

01 07 16 Redesign of "Shropshire Council "face to face" customer services

Library redesign vision	<p>Modern sustainable libraries achieved by a mixture of self-service facilities and the involvement of community partners in the day to day operation of the library.</p> <p>Ongoing "back office" support provided by Shropshire Council.</p> <p>Co-location with other services and partners to create synergies where appropriate.</p> <p>Flexible space to allow for library events such as Rhyme Time, Time to Listen, author events, local history sessions etc.</p> <p>Public access computer facilities and WiFi provision</p>
Customer Service Point redesign vision	<p>Encourage as many customers as possible to use alternative methods of conducting their business with Shropshire Council such as using the telephone or online services wherever and whenever practicable.</p> <p>Commission local organisations to provide low level face to face advice and support alongside other face to face services such as the library. Customers will be steered towards alternative ways of doing business with the council and where they have needs that cannot be met in this way will be booked on to prearranged appointments with specialist advisors.</p>
How are we going to do this?	<p>We will use a locality commissioning approach as described in Shropshire Council's Commissioning Strategy.</p> <p>We will facilitate local community based conversations, either through local governance arrangements or local partner/stakeholder engagement to identify possible new local management arrangements for our libraries. e.g. management of the service and the building by a community based enterprise that is already delivering services within the area.</p> <p>Should there not be any local proposals we will seek opportunities that meet local needs through wider engagement with potential partners using a soft market testing approach advertised through the Voluntary and Community Sector Assembly, on the council website and through the media.</p> <p>We will scope proposals to test their viability and then hold formal consultations on them whilst they are at a formative stage to gather local opinion and ideas that could shape what we're suggesting in ways we hadn't thought of. The consultation periods will also enable alternative proposals to be suggested.</p> <p>The consultation responses will be used to inform necessary formal decision making on the proposals that are recommended to be taken forward, and once this is in place further development work will take place ultimately leading to implementation of the new management arrangements.</p> <p>Alongside this we will publish and regularly review a list of Assets for Community Transfer, see www.shropshire.gov.uk/doing-business-with-shropshire-council.</p>

a. Libraries transferred to community management

Location	Library redesign opportunity	Community Asset Transfer register	Customer Service
Craven Arms, Craven Arms Community Centre	Managed by the South Shropshire Furniture Scheme within the Craven Arms Community Centre; in final year of three year funding agreement	N/A	Yes
Highley, The Severn Centre	Managed by Halo Leisure (under contract to the trustees of the Severn Centre) within the Severn Centre	N/A	No
Bishops Castle, Enterprise House	Managed by Enterprise South West Shropshire within Enterprise House (existing library location) from 1 April 2016	N/A	Yes
Albrighton, Station Rd	Managed by Albrighton Parish Council from 1 April 2016	No	Yes
Broseley, The Old School	Managed by Broseley Town Council from 1 April 2016	Yes	Yes
Shifnal, Broadway	Managed by Shifnal Town Council from 1 April 2016	Yes	Yes

Cleobury Mortimer, Cleobury Country	Managed by Cleobury Country (within the Cleobury Country Centre) from 5 January 2016	N/A	No, however CSP provision forms part of the new arrangements
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b. "Confirmed" proposals for library redesign

Location	Library redesign opportunity	Community Asset Transfer register	Customer Service
Gobowen, St. Martin's Rd	Extensive local discussion has taken place and no local interest for alternative management has been confirmed; alternative option for library to remain open supported by parish council and other partner funding confirmed	Yes	No
Pontesbury, Bogey Lane	Extensive local discussion has taken place and no local interest for alternative management has been confirmed; alternative option for library to remain open supported by parish council funding confirmed	Yes	No
Bayston Hill, Lythwood Rd	Long term opportunity to transfer to community management, possibly the Parish Council, within the new community building proposed as part of the redevelopment of Oaklands School Site and Glebe land. Short term option for library to remain open supported by parish council funding	Yes	No

c. Proposals for community management "under development"

Location	Library redesign opportunity	Community Asset Transfer register	Customer Service
Church Stretton, Church Rd	Approach under review	Yes	Yes
Ellesmere, Victoria Street	Proposed relocation of the library to the Meres Day Centre and to be managed alongside day services; procurement process underway & decision report to be taken to Cabinet shortly	No	Yes
Much Wenlock, High Street	Transfer to community management, possibly Much Wenlock Town Council; discussions confirming scope and opportunities underway	N/A	No

Shawbury, Parish Hall	No local interest in alternative management approaches following a "community conversation" including stakeholder and public consultation; public consultation on potential closure and alternative library provision completed; decision report to be taken to Cabinet on 27.07.16	N/A	No
Shrewsbury, The Lantern	PFI building. No current proposals to transfer to community management	N/A	
Wem, High Street	Proposed transfer to community / Town Council management; options being developed	N/A	Yes, Edinburgh House

d. Proposals for principal "Community Hub" sites

Location	Library redesign opportunity	Community Asset Transfer register	Customer Service
Bridgnorth, Listley Street	Consultation alongside other assets with the Town Council underway; subsequent option to open up further within a "pre-market engagement exercise"	No	Yes
Ludlow, Parkway	Consultation alongside other assets with the Town Council; subsequent option to open up further within a "pre-market engagement exercise"	No	Yes
Market Drayton, Cheshire Street	Proposed transfer, within a formal delegation agreement, to Market Drayton Town Council	No	Yes
Shrewsbury, Castle Foregate	Proposed transfer, within a formal delegation agreement, to Shrewsbury Town Council	No	Yes, Castle Gates
Oswestry, Arthur Street	Consultation alongside other assets with the Town Council; subsequent option to open up further within a "pre-market engagement exercise"	No	Yes
Whitchurch, Whitchurch Civic Centre	Consultation alongside other assets with the Town Council; subsequent option to open up further within a "pre-market engagement exercise"	No	Yes, proposed transfer to Whitchurch Town Council