

MINUTES of the meeting of the **RESIDENT EXPERIENCE BOARD** held at 10.30 am on 17 March 2016 at Walton Library, 54 The Heart (off Hepworth Way), Walton on Thames, Surrey KT12 1GH.

These minutes are subject to confirmation by the Board at its meeting on Thursday, 19 May 2016.

Elected Members:

- * Mr Colin Kemp (Chairman)
- * Rachael I. Lake (Vice-Chairman)
- * Mr Mike Bennison
- * Mr Robert Evans
- A Mrs Yvonna Lay
- * Mrs Jan Mason
- * Mr John Orrick
- A Mr Karan Persand
- * Ms Barbara Thomson
- A Mr Alan Young
- * Mr Saj Hussain
- * Mr Ramon Gray

Ex officio Members:

Mrs Sally Ann B Marks, Chairman of the County Council
Mr Nick Skellett CBE, Vice-Chairman of the County Council

- * Present
- A Apologies

33/16 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Alan Young, Yvonna Lay and Karan Persand. Richard Wilson attended as a substitute.

34/16 MINUTES OF THE PREVIOUS MEETING: 13 JANUARY 2016 [Item 2]

The minutes were agreed as an accurate record of the meeting.

35/16 DECLARATIONS OF INTEREST [Item 3]

The following Declarations of Interest were noted:

1. John Orrick and Richard Walsh informed the group that their wives are employed by the Library Service.
2. Saj Hussain informed the Board that he is the landlord of Knaphill Library.

36/16 QUESTIONS AND PETITIONS [Item 4]

None were received.

37/16 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

There were no responses to report.

38/16 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

Key points raised during the discussion:

1. The Board was informed that an extra Surrey Fire and Rescue (SFRS) task group meeting had been scheduled for June to coincide with the Public Safety Plan (PSP) work.
2. A Member suggested that more future meetings take place around the County instead of County Hall.

39/16 EXCLUSION OF THE PUBLIC [Item 7]

40/16 SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY [Item 8]

Declarations of Interest:

Declaration of Interests made by Members are detailed under item 3.

Witnesses:

Ann Charlton, Strategic Director for Cultural, Legal and Democratic Services
Rose Wilson, Head of Library Service
Peter Milton, Head of Cultural Services
Kelly Saini Badwal, Senior Manager - Customer Network
John Case, Senior Manager - Stock Development & Design
Katie Kinnear, Senior Manager - Project, Innovation, Design & Delivery
Chris Ganderton, Senior Manager – Systems Support
Janet Thomas, Senior Manager – Community Connections

Key points raised during the discussion:

1. The Cabinet Member for Localities and Community Wellbeing expressed to the Board that Libraries was a valued service but future budget pressures would mean the current logistics were unsustainable. In order to maintain physical Libraries, firm asset management, public service transformation and technology advances would be required. It was added that £90,000 worth of savings was required from the Library Service each financial year.
2. Members expressed that it was important for services users to feedback how they would like the Library Service to run by 2020, bearing in mind financial pressures. The service would be proactive and communicate back to residents what services the Libraries can offer and be a signpost to access further information.
3. The Board was informed that more partnership within the service was required; to support this Members suggested engaging apprentices, business networks and Parish Councils. A Member noted that a vision should first be produced before establishing a strategy, on this point it was emphasised that social inclusion matters should be taken into account; matters such as technological usage would affect how some users access the Library Service.
4. There was a discussion around using charging options; officers noted that the National Library Service does not currently use this, implementing this within Surrey's Library Service would prove challenging.
5. Members expressed that the Library Service should always remain safe, knowledgeable and accessible to all service users.
6. Enforcement was discussed and it was noted that the approach to enforcement needed to be more consistent, implementing this would save money. A 20p charge for books lent out for more than one week was discussed. Officers informed the Board that the service had recently reduced the amount of permitted renewals, started charging people over 70 for overdue books and were currently looking at options of different areas to introduce charging. Members noted that charging need to be carefully considered, as charging in some areas could discourage people from using the library. The introduction of 'enhanced memberships' was also suggested.
7. The Board was informed that the first two hours of computer usage in libraries was free, and a small charge was payable for any time above two hours.
8. A Member informed the Board that in one Borough there were currently seven libraries, these could be reduced and a central library introduced. However concern was raised at this suggestion as certain service users are only able to access specific libraries.
9. The Board agreed the arrangements for the establishment of a Task Group to look at further ways the Library Service can improve the service and meet future budget requirements. John Orrick and Ramon Gray volunteered to sit on this group.

Recommendations

The Board recognises the role of the library service as a community asset. To support this for a vision of 2020, the Board resolves:

- That a scrutiny task and finish group is established to support the library service's development of its vision and strategy for 2020.

Feedback from the Board's workshops with staff and residents will feed into developing the task group's work and terms of reference.

The Board also recommends:

- That the library service makes working with social care, health and other public sector partners a key focus for developing this vision
- That the library service explore opportunities for partnership with local business and community resources

In addition, the Board requests an update concerning the various options considered for creating additional revenue and projected income from this activity in six months time.

41/16 PUBLICITY OF PART 2 ITEMS [Item 9]

The Board decided that points raised under the Part 2 item would not be made available to the public.

42/16 DATE OF NEXT MEETING [Item 10]

The next Resident Experience Board will take place on 19 May 2016 at 10.30am at County Hall.

Meeting ended at: 2.14 pm

Chairman