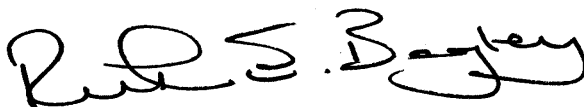


Date of issue: 6 January 2012

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Minhas (Chair), Buchanan, Carter, Dar, Munawar, Plenty, Sohal, Strutton and A S Wright) <u>Non-Voting Co-Opted Members</u> Sandra Malik (Slough Federation of Tenants and Residents) and Darren Morris (Customer Senate)
DATE AND TIME:	MONDAY, 16TH JANUARY, 2012 AT 6.30 PM
VENUE:	CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY
SCRUTINY OFFICER: (for all enquiries)	SARAH FORSYTH 01753 875657

NOTICE OF MEETING

You are requested to attend the above Meeting at the time and date indicated to deal with the business set out in the following agenda.



RUTH BAGLEY
Chief Executive

AGENDA

PART I



Apologies for absence

1. **Declarations of Interest**
(Members are reminded of their duty to declare personal and personal prejudicial interests in matters coming before this meeting as set out in the local code of conduct).

CONSTITUTIONAL MATTERS

2. **Minutes of the last meeting** 1 - 6
To agree the minutes of the last meeting of the Neighbourhoods and Community Services Scrutiny Panel held on the 5 December 2011.
3. **Member Questions**
(An opportunity for panel members to ask questions of the relevant Director / Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated.)

SCRUTINY ISSUES

4. **Libraries Progress Report** 7 - 16 All
To consider the report and advise on priorities for the next stage of implementation of the Libraries Strategy.
(15 minutes report presentation; 25 minutes questions)
5. **Tour of Chalvey Community Centre** Chalvey
Opportunity for Panel to tour the new facilities at Chalvey Community Centre.
(20 minutes)
6. **Chalvey Community Centre** Chalvey
To discuss the new facilities at Chalvey Community Centre.
(5 minutes presentation; 15 minutes discussion)
7. **Britwell Community Centre** Britwell
To discuss scope and proposals for Britwell Community Centre.
(30 minutes)
8. **Forward Work Programme** 17 - 18
To review the work programme for upcoming meetings of the Neighbourhoods and Community

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

Services Scrutiny Panel, and suggest any amendments.

9. **Date of Next Meeting - 1 March 2012**

Press and Public

You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before the Committee considers any items in the Part II agenda. Special facilities may be made available for disabled or non-English speaking persons. Please contact the Democratic Services Officer shown above for further details.

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Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Monday, 5th December, 2011.

Present:- Councillors Minhas (Chair), Dar, Plenty, Strutton,
A S Wright, Malik and Morris

**Non Voting
Co-Opted Members
present:** Sandy Malik, Slough Federation of Tenants and
Residents,
Darren Morris, Customer Senate

Apologies for Absence:- Councillor Buchanan, Carter, Munawar and Sohal

PART 1

20. Declarations of Interest

Councillor Dar declared an interest in that he was a licensed Hackney Carriage Driver.

21. Minutes of the last meeting held on 24th October, 2011

Minutes of the last meeting held on 24th October, 2011

Matters Arising

Community Centres – Future Provision

It was noted that the map of sixty community centres requested at the previous meeting had not been received by Panel members and it was agreed that this would be brought to the attention of the Scrutiny Officer, Guy Fiegehen, who had been unable to attend the meeting.

Winter Preparations

It was noted that the A3 sized map of the location of salt bins requested at the previous meeting had not been received by Panel members and it was agreed that this would be brought to the attention of Guy Fiegehen, Interim Scrutiny Officer.

The minutes of the last meeting held on 24th October, 2011 were approved as a correct record.

22. Member Questions

It was noted that questions had been forwarded to the Interim Scrutiny Officer in advance of the meeting. The responses were not available as the Scrutiny Officer was not in attendance and it was therefore agreed that responses would be forwarded to Panel members at the earliest opportunity.

23. Synchronisation of Traffic Signals on the A4 (Between Three Tuns Crossroads and Huntercombe Roundabout)

Nick Healey, Network Management Team Leader, outlined a report and presentation to the Panel, providing an update on the first year of operation of the traffic signal 'SCOOT' regions along the section of the A4 between the Three Tuns crossroads and the Huntercombe roundabout.

The Panel noted that in the Autumn of 2010 the installation and commissioning of the SCOOT system had been completed and a number of positive results had been achieved. In particular there had been significant improvement to journey times on the A4 involving the sequential linking of green lights and it was now possible to travel the full length of the region without being stopped repeatedly by red lights. The Officer discussed a number of challenges which had been identified in the first year of operation of the system including the occasional longer delay for drivers waiting to access the A4 from side roads. It was highlighted that the A4 corridor had been kept under continual review during the last year and a number improvements had been implemented including some experimental ones. A number of further improvements were discussed but these had not been developed to date.

The Officer advised that a new SCOOT scheme would be developed in the town centre for the Heath of Slough scheme with the potential for future links to the other roads.

The Panel was advised that the A4 corridor would be kept under continual review and would be subject to further improvements when resources and budgets allowed. It was estimated that the introduction of the SCOOT system had resulted in peak time saving of £500k per annum with additional savings being made off-peak and overnight.

In the ensuing debate members raised a number of comments and questions regarding the scheme, particularly around the adverse affects that the synchronisation of the A4 lights had on surrounding side roads. The Officer advised that there was a balance to be found between the success of the A4 route and the resulting affects on other minor roads, and it had been reported that drivers' overall journeys were less as a whole due to the shorter journey experience on the A4 itself. In response to further questions the Officer advised that the evidence reported on the reduction in journey times was factual and not anecdotal and that also the system had been shown to reduce air pollution. The Panel was reassured that if the server for the system crashed a full back up mode was available whilst the contractor would rebuild the system. The Officer highlighted that the option to close service roads at one end was not desirable as this would cause problems for vehicular access to refuse lorries, emergency services and other vehicles.

It was agreed that the presentation slides would be forwarded to Panel Members.

The Officer was thanked for his interesting and informative presentation.

Resolved: That the report be noted.

24. Regulation of Distribution of Free Printed Matter

Mick Sims, Licensing Manager, outlined a report regarding the distribution of free printed matter which sought the Panel's view on proposals to introduce regulations.

The Panel was advised that at its meeting on 5th October 2011, the Licensing Committee considered a report requesting approval for a formal consultation to take place on proposals to implement regulations regarding the control of the distribution of free printed matter in designated areas. On that occasion the Committee had determined that it had insufficient information to reach a decision on this matter and had requested that the Neighbourhood and Community Services Scrutiny Panel scrutinise the issue. The Panel was asked to consider matters such as the benefits of introducing the policy, the impact on small businesses, how problem areas had been identified, how the policy would be enforced, and the legal implications of introducing a specific policy within areas of the borough. The Panel was also asked to consider what the appropriate fee should be and what time period the fee would cover.

Members were advised that the proposed areas to be regulated were Slough town centre, the Farnham Road area, and areas within the Chalvey and the Langley St Mary's Wards. The suggested consent would cover a period of 8 hours after which the applicant would need to reapply for each designated area and the nominal charge of £25 would be applied to each application for a consent. Additional permissions for other designated areas would also be charged at £25. The Officer discussed the consent limitations and the definition of free printed matter.

In the ensuing debate Members raised a number of concerns regarding the introduction of the scheme. In particular there were concerns about the affect the cost of applications would have on local businesses, and that not all of the four identified areas appeared to be problematic to Members. The Panel also questioned the current use of fixed penalty notices to combat litter problems and whether if enforcement was carried out, this would reduce the need for consent applications to distribute leaflets in the first place. Some Members accepted that there could be a need for the scheme to be introduced in the high street area in the town centre but this was not the majority view. The overriding concern of the Panel was that the introduction of such a scheme could adversely affect the ability of new businesses starting up as the charges for the distribution of leaflets would be an additional burden in difficult economic times. Members concluded that without the availability of firm evidence that the scheme was needed, it would not be appropriate to introduce the proposed regulations at this time.

Resolved: That the Panel recommends that the Licensing Committee does not endorse the proposal to implement regulations requiring the need to apply for consent to distribute free printed matter.

25. Housing Futures - Provision of Housing Services Update Report

Neil Aves, Assistant Director (AD), Housing, outlined a report providing an update following nine months of service delivery in the new housing structure, eighteen months after the service was brought back in house. The AD advised that tenants were beginning to recognise changes which had brought greater responsiveness and accountability and also discussed the initiatives deployed to continue to drive through quality service delivery. The Panel noted the update on accommodation, customer access, and other areas such as recruitment and the outcome of the consultation carried out with tenants and leaseholders.

The AD discussed the current position regarding the planning for the future exercise when all staff had been offered the opportunity to review their future employment options. It was not anticipated that many requests would be received from staff within Housing Management but the service would consider requests for voluntary redundancy and early retirement from existing staff members.

The Customer Senate representative in attendance, commented that the key information missing was relating to local standards and advised that the Housing Services had been given an amber light by the Senate. He commented if standards could not be evidenced then the Senate would place a red light on the Housing Service and work was ongoing with Officers in this area. The AD responded that there had not been sufficient time to provide this and out of forty two staff only eight were previous employees.

Members asked a number of questions in the ensuing debate particularly around leaseholders, staff morale, and the position regarding caretakers and their responsibilities. In relation to parking charges at the Centre the AD confirmed that the charge was favourable compared to the previous charge for parking at the Wexham Nursery site.

Resolved: That the report be noted.

26. Housing Service Customer Senate - Review of Estate Services

Darren Morris, the Customer Senate representative, introduced a report detailing the recent review of Estate Services which was undertaken by the Senate. The comprehensive review set out the purpose of the review undertaken, the strength and weaknesses of the service identified and a number of recommendations that the Senate resolved should be considered

when the Housing Service progressed development of the review through Scrutiny and Cabinet. It was highlighted that any changes to the service that the Senate made should be put through a rigorous transparent engagement process with the service users so that they could influence the quality, costs and level of service they received. Recommendations made by the Senate included a condition survey for all individual block communal areas, a Slough standard similar to the Decent Homes standard, and the creation of a borough wide estate service user group to develop a set of excellent service standard. It was noted that the Senate had conducted benchmarking visits when members had visited Hillingdon Housing Services, and Raydian Housing Association at Longford Park.

Mr Morris highlighted that during the desktop review the Senate was of the opinion that the Housing complaint procedure was inadequate and he provided examples of failings. It was suggested that Officers needed to undertake more face to face with residents.

The AD advised that he was happy to receive the Senate's report and an update report on Housing Services would be provided later in the year. Mr Morris invited all Panel members to attend future meetings of the Senate.

The Panel thanked the Senate for providing a detailed comprehensive report and for the open invitation to future Senate meetings.

Resolved: That the report be noted and that a future update report be provided.

27. Consideration of reports marked to be noted/for information

None were received.

28. Forward Work Programme

The programme for 16th January 2012 was reviewed and confirmed as follows:

- Community and Wellbeing Restructure-removed from programme.
- 'Laying the Foundations: A Housing Strategy for England'-removed from programme.
- Library Services- confirmed (report to include: report on contract, performance of the service one year on, and strategy).
- Review of progress at the Chalvey Community Centre and plans for the Community Centre in Britwell.
- Community Engagement Strategy

The following item was added to un-programmed items:

- Housing Services (update report- date tbc)

29. Members Attendance Record

Resolved: That the report be noted.

30. Date of Next Meeting- 16th January, 2012

The date of the next meeting was confirmed as 16th January, 2012.

It was agreed that the meeting would be held at The Chalvey Community Centre, Chalvey.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 9.10 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny Panel **DATE:** 16 January 2012

CONTACT OFFICER: Andrew Stevens
(For all enquiries) Assistant Director, Culture and Skills
Community and Wellbeing
(01753) 875507

WARD(S): ALL

PART I

LIBRARIES PROGRESS REPORT

1 Purpose of Report

- 1.1 This report updates Members on significant developments since September 2009, when the five year libraries strategy was approved by Cabinet. It also reports on the performance of the service after the first year of the five year contract with Essex County Council and examines the future direction of the service.
- 1.2 Staff from the library service will be available at the Scrutiny Panel meeting to help answer questions about performance and future developments for the service.

2 Recommendations

The Panel is requested to:

- a) note service improvements achieved since 2009; and
- b) advise on priorities for the next stage of implementation of the Libraries Strategy set out in Section 9 of this report.

3 Community Strategy Priorities

- **Celebrating Diversity, Enabling inclusion**
- **Adding years to Life and Life to years**
- **Being Safe, Feeling Safe**
- **Prosperity for All**

Access to information and learning opportunities will contribute to the well-being of individuals and the community, and improve employment prospects. This will help realise the Sustainable Community vision and strategy for Slough.

4 Other Implications

4.1 Financial

As a result of the Council's Invest to Save Strategy agreed in 2009, the cost of libraries to local residents has been reduced by 25% in two years. The cost per visit in 2009 was £4.71. By 2010/11 this improved to £3.62.

This improvement has been achieved by reducing administrative costs, modernising practices at the same time as increasing investment in opening hours and opening three new satellite libraries while many authorities are closing libraries and reducing opening hours.

4.2 Human Rights Act and Other Legal Implications

There are no immediate Human Rights Act or other legal implications arising from this report.

4.3 Equalities Impact Assessment

An Equalities Impact Assessment is undertaken for significant service changes.

4.4 Workforce

There are no workforce implications for staff of Slough Borough Council arising from this report.

5 Libraries Strategy 2009 To Date

5.1 In April 2009 a strategic review of Slough's public library service was initiated with the express aim of setting out a clear direction for the service for the next five years and beyond.

5.2 In 2009 the library service was assessed as being satisfactory. Opening hours were among the worst in the country, visits were average, and the cost per visit was very high at £4.71. High costs were partly because the service was too small to achieve any economies of scale and partly because it had complex and proportionately costly management overheads.

5.3 A five year strategy was put in place, which included the following:

1. Improve customer experience
2. Increase opening hours
3. Improve access through the development of libraries as multi community hubs
4. Increase capacity and reduce management costs
5. Improve performance management
6. Modernise processes to improve efficiency

5.4 To improve the service and sustain that improvement, the strategy emphasised the need to resolve leadership, cultural and capacity issues first, before any other changes could deliver real benefit to the community. The catalyst for this would be a strategic partnership with another provider who would bring established expertise and leadership capability to drive the service forward and substantially

improve performance and value for money. This resulted in the contract with Essex County Council which was in place for January 2011.

5.5 Progress since 2009

Progress since 2009 is summarised in the following table:

Modernise processes to improve efficiency	<p>2010:</p> <ul style="list-style-type: none"> Reduced IT costs with new computer system Automated stock management system implemented <p>2011:</p> <ul style="list-style-type: none"> Improved discounts for stock purchase through Essex contracts save £10,000 a year
Improve customer experience	<p>2010:</p> <ul style="list-style-type: none"> Self service issues/returns implemented More welcoming entrance at Central Library <p>2011:</p> <ul style="list-style-type: none"> Increased visibility of staff with floor walking at all libraries Extensive staff training to improve customer services Essex's 24 hour enquiries service Answers Direct implemented Access for users to more online resources Increased public engagement, with more volunteers - including five times more summer reading scheme volunteers More bookshop style displays
Investment in opening hours	<p>2010:</p> <ul style="list-style-type: none"> Opening hours improved from 153.5 a week to 184.5 since 2009 Mobile library closed to enable satellite libraries investment <p>2011:</p> <ul style="list-style-type: none"> Opening hours improved to 321 a week (109% increase between 2009 to 2011)
Develop libraries as multi functional community hubs	<p>2011:</p> <ul style="list-style-type: none"> Satellite libraries opened in Chalvey, Colnbrook and Wexham Investigating joint staffing arrangements with My Council at Britwell; My Council sessions planned at Colnbrook Closer working between My Council & library staff at Langley Library Museum opened at Central Library (October)
Increase capacity and reduce management costs	<p>2011:</p> <ul style="list-style-type: none"> Library net costs reduced 15% 2009 to 2011 Cost per visit reduced from £4.71 in 2008/9 to £3.62 in 2010/11 (24%) Strategic partnership with Essex - Library Services (Slough) (from January 2011)

	<ul style="list-style-type: none"> • Administration and management costs reduced by £270,000 2009 to 2011 • Improved support for events using Essex materials
Improve performance management	<ul style="list-style-type: none"> • Book issues declined 2% in 2011/12 when compared with same period in 2010/11(to November 2011) • Visits declined 28% in 2011/12 when compared with same period in 2010/11(to November 2011) • Cippenham visits up 18% in 2011/12 • Community profiles established and improved targeting of activity to community needs

6 Performance in 2011/12

- 6.1 Visits to libraries overall have reduced by 28% in 2011/12 compared with the same period last year. But this masks good performance, which is bucking the national trend, at Cippenham and Britwell libraries where significantly more people are using a wider range of services, ranging from coffee mornings to play sessions to ICT classes.
- 6.2 The main fall in visits, 36%, is at Slough Library. This largely reflects lack of investment and the tired nature of services at the library, as well as a major impact from the road works which have made it difficult to get to the library.
- 6.3 Book issues are performing well with only a 2 percent reduction in 2011/12 compared with the same period in the previous year. The fact that issues are increasing while visits are declining suggests that stock quality improvements and better display and promotion of stock is working, and once people are in a library they are finding more that they want to borrow. This trend also reflects national evidence that during an economic downturn more people use libraries to borrow instead of buying books, and to help prepare them for employment.
- 6.4 Holiday activities for children have been well attended. More staff have been trained in working with children and activities are being more widely advertised, for example staff attending school assemblies to promote the Summer Reading Challenge. More children than ever took part in this year's Circus Skills Summer Reading Challenge.

7 Development issues 2011/12

7.1 Delivery of the home library service

From 1 October 2011 the home library service has been integrated into the mainstream library service. Volunteers are working from local libraries to deliver to local housebound residents; linking customers to their local library.

The service is currently recruiting additional volunteers which will enable it to reach more users in 2012. Customers will receive an improved service with a better book choice and a wider range of services including information. From April 2012 the service will be promoted to increase the number of housebound users reached and offer a service to care homes. Volunteers will be supported by staff at all libraries, building on the model used successfully for many years.

7.2 Multi functional libraries

Satellite library services have opened in 2011 in Chalvey, Colnbrook and at the Wexham Road Children's Centre. In addition, work is well advanced in delivering a new library at Britwell, at the centre of a community hub with My Council, adult learning, community hall, meeting rooms, and the family contact service. This model was first begun in Langley and Cippenham where the libraries are venues for wider community activities. An illustrative list of library activities is included as Appendix A.

- 7.3 The Scrutiny Panel meeting will include an opportunity to have a tour of the new community centre at Chalvey, which includes a satellite library. The second part of the meeting will include a presentation and discussion on lessons from the Chalvey hub, future developments in Chalvey and indicative proposals for Britwell.

7.4 Staff roles

Since the service was restructured in the summer, further recruitment has taken place to appoint to vacant posts in Slough Central Library. The restructure has resulted in fewer managers and a more streamlined structure with clearer roles and responsibilities, and with the focus much more on frontline delivery. There are fewer specialist function posts, but this is offset by an increase in the number of staff with the skills to work in a number of specialist areas such as reference, children's or local studies. These new roles, and the increased emphasis on customer service, have been supported by substantial investment in staff training and development in 2010 and 2011.

8 Contract performance

- 8.1 Improvements in 2011 through the contract with Essex to date include:

- Improved home library service for housebound users (from October 2011)
- 24 hour enquiries service currently available to staff and to the public in the autumn giving access to more information resources than ever before
- 5% (£10,000 pa) lower price of stock purchases through the Essex contract
- Increased range of online resources, enabling people for example to practice & study at home for the 'Life in the UK' citizenship test & driving theory test as well as more online materials through library subscriptions including Polish News Bulletin, the Guardian, Economist, India Times
- Improved stock display, marketing materials, including leaflets and posters
- Improved materials for events and activities, especially children's
- Increased staff training in customer services
- Full achievement of savings target
- Opening of Chalvey, Colnbrook and Wexham satellite libraries
- Over 65% take up of self-service by users

- 8.2 In addition, there has been an increase in partnership working, which is beginning to deliver a range of targeted events. These include working with Adult learning staff on providing classes for visually impaired customers and working with the museum, Wexham Court Primary School and a community organisation to submit a Lottery bid for a joint project. Joint work has also been developed with the police on road safety and community surgeries.

- 8.3 While there have been improvements to libraries, performance in terms of visits and issues has shown there are serious challenges ahead. Members may wish to explore what the service is doing to improve visits and its plans for future development in the context of the priorities set out in section 9 of this report.

9 Future Direction

9.1 Is the direction set in 2009 still relevant?

Many of the transformational changes proposed in the 2009 review have been implemented and are showing evidence they are producing benefits. The strategic partnership, satellite libraries and the Invest to Save Strategy are close to completion. Others, including the Curve and the new Britwell Library, as part of a community hub, are in progress but not yet completed.

- 9.2 The direction set for libraries in 2009 to move from a traditional book based model only and to add a greater flexibility through putting libraries at the heart of multi functional community hubs is still highly relevant. This approach is contributing to increased use at community libraries and is reducing costs, and adding up to better value for money for the community and the Council.

- 9.3 Libraries have the flexibility to retain their core book based functions (and improved issues suggest this is still extremely important to users) and when required to shift the balance from books to ICT based resources, including e-books as demand changes. They are also able to make links with learning and culture more easily, reflecting how users don't use services in isolation from one another but want to be able to make their own connections to find the help and support they want.

9.4 Key issues for the next 3 years of the strategy

While implementation of the strategy is well underway, the following are proposed priorities for the next stage of its implementation:

Priority	Targets	Activities
Increase visits	<ul style="list-style-type: none">• 3 year - increase 5% in visits by the end of the first year the Curve is implemented	<ul style="list-style-type: none">• Improved marketing and promotion• Maintain focus on stock quality• Implement Curve• Increase partnerships – museum, IT training, community groups, classes
Improve opening hours at Britwell and Central Library	<ul style="list-style-type: none">• 7 day opening for the Curve• Britwell library and My Council opening hours aligned	<ul style="list-style-type: none">• Identify opportunities to re-invest efficiencies in late night and Sunday opening at Curve• Invest in extending Britwell opening hours in new site

Implement new libraries as part of community hubs	<ul style="list-style-type: none"> • 3 new libraries fully integrated in community hubs by 2012/13 • Libraries an effective access point for all first stop council and community enquiries by 2014 	<ul style="list-style-type: none"> • Open new Britwell 2012/13 • Increased community engagement and promotion of services at all library sites and hubs to increase use • Develop Curve offer as a central cultural and community hub
Continue to reduce costs	<ul style="list-style-type: none"> • Cost per visit below £3.00 • 5% cost reduction 2012/13 	<ul style="list-style-type: none"> • Streamline processes including stock purchasing and supplier processing
Improve core ICT services	<ul style="list-style-type: none"> • Reliability increased and flexibility for user demand 	<ul style="list-style-type: none"> • Integration and standardisation of systems • Make sure systems deliver full functionality

9.5 Many priorities for the next three years are focused on building on the structural and organisational changes and investments made since 2009 and delivering full value and benefit to residents across the Borough. The central element of this, and the one that will make the biggest impact on integrating libraries with other community services, is implementing the Curve. This will improve the customer offer and increase use of libraries to deliver the multi faceted community offer set out in the 2009 strategy.

9.6 The Central Library accounts for around 75% of all library visits and 50% of issues in Slough and is in continuing decline due to the condition of the building and its presentation being so out of tune with public expectations. Modern central libraries in other major towns, including High Wycombe, Norwich and Bournemouth are continuing to show the value of the convenience and depth and range of service that is only possible in a larger library. Centres such as the Whitechapel Idea Store in Tower Hamlets or Winchester Discovery Centre show the added value and sustainability of a multi functional service of which a library is part.

10 Comments of Other Committees

10.1 Cabinet approved the proposed priorities for the next period of the libraries strategy, on the 19 September 201.

11 Conclusion

11.1 The report highlights achievements since the Libraries Review in 2009. It identifies that substantial progress has been made in making changes to how libraries operate, increasing their capacity, and potential to improve and be integrated with other community based services.

11.2 Priorities for the next stage of the strategy include implementation of the Curve and driving forward modernisation of processes and improvements to customer services that will together see the vision set out in 2009 being realised.

Appendices attached

A Illustrative list of library activities

Appendix A

Illustrative list of library services

Reading and information

Book Clubs and reading groups for adults and older people
Book Crazy children's reading group
Teenagers reading group
Summer reading challenge
24 hour online reference and enquiries service

Employment and skills

Job clubs
Saturday Sofa Club (smoking cessation)
Managing your health & accessing work sessions
Healthy eating classes
Computers for beginners classes
ESOL classes
IT, English, maths and customer services training (TLE training at Central Library)
Supernova classes for visually impaired learners

Community and democracy

My Council at Cippenham and Langley. Britwell and Colnbrook later in 2011/12
Volunteer information coffee mornings
Police Community Support Officer surgeries
Councillor ward surgeries
Music events and concerts
Family history and local history events
Partnership with museum, now based at Slough library
Black history month

Children's and family learning

Reading and learning and class visits with schools
Story & rhyme time
Family learning sessions
Music time, play & art sessions
Dad's music & story time
Multicultural story times (Arabic, Hindi, Panjabi, Urdu)
Craft sessions and creative play
Holiday events
Family learning festival

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NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL
AGENDA PLAN 2011-2012

Meeting Date		Draft Report Deadline	Final Report Deadline	Agenda Dispatch
1 March 2012		10 February 2012	17 February 2012	21 February 2012
Agenda Items <ul style="list-style-type: none"> • Olympics Preparation (Gillian Ralphs/Andrew Stevens) • Tennis and Ten Pin Bowling Update (Andrew Stevens) • Slough Borough Council Cultural Strategy (Andrew Stevens) • Update Report on Prostitution (Louise Asby) • Public Protection Revised Enforcement Policy (Pat Kelleher) 				

Un-Programmed Items <ul style="list-style-type: none"> • Housing Services (Neil Aves) – added 5 December 2011 • Community Engagement Strategy (Tracy Luck)

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