

Cambridgeshire Libraries Service Review

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 2 December 2021

From: Gary Porter, Head of Libraries, Archives and Culture

Electoral division(s): All

Key decision: No

Outcome: The committee is asked to consider the direction of the County library service and accept recommendations on how to set the future direction of the service and projects that exemplify this.

Recommendation: The Committee is recommended to:

- a) Note the performance, scope and reach of the service as evidence of the contribution of the service to supporting community needs;
- b) Endorse the Library Improvement Fund application as a pilot for new use and co-management of library space;
- c) Agree to pursue a framework to capture qualitative as well as quantitative data on the impact of the library service going forward, as set out in the report; and
- d) Agree to create a time-limited cross-party working group to discuss and agree recommendations for future service design based on the information contained in the report.

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1. Background

- 1.1 This report is presented to the Committee as part of a full review of the libraries service and contains a performance profile for each library service point, a profile of the communities served, an assessment of community needs, and how libraries meet these needs and could do more.
- 1.2 At the heart of this report is a portrait of library service scope and reach evidenced through an analysis of performance. This should be considered in the context of what we currently know about the composition of our communities, what needs have been identified and how the library service does and could contribute to meeting those needs.
- 1.3 The report proposes a new approach to assessing library performance through the development of a new performance framework which adds qualitative indicators for assessing service impacts to the current suite of quantitative indicators.
- 1.4 The Library Improvement Fund is described as it exemplifies a co-creation model to engage communities and meet needs. An endorsement of this bid and ethos is sought from the Committee.
- 1.5 The report highlights challenges and opportunities for the service going forward including reducing income streams as a consequence of the pandemic and revenue pressures in bringing on new capital library projects in line with population growth in the County.

2. Main Issues

- 2.1 Cambridgeshire has a sector-leading library service delivering services through three 'channels': in libraries; in the digital space; in communities. This report:
 - describes the scope and reach of the service
 - describes and analyses performance
 - profiles the communities we serve and identifies likely needs within those communities
- 2.2 The statutory libraries service is delivered through 33 static and 3 mobile libraries offering a unique reach and presence in communities across the County. Libraries are seen as safe, neutral, trusted and accessible facilities providing services which remain free at the point of use. They provide opportunity for all for cultural and creative enrichment, increased reading and literacy, improved digital access and literacy, healthier and happier lives, and greater prosperity. They support people in achieving their full potential and contribute to stronger and more resilient communities. Social mobility is in the 'DNA' of the library service as libraries support individuals to fulfil their potential. They are also places where the community can come together to convene and share experiences – this is one way in which libraries support the well-being of local communities.
- 2.3 Library usage remains a mass participation activity. In 2019, the last pre-pandemic year, the service:
 - had 2 million visits
 - generated 2 million issues

- had 102,000 Active Borrowers and delivered nearly 6,000 activities

Core activities offered at every site are as follows:

- IT Access including printing, photocopying, scanning, wi-fi and power
- Access to stock from around the county
- Digital assistance including, for example, bus passes
- Volunteering opportunities
- Rhymetime/Storytime offer for under 5s
- Adult talks and activities (branded Engage events)
- Summer Reading Challenge and other national library campaigns
- The Library Presents Arts program

2.4 The Library Service in Cambridgeshire is not homogeneous. Our practice is to develop and provide services which meet the particular needs of the diverse communities we serve. Our aspiration is to continue this approach, working with other colleagues, public bodies, service providers and communities to understand the needs of communities to shape and deliver need-based library services. We also appreciate that communities are not static and that the service must be agile in responding to changes including population growth. The pandemic has laid bare inequalities in the County and the library service is well placed to be part of solutions to address inequality and enable social mobility.

2.5 Collaboration and partnership are at the heart of our approach to service development and delivery, and we will take an active and creative role in the decentralisation model currently under consideration. Our service structure and Leadership Team is already based on a model which is co-terminus with District/City Council boundaries and decentralisation could greatly enhance our mission to develop services at an even more local level, more bespoke to the needs of local communities.

2.6 Appendices 1-5 detail the socio-economic and demographic composition of communities and projected future growth by District Council and Cambridge City areas, alongside a summary service profile of libraries that operate within that area. Appendix 6 provides a library-by-library snapshot of performance, detailing the library service performance by service point.

2.7 Mobile Libraries

2.7.1 Cambridgeshire currently has three mobile libraries stopping at 364 locations in 85 villages and communities throughout the County. The service provides a vital connection for rurally isolated, elderly and low mobility customers. Stops include popular community centres, retirement housing, schools, village greens and often the first library offer in new communities such as Eddington. In addition to the core library offer the vehicles provide access to hearing aid batteries, feral replacement, battery recycling and community information.

2.7.2 The service recently added 2 new vehicles (September 2020) and is due to undergo its periodic route review in 2022. The service is made up of 3 full time drivers and a manager who also manages the library courier service. The new vehicles have let us be more dynamic in their use, with the vehicles appearing at weekend events (such as the recent Alconbury day), support District Councils as emergency polling stations, outdoor activities

for The Library Presents season and be available for hire by other groups needing a mobile base.

2.7.3 Performance Figures 2019 for Mobile Libraries:

- 62K Issues
- 33K Visits
- 2.5K Active borrowers

2.7.4 It is proposed that the Member working group referenced at section 2.16, if approved, will carry out a review of the mobile library service as part of its work.

2.8 Library Development Team

2.8.1 The Library Development Team is led by the Community Participation Manager. The team supports the service through professional development, logistical planning and engagement. It seeks out campaign, partnership and funding opportunities at a local, regional and national level. It supports frontline colleagues across Cambridgeshire with training, information and leadership in the following areas:

- Adult Reader Development and Culture
- Children and Young People
- Digital
- Health
- Information & Learning
- Local Studies
- Volunteering

2.8.2 The Library Development Team consists of the following job roles:

- Community Participation Manager (FTE 1)
- Library Development Officer (FTE 4)
- Local Studies Librarian (FTE 0.5)
- Library Digital Assistant (FTE 0.5)
- Business Support Officer (FTE 0.5)
- Volunteer and Health Development Manager (FTE 1)
- Area Volunteer Co-ordinator (FTE 2)
- Business Support Officer Health (FTE 1)

2.9 Some of the services delivered by the service, and the outputs and/or outcomes achieved are set out in the following section.

2.9.1 Communications & Service recovery

- The service developed and implemented a Communication Strategy to welcome back users, leading to a promotional campaign through internal and external channels.
- Libraries Week 2021: The service devised and promoted an online survey for the public: 'What does your library mean to you?'. There have been 245 responses (to date), overwhelmingly positive. We have used quotes from the survey, plus two videos

created in-house, to promote aspects of the library service from a user-benefit perspective in social media posts during Libraries Week, with good engagement on Twitter, Facebook & Instagram (29,498 video views, engagements and reach combined).

- The service relaunched Library@Home and Digital@Home services, welcoming back volunteers and customers, recruiting new volunteers and signing up new customers. Digital@Home has been rebranded as Cambridgeshire Libraries Audiobooks by Post (CLAP) and relaunched.
- An outreach event at Anglia Ruskin University where we promoted our e-services, WIFI, PC's and study space led to 32 new library members and 53 interactions. We have also started delivering library tours to young refugees in the care of Cambridgeshire County Council, joining and borrowing items.

2.9.2 Adult Reader Development and Culture

- Fun Palaces have been reintroduced at 3 locations - Central Library, Arbury and Linton.
- Sawston Library Celebration, working with South Cambridgeshire frontline library staff, saw the delivery of a successful "launch" event (delayed from 2020 due to COVID). 120 attendees enjoyed exploring the library, meeting a local children's author, cake-decorating with the Friends of Sawston Library and photo opportunities with a library lion (mascot). 8 new memberships were achieved. We have received positive feedback and social media engagement, and the event was attended by Cllrs Tom Sanderson and Brian Milnes.
- Reading Groups re-engagement is taking place, with the launch of a new quarterly eNewsletter for library reading groups. Total issued so far is 486. The service is working to improve webpage and online catalogue presence to enhance the experience for reading groups (some of our most engaged library users and natural advocates for the library service).

2.9.3 Children and Young People

- Bookstart is a key campaign for libraries and children's services. We aim to support children to have the best start in life through access to books at an early age. We delivered 15,825 Bookstart packs to families with children under 5 across the community in 2019.
- In Cambridgeshire, Libraries work with health visitor teams to gift book bags to Babies at their 6–8-week check. Treasure packs are delivered to pre-schools and nurseries to gift to their 3-year-olds, along with Dual-language picture books and SEN Packs, while Child and Family Centres use The Corner, a targeted program to work with their harder to reach families. The established Cambridgeshire Bookstart Steering Group has representatives from Health, Early Years, Libraries, Speech and Language and Child and Family Centres.

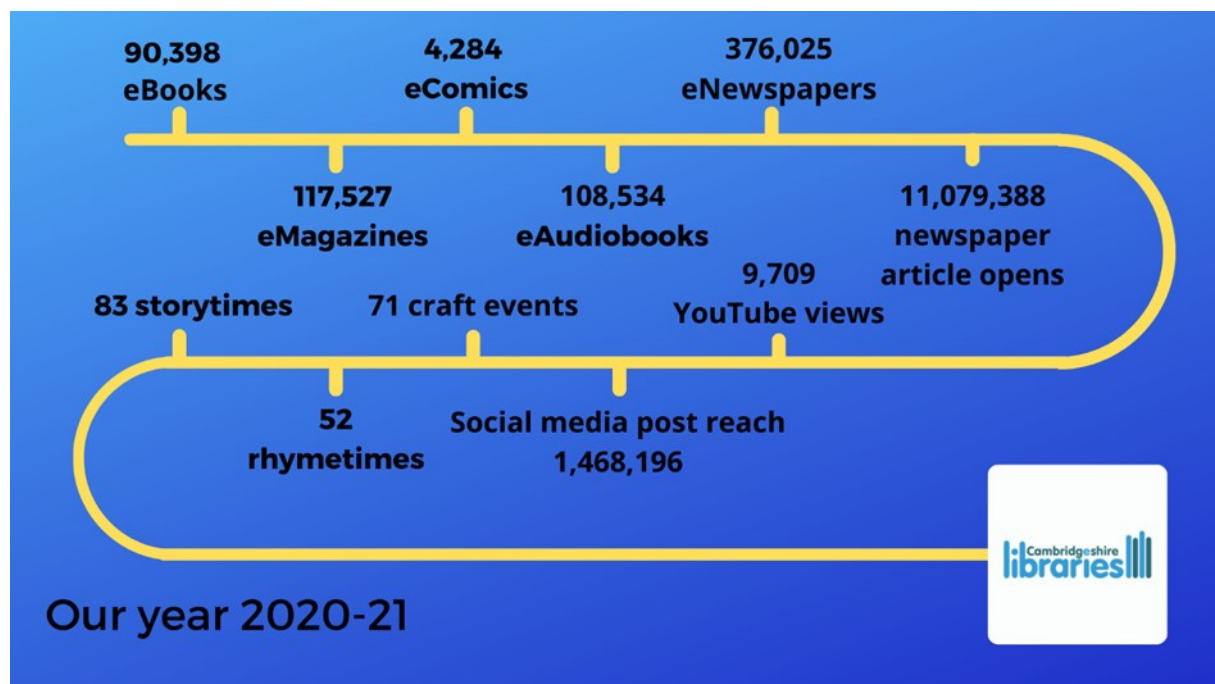
- We have supported the development of the 50 Things to Do Before You're Five app. The service promotes the app, and actively engages in content creating linked book stock lists and delivery of connected library events/activities countywide.
- We successfully bid to offer the First Steps Library Club Project. A £10,000 of Opportunity Area funding grant was given to East Cambridgeshire & Fenland area libraries by the CCC Early Years' Service to:
 - Increase number of under-5s and their families actively (3 visits+) using their library
 - Demonstrate how the library service resources can help parents support their children's development including their speech and language skills.

As of August 2021, we have recruited 308 New Members and developed a new member's Smartsurvey to establish a baseline of engagement, rhyme & story times to model 'good practice' and support parents' to engage in shared reading and serve & return conversations and set up Parent Focus Groups in partnership with Children and Family Centres to track development.

- Wisbech Library is one of only 10 BookTrust Storytime Pilot libraries in England, invited to help assess what would incentivise 'disengaged families' with pre-school children to join/use their library. We have partnered with the Wisbech Children and Family Centres to set up a Voting Group to which families who would have never considered using their library were invited.
- The service has developed an 8-week programme (29th October - 24th November) devised around the BookTrust's annual Storytime Book Prize.
- The Summer Reading Challenge represents the single largest cross County initiative run by the library service. This core reading challenge is run Countywide every summer. It asks all primary aged children to read 6 books over the summer holidays. It has been shown to help immensely in maintaining children's skills over the holidays period. In 2019, the theme was Space Chase, and it took place in all libraries: 33 council-run static sites, 3 mobiles & 11 community-run Libraries. We had a record number of starters and finishers, and events too:
 - 7,290 Children that took part
 - 4,315 Children Completed
 - 747 new children signed up to the library at an event
 - 378 Summer reading challenge events were hosted

2.9.4 Digital

- The Digital Library Service has been transformed by lockdown. Always popular the addition of activities and new streams areas such as YouTube, families Facebook page and change in focus of Instagram has led to massive growth. The eNewsletter is more popular than ever, podcasts have been developed with top authors, while working with partners to combat the digital divide has led to the development of a borrowing tech offer to be rolled out in 2021/22.



2.9.5 Health

- The Community Health Information Service (CHIS) delivered trusted health information throughout the communities of Cambridgeshire. CHIS is a service unit within Cambridgeshire Libraries and is commissioned by the Public Health Directorate. It provides health information and resources via a range of media and activities, on a variety of health topics, as well as contributing to health campaigns in line with the local population needs and Public Health agendas. It supports the Library Service's health offers and acts as an advocate for both public health messages and public library services. The CHIS plays a coordinating role between community health partners and the Library Service.
- The service has worked with the Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership to roll out domestic abuse awareness training to frontline staff, ahead of promoting libraries as places where victims/survivors may seek support in the form of signposting, safe computer use and (in selected larger libraries) a private room from which to call relevant support services. The project will launch on 25 November 2021.

2.9.6 Information & Learning

- The library service works with Cambridgeshire Skills to provide community venues for many learning activities as well as running a series of events ourselves. Code clubs and CoderDojos run across the County at Huntingdon, St Neots, Cambridge Central and Ely libraries, supported by volunteers and enhanced by tech donated by our community partners.
- We have run an American Short Story Course, a free 6-week course launched in October 2021 in partnership with a tutor, that has been fully booked.

- We have trained a network of 13 frontline Learning Champions, who have been working to raise awareness of LearnMyWay and relaunched our Digital Buddy offer to get more IT help available in libraries. Get Online week has 7 events booked up in 2021.

2.9.7 Local Studies

- Local Studies Assistants continue to work hard in making the main collection accessible to our core customers in Cambridge. Online enquiries continued to be dealt with where possible during lockdown, and visitors have returned as our in-person services have resumed.
- Heritage Open Days/Open Cambridge enabled us to participate in local/national heritage events, spotlighting the Cambridgeshire Collection via Edible Cambridge.
- The Local Studies catalogue project has been implemented, leading to a review of Local Studies and Cambridgeshire Collection catalogue records. Over 40,000 images have been re-categorised to show as photographs (rather than books) on the catalogue, and there has been further tidying and enhancement of catalogue records, spotlighting of collections, and the introduction of a “tagging” facility.
- The Ramsey and Muspratt project has seen photographs being listed on a searchable spreadsheet. Surnames A-I have been completed, which are now available on the Fading Images website.
- Significant Donations have been received from Mervyn Haird (shared with Cambridgeshire Archives), the Challis Trust, Garth Collard (Linton) and Jean Tsushima. The Haird and Challis donations are being processed, the Collard and Tsushima collections have yet to be assessed.

2.9.8 Volunteering

- The Library@Home service is available to people who cannot visit their library due to physical/mental ill-health or due to caring responsibilities. We have 190 volunteers delivering books and audio books every month to over 170 housebound customers. This service has been hailed as a lifeline by many Library@Home readers and was relaunched during lockdown.
- Cambridgeshire Libraries Audiobook by Post (CLAP) is a service for library customers who have sight loss. Library Audiobooks are downloaded onto USB sticks by staff/volunteers and delivered by free post. Sight loss customers can then play the audiobooks with the help of a boombox - a USB player designed for accessibility. This service was relaunched and rebranded in 2021.
- Library based volunteering with Cambridgeshire Libraries in 2019 had 596 volunteers throughout 33 libraries helping support staff in delivering excellent, enhanced, and extended services. For example:
 - Volunteer Digital Buddies, who help library customers with many digital queries and who show people how the digital world can help them.

- Rhymetime and Storytime volunteers, supporting or delivering sessions and becoming part of the magic of starting a child's journey, interacting and learning rhymes and listening to stories.
- Read a Little Aloud is a series of Digital and physical events in Libraries. Connecting people through reading and listening for pleasure. These sessions are delivered by staff and volunteers who choose, read out loud and discuss extracts from stories, prose, and poems to the group participants. Members of the public who join these events can contribute to the discussions or to just listen and enjoy. The Royal Papworth Read Aloud project is a funded project delivered to ICU Patients at Royal Papworth hospital.

2.9.9 The Library Presents

- The Library Presents is an arts in libraries programme funded by Arts Council England. The four-year funding agreement began in 2018, bringing a total of £701,374 into the County from Arts Council, plus sponsorship to date of £59,000.
- Performances and workshops are programmed over two seasons per year in libraries across Cambridgeshire. The plan is to take 110 great quality arts events into libraries each year. We're currently delivering the 8th season (see <https://www.library.live/the-library-presents>)
- Cambridgeshire is one of only six Library Service 'National Portfolio Organisations' in the Country, part of a select group. The programme is now in its fourth year and we're currently awaiting news about a fifth year of funding, which would take us to March 2023.
- We work across the County, with a focus on locations furthest from cultural opportunity. We usually work with approximately 23 libraries each year, and occasionally programme in other locations such as Churches and outdoor venues.
- The programme is aligned to the Social Mobility agenda; we prioritise work in communities in the most deprived areas and places with least access to culture. We also deliver focussed work with priority groups and are currently working on accessible and inclusive content and delivery: particularly for Deaf audiences; engaging more closely, through community contacts, in order to address the County Council's social mobility agenda; young people in identified geographical areas; families with English as a second language.
- Staffing - The funding enables us to employ two coordinators and we rely heavily on library staff as well as volunteers to promote and support delivery of the events. We deliver regular training for staff and volunteers in front-of-house, technical, stewarding, collecting feedback, setting up a library space as a theatre, etc.
- Venues - We have been able to buy equipment to help each library venue become a 'theatre' for the event. Movable shelving, lighting, sound equipment and even stage

curtains all help to make the event a real cultural experience. We want the audiences to feel welcome, valued and well catered for.

- **Quality** - We are able to bring artists from across the UK (and occasionally beyond) and our selection process ensures quality as well as diversity across the protected characteristics. The process also positively encourages real community choice, in fact we need this. Residents are invited in advance of each Season to help select content for their library from a Menu of artists/art forms.
- **Partners** - We have agreements with: Babylon ARTS, based in Ely, who manage the Call Out for Artists and artist training; 20Twenty Productions, based in March, who deliver Arts Award for young people on our behalf; Conscious Communications, based in Cambridge, who deliver our social media promotion.
- **Responsive** - Following the outbreak of Covid-19, TLP had to curtail its planned Spring 2020 season and develop an alternative offer that would continue to offer high quality creative experiences safely to audiences. The distanced arts programme was delivered through a mix of on-line events, postal, radio, drive in cinema digital projections in Ramsey and Wisbech and a digital version of Arts Award training for primary school children.
- **Volunteers** - By March 2020, 154 people had expressed an interest in volunteering, 77 have so far gone on to actively support a TLP activity. This support includes serving refreshments (including bar work), promotion, setting up / packing down, collecting feedback, box office work, welcoming participants and technical support. In Year 3 (Covid Year), 15 volunteers supported the outdoor activity.
- **Main Programme, selected by the community** - To date (from September 2018) we have delivered 351 events, and are currently in the middle of our Autumn Season, with a further 40 events. The programme has a mix of performances and workshops across all artforms (Theatre, Music, Dance, Poetry, Storytelling, Puppetry Visual Arts, Digital) with activities suitable for adults, families, young people.
- **Children and Young People** - There are also Arts Award programmes for primary and secondary school pupils, 934 young people have gained their Arts Award to date, delivered by 20Twenty Productions on our behalf. Performances and workshops in Artsmark schools benefited 147 young people.
- **Additional activity** - In 2019, for example, we commissioned a Family Book Festival (with 540 pupils engaging in related outreach work), and a touring 'SpyNet' Exhibition, created in response to the Cold War history of Alconbury Weald).
- **Audience numbers:**
 - Year 1 total: 2,399 people engaged across all activities
 - Year 2 total: 3,563 people engaged across all activities
 - Year 3 total: 13,672 people engaged across all activities (5,879 (43%) estimated as Cambridgeshire based)
 - Year 4 ongoing total: 665 people engaged in the Spring Season, with very limited capacities even though outdoors.

- Diversity - Initially we focussed on the need to ensure the programme was diverse, and the goal included a minimum of 10% ethnically diverse artists and arts products in the programme. This was achieved early on and we worked on extending this to include other protected characteristics. Our current focus is on creating a more accessible and inclusive programme and experience for people with disabilities. We are also increasing diversity amongst the 'decision makers' (the Steering Group).
- Audience response – according to the feedback surveys, over 90% rate the quality as very good or good. Questions on pricing reveal that the vast majority think the level is just right. Drama, Music and Puppetry have remained three of the most highly prominent art forms, selected by the public. It is important that TLP is accessible to the communities it serves and that as much as possible people are not prevented from engaging because of price barriers. For this reason, we offer 'Family Saver' tickets, special interest groups were offered group discounts and Time Credits are accepted. It is also important that audiences appreciate the monetary cost of staging quality activities.
- In 2020 TLP adopted www.library.live/the-library-presents as its primary website. This proved an effective platform for displaying information and ticket links all in one place. It was also mutually beneficial for TLP to be promoting its content directly alongside other library offers.
- In early 2022 we will be applying to be a 'National Portfolio Organisation' for another four years (2023-2028), further establishing the cultural offer in our towns and villages across the County.

2.10 Funding Opportunities

The Library Service has a proven track record of successfully seeking out opportunities, funding and new initiatives enabling it to deliver on its mission, respond to the diverse and changing needs of communities and the priorities and objectives of Cambridgeshire County Council. For example, it is only one of 5 Arts Council England National Portfolio Organisations which provides funding for our highly regarded cultural programme delivered through libraries, and it is only one of 12 British Library funded Business and Intellectual Property Centres (BIPC) in the country supporting business start-ups in the county with new centres established in Ely, Huntingdon and Wisbech in addition to those in Cambridge and Peterborough. Most recently the service successfully competed against other library services to be a recipient of funding from the new Library Improvement Fund. Having passed the first hurdle, we are awaiting a decision on our full application for £260k of capital funding for a project called 'EverySpace' centred on Cambridge Central and March Libraries.

2.11 Financial Challenges

Library income has been under pressure with the loss of DVD/Video hire, reduced fine income as digital media takes a growing share of our issues (where fines don't exist), fall in printing revenue (as more tickets etc. can be replicated on smart devices), and the ongoing pandemic which has seen huge loss in our biggest source of income, the hire of rooms (with capacity limits making most hires unsustainable). In 2021/22 we are forecasting a £350k loss in income over what was budgeted before the pandemic. Our costs also

continue to rise. For example, a demand for more card payments can only be delivered by both capital and ongoing revenue costs and if the service is to meet the digital demands and tackle the societal divide we need to invest in new technology and facilities such as facilities for online meetings/interviews/GP appointments and more.

2.12 Library Improvement Fund Bid

The population growth in the County provides us with unique opportunities and challenges. The library service regularly makes applications for Section 106 funds to improve services to meet the needs of larger developments. These Capital funds will be key to helping implement the ideas of a re-imagined flexible library offer at the heart of the Library Service Review. Barnwell Road and Cherry Hinton libraries are due to be remodelled alongside an enhanced community offer. Cambourne library will be expanded alongside the Children's Centre and GP practice. We have also placed a bid to the Government's 'Library Improvement Fund', using match funding from Cambridge City Section 106 money, to develop a new offer called 'EverySpace', an enhanced flexible community space within the library that can truly adapt to very different and specific community requirements at both Cambridge and March libraries. This project places adult and youth education at the heart of the library offer and works alongside other projects such as the Region of Learning and March Town Improvement Fund to help us tackle issues identified for each area. It is hoped it will develop a concept that can be rolled out across other sites.

2.13 Income Generation

The library service has embraced the ideas of changing the library offer and finding ways to be more financially viable. We are the front door to the Council with more than 2million physical visitors a year and a digital reach that includes 55,000 eNewsletter subscribers, 4k twitter followers and 6.5k Facebook followers. This allows us to be well placed to deliver other services and messages for the Council and other public bodies.

In 2021/22 we have established income lines from:

- Public Health to deliver the Health Information Service
- The Combined Authority to deliver Bus Pass application support in person at libraries
- Children's Services to deliver the BookStart offer and a focused Fenland project
- Barclays Bank to provide once a week in person banking access to Ramsey after the last branch closed
- District Councils by hiring out the mobiles as emergency polling stations
- Advertising on our six vehicles as they drive around the County (three courier vans and 3 mobile libraries)
- We Are Digital to provide support for the EU Settlement Scheme and right to work applications, as well as the Sopra Steria Visa service at Cambridge Central which we are hoping to double in size to meet demand.

2.14 New Communities – funding sustainable services

We are lucky in having completely new library sites due: Darwin Green (Cambridge City), Northstowe & Waterbeach (South Cambridgeshire) as well as Alconbury (Huntingdonshire). These great new facilities come with significant revenue costs, especially in the early days as it can take a while to generate the levels of income we can expect in more established communities. We plan to make these new libraries priorities for finding more sustainable service delivery models in partnership with other services such as Northstowe being delivered alongside health and community space. Northstowe library is a 1000 sqm library due to be delivered in 2025.

2.15 A New Performance Framework

Measuring success is always a challenge for the library service. Previously we have focused on book issues, but this has often narrowed our focus. We would like to develop better practices in understanding the impact of our work, capturing the stories about what our services mean to the people we help, and the cost benefit provided by the library service towards wider Council goals.

While these measures are developed, we also propose to report 3 quantitative measures:

- i. Number of Active library users reported quarterly (switching a focus away from simply how many books issued to how many active library card users are engaged in the library in some way)
- ii. Number of visits made to library sites reported quarterly (maintaining reporting on visitors to the library to help showcase the impact we have as the Council's front door and potential reach)
- iii. Total Digital engagements reported quarterly (creating a new measure for digital engagement, showcasing our reach beyond the physical space. A culmination of interactions with our social media and eNewsletter)

2.16 Next Steps

There is a significant amount of information contained within this report, setting out a baseline for the service from which we can develop future delivery arrangements. To ensure that those arrangements are aligned to the council's priorities, it is recommended that the Committee forms a cross-party working group to develop options and suggestions that will in turn be presented back to the Committee at its meeting in March 2022.

3. Alignment with corporate priorities

3.1 Communities at the heart of everything we do

The following bullet points set out details of implications identified by officers:

- Supporting the delivery of the Think Communities principles through active community engagement and responding to needs analyses
- Supporting community led initiatives through venue provision and the library access points
- Developing services with community partnerships to tackle complex issues such as our strong relationship with the Cambridgeshire Digital partnership

3.2 A good quality of life for everyone

The following bullet points set out details of implications identified by officers:

- Our strong volunteering offer helping both learn new skills and tackle isolation
- The Business and Intellectual property Centres supporting new and small businesses to thrive
- Access to resources, information and IT to help tackle social mobility issues

3.3 Helping our children learn, develop and live life to the full

The following bullet points set out details of implications identified by officers:

- Strong use of books by children across the County
- Summer Reading Challenge supported by every school in the county
- BookStart scheme to help provide access at earliest ages

3.4 Cambridgeshire: a well-connected, safe, clean, green environment

The following bullet points set out details of implications identified by officers:

- Provision of superfast broadband at every library site including library access points
- Safe spaces partnership to tackle domestic abuse
- Library buildings included in County green strategy with LED lights and air source heat pumps being installed

3.5 Protecting and caring for those who need us

The following bullet points set out details of implications identified by officers:

- Community health information service delivered through libraries, including new web offer
- Lateral flow tests available to pick up from libraries
- The library service is working towards gaining the Carers Mark in 2021

4. Significant Implications

4.1 Resource Implications

See wording under 4.1 and guidance in Appendix 2.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

See wording under 4.1 and guidance in Appendix 2.

4.3 Statutory, Legal and Risk Implications

See wording under 4.1 and guidance in Appendix 2.

- 4.4 Equality and Diversity Implications
See wording under 4.1 and guidance in Appendix 2.
- 4.5 Engagement and Communications Implications
See wording under 4.1 and guidance in Appendix 2.
- 4.6 Localism and Local Member Involvement
See wording under 4.1 and guidance in Appendix 2.
- 4.7 Public Health Implications
See wording under 4.1 and guidance in Appendix 2.
- 4.8 Environment and Climate Change Implications on Priority Areas
- 4.8.1 Implication 1: Energy efficient, low carbon buildings.
Positive/neutral/negative Status:
Explanation: N/A
- 4.8.2 Implication 2: Low carbon transport.
Positive/neutral/negative Status:
Explanation: N/A
- 4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.
Positive/neutral/negative Status:
Explanation: N/A
- 4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.
Positive/neutral/negative Status:
Explanation: N/A
- 4.8.5 Implication 5: Water use, availability and management:
Positive/neutral/negative Status:
Explanation: N/A
- 4.8.6 Implication 6: Air Pollution.
Positive/neutral/negative Status:
Explanation: N/A
- 4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.
Positive/neutral/negative Status:
Explanation: N/A

Have the resource implications been cleared by Finance? Yes
Name of Financial Officer: Martin Wade

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement? Yes
Name of Officer: Henry Swan

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law? Yes

Name of Legal Officer: Fiona McMillan

Have the equality and diversity implications been cleared by your Service Contact?

Yes

Name of Officer: Adrian Chapman

Have any engagement and communication implications been cleared by Communications?

Yes

Name of Officer: Amanda Rose

Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes

Name of Officer: Adrian Chapman

Have any Public Health implications been cleared by Public Health?

Yes

Name of Officer: Val Thomas

5. Source Documents

5.1 [Communities, Social Mobility and Inclusion Committee Minutes 02/09/2021 – Report of the Service Director for Communities and Partnerships - 2.1.3 Libraries Service](#)

[Communities and Partnership Committee 04/03/2021- Cambridgeshire Libraries: Review and Future Priorities](#)

[Cambridgeshire Insight – Think Communities](#)