

Committee(s):	Date(s):
Community & Children's Services Culture, Heritage & Libraries	12th October 2012 22nd October 2012
Subject: Artizan Street Library & Community Centre	Public
Report of: Director of Community & Children's Services Director of Culture, Heritage & Libraries	For Information
Ward (if appropriate): Portsoken	
<p><u>Summary</u></p> <p>This report updates Members on the development of the Artizan street Library and Community Centre</p> <p>The Project Board has appointed a Centre Manager. He has conducted a stakeholder consultation for the name for the new building which resulted in “Artizan Street Library and Community Centre”.</p> <p>The Manager has been involved in a programme of community engagement both to advertise the Centre and to actively recruit groups and activities within the centre when it opens.</p> <p>The new facility will be open in December/January. A firm of specialised Library fitters have been appointed to reinstall the shelving from Camomile Street Library. The tender for the additional furniture and fittings has been set out to suppliers</p> <p>A providers group of internal City of London departments has held an inaugural meeting again with a view of beginning to establish a programme within the centre when it opens. A pricing regime for income generation has been agreed,</p> <p>A training programme for both Housing and Library staff has been agreed.</p> <p>Recommendation:</p> <p>Members to note the report for information.</p>	

Main Report

Background

1. In Autumn 2011, a Design and Evaluation Report concerned with the development of the Middlesex Street Affordable Housing Project, including the development of a Library and Community Centre was approved by the relevant Committees. The decision was also taken to

confirm that the Library would not return to Camomile Street once that site had been redeveloped.

To this end, building work was commenced in the Middlesex Street car park facing on to Artizan Street for a new library and community centre. The hand over date for this building is 23rd November 2012.

A Project Board comprising the Directors of Community and Children's Services and Culture, Heritage and Libraries, key officers from those Departments, representatives from the Surveyors and Chamberlains Departments and a Ward Member are meeting regularly, in order to oversee progress and manage risks associated with the project.

This report brings Members up to date with progress on the development.

Current Position

2. In June 2012 a Centre Manager was appointed, under the direction of The Project Board with line management from Culture, Heritage and Libraries and Community and Children's Services Departments. He has been involved in detailed planning for the new building and has also been working on issues such as:-
 - Furniture and equipment procurement
 - Space & activity planning
 - Operational Revenue budget (income generation)
 - Staffing arrangements
 - Community Engagement

In line with committee decision that this new venture for the City Corporation be flexible about the both the services offered and opening hours, the Centre Manager is currently making contact with the residents of Middlesex Street and the Mansell Street estates and local community groups both within the City of London boundaries and in neighbouring Tower Hamlets in order to respond to customer needs.

The Centre Manager has liaised with the Centre Manager of the Portsoken Community Centre in order to ensure that duplication of service is kept to an absolute minimum and that where possible, common practise on access and charging regimes are maintained.

The Building

3. At the last report to the project Board it was reported that the building is still on target to be completed and handed over for fitting out on 23rd November 2012. It is still the intention that the building will open to the

public in late 2012. To achieve this target, intensive work will be required to install the library shelving, up to 20,000 library items (a combination of books, DVDs and CDs). Additionally, library security apparatus, self-service machines and computer equipment will be installed. The Housing Office on Middlesex Street will transfer its records, work stations, CCTV and other computer systems into the new building.

Centre Name

4. In July the Centre Manager conducted a consultation exercise with the three main stake holder groups (Middlesex Street Estate residents, local traders and Camomile Street Library users). The outcome of this exercise is that the new facility will be named “Artizan Street Library and Community Centre”. The Post Office has been informed and a postal address and post code has been allocated to the centre.

The Mobile Library

5. It is planned to discontinue the mobile library service on 31st October giving the staff sufficient time to be trained in new procedures and prepare the stock for loan.

Income Generation

6. As per the instructions of the Project Board, the Centre Manager has produced a charging regime for the new Library and Community Centre. This regime takes into account the different stake holder groups and anticipated user groups. It is calculated that the level of charges proposed and with a working “internal market” for City of London departments and commissioned service suppliers, Artizan Street will meet the given financial target.

Staffing

7. The redeployed Camomile Street Library staff and the Customer Services Officer from the Middlesex Street Estate Office will be undergoing training in each function’s procedures including IT during October. The Centre Manager will also undertake this training. The Customer Service Officer currently employed in Middlesex Street Estate Office will receive training in library IT and working procedures at Shoe Lane Library.

Interviews have taken place for the appointment of a full time Principal Library Assistant. On the advice of the City Of London Corporation’s Human Resources service, applications to this post were limited to those

ex Camomile Street Library staff currently employed on the Mobile Library.

The Centre Manager has made a start on recruiting volunteers to enhance the work of the Centre, with the assistance of Middlesex Street Residents Association. Efforts will be made to recruit volunteers from other sections of the community via a number of other avenues including the local branch of the Community Service Volunteers and the Mayor of London's "Team London" volunteers. The Centre will be a pivotal part of the City of London and "Just Add Spice" Time Credit programme for volunteers, offering them both an opportunity to earn credits and to spend them.

Publicity

8. The Principal Librarian, Community Libraries produces a regular progress update for ex Camomile Street and Mobile Library customers which is available in hard copy and electronic formats: newsletters, social networking sites (Facebook and Twitter) and via the Mobile Library's Internet pages. Further marketing targeting non-members will be undertaken when the centre is operational. Middlesex Street Estate residents receive regular progress updates via newsletters and at residents' meetings.

Reception

9. A reception to celebrate the opening of the Artizan Street Library and Community Centre in the presence of the Lord Mayor and the Chairmen of the Culture, Heritage and Libraries and Community and Children's Services Committees, will be held on 24th January 2013.

Corporate & Strategic Implications

10. The Departmental Business plans, the City of London Corporation's Corporate Plan and The City's Sustainable Communities Strategy, "The City Together" are addressed in the following ways:-
 - To enhance and promote a better quality of life for residents
 - Increasing customer involvement and satisfaction
 - To promote appropriate provision of housing and community facilities
 - Providing excellent services for our communities

Management structure

11. The Centre will be operated as a City of London Corporation entity and will, therefore, be subject to the usual Standing Orders and Financial Regulations. It will be managed and operated in a partnership arrangement by the Culture, Heritage and Libraries and Community and Children's Services Departments and will need to operate as a form of quasi-independent business unit while retaining its accountability to the City of London Corporation. Operating in this way will create an environment for income generation and efficiency linked to excellent customer service.

Members and Committees

12. To allow City Corporation Members to hold the centre management to account, the two "parent" Committees (Culture, Heritage and Libraries and Community and Children's Services) will retain responsibility for the aspects of the Centre that fall under their individual remits and will receive reports about strategic developments and performance from the appropriate Director.

A Portsoken Ward Member has joined the Centre Stakeholder Group to represent the needs of residents and local City workers.

Implications

Financial Implications

13. The Centre budget will be funded by the two Departments and by external income. The Centre budget, and therefore the two Departments, will take the risk of any budget shortfall. Each Department will have part of its budget ring-fenced to the Centre and any future decisions relating to the Centre budget will be determined by the Centre Management Board.

The revenue budget for 2012-13 is £260,000 with a spend to date of £139,781 detailed in the table below.

Budget	Actual	to date
Staff costs (7)	£224,000	£133,634
Non staff costs including income target	£36,000	£6,147
Total	£260,000	£139,781

The capital budget amounts to £397,583 with a spend to date of £74,013 detailed in the table below.

Budget	Actual	to date
Project Management	£40,000	£38,902
Development of Library facility - works	£207,583	£35,111
Furniture and equipment	£150,000	Nil
Total	£397,583	£74,013

Once the tender process has been completed expenditure on furniture and equipment will commence.

HR Implications

14. The services provided by the staff at the Camomile Street Library (currently provided via the Mobile Library) and the Middlesex Street Estate Office will transfer into the new Centre. By combining staff in this way it will be possible to offer a more flexible service to residents, City workers and all potential users of the new Library and Community Centre. Staff have been assimilated or matched into the new roles.

Legal Implications

15. These are included in the body of the report.

Property Implications

16. As an operational property, the new Centre will support new and existing estate amenities in accordance with the City's Strategic Aims and Objectives. The use of the S.106 monies will help realise this opportunity and ensure that this provision is suitable and fit for purpose. In conjunction with the City Surveyor's Department, the Library and Community Centre Board should give careful consideration to the future asset management including maintenance of the property in the short, medium and long term.

Following previous discussions on property running costs it is understood that it is not the intention for rent to be charged for the use of the premises as a public lending Library, merely the recovery of property running costs such as rates, service charges and insurance. It is noted that approval of this arrangement is being sought from the Secretary of State and that a Memorandum of Understanding is agreed between the Directors, with an undertaking to review this every five years, or sooner if there is any change to the operation of the centre e.g. City Corporation moving towards a commissioning role.

Conclusion

17. When the Artizan Street Library and Community Centre opens it will be an exciting new addition to the City of London's services to residents, city workers and all other sections of the Eastern part of the City's wider community.

The Library will replace the very well-used Camomile Street Library, and the Community Centre will be offering a wide range of services to both residents and others. There will be a varied and challenging programme of educational and cultural activities taking place. Advice and complementary health programmes are also envisaged as part of the offer.

The Centre will also be part of the City's "Good Neighbour" offer to surrounding communities, working with similar organisations and community groups in the Aldgate and Spitalfields areas of Tower Hamlets.

Contact:

Neal Hounsell | neal.hounsell@cityoflondon.gov.uk | 020 7332 1638
Carol Boswarthack | carol.boswarthack@cityoflondon.gov.uk | 020 7332 1123