

Venue	Elm Park Library
Date	Tuesday 2 nd July 2019
Time	10:30am-12:00pm
Total Number of Attendees	
Local Authority Representatives (Presenting)	Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation)

Library Presentation	Lead Presenter; Gareth Nicholson
----------------------	----------------------------------

Q – Why is this only being done on 5 libraries? – Why not all of them? If this is based on opening hours then these libraries will always be singled out as they have the shortest hours.

Q – Is it down to us as a community to make it work? We could open for more hours which means more visitors so which means it would be safe?

C – Due to shorter hours there is no longer the ability for school children to do homework here reducing the number of visits. They go to Hornchurch library keeping it safe from changes.

C – You should be looking at the council as a whole to find ways of reducing costs – no picking on libraries.

Q – What happened to the people who previously volunteered and offered to work for free? They were never used.

Q – Why not scrap the Living magazine and reduce back office staff to help reduce costs? Nobody likes the magazine.

C – If people were given the choice of either the magazine or keeping the library open they would choose the library.

C – Volunteers are still available – they thought they had volunteered to open the library for longer.

Q – Which 5 libraries are not being affected by the new proposals?

Q – What would happen if other clubs/groups want to use the library? Would they be turned away? It would be too chaotic if too many people wanted to use it at the same time. eg. People studying and a chat group.

Q – Could you charge a nominal fee for using the computers and internet in the library to generate revenue?

Q – How long can someone use a PC for? (confirmed as 1 hour but with the ability to extend)

Q – What will happen to the professional library staff? Will they lose their jobs?

C – There should always be a professional librarian on site for their skills and knowledge as well as H&S.

Q – Do you know (based on the libraries around the country who are already on this scheme) how many people will be needed and how many hours it will be open?

C – Man who had lived in Cambridge and saw this put into place at this local library – eventually the volunteers dropped off and the library closed. How will you deal with that?

Q – Why wasn't this meeting advertised sooner and better?

Q – Why is everything online?

Q – How much did it cost to build Rainham library?

Q – Wouldn't it have been better to have this meeting in the evening so more people could attend?

Q – What is the timeframe for this project?

Q – Will the final consultation be closed or open to the public?

Q – Why weren't the volunteers used?

C – Gentleman referred to this consultation as being sold as an 'honest exchange' – which he strongly disagreed with and went on to talk about the parking costs and how the council completely ignored the public's thoughts and petitions. He suggested that the decisions had already been made no matter what was being said at this consultation. He commented that Havering is a rich borough.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

Q – Where is St Kilda's centre?

C – If there are less venues then less people will use them. Also parking is restricted or unavailable at these venues.

Q – What times are the Consultation Sessions?

Q – What effect will it have on staff in these centres?

Q – What will happen to the centres where you move activities in a community centre? Will they be sold to raise money? (Helen commented that that the community would be asked what they would like to do with them.)

C – The questions are skewed so the council can answer how they prefer to answer.

C – The subject of long term planning was raised and why the council don't plan further ahead than 1 year.

C – There was a comment about being only able to choose one library on the questionnaire. Gareth acknowledged this as an error and will fix it.

Q – How do you reach out to families who don't use the services but need them?

Q – How many families will use the centres if they have to pay £1.50 parking?

(GN) – Part of the consultation process is to find out the likely impact of these proposals. Please ensure you list parking as an issue when filling in the questionnaire.

Community Hubs Presentation	Lead Presenter; Asha Vyas
-----------------------------	---------------------------

Q – Do you work for the Council or are you a contractor?

Q – Has Harold Hill already had a consultation session?

Q – Will these be the only 2 sites? (HH and Rainham)

Q – What have we got already? Why do we need this?

C – Elm Park already has a community hub.

C – The main issue is finding out what is going on – need better comms.

C – Elm Park needs more hard copy information rather than online. More promotion needed. A weekly schedule of what is on would be useful.

Venue	Harold Wood Library
Date	Wednesday 3 rd July 2019
Time	6:30pm-8pm
Total Number of Attendees	C.45
Local Authority Representatives (Presenting)	Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation)

Library Presentation	Lead Presenter; Gareth Nicholson
----------------------	----------------------------------

C – There was insufficient notice of the consultation meetings once the consultation start date had been announced; less than one week. The consultation details including meeting dates weren't published in this week's Romford Recorder.

Q – Will meeting dates be advertised in the Romford Recorder and more widely around the borough?

Q – What is the cost of this consultation, for advertising, booklets, staff time?

Q – How are library visits counted and how accurate are the numbers of visits stated in the consultation paper?

C – Libraries are not equipped to become community hubs or volunteer operated.

Q – What will happen if no volunteers are found to run any libraries?

Q – What is the amount of money that needs to be saved?

Q – How many staff members will lose their jobs as part of the £150,000 savings?

C – Libraries could charge more for services so that staff don't have to lose their jobs.

C – The land that Harold Wood library is on could be sold for development with a requirement that a community space and library are part of any new buildings.

Q – Are there any examples of other local authorities who use volunteers to help run libraries?

Q – Can the Council promote any decreases in library use to residents so that they are kept updated on low levels of library use which might result in libraries being closed or opening hours being decreased?

Q – Can more library charges be introduced to cover the savings cost?

Q – If volunteers do end up helping to operate libraries, what will happen if the level of volunteering reduces or stops altogether?

C – Librarians are skilled professionals and using volunteers would devalue their profession.

C – Managing volunteers requires lots of resource, skills and time.

C – Libraries are important social areas for communities.

Q – Why not spread staff across the libraries more as well as using volunteers or reduce opening hours at some libraries?

Q – How was the cost saving calculated, how is the total value broken down i.e. staff, book stock etc?

C – All libraries and their users across the borough should be treated equally so that all areas can easily access libraries without having to travel too far.

Q – Why is Harold Wood being considered for closure?

C – Harold Wood is being discriminated against, we're at risk of losing our library when it's an important part of our community, especially for older people.

C – If Harold Wood library closes, isolation and loneliness will increase in this area.

Q – How can we ask questions and have them answered during this consultation and how will these be shared with the public?

Q – How will the council widely advertise and promote this consultation including using non-digital methods as not all residents use the internet regularly?

C – It is unacceptable that such short notice of this meeting was given to Harold Wood residents.

Q – Will other meetings be held in Harold Wood (they could be held in the day and in the evening to encourage attendance)?

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

Q – What types of services are provided at children's centres?

Q – What is the nearest children's centre to Harold Wood?

C – It's difficult for people to travel using public transport if the centres are too far away. Using buses is difficult when you have a pushchair.

Q – Will there be a consultation meeting in Harold Wood during the day so that parents with young children can attend?

Q – How is the council making parents aware of this consultation?

C – If centres close, some low-income households will struggle to access remaining centres due to cost of transport.

Community Hubs Presentation	Lead Presenter; Asha Vyas
-----------------------------	---------------------------

Q – What is the budget for community hubs?

C – There has been an increase in developing new buildings in Harold Wood but these buildings are not community centres.

Q – How will we develop community hubs and spaces with no funding and with ever decreasing budgets and less green spaces?

Q – What will the income from increased parking prices be spent on if it's not going to be spent on libraries and community spaces?

Q – How much value and weighting do public consultations have on council decisions?

Q – Could an increase in library costs and service charges be used to retain library hours?

Q – Who will pay for the volunteer costs i.e. DBS checks?

Q – Could developers be charged a levy which could be used to fund library services?

Q – What feedback will be available to the public from this consultation?

Q – What is being done differently for this consultation to increase the public response rate compared to the recent budget consultation which only one percent of residents responded to?

Q – How will the consultation be promoted for residents who don't use the internet and social media very often or at all i.e. for older people?

Q – There are already a lot of people in Harold Wood who volunteer for different groups, is it too much to ask for even more people to volunteer to maintain library services?

Venue	Hilldene Children's Centre (Drop-In Session)
Date	Friday 5 th July
Time	09:30am – 11:30am
Total Number of Attendees	0
Local Authority Representatives (Presenting)	

There were no attendees at this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Rainham Library
Date	Monday 8 th July 2019
Time	6:30pm-8pm
Total Number of Attendees	
Local Authority Representatives	

(Presenting)	
---------------------	--

No minutes have been provided for this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Collier Row Children's Centre
Date	Tuesday 9 th July 2019
Time	09:30-11:00
Total Number of Attendees	0

There were no attendees at this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Harold Hill Library
Date	Tuesday 9 th July
Time	2:30pm-4:30pm
Total Number of Attendees	
Local Authority Representatives (Presenting)	

No minutes have been provided for this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Collier Row Library
Date	Wednesday 10 th July
Time	6:30pm-8:00pm
Total Number of Attendees	
Local Authority Representatives (Presenting)	

No minutes have been provided for this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Chippenham Road Children's Centre
Date	Tuesday 16 th July 2019
Time	09:30-11:30
Total Number of Attendees	0

There were no attendees at this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Central Library (Romford)
Date	Wednesday 17 th July 2019
Time	6:30pm-8pm
Total Number of Attendees	14
Local Authority Representatives (Presenting)	Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation)

* C = comment, Q = question

Library Presentation	Lead Presenter; Gareth Nicholson
----------------------	----------------------------------

Q – The savings are small compared to the increased funding for repairing roads, why can't funding be found for libraries too?

Q – Why can't funding be found for the libraries to prioritise culture as roads have been prioritised?

C – There should be a decrease on spending on roads and an increase on spending for libraries or at least to maintain the current budget for libraries.

C – Public consultations are deliberately focused towards the Council's proposals. This consultation to make savings should have been included in the recent budget consultations and not after a cost saving for libraries was decided by the Council.

Q – Why isn't income from parking fees used to fund library services?

C – Using volunteers to run libraries would devalue the profession of librarians. Volunteers add value to communities but shouldn't be used in place of librarians.

Q – What will happen if there aren't enough volunteers to cover library opening hours?

Q – If libraries were volunteer run, would they receive professional library support?

Q – Within the analysis of travel times between libraries, will the Council take into consideration the challenges of travel for those residents who are disabled and do not have access to a private vehicle or cannot easily access public transport?

Q – Is this proposal for a temporary measure or long term?

Q – What will happen if no community groups or organisations are identified to run libraries?

Q – Which financial years are the savings to be made in?

Q – Why wasn't this consultation advertised in the latest Living Magazine?

Q – Why aren't we promoting libraries as a vehicle for increasing social inclusion and especially for digital inclusion?

C – There's a need for increased computer literacy especially for an awareness of online fraud.

Q – How many people currently utilise internet support and training offered by libraries?

Q – What evidence is there of using volunteers to run libraries successfully?

C – A paper from a member of the public was presented to the Council in 2014 which supported the reduction of libraries within the borough to help maintain and improve library book stocks.

C – We could name libraries which are community run as ‘community centres’.

Q – How many library jobs are at risk of being lost?

Q – Why are some libraries proposed to receive an increase in opening hours and not others?

Children’s Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

C – If centres close i.e. Rainham, some mums won’t travel further to access services and will miss out on vital support for post-natal care and checks.

C – The closure of any children’s centres and libraries will disproportionately impact on women.

Q – Are there any risks to children’s centre staff losing their jobs?

Q – What are the savings for children’s centres?

Community Hubs Presentation	Lead Presenter; Asha Vyas
-----------------------------	---------------------------

Q – Who are the partners that might be involved in running community hubs?

Q – If private businesses are involved in running community hubs, is there a risk that charges will be increased to participate in activities and services?

Q – Who will be responsible for health and safety and safeguarding for community run libraries and hubs?

Q – Who will monitor the service level agreements and contracts for the community hubs?

Q – How much value will this consultation feedback have on the Council’s final decisions?

Venue	MyPlace Youth and Community Centre
Date	Wednesday 17 th July
Time	12:00-1:30
Total Number of Attendees	2
Local Authority Representatives (Presenting)	Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation)

Library Presentation	Lead Presenter; Gareth Nicholson
----------------------	----------------------------------

Presentation delivered; no questions asked

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

Concerns were expressed regarding the delivery of midwifery services from the centres and how this would be affected if the proposals were implemented. Discussion were had that midwifery services would be kept within the centres where possible and if they were used for another purpose we would endeavour to keep midwifery services alongside these. It was shared by attendees that it was beneficial to have midwifery services in the centres alongside health visiting and the early years offer as it promotes good partnership working.

Community Hubs Presentation	Lead Presenter; Gareth Nicholson
-----------------------------	----------------------------------

This was not discussed

Venue	Hornchurch Library
Date	Thursday 18 th July
Time	2:30pm-4:30pm
Total Number of Attendees	
Local Authority Representatives (Presenting)	

No minutes have been provided for this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Elm Park Children's Centre
Date	Tuesday 23 rd July 2019
Time	09:30-11:30
Total Number of Attendees	3
Local Authority Representatives (Presenting)	Alexis Wainwright (Frontline Services Manager) Helen Harding (Head of Early Help Service) Helen Anfield (Children's Centre Coordinator) Asha Vyas (Programme Manager, Corporate Transformation)

Possibility of extending consultation until end of September. Further face to face meetings in libraries and children's centres to be arranged.

Request - Share online link and electronic consultation document with ward councillors to advertise on their website, also share additional meeting dates once confirmed.

Library Presentation	Lead Presenter; Alexis Wainwright (AW)
----------------------	--

Discussed financial pressures and need to work more efficiently in the future. £150k budget gap.

C - Acknowledged that it is quite a luxury to have 10 libraries in a borough.

AW - Focus on ways to keep the services running out of all current libraries. Felt encouraged by the promise by the current administration that libraries won't close.

Q – What happens to the library staff if volunteers are used?

A – We have stopped recruiting permanently to posts when they become vacant. Those library positions that are occupied by permanent staff will be relocated. We want to retain the permanent staff we have. It is a long process to move to community run libraries. We will work with other organisations who have successfully implemented community libraries.

C – We feel it is a big ask to expect people to volunteer to run libraries, we're not sure that community groups to run the libraries are in existence in Havering. People don't have the time to give up to run a library full time.

AW - If individuals or organisations don't come forward then we will go back to cabinet to make a decision as to what they want to do next.

C – We feel that the £150k could be given to the libraries by the administration.

AW – In the future we could consider how we use residential properties to fund libraries, i.e. incorporate flats into a redesigned library.

Children's Centre Presentation	Lead Presenter; Helen Harding (supported by Helen Anfield, Children's Centre Coordinator)
--------------------------------	---

Q - Will the same staff deliver the services or will different staff/services be brought in?

HH – There are no proposed changes to the staffing complement in early help service, staff already move around the centres to deliver the offer so this would continue.

C – Parents like being able to walk to access services for children

Q – Will there be safety or safeguarding issues with unknown venues?

HH – Risk assessments are undertaken at any venue before activities are undertaken

Discussed new partnerships with Mardyke Community Centre, Havering Adult College and Newton Primary School.

Q – What will happen to the buildings that are no longer being used as children's centres?

HH – That will be decided as part of the next phase, once the consultation is completed.

AW - Potential of using RVCC as a new GP surgery.

Community Hubs Presentation	Lead Presenter; Asha Vyas
-----------------------------	---------------------------

C - Services from Chippenham Road CC and Hilldene CC could move to HH Library

C – The idea is good, however in reality the implementation will be tricky. The way you’re going is the right way to go and agree we need to ensure that our assets are used. Residents like to have control of what is going on their area.

AW – Libraries successfully offer services across the generations and demographics do mix. We want to build on this and do more of it.

C - Community hubs could help adults focus on nutrition and diet as well as children and parents, by combining services.

AV – focus on prevention rather than intervention, we want to protect and enhance non-statutory services.

C – Networking within the community is really important and there are examples of this working well in the borough, for example HASWA.

Any Other Comments or Issues	
------------------------------	--

N/A

Venue	Upminster Library
Date	Wednesday 24 th July
Time	6:30pm-8:30pm
Total Number of Attendees	
Local Authority Representatives (Presenting)	

No minutes have been provided for this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children’s Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	South Hornchurch Library
Date	Thursday 25 th July 2019
Time	10:30am-12:00pm
Total Number of Attendees	
Local Authority Representatives (Presenting)	

No minutes have been provided for this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Hilldene Children's Centre
Date	Friday 26 th July 2019
Time	09:30am-11:30am
Total Number of Attendees	0

There were no attendees at this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Chippenham Road Children's Centre
Date	Tuesday 30 th July 2019
Time	09:30am-11:30am
Total Number of Attendees	0

There were no attendees at this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Gidea Park Library
Date	Wednesday 31 st July
Time	6:30pm-8:00pm
Total Number of Attendees	
Local Authority Representatives (Presenting)	

No minutes have been provided for this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	St Kilda's Children's Centre
Date	Wednesday 31 st July 2019
Time	1:30pm-3pm
Total Number of Attendees	0

There were no attendees at this meeting

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Rainham Library
Date	02/09/2019
Time	10:00-11:30

Total Number of Attendees	0
Local Authority Representatives (Presenting)	Gareth Nicholson, Alexis Wainwright and Helen Harding

Library Presentation	Lead Presenter;
----------------------	-----------------

N/A

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

N/A

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

N/A

Venue	Ingrebourne Children's Centre - Ashbourne Road, Romford, RM3 7YT
Date	03.09.2019
Time	1:00pm – 2:00pm
Total Number of Attendees	1
Local Authority Representatives (Presenting)	Helen Harding, Alexis wainwright

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

No relevant questions asked.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

No relevant questions asked.

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

No relevant questions asked.

Venue	Harold Hill Library
Date	03.09.2019
Time	10.00am 11:00am
Total Number of Attendees	1
Local Authority Representatives (Presenting)	Helen Harding, Alexis wainwright

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

No relevant questions asked.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

No relevant questions asked.

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

No relevant questions asked.

Venue	Collier Row Children's Centre
Date	Wednesday 4 th September
Time	1pm-2:30pm
Total Number of Attendees	0

Library Presentation	Lead Presenter;
----------------------	-----------------

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

Venue	Elm Park Library
Date	04.09.2019
Time	6:30pm – 8:00pm
Total Number of Attendees	19
Local Authority Representatives (Presenting)	Helen Harding, Alexis Wainwright

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

C – It's good news that currently there are no plans to change to current libraries provision given feedback to date.

Q – Could more libraries remain open but with less hours?

A – Possibly. Please put submit your suggestions to the consultation survey.

C – Volunteers need assistance from professional librarians.

C – Idea of having a community group running a library doesn't seem sound.

Q – What does the 1964 Libraries Act require?

A – That libraries are a statutory requirement. That's why the proposal is for 5 libraries to remain as council operated.

C – Libraries should be provided for adults and children. Closing libraries will impact on thousands of libraries.

Q – If the number of professional librarians is reduced, how can the quality of services be maintained?

A – The quality will be maintained as volunteers will be trained and supported.

C – Consultation could have included information on how volunteers will be trained.

C – Would be beneficial to have a second day a week where Elm Park Library is open in the evenings.

Q – How would community groups running libraries be monitored?

A – Organisations would have a service level agreement to help maintain the quality of provision and paid staff will monitor services.

C – Community run libraries may not provide the same diversity that libraries currently do.

C – If a range of activities delivered at libraries this can cause noise disturbances for other library users.

C – Currently, librarians only need a qualification to be an archivist librarian.

C – Staff at Elm Park library are very good.

Q – What happens if the council goes ahead with its proposal?

A – We’ve already received feedback from this consultation that people don’t want any changes to library services. We’ll still be able to meet the requirements of the Libraries Act if we go ahead with the proposals.

Children’s Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

No relevant questions asked.

Community Hubs Presentation	Not presented
-----------------------------	---------------

No relevant questions asked.

Venue	Harold Wood, St Peter's Church, Gubbins Lane, RM3 0QA
Date	05.09.2019
Time	10:00am – 11:30am
Total Number of Attendees	115
Local Authority Representatives (Presenting)	Helen Harding, Gareth Nicholson, Alexis Wainwright

Library Presentation	Lead Presenter; Gareth Nicholson, Alexis Wainwright
----------------------	---

Q – Can the Council try finding volunteers in Upminster or other communities where people are more able to volunteer?

A – We’re asking for volunteers across the borough and for the 5 proposed community run libraries. We’re already using volunteers at our libraries.

Q – Will library computers be updated from Windows 7?

A – Council investment has been agreed to upgrade all library computers to Windows 10 over the next 6 months or so.

Q – What is the incentive to volunteer if the consultation proposes that if there are no volunteers the library will stay open in Harold Wood?

A – To be a part of our library service and help to deliver the current level of opening hours and possibly an increase in hours.

C – There is a risk of volunteers doing so well that the council cuts funding in the future.

Q – Will there be a paid librarian there all day?

A – Can’t assure that at the moment.

C – It’s an unequal service as some libraries without evening hours doesn’t allow for some residents to use the library i.e. school students to access the library outside of school hours Monday to Friday.

Q – Why can’t we have the same library hours at each library?

A – That’s a possibility but I’m not in a position to promise that will happen.

C – The recent population increase in Harold Wood means that we need library services as they are or even an increase in hours.

Q – Will there be training and qualification opportunities for volunteers and what is our involvement with DWP in assisting people into volunteer and paid roles?

A – There will be training and we already have a commitment into helping people into volunteer and paid roles.

Q – Are volunteers reimbursed for travel and lunch?

A – Yes for travel and for lunch depending on hours volunteered.

Q – You’re asking for people to give up a lot of time to be volunteers. If there aren’t enough volunteers what would happen?

A – We would seek to support groups to set up to provide and support volunteers.

C – Decrease in central government funding means that funding of a range of Havering services has been reduced including library services.

C – For an extra £1 per household per year for Havering residents, it would more than cover the library funding gap.

Q – Where is the Leader of the Council to explain the Cabinet’s decision to reduce the budget for library services?

A – The Leader does operate surgeries and other appointments for residents to discuss the consultation proposals. We’re here today to represent the Council and its proposals.

C – Harold Wood has had so many local services stopped over recent years as opposed to Harold Hill that has had new services and venues provided. We don’t have equality of services in Harold Hill compared to other areas around the borough.

C – Harold Wood only has one council building remaining which is the library.

C – Library hours in Harold Wood are too limited for people who work full time i.e. in the evening Monday to Friday. Library staff should be professionals as volunteers are skilled enough to answer more technical questions.

C – All libraries should operate the same hours, that should be a proposal.

Children’s Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

C – The council has already closed a children’s centre in Harold Wood previous to this consultation.

Q – Are you looking into providing services at libraries and other venues to reduce travel times?

A – After the consultation we’ll do mapping exercises to ensure that travel times are minimised for service users.

C – I haven’t used children’s centres much as activities haven’t been relevant to me and I have four children.

C – Services aren't well advertised to let people know about them.

C – Services in Harold Wood areas are too limited and information on services is poorly communicated.

Q – What services are being offered in the local clinic?

A – We currently do not offer services from this clinic.

C – NHS need to better communicate their services to the local community.

C – When using the local clinic, I wasn't advised of any local children's centre services.

C – The local health clinics should be advertising local children's centre services.

Community Hubs Presentation	Not presented
-----------------------------	---------------

No relevant questions asked.

Venue	Elm Park Children's Centre
Date	5 th September 2019
Time	13:00-14:30
Total Number of Attendees	0
Local Authority Representatives (Presenting)	Samantha Denoon and Alexis Wainwright
Councillors in attendance	0
Other notable attendees	0

Library Presentation	Lead Presenter; Alexia Wainwright
----------------------	-----------------------------------

N/A – no attendees

Children's Centre Presentation	Lead Presenter; Samantha Denoon
--------------------------------	---------------------------------

N/A – no attendees

Community Hubs Presentation	Lead Presenter; None
-----------------------------	----------------------

N/A – no attendees

Venue	Hilldene Children's Centre
Date	06.09.2019

Time	10:00am – 11:00am
Total Number of Attendees	1
Local Authority Representatives (Presenting)	Helen Harding, Gareth Nicholson

Library Presentation	Lead Presenter; Gareth Nicholson
----------------------	----------------------------------

Q –If pre-schoolers are having volunteers teach them to read, who will be completing and paying for their CRB checks?

GN- All checks and training will be paid for by the council

Q –If the libraries are run by community groups/Friends of Library’s will they be self-funding?

GN- All of the following will be paid for by the council, Books, building maintenance, computers and internet. What the community group would be responsible for are the utility bills.

Q –Would we ever look into doing donation boxes like the ones you find in museums and art galleries.

GN- Crowd funding is something we have looked into and will continue to looking into however being council run we come across huge hurdles. However this would be something that a community group or friends on libraries would be able to do.

Q- If the Libraries are run by Volunteers does this mean if they have work or go on Holiday the serves will be closed?

GN- No if we get to the point where a community group come forward, there will be in a formal contract were they will agree to keep the library open within the times stated.

Children’s Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

Q –I am worried that if you shut centres in Rainham and move to the new venue in orchard village family on a low income will not be able to get there as its not walking distance.

HH- We are looking to move to community space that are accessible to all in the area. After the consultation period there will be a mapping exercise to outline this and establish were the best places will be.

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

No relevant questions asked.

Venue	Rainham Village Children’s Centre
Date	09/09/2019

Time	13:00-14:30
Total Number of Attendees	2
Local Authority Representatives (Presenting)	Helen Harding and Alexis Wainwright

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

Presentation previously seen by attendees so additions highlighted by AW

- Ambition is to protect libraries
- Research taken place as to what is done elsewhere and areas where it has worked
- Currently have about 450 volunteers but no community groups have come forward and offered to take on the running of the library.
- Workshop on 18th September for discussion around community run libraries
- Consultation has told us that libraries are valued by the community
- Recognised that the opening hours are not conducive to encouraging wide ranging usage. We are hoping to be able to extend opening hours with support from more volunteers.

Comments made that it was good to hear that the current administration are supporting the continuation of the library offer as it stands.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

- Savings targets are assigned to children's centres
- Proposal is to keep three largest centres
- 0-5 offer delivery will continue from alternative venues; staffing complement will not change
- Good footfall with new sessions delivered at Mardyke Community Centre and Myplace Youth and Community Centre.
- Volunteer service supports universal offer
- Linked with parks service this summer, which worked well

Community Hubs Presentation	Lead Presenter; N/A
-----------------------------	---------------------

N/A

Venue	Chippenham Road Children's centre
Date	10.09.2019
Time	10.00 - 11:30
Total Number of Attendees	2
Local Authority Representatives (Presenting)	Helen Harding, Alexis Wainwright, Julie Simmons

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

Q - Are they going to be capable of keeping the library open for the same amount of time it is now

A - AW – No community group has presented themselves forward for running any of the 5 Library's however if this was to happen they would be bound into a contract where they are responsible for the opening of the building for a minimum amount of time.

Q - How are you going to make sure the Safeguarding and quality of the service is going to remain the same?

A - AW - Again at this moment in time group has been identified as capable/ willing to run the library's However if this was to happen all staff would be DBS checked and there would be the right volunteers in place. As it stands we have a lot of volunteers in place who complete amazing work.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

Q - Harold Hill is one of the most deprived areas, with their children's centres closing I am worried that the people are not going to be able to travel to the like for Collier Row/ Romford. You are looking at a 30/45 minute bus ride.

A - HH - Although our centres are shutting our staffing complement is going to remain the same allowing us to deliver the offer to Harold Hill. However we will do this from venues such as Harold Hill library, My Place etc. We have already started to deliver out of My Place and that is something we will continue to grow.

After the consultations period has come to a close, there will then be a mapping exercise to work out exactly where these venues are going to be and how that module will look geographically.

Q - I just worry that this is the most deprived area in Havering. My place is already over stretched how sustainable is working from other venues? Are we still going to be able to do this in 3 years' time?

A - HH - With all things I wouldn't be able to say what is going to happen in 3 years' time. However what I can say is my staff complement will remain the same and we will have venues like the library in Harold Hill to deliver our services out of. We hope by taking this out into the community we will be reaching out to more families, for example in Rainham we took these services out into the community and found in 1 group we meet with 12 families who haven't ever attended a children's centre before.

Q - With the staffing staying the same is it a worry that if the demand is higher with more people attending we then would not have the staffing to deliver the services?

A - HH - We have a lot of volunteers at the children's centres the best example of this is parenting lead parenting classes. This has been a huge success, we train parents to present these classes.

Q - I thought that volunteering was very low in Havering?

A - HH - We have the largest volume of volunteers in certainly the last 3 years.

C - Not against the idea as long as the services are still assessable for users and sustainable

C - Would like to see the drilled down data of who is using the service currently.

Community Hubs Presentation	Lead Presenter; Julie Simmons
-----------------------------	-------------------------------

Q - What will be available at the community Hub, Will it be like a one stop shop?

A - JS- The content of the Community Hub will be around/* what the community would like to see in them.

C - The customer care in having is not to my satisfaction, housing and benefit help would need to be part of this community hub.

Q - Why is there not a building as part of the regeneration project at Hilldene?

A - AW – The leader has stated that there will no new building.

C - The community hub needs to be a physical building no held out of different venues I don't think this will work.

Venue	Romford Central Library
Date	10.09.2019
Time	6:30pm – 8:00pm
Total Number of Attendees	2
Local Authority Representatives (Presenting)	Helen Harding, Alexis Wainwright

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

C – I want the libraries to remain open as I access the Internet via the library.

C – Hornchurch library being open until 10pm at night is excessive. Perhaps these hours could be used elsewhere.

C – There is only one archivist which is problematic if he is on leave.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

Presentation not provided as two attendees requested to hear an update on the libraries consultation only.

No relevant questions asked.

Community Hubs Presentation	Not presented
-----------------------------	---------------

No relevant questions asked.

Venue	Hornchurch Library
Date	11.09.2019

Time	6:30pm – 8:00pm
Total Number of Attendees	2
Local Authority Representatives (Presenting)	Helen Harding, Alexis Wainwright

Library Presentation	Lead Presenter; Alexis Wainwright
-----------------------------	--

Q – What kind of consultation has been held with library staff so far?

A – I’ve held meetings and 1 to 1 conversations with staff to discuss the proposal.

Q – Do you count each book sale as a book issued?

A – No, as the book is removed from the book stock, these are recorded as a book sale.

Q – How is the budget for each library decided?

A – It depends on the operating costs for each library venue. If a library was community run, it would be expected that they would provide income generating opportunities.

Q – Have we had any formal discussions with any voluntary organisations regarding running the libraries?

A – Not yet but we have had feedback from people interested in volunteering.

Q – How many staff might lose their jobs?

A – We currently have permanent staff vacancies. If we go ahead with the proposal, those posts would need to be filled first before any redundancies would be confirmed.

Q – Have we considered varying library opening hours for the school holiday and seasonal changes?

A – We try not to change opening hours very often as its confusing for library users. We will review adjusting opening hours for example, we could open Hornchurch earlier in the morning and close it earlier in the evening.

Q – Have we come across any health and safety issues for community run libraries in other boroughs?

A – No. We would have policies and processes in place for community groups to operate libraries to ensure that any issues would be handled appropriately. These would work as current processes do for our paid staff.

Q – Are the current volunteers mostly retired people?

A – No, they vary in age and include people who are in paid employment. This is the same for community run libraries in other parts of the country.

C – I would welcome help in the library when I’m using the Internet. Some of the training opportunities for computer skills don’t cover internet use as they focus on using Word or Excel.

Children’s Centre Presentation	Lead Presenter; Helen Harding
---------------------------------------	--------------------------------------

Q – Why don't some parents use the centres?

A – For various reasons including accessibility. We're providing services at a greater number of venues to address this so that parents don't have to travel far to access services and activities.

Q – Are parenting courses popular?

A – Yes, they are very successful across the different types of courses on offer.

Community Hubs Presentation	Not presented
-----------------------------	---------------

N/A

Venue	St Kilda's Children's Centre
Date	Wednesday 11 th September
Time	1:30pm-3pm
Total Number of Attendees	0

Library Presentation	Lead Presenter;
----------------------	-----------------

N/A – no attendees at this meeting

Children's Centre Presentation	Lead Presenter;
--------------------------------	-----------------

N/A – no attendees at this meeting

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

N/A – no attendees at this meeting

Venue	Collier Row Library, Collier Row Lane, Collier Row
Date	12.09.2019
Time	12:00 – 13:30
Total Number of Attendees	10
Local Authority Representatives (Presenting)	Helen Harding, Alexis Wainwright

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

Alexis opened the meeting by asking attendees if they had attended any previous meetings. One attendee commented that they had attended a consultation meetings several years ago at Romford Library, Alexis clarified that this wasn't a meeting within the current consultation and they agreed.

Q - Are the projected costs savings for the next 3 years or per annum? A :Alexis clarified the projected savings are over the next 3 years. – slide 1 point 2.

Q - How does higher borrowing work with fewer active borrows? A: Alexis confirmed that this statistics were compared to other borrowers in terms of population.

Alexis asked the attendees if anyone was a volunteer, of which none of the group were.

Q – What will happen if you don't get any volunteers – A: I'll come to that (community hub volunteers).

Q - What if you don't get community groups? A: questions at the end please.

C from attendee when Alexis mentioned at the point in the presentation about the change in library operating hours that happened a few years ago – absolutely, the change in working hours is preventing residents being able to use them how they want to. (What we are learning so far slide).

Q – Have you said it is illegal to close libraries down as its statutory? A: No its not, they would meet statutory obligations by having 3 library's open, 5 library's would meet our statutory obligations.

Q - So the other libraries would close down? A: No I'm giving you an example of a statutory service.

Q - If they do will 5 close? A: We are not saying that, we want to commit to continue providing what we do currently, we want to see how we can do it, consulting with you and colleagues across the council. We have the connections within children centres, we are doing lots to try and sustain our offer.

Q - Has the post office been approached for Hornchurch Library? A: Yes and they are interested. Post office basing themselves at the library – example of registering here at Collier Row – births deaths and marriages.

Q - I still don't understand are you a legally shutting Libraries down? A: yes we are but that is not what we are trying to do – example of authorities running 1 as they met their stat requirement.

Q - Is there any feedback on the on-line responses: A: Not yet as the consultation is still live.

Q - We are getting mixed messages you mention the increase in usage of libraries with the aim of all children having an account – but then you refer to the costs savings and that we have no money etc. This library is part of the high street where others aren't. It is important that we maintain this for both the high street and the community. We have a community centre down the road that is also struggling. Has the amount local schools spend on books been taken into consideration and if there is some way they can support? C: schools rely on donations and grant (comments amongst attendees).

A - We do work with schools.

C - A lot of mixed messages A: We need community groups to help us run, in the background we are doing what we can, we know how important libraries are to the community, no hubs, no libraries that is not the answer.

Q - When does it go to cabinet?

A: In the autumn.

Q - When will we see the feedback?

A: Consultation ends 18th September. We are working hard to input the hard copy data that we have received.

Q - In terms of costs you mentioned a small sum for hubs to run, how much does it cost to run the libraries? A: I do know how much it costs to run the library. We can take details at the end for those interested in volunteering to help keep them running.

Q – You mentioned that there is currently a budget deficit of £150k, I've seen lots of changes is there a reason why you stopped events at this library, as they used to bring income? Also you have stopped charging for getting books from another library within Havering, wouldn't this help with funding?

A: We still have events.

Q - What goes on in Collier Row? A: Young at heart, knit and natter, different events along summer – havering literary festival, we charge and that brings income. I have 10 libraries I don't know what goes on across all of them. Lots of activity and events including ad hoc.

C: Also there used to be a little magazine on events, also you concentrate on two age groups children and older – I'm 30 and there is things I would like to do – the colour group is at 2:30 in the afternoon, I work full time, you need to take this into consideration. A: I agree there is gap, talk to staff re launching initiatives, these are things I would like to see here.

Q - I would like to be involved in knitting groups, I don't feel welcome. A: you would be absolutely just come along, you would enjoy it.

C: If they are in working hours she can't come along A: There is one on a Saturday.

A: Our staff don't lead on them it is like minded people, you need to tell us, we can't pre-empt.

In response to the previous question re reservation charges – A: Why should we charge our residents for stock we own? Yes we need to charge for outside the borough. We have a van we should be able to bring it from another library in the area. By taking away the charges we have more stock moving around the borough. If I had my way I wouldn't charge – just renew. Charing fines is making people keep stock due to hefty fine. We need to focus on what brings in the big income i.e. room lettings. I presented the challenge when I joined the service, we need income we need to think bigger than fines etc. resulting in the literary festival.

Q – You mentioned other organisations using the libraries such as registrars and post office, have you had any more interest? A: Yes Citizens advice, compact are coming along to a workshop – Alexis explained what compact are. No one has come and said we want to do it but we are working hard.

Q - Community groups to run libraries what sort? A: Depends on who comes forward i.e. Age UK, Dementia UK.

Q – What do you want from us, for us to find ways as a community how can we keep it running, accessible and longer hours? Running costs would they be able to charge for craft sessions for both materials and running costs? A: If community group decides they will need an income like community group likes that, consider what is appropriate, what can people really afford.

A: Upminster can charge for events, Rainham were charging the same (consider less income) Alexis consider set pricing structure income regardless so fair affordable access to all – as well as free for those that can't pay. Charge if we are paying for that service – i.e. pay author need to make money.

Q – Have you consulted with other boroughs who are able to run their library services 7 days – how can they can and we can't? A: They have more money than us. C: Our council tax is not cheap, have you thought about consulting with them? A: I have consulted with other boroughs to see how have they done it, I know their service, but I don't know how much money they have – budget consultation differ in different boroughs of how they spend their money – Residents of Havering chose pot holes over libraries.

Q - When were we given that choice?

A: You were given the choice last November.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

Q - Where is St Kildas? A: Romford, Western Road.

Q - I know from going over the park lots of children do not speak English as their first language, how do you support these children? A: We stock a variety of books in different languages.

Q - Can you teach them English? A: Yes there are classes. We want to work closer with libraries like we do with health, our book start programme is available in other languages and we want to make it available to all. In particular how it is delivered to you and not just given to you.

Q - I am here representing a local school and we have just started english lessons, we would love to support – how can we help? A: What School? C: Oasis academy. C: Lets exchange details, thank you..

Community Hubs Presentation	Not presented
-----------------------------	---------------

Venue	Gidea Park Library
Date	12.09.2019
Time	9:30am – 11:00am
Total Number of Attendees	9
Local Authority Representatives (Presenting)	Helen Harding, Gareth Nicholson, Alexis Wainwright
Councillors in attendance	0

Other notable attendees	N/A
--------------------------------	-----

Library Presentation	Lead Presenter; Gareth Nicholson
-----------------------------	---

Q – Will all of the current library staff keep their jobs?

A – We don't forecast any staff redundancies. We currently have permanent staff vacancies that would need to be filled or deleted before any redundancies were considered.

Q – Are there any opportunities to speak with councillors directly about this proposal?

A – Yes, by attending their surgeries.

Q – Is this meeting minuted?

A – Yes.

C – It would be great if councillors were paid less and those savings went to other services.

Q – What feedback do the public get after the consultation?

A – There will be a cabinet report published that will be available to the public on the Council's website.

Q – Will things stay the same if no community groups come forward?

A – Yes.

Q – What are some specific examples of community run libraries?

A – Lewisham has a community run library. Warwickshire has a community run library providing hours of 9am to 10pm, 6 days a week and the venue includes a café.

Q – Could we follow the approach in Essex from people including celebrities to advise against library closures?

A – We're not proposing to close any libraries in Havering.

Q – Could we meet the savings target with a mix of volunteer and paid staff library?

A – Possibly.

Children's Centre Presentation	Lead Presenter; Helen Harding
---------------------------------------	--------------------------------------

No relevant questions asked.

Community Hubs Presentation	Not presented
------------------------------------	----------------------

N/A

Venue	Upminster Library
Date	Tuesday 17 th September
Time	6:30pm-8pm

Total Number of Attendees	2
Local Authority Representatives (Presenting)	Helen Harding, Alexis Wainwright
Councillors in attendance	0

Library Presentation	Lead Presenter; Alexis Wainwright
----------------------	-----------------------------------

1 attendee requested a refresh of the library presentation, having heard it previously at another meeting attended. This was undertaken one on one with AW.

Children's Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

The second attendee had not previously attended a consultation session so was taken through the proposals for the libraries and the children's centres

There was discussion regarding the links between literacy and children's life outcomes – 'it would really positive to look at how children's centres and libraries can work together'. HH and AW agreed that this would be positive and discussions are already underway as to what this could look like in the future.

It was highlighted that New York Library is next to Central Park and discussed that holding sessions in the park is a really good idea. Using local resources to deliver activities was discussed as positive.

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

N/A

Venue	South Hornchurch Library
Date	17.09.2019
Time	10.00am 11:00am
Total Number of Attendees	12
Local Authority Representatives (Presenting)	Gareth Nicholson, Helen Harding, Alexis wainwright

Library Presentation	Lead Presenter; Gareth Nicholson
----------------------	----------------------------------

C- The reason why the footfall is bigger in other libraries is because this one is shut the beginning of the week. We are forced to go to other venues.

Q- What happens when all the volunteers no longer have to time to run this place, it will run into the ground. I wish you would have told us that at the cost of Rainham opening this Library would close!

A- This is simply not true. South Hornchurch library is not closing its doors as I have just said there is no change to the services as it stands.

Q- Are you looking to cooperate with LBBB in the future?

A- This is definitely something we can look into and is on the cards as a possibility. I definitely believe there should be some crossover and a wider service.

C – I wish to let everyone know here that moving over to a voluntary service is a down grade. You are not making it clear to everyone that will be victims of cut backs and you will be eventually down grading our service.

C – This is the only library where there is free parking.

Q- Will this affect the housebound as I know we use South Hornchurch as a venue for the volunteers to deliver to the housebound?

A- We are looking to change the service to get local residents to delivering to local people from their local library.

C – I am really unhappy about losing this library to a community hub, I am my mum’s carer and this is the only place to go to escape, I have to stay local so Rainham Library is not an option for me. I’m worried not only for me but for the young people. Where will they get to study? Older generation that uses this venue for their socialisation? Mature students who have busy households and can’t study there.

A- The service as it stands is going to remain the same however I do want to improve on what we already have. I want this library open on a Monday and Tuesday and voluntary groups are just a way of seeing if this would make it possible.

Children’s Centre Presentation	Lead Presenter; Helen Harding
--------------------------------	-------------------------------

No questions asked or comments made

Community Hubs Presentation	Lead Presenter;
-----------------------------	-----------------

N/A