

<b>14 10 15</b>	<b>Redesign of Shropshire Council face to face customer services</b>		
<b>Library redesign vision</b>	<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>		
<b>Customer Service Point redesign vision</b>	<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.</p> <p>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>		
<b>How are we going to do this?</b>	<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 <a href="http://www.shropshire.gov.uk/doing-business-with-shropshire-council">www.shropshire.gov.uk/doing-business-with-shropshire-council</a>.</p>		
<b>a. Libraries transferred to community management</b>			
<b>Location</b>	<b>Library redesign opportunity</b>	<b>Community Asset Transfer register</b>	<b>Customer Service Point</b>
<b>Craven Arms, Craven Arms Community Centre</b>	Managed by the South Shropshire Furniture Scheme within the Craven Arms Community Centre	N/A	Yes
<b>Highley, The Severn Centre</b>	Managed by Halo Leisure (under contract to the trustees of the Severn Centre) within the Severn Centre	N/A	No
<b>Bishops Castle, Enterprise House</b>	Transfer to community management by Enterprise South West Shropshire within Enterprise House (existing library location); formal consultation completed; portfolio holder approval 21/09/15	N/A	Yes
<b>b. Proposals for library redesign confirmed and subject to consultation</b>			

Location	Library redesign opportunity	Community Asset Transfer register	Customer Service Point
<b>Broseley</b> , The Old School	Proposed transfer of the management of the library and CSP to Broseley Town Council within the existing library location is currently being consulted on. Consultation will end on 28/10/15	Yes	Yes
<b>Cleobury Mortimer</b> , Cleobury Country	Proposed transfer to management by Cleobury Country within the Cleobury Country Centre (existing library location); formal consultation complete. Portfolio holder decision session scheduled for 29/10/15	N/A	No
<b>Ellesmere</b> , Victoria Street	Proposal to relocate the library and CSP to the Meres Day Centre and to manage alongside day services currently being consulted on. Consultation will end on 13/11/15	<b>No</b>	<b>Yes</b>
<b>Gobowen</b> , St. Martin's Rd	Extensive local discussion has taken place and an option for the library to remain under Shropshire Council management supported by funding from the local parish council and other partners is under development	Yes	No
<b>Pontesbury</b> , Bogey Lane	Extensive local discussion has taken place and an option for the library to remain under Shropshire Council management supported by funding from the local parish council and the involvement of the library Friends group is under development.	Yes	No
<b>Shifnal</b> , Broadway	Proposed transfer of the management of the library and CSP to Shifnal Town Council within the existing location is currently being consulted on. Consultation will end on 26/10/15.	Yes	Yes
<b>c. Proposals for community management under development</b>			
Location	Library redesign opportunity	Community Asset Transfer register	Customer Service Point
<b>Albrighton</b> , Station Rd	Aspiration to transfer to community management; local informal consultation and soft market testing underway	No	Yes, High Street
<b>Bayston Hill</b> , Lythwood Rd	Aspiration to transfer to community management; early community conversations currently underway. Links to local development.	No	No
<b>Church Stretton</b> , Church Rd	The decision to transfer the library service to the management of the South Shropshire Academy within a new location at the school has been made. This decision is currently subject to a Judicial Review.	No	Yes

<b>Much Wenlock,</b> High Street	Aspiration to transfer to community management; no work currently underway	N/A	No
<b>Shawbury,</b> Parish Hall	No alternative management options have emerged through informal conversation and soft market testing. Will now move to formal consultation	N/A	No
<b>Wem,</b> High Street	Aspiration to transfer to community management; no work currently underway	N/A	Yes, Edinburgh House
<b>d. Principal "Community Hub" sites</b>			
<b>Location</b>	<b>Library redesign opportunity</b>	<b>Community Asset Transfer register</b>	<b>Customer Service Point</b>
<b>Bridgnorth,</b> Listley Street	One of six main "community hub" sites. No immediate proposals to explore alternative management options	No	Yes
<b>Ludlow,</b> Parkway	One of six main "community hub" sites. No immediate proposals to explore alternative management options	No	Yes
<b>Market Drayton,</b> Cheshire Street	One of six main "community hub" sites. No immediate proposals to explore alternative management options	No	Yes
<b>Oswestry,</b> Arthur Street	One of six main "community hub" sites. No immediate proposals to explore alternative management options	No	Yes
<b>Shrewsbury,</b> Central Library	One of six main "community hub" sites. No immediate proposals to explore alternative management options	No	Yes, Guildhall
<b>Shrewsbury,</b> The Lantern	No immediate proposals to explore alternative management options	N/A	
<b>Whitchurch,</b> Whitchurch Civic Centre	One of six main "community hub" sites. No immediate proposals to explore alternative management options	N/A	Yes