creating a state of the art city centre location where the public can access a wide variety of public services as well as traditional library facilities.

6. A report taken to Cabinet in September 2014, titled '*Future Provision of Hubs in Cardiff*' sets out the principles for future Hub provision in the city. It states that the intention is to provide more opportunities for people to use Council services in a more cost-effective way by co-delivering services through hubs and reinventing resources in a new or retrofitted, fit for purpose buildings.

The future vision is that Cardiff's citizens will be able to access the services they need in the way they want to, through joined up services and closer working between The City of Cardiff Council and its partners. This will be delivered through:²

- *A multi agency Advice Hub in the City Centre*

¹ 2015/16 Budget Papers found at [http://cardiff.moderngov.co.uk/Data/Council/20150226/Agenda/Council%2026-02-15%20-%20Agenda%20Reports%20Pack%20\(8.19M\).pdf](http://cardiff.moderngov.co.uk/Data/Council/20150226/Agenda/Council%2026-02-15%20-%20Agenda%20Reports%20Pack%20(8.19M).pdf)

² September 2014 Cabinet paper found at [http://cardiff.moderngov.co.uk/Data/Cabinet/20140918/Agenda/Future%20Provision%20of%20Hubs%20in%20Cardiff%20\(3.81M\).pdf](http://cardiff.moderngov.co.uk/Data/Cabinet/20140918/Agenda/Future%20Provision%20of%20Hubs%20in%20Cardiff%20(3.81M).pdf)

- *A series of Community Hubs based in the Neighbourhood areas and prioritised on the basis of need.*
- *Each hub will offer a core of generic Council services with option for the delivery of specialist Council and partner services as dictated by local need.*
- *Hubs will be supported by lower level “Information Points” in Council and Partner buildings to widen coverage.*

7. The following principles for the development of Hubs are also given in the September 2014 Cabinet report:

- Wherever possible hubs will bring together existing Council and partner services within one building. This will provide efficiencies in the use of staff and buildings, and allow reinvestment in customer services.
- Hubs will be implemented in accordance with the co-operative values and principles by engaging communities and partners in the planning and delivery of local services.
- There will be at least one hub in each neighbourhood partnership area, however there may be more than one where the area requires it. They will also be tailored to the local area, based on needs analysis and consultation. There will not be a ‘one size fits all’ approach.
- Hubs should be in locations which are easily accessible, for example in existing district centres and should have good public transport links. Where possible revenue savings will be made, however some capital will be available for the development of buildings.

8. The Communities, Housing and Customer Services Directorate has produced a Case Study detailing the background and developments made in implementing the Central Library Hub. This can be found at **Appendix A**. The information in this case study covers:

- The layout of the Central Library Hub
- Technology within the Hub
- Services found within the Hub
- Achievements against the Corporate Plan priorities

- Customer Feedback.

9. The Communities, Housing and Customer Services Directorate Business Plan 2015/16, considered by this Committee in June 2015, contains the following commitment to deliver the Central Library Hub:

Following the success of the Hub strategy in 2014/15, we will continue the roll out across the City during the coming year. By Quarter 2 the Central Library Hub will be in place, with the Advice Hub services currently based in Marland House moving into the Central Library building. The new Hub will also include a digital floor, which will improve on the facilities available for the existing digital inclusion sessions in the advice hub and provide computer access to those using the library facilities as part of the Welsh Public Library Standards.³

Previous Scrutiny

10. Following their consideration of the 2015/16 Budget Proposals for Consultation, the Members of the Committee wrote as follows to the Cabinet Member for Community Development, Co-operatives & Social Enterprise:

With regard to the development of a City Centre Superhub within Central Library, the Committee can see the sense in building a critical mass of Council services within a central location in the city centre, however we do have concerns that this will detract from the identity of Central Library and feel that this building and service must continue to be recognised as a Library that contains additional services, rather than the Library services on offer being deprioritised. This is a situation the Committee will be keen to monitor throughout future work programmes.

At the meeting, Members explored the process of moving services from Marland House to the new City Centre Superhub, and focussed in particular

³ Communities, Housing and Customer Services Directorate Business Plan 2015/16
<http://cardiff.moderngov.co.uk/documents/s4010/Appendix%20A%20-%20Draft%20Communities%20Housing%20Customer%20Services%20v10.pdf>

on the Somali Advice Centre. We were assured by the re-commissioning process set out by officers, and understand that this particular organisation had not emerged as a provider through this commissioning process.

We would hope that such an organisation would be given the opportunity to co-locate their services within the Superhub, should they be able to secure alternative sources of funding and be looking for office space to rent. We hope that there is ongoing dialogue and advice provided to organisations that have not been successful in renewing their Council contracts. It is the view of this Committee that the Council should aspire to have all services of this nature grouped together in a single location, regardless of whether they are Council-funded or externally funded.

11. The response received from the Cabinet Member for Community Development, Co-operatives & Social Enterprise stated:

The concern that the creation of the super hub will distract from the identity of it being a library building is being considered in the planning of the new building. Key to this will be the ground floor and arranging the space so that when you first enter the building it has the feel of a central library. Additionally, the hub services integrated within the building will be important to ensure that the service alignment enhances the experience of all service users. This has been successfully trialled in our existing hubs and the learning from the layout and design of these facilities will be brought to the city centre hub planning process. [...]

The new super hub provision will aim to make the best use for council (including libraries) and partner services. To make best use of the space we will prioritise front office provision. Those providers who were successful in the commissioning process will have their front office requirements met. The committee is correct and the Council does aspire to have all services of this nature in a single location, however this can only be the front facing / drop in aspect of their service. This applies to Somali Advice who will have the opportunity to take up a front desk to run their drop in service. Somali Advice

has been allocation transitional funding that will assist them whilst they aim to secure alternative funding.

Way Forward

12. Councillor Peter Bradbury, Cabinet Member for Community Development, Co-Operatives and Social Enterprise, will be in attendance, and may wish to make a statement. The Cardiff Third Sector Council will ask their two questions relating to the impact of community hubs that have been agreed by the Chair, as part of the pilot of public questions at scrutiny; Members will be pleased to hear the questions and will invite the Cabinet Member to respond.

13. Sarah McGill (Director of Communities, Housing & Customer Services), Isabelle Bignall (Head of Service - Customer Services) and Nicola Richards (Central Library Manager) will be in attendance and will provide a short presentation.

Legal Implications

14. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

15. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

Recommendation

16. The Committee is recommended:
 - a. to consider whether it wishes to pass on any comments, observations or recommendations to the Cabinet;
 - b. to discuss whether it wish to schedule any further scrutiny of this issue.

MARIE ROSENTHAL

Director of Governance and Legal Services

30 October 2015

The following Appendices are attached:

Appendix A: Central Library Hub Case Study