

**Overview and Scrutiny Committee – 11<sup>th</sup> January 2010**  
**Q 'N' A: Cabinet Member for Leisure, Culture and Lifelong Learning**

No	Page/ Point	Question/Observation	Answer (Where applicable)																
<b>Questions from Councillor Winskill</b>																			
1	P1/2 Performance targets, Library visits, enrolments on ALCs/HALS courses	<p>a. Is there a component in the target that includes hard to reach groups?</p> <p>b. Is it possible to give these figures by the Area Assembly where the people live?</p>	<p>a) The Library targets do not have a component relating to hard to reach groups. It would be difficult to include this measure as public libraries encourage all and any to use their services – and do not routinely ask for information about the visitors who use their facilities.</p> <p>b) The data gathered normally by libraries relates to the use of a particular library rather than the area in which customers live. We undertake occasional, detailed surveys to gain this type of information and can certainly share this information, when it is available, via the Area Assembly system.</p> <p>Considerable information is, however, gathered on learners enrolling on HALS courses. During the last full academic year from 2008-09, 3618 enrolments for HALS were achieved, compared to 3439 in the previous year. 3017 enrolments came from residents within Haringey and 81% of provision was delivered to residents from wards within the east of the borough. A ward breakdown is attached showing how HALS provision is represented across the borough with targeted areas emboldened. Hard to reach groups particularly targeted within these areas had English Language, Literacy and Numeracy needs.</p> <p><b>08/09 Haringey Ward</b></p> <table border="1" data-bbox="990 1268 1948 1452"> <thead> <tr> <th colspan="2"></th> <th>AcademicYear.All</th> <th></th> </tr> </thead> <tbody> <tr> <td colspan="2"></td> <td><b>Academic Year</b></td> <td><b>2008</b></td> </tr> <tr> <td colspan="2"></td> <td><b>Start Date.All Start Date</b></td> <td><b>0809</b></td> </tr> <tr> <td></td> <td><b>Measures</b></td> <td><b>Enrolments</b></td> <td><b>Learners</b></td> </tr> </tbody> </table>			AcademicYear.All				<b>Academic Year</b>	<b>2008</b>			<b>Start Date.All Start Date</b>	<b>0809</b>		<b>Measures</b>	<b>Enrolments</b>	<b>Learners</b>
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**Haringey Council**

Wards		
<b>Haringey</b>	<b>3,017</b>	<b>1,873</b>
Alexandra	95	58
<b>Bounds Green</b>	<b>189</b>	<b>120</b>
<b>Bruce Grove</b>	<b>178</b>	<b>106</b>
Crouch End	67	48
Fortis Green	44	29
<b>Harringay</b>	<b>194</b>	<b>120</b>
Highgate	20	14
Hornsey	244	147
Muswell Hill	111	59
<b>Noel Park</b>	<b>314</b>	<b>195</b>
<b>Northumberland Park</b>	<b>181</b>	<b>104</b>
<b>Seven Sisters</b>	<b>101</b>	<b>67</b>
<b>St Ann's</b>	<b>186</b>	<b>113</b>
<b>Stroud Green</b>	<b>77</b>	<b>49</b>
<b>Tottenham Green</b>	<b>135</b>	<b>92</b>
<b>Tottenham Hale</b>	<b>163</b>	<b>114</b>
<b>West Green</b>	<b>217</b>	<b>143</b>
<b>White Hart Lane</b>	<b>191</b>	<b>118</b>
<b>Woodside</b>	<b>310</b>	<b>177</b>

2	P2 – LS Twitter site	Please indicate the cost of setting up and servicing the site and what is being “twittered”. Is there a target for the number of users and what is the current take up rate?	The cost of setting up and servicing the pilot Twitter site has been in the region of £3,000. The tweets usually relate to activities in the libraries and promotions of particular areas of stock, as well as more general information relating to books and libraries. We have uploaded some longer items such as the launch of Black History Months and author readings, as well as an
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Haringey Council

			<p>interview with Frances Maynard, the daughter of man who opened Alexandra Park Library in 1961.</p> <p>The number of followers is increasing all the time and at the time of writing, there are 553 followers. We have not marketed the site yet, but already have more followers than any other London libraries.</p>
3	p2 Wolves Lane	Please provide the latest Wolves Lane income figures and the original target figures.	<p>Latest full year forecast is £296k versus original budget £437k – the difference is accounted for by the fact that Green Pepper Café has not yet been integrated as planned.. The cost budget was correspondingly reduced and the net expenditure is forecast to be £150k ie on budget and there is no additional cost to the Council.</p>
4	3 Use of agency staff	Why is the actual use of agency staff almost one third higher than the target of 12%? Please indicate what impact this is having on wage bills and how agency staff are spread across business units?	<p><b>Culture, Libraries and Learning:</b> The agency spend for Culture, Libraries and Learning is 9.3% of direct staff expenditure. Very few agency staff are used in Libraries: the use of agency staff in HALS related to the need to improve and strengthen the Service. The cost of agency staff is absorbed within our normal staffing budget or occasionally, if funded from external project funds.</p> <p><b>Recreation Services:</b> Agency staff ranged from 8% (April) in low season to 21% (Aug/Sep) in high season. Up to November, the year to date average is around 17.5% mainly due to the deployment of Parkforce Stewards - initially using temporary staff (accounting for 5%) but with the plan of using permanent/contract staff in 2010/11. The use of temporary Parks Stewards is within the budget provision for Parkforce and does not result in any additional cost. Agency staff is mainly deployed in Parks.</p>
5	P3 Picture Windows	Where are the venues? Where has the displayed work been sourced from?	<p>We currently have two venues; both properties are on Stroud Green Rd.</p> <p>We have a number of artists, designers and local venues programmed to display work throughout 2010 and currently, all the work is sourced from artists who live or work with the Borough. The nature of the project is dynamic as shops may change locations, and timescales may in turn be altered.</p>
6	P3 Cultural Strategy	Please give full details of where the cultural strategy is in its development (NB I currently have a Member's Enquiry lodged with this question).	<p>We have just received the first draft of the Strategy and are in the process of reviewing the text. The document will be put out for consultation by the beginning of February 2010.</p>
7	P4 energy monitors	Please give details of the number of monitors available and number of loans by library.	<p>A total of 107 monitors are available throughout the Service and customers can borrow a monitor from any of our libraries. There have been 88 loans of energy monitors between September and December 2009.</p>



8	P5 TGLC carbon reduction	How has this 23% reduction been achieved? Is the reduction reflected in reduced fuel bills?	<p>Since this reduction was originally reported, we have had our NI 185 spreadsheet validated and corrected by DECC. The figures demonstrate the following reductions over two years for Tottenham Green:</p> <ul style="list-style-type: none"> <li>• 06/07 weather corrected emissions: 2,739 tonnes CO<sub>2</sub></li> <li>▪ 08/09 weather corrected emissions: 2,215 tonnes CO<sub>2</sub> (19% reduction)</li> </ul> <p>This does not directly correlate with reduced fuel bills as energy prices rose substantially in 2008/9.</p> <p>However, we achieved cost avoidances in 08/09 of approximately £43,087 (based on 11.5p per kWh for electricity and 4p per kWh for gas – 08/09 contract rates).</p>
9	P6 CCTV	<p>a. Please give details of any successful criminal prosecutions that have arisen out of the use of CCTV in library premises over the past five years.</p> <p>b. Please list how many cameras there are in each library in the borough</p> <p>c. What are the running, maintenances and other costs associated with the network?</p> <p>d. How many times have the police asked for and been given access to images in the past five years?</p>	<p>a. We do not track the results of prosecutions although we are aware from discussions with the police that the provision of CCTV footage is a greatly valued resource in their investigations.</p> <p>b. CCTV cameras by Branch Library:</p> <ul style="list-style-type: none"> <li>Alexandra Park – 5 cameras</li> <li>Coombes Croft Temporary Library – 8 cameras</li> <li>Highgate – 6 cameras</li> <li>Hornsey – 11 cameras</li> <li>Marcus Garvey – 10 cameras</li> <li>Muswell Hill – 6 cameras</li> <li>Stroud Green – 6 cameras</li> <li>St Ann's Library – 6 cameras</li> <li>Wood Green – 27 cameras</li> <li>Bruce Castle – 8 cameras</li> </ul> <p>c. The annual maintenance fee is approximately £3,500. This year the system has been upgraded significantly: the upgrade process which has included a number of additional cameras as well as improved functionality. The total spent on the system in this financial year is in the region of £12,000 which includes the investment in the upgrade.</p> <p>d. We have not retained data for the past five years but have, since August 2008,</p>



**Haringey Council**

			received 13 police requests, including one which related to an assault on a member of staff. CCTV footage is also used for internal investigations, including those undertaken by Internal Audit. The presence of CCTV in the libraries is widely advertised and is understood to act as a deterrent.
10	P6 MPSPT/Park Stewards	When will the new system (introduced in April 2009) be reviewed and what criteria will be used as the basis for the review? How will park users and other residents be involved in the review?	We are reviewing the effectiveness of the new "Parkforce" model, through both our existing performance management system /data, and further stakeholder engagement in March 2010. Assessment criteria will focus upon:- Resident Perception, User Satisfaction, Fear of Crime, and Activity (incidents, usage, complaints). Information will be drawn from our annual KMC Parks Survey, The Place Survey, and TNS Resident Survey, together with data drawn from service delivery monitoring, whilst further stakeholder engagement will be organised and delivered in conjunction with the Borough's 'Friends of Parks Forum'.
Gen eral	Decanting of HTH records	Please outline the role of the Library Archive service in the cataloguing and decanting of HTH records.	The Archives Service is responsible for managing the removal of archival material from Hornsey Town Hall. This involves carefully removing items from the current location, cataloguing each item onto the Archives database and placing the item into an archival storage unit, such as a sleeve or a roll. The collection will then be relocated either to the archive store at Bruce Castle or to an alternative location.
Item 7 (1)	Page 25	"Delivering High quality, efficient services" How is the modernisation of Muswell Hill Library progressing? Is it still on schedule?	Significant work was undertaken on the roof of Muswell Hill Library in 2009 and the redecoration of the first floor and the entrance hallway will be undertaken starting this month. We continue to seek external funding to develop the library and to provide a facility which is appropriate to the needs of the community.
Item 7 (2)	Page 26	"We will tackle decline, attract growth and create a more vibrant local economy"  (i) Please can you briefly explain what the basis is of your local procurement strategy. (ii) What opportunities to boost the local economy do you expect that the delivery of this strategy will provide for local businesses and individuals in 2010?	Encourage lifetime wellbeing at home, work, play and learning making a Haringey a place where people can flourish and reach their potential. We will tackle decline, attract growth and create a more vibrant local economy. Addressing child poverty and meeting housing demand.