THE CABINET

AGENDA

Meeting to be held in the Civic Centre (Committee Room No. 1) on Wednesday 19 June 2013 at 2.00 p.m.

Part I

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1.	**Minutes of the Meeting of the Cabinet held on 5 June 2013 Part I** (Copy herewith)	1
2.	**Receipt of Declarations of Interest (if any)**	
3.	**Apologies for Absence**	
4.	**Response from Planning and Highways Committee 17 April 2013 and Scrutiny Committee 25 April 2013 – Sunderland's Local Development Framework Evidence Base : The Strategic Housing Market Assessment, Strategic Housing Land Availability Assessment and Draft Settlement Break Review** Report of the Head of Law and Governance (copy attached).	5
5.	**Scrutiny Committee – Policy Review Final Reports** Report of the Scrutiny Committee, Deputy Chief Executive and the Executive Director for Children's Services (copy herewith).	9

Contact: **Hazel Mackel, Governance Services Team Leader Tel: 561 1042**
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Information contained in this agenda can be made available in other languages and formats on request.

6.		**International Strategy - Annual Report April 2012 to March 2013** Report of the Chief Executive (copy herewith).	87
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15. **Procurement of Housing Related Support Services 2014 - 2016** 481

Report of the Executive Director of Health, Housing and Adult Services (copy circulated).

Local Government (Access to Information) (Variation) Order 2006

The reports contained in Part II of the Agenda are not for publication as the Cabinet is considered likely to exclude the public during consideration thereof as they contain information relating to an individual, the financial or business affairs of any particular person (including the Authority holding that information) and information in respect of which a claim to legal professional privilege could be maintained in legal proceedings. (Paragraphs 1, 3 and 5 of Part 1, Schedule 12A of the Local Government Act 1972). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.

Part II

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(Copy herewith).

17. **Care and Support Sunderland Limited**
*****

Report of the Executive Director of Health, Housing and Adult Services (copy to be printed separately).

🔑 **Denotes Key Decision.**

***** **Denotes Regulation 10 Notice issues – item which is a key decision which is not included in the 28 Day Notice of Key Decisions.**

ELAINE WAUGH
Head of Law and Governance

Civic Centre
SUNDERLAND

11 June 2013

Sunderland City Council

Item No. 1

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:

MINUTES, PART I

Author(s):

Head of Law and Governance

Purpose of Report:

Presents the minutes of the last meeting held on 16 May 2013 Part I.

Action Required:

To confirm the minutes as a correct record.

At a meeting of the CABINET held in the CIVIC CENTRE (COMMITTEE ROOM NO. 2) on Thursday 16 May 2013 at 2.00pm.

Present:-

Councillor H. Trueman in the Chair

Councillors Gofton, Kelly, P. Smith and Speding

Part I

Minutes

The minutes of the meeting of the Cabinet held on 17 April 2013 Part I (copy circulated) were submitted.

(For copy report - see original minutes).

1. RESOLVED that the minutes of the last meeting be confirmed and signed as a correct record.

Receipt of Declarations of Interest

There were no declarations of interest.

Apologies for Absence

Apologies for absence were submitted to the meeting on behalf of Councillors Blackburn, G. Miller and P. Watson.

Local Government (Access to Information) (Variation) Order 2006

At the instance of the Chairman it was: -

2. RESOLVED that in accordance with the Local Government (Access to Information) (Variation) Order 2006 the public be excluded during consideration of the remaining business as it was considered to involve a likely disclosure of information relating to an individual, the financial or business affairs of any particular person (including the Authority holding that information) and information in respect of which a claim to legal professional privilege could be maintained in legal proceedings. (Paragraphs 1, 3 and 5 of Part 1, Schedule 12A of the Local Government Act 1972). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.

(Signed) H. TRUEMAN,
Chairman.

Note:-

The above minutes comprise only those relating to items during which the meeting was open to the public.

Additional minutes in respect of other items are included in Part II.

Sunderland City Council

Item No. 4

CABINET – 5TH JUNE, 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
Response from Planning and Highways Committee - 17th April, 2013 and Scrutiny Committee – 25th April, 2013 – Sunderland's Local Development Framework Evidence Base: The Strategic Housing Market Assessment, Strategic Housing Land Availability and Draft Settlement Break Review

Author:
Head of Law and Governance

Purpose of Report:
To advise the Cabinet of the comments of the Planning and Highways and Scrutiny Committees on a report of the Deputy Chief Executive seeking approval to the Strategic Housing Land Availability Study (2013) and the Strategic Housing Market Assessment (2013) for its use in developing the Local Development Framework and to assist in the determination of day to day planning applications. Cabinet was further requested to approve the Draft Settlement Break Review for public consultation.

Description of Decision:
That the Cabinet be recommended to note the comments of the Planning and Highways and Scrutiny Committees.

Is the decision consistent with the Budget/ Policy Framework? Yes

If not, Council approval is required to change the Budget/ Policy Framework

Suggested reason(s) for Decision:
The decision is required to provide essential evidence to inform corporate policy, and chiefly to support progression of the Core Strategy to proceed to its next stage (statutory consultation) in accordance with the Council's adopted Local Development Scheme.

Alternative options to be considered and recommended to be rejected:
All local planning authorities are charged under the Planning and Compulsory Purchase Act 2004 with the preparation of a Local Development Framework (LDF), which must include a Core Strategy. They are also charged with preparing the LDF in accordance with the provisions of an approved Local Development Scheme.

The Core Strategy and its policies must be informed by a robust and up to date evidence base. The need for a Strategic Housing Market Assessment and Strategic Housing Land Availability Assessment are emphasised in the National Planning Policy Framework. The emerging Core Strategy retains policies regarding the scale and purpose of Settlement Breaks which have not been reviewed in 15 years since the Unitary Development Plan was adopted. To not undertake such updates in the light of the changing circumstances in the city would undermine the planning policy framework and could jeopardise the Core Strategy at Examination. Consequently, no alternatives can be recommended.

Impacts analysed:							
Equality	Y	**Privacy**	n/a	**Sustainability**	Y	**Crime and Disorder**	Y

Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the 28 Day Notice of Decisions? Yes**	**Scrutiny Committee** **Planning and Highways Committee**

SUNDERLAND'S LOCAL DEVELOPMENT FRAMEWORK EVIDENCE BASE: THE STRATEGIC HOUSING MARKET ASSESSMENT, STRATEGIC HOUSING LAND AVAILABILITY ASSESSMENT AND DRAFT SETTLEMENT BREAK REVIEW

REPORT OF THE HEAD OF LAW AND GOVERNANCE

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to advise the Cabinet of the comments of the Planning and Highways and Scrutiny Committees on a report of the Deputy Chief Executive seeking approval to the Strategic Housing Land Availability Study (2013) and the Strategic Housing Market Assessment (2013) for its use in developing the Local Development Framework and to assist in the determination of day to day planning applications. Cabinet was further requested to approve the Draft Settlement Break Review for public consultation.

2.0 DESCRIPTION OF DECISION

2.1 That the Cabinet be recommended to note the comments of the Planning and Highways and Scrutiny Committee.

3.0 BACKGROUND

3.1 The Cabinet at its meeting held on 17th April, 2013 gave consideration to a report of the Deputy Chief Executive. The report sought approval to the Strategic Housing Land Availability Study (2013) and the Strategic Housing Market Assessment (2013) for its use in developing the Local Development Framework and to assist in the determination of day to day planning applications. Cabinet was further requested to approve the Draft Settlement Break Review for public consultation.

3.2 The Cabinet endorsed:-

(i) the 2013 updates to the Strategic Housing Land Availability Study and the Strategic Housing Market Assessment so that they could be used as:

a) Part of the evidence base to inform the emerging Local Development Framework
b) A material consideration in determining planning applications for housing development

(ii) Endorsed the Draft Settlement Break Review for consultation purposes.

3.3 The report was referred to the Planning and Highways and Scrutiny Committees for advice and consideration.

4.0 COMMENTS OF THE PLANNING AND HIGHWAYS AND SCRUTINY COMMITTEES

4.1 The Planning and Highways Committee endorsed the report with Members commenting on the need to also consider the priority of open spaces and people's quality of life as well as the need for more housing developments.

4.2 The Scrutiny Committee supported the Cabinet recommendation to approve the Strategic Housing Land Availability Study (2013) and the Strategic Housing Market Assessment (2013) and to approve the Settlement Break Review for public consultation.

5.0 REASONS FOR THE DECISION

5.1 The decision is required to provide essential evidence to inform corporate policy, and chiefly to support progression of the Core Strategy to proceed to its next stage (statutory consultation) in accordance with the Council's adopted Local Development Scheme.

6.0 ALTERNATIVE OPTIONS

6.1 All local planning authorities are charged under the Planning and Compulsory Purchase Act 2004 with the preparation of a Local Development Framework (LDF), which must include a Core Strategy. They are also charged with preparing the LDF in accordance with the provisions of an approved Local Development Scheme.

6.2 The Core Strategy and its policies must be informed by a robust and up to date evidence base. The need for a Strategic Housing Market Assessment and Strategic Housing Land Availability Assessment are emphasised in the National Planning Policy Framework. The emerging Core Strategy retains policies regarding the scale and purpose of Settlement Breaks which have not been reviewed in 15 years since the Unitary Development Plan was adopted. To not undertake such updates in the light of the changing circumstances in the city would undermine the planning policy framework and could jeopardise the Core Strategy at Examination. Consequently, no alternatives can be recommended.

7.0 BACKGROUND PAPERS

Report to the Cabinet 17th April, 2013

Minutes of the Planning and Highways Committee 17th April, 2013

Minutes of the Scrutiny Committee 25th April, 2013

Sunderland City Council

Item No. 5

CABINET MEETING – 19 June 2013 **EXECUTIVE SUMMARY SHEET – PART I**	
Title of Report: Scrutiny Committee – Policy Review Final Reports	
Author(s): Report of the Scrutiny Committee, Deputy Chief Executive and Director of Children's Services	
Purpose of Report: To set out the recommendations of the Scrutiny Committee following its scrutiny policy reviews into Domestic Violence, the Delivery of Apprenticeships in Sunderland and Increasing Young People's Involvement in Service Design and Delivery.	
Description of Decision: To consider and approve the recommendations of the Scrutiny Committee and the proposed Action Plans for their implementation.	
Is the decision consistent with the Budget/Policy Framework? *Yes **If not, Council approval is required to change the Budget/Policy Framework**	
Suggested reason(s) for Decision: The scrutiny policy review recommendations are intended to inform the future development of policy and practice by Cabinet.	
Alternative options to be considered and recommended to be rejected: The Scrutiny Committee and its Scrutiny Panels have gathered detailed evidence and arrived at conclusions and recommendations which are intended to improve services. There are no alternatives to be considered.	
Impacts analysed; **Equality** Non **Privacy** Non **Sustainability** Non **Crime and Disorder** Yes	
Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the 28 day Notice of Decisions? Yes**	**Scrutiny Committee:**

CABINET **19 JUNE 2013**

SCRUTINY COMMITTEE – POLICY REVIEW FINAL REPORTS

Report of the Scrutiny Committee, the Deputy Chief Executive and Director of Children's Services

1. Purpose of the Report

1.1 To set out the recommendations of the Scrutiny Committee following its scrutiny policy reviews into Domestic Violence, the Delivery of Apprenticeships in Sunderland and Increasing Young People's Involvement in Service Design and Delivery.

2. Description of Decision (Recommendations)

2.1 The Cabinet is requested to consider the Scrutiny Committee's policy review final reports and endorse the recommendations contained within the reports.

2.2 To assist the Cabinet in its consideration of the recommendations of the Scrutiny Committee, a proposed Action Plan for the implementation of these recommendations has been prepared in consultation with the appropriate Portfolio Holders.

3. Background

3.1 On 7 June 2012, the Scrutiny Committee identified a number of policy review topics based on issues highlighted at the Council's Annual Scrutiny Conference. Each of the Committee's six Scrutiny Panels were commissioned to undertake two short policy reviews during the municipal year

3.2 The second round of policy reviews were completed and agreed by the Scrutiny Committee at its meetings of 25 April and 13 May. The remaining policy reviews will be submitted to the 17 July 2013 Cabinet meeting.

4 Current Position

4.1 In order to balance the workload of the Cabinet, three of the reviews are submitted to this meeting for consideration and approval. The three reports, together with an Action Plan for the implementation of the recommendations, are attached as an appendix as follows:-

(a) Responsive Services and Customer Care Scrutiny Panel Policy Review **(Appendix 1a and 1b)**;
(b) Skills, Economy and Regeneration Scrutiny Panel Policy Review **(Appendix 2a and 2b)**; and
(c) Children's Services Scrutiny Panel Policy Review **(Appendix 3a and 3b)**

5. Reasons for the Decision

5.1 The recommendations are intended to support the future development of policy and practice by the Cabinet.

6. Alternative Options

6.1 The Scrutiny Committee and its Scrutiny Panels have gathered detailed evidence and arrived at conclusions and recommendations which are intended to develop policy within the Council. There are no alternatives to be considered.

7 Impact Analysis

Equalities

7.1 Equality issues were addressed during the evidence gathering process and this is reflected in the focused recommendations.

Privacy Impact Assessment

7.2 The proposals have no immediate additional implications for the protection of privacy of the public. Any privacy issues which arise will be addressed through the delivery of the action planning process.

Sustainability

7.3 The proposals have no immediate implications for sustainability.

Reduction of Crime & Disorder – Community Cohesion / Social Inclusion

7.4 Any crime and disorder issues will be addressed as part of the delivery of the action plan by Members and officers.

8. Relevant Considerations / Consultations

8.1 The findings in the report are the result of consultation and evidence gathering by the Scrutiny Committee.

9. Background Papers

Final reports of the Responsive Services and Customer Care Scrutiny Panel, Skills, Economy and Regeneration Scrutiny Panel and Children's Services Scrutiny Panel.

APPENDIX 1A

Responsive Services and Customer Care Scrutiny Panel Policy Review 2012/13: Domestic Violence

Final Report

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FOREWORD

I am pleased to present the findings and recommendations of the Responsive Services and Customer Care Scrutiny Panel's second policy review of the 2012/13 municipal year, which looked at the issue of domestic violence in Sunderland.

The Panel was keen to look at how domestic violence is being tackled in the city, given the significant social and economic effects of this often hidden crime. Domestic violence can have catastrophic consequences for victims and their families and the complex issues involved in can make it a difficult crime to detect and gain a conviction. Despite tremendous progress in changing attitudes, awareness and behaviour, it remains largely hidden from view and is thought to affect one in four women and one in six men.

The Panel considered the role of the Safer Sunderland Partnership in reducing domestic violence and was pleased to find that in the main there is a genuine partnership approach to collaborating and sharing information to reduce future harm to victims and secure convictions against perpetrators. We believe that discussions about the way in which the approach to domestic violence is coordinated can only strengthen this further.

The prevention of domestic violence was continually highlighted throughout the review as being the only truly effective way in tackling this issue in the longer term, therefore the work carried out in schools to teach young people about healthy relationships is crucial.

Of course, when domestic violence does occur, frontline staff and ward councillors have a vital role to play in signposting victims to appropriate services to access help. We found that training and an effective information resource is required to assist us all in doing this.

The Safer Sunderland Partnership already has a comprehensive delivery plan in place to tackle domestic violence and many of the findings of the Panel in regard to prevention, information sharing and gaining a deeper understanding of the issues in Sunderland to inform future service delivery are already priorities for the Partnership over the coming years.

I would like to take this opportunity to thank everybody who contributed to a revealing policy review. In particular the Panel members; the Chair of the Safer Sunderland Partnership, the Northumbria Police and Crime Commissioner, domestic violence service providers, Northumbria Police, the Crown Prosecution Service and the officers who supported us in carrying out the review. I would however, like to give a special thank you to those women who spoke to us about their experiences of domestic violence, which gave us insight we would not otherwise have had.

Councillor David Errington
Lead Scrutiny Member for Responsive Services and Customer Care

1. PURPOSE OF THE REPORT

1.1 This report provides the findings, conclusions and recommendations of the Responsive Services and Customer Care Scrutiny Panel's Policy Review 2012/13: Domestic Violence.

2. AIM OF THE POLICY REVIEW

2.1 To evaluate the approach to reducing the number of victims of domestic violence; through awareness raising, increasing the reporting and detection of domestic violence and supporting victims of domestic violence.

3. TERMS OF REFERENCE

3.1 The agreed terms of reference for the review were:-

(a) To understand the extent of domestic violence in Sunderland and the approaches being taken to tackle this issue;

(b) To measure the general success to date in regard to reducing domestic violence, with a particular focus on awareness raising and reporting and detection rates; and

(c) To examine how the Safer Sunderland Partnership, statutory bodies and other service providers in the city are supporting victims of domestic violence.

4. MEMBERSHIP OF THE SCRUTINY PANEL

4.1 The membership of the Responsive Services and Customer Care Panel consisted of Councillors Errington (Lead Scrutiny Member), Curran, Gibson, Heron, Kay, Lawson, Richardson, Scott, Thompson and Wiper.

5. METHODS OF INVESTIGATION

5.1 The following methods of investigation were used for the Review:

(a) Desktop research;
(b) Evidence from service users
(c) Evidence from the Northumbria Police and Crime Commissioner
(d) Chair of the Safer Sunderland Partnership
(e) Evidence from domestic violence service providers;
(f) Evidence from the Northumbria Police;
(g) Evidence from the Crown Prosecution Service;
(h) Evidence from Sunderland PCT; and
(i) Evidence from officers of the City Council.

6. FINDINGS OF THE SCRUTINY PANEL

6.1 Sections seven to eleven outline in detail the findings of the Policy Review into Domestic Violence.

7. SETTING THE SCENE

7.1 Domestic violence is a largely hidden crime, which happens in all sections of society regardless of social group, ethnic background, age, disability, sexuality or religion. Domestic violence occurs in a range of relationships including heterosexual, gay, lesbian, bisexual and transgender relationships, and also within extended families.

7.2 In monetary terms, CAADA (Coordinated Action Against Domestic Violence) estimates domestic violence costs the tax payer approximately £3.9bn per year, with high risk abuse making up nearly £2.4bn. The wider costs include £1.3 billion to employers and £17 billion in human suffering.

7.3 In social terms, the long term effects of domestic violence, both physical and emotional to victims and their families can be harmful and even catastrophic. It is seen as one of the root causes of many other social problems including mental ill health, child abuse and neglect, substance misuse, homelessness, sexual exploitation, adolescents displaying violent behaviour as well as the ultimate issue of increased homicides. Often where a family is experiencing domestic violence it will often display a range of other complex needs.

7.4 In real terms, CAADA states that:-

- 1 in 4 women and 1 in 6 men will experience domestic violence in their lifetime
- 2 women every week are murdered in England and Wales by a current or former partner
- The police receive a domestic violence call every minute in the UK
- 54 per cent of female victims of serious sexual assault were assaulted by their partner or ex-partner
- 76 per cent of all domestic violence incidents are repeat incidents
- Victims of domestic violence are more likely to experience repeat victimisation than victims of any other types of crime
- Women experience an average of 35 incidents of domestic violence before reporting an incident to the police

7.5 CAADA also reports that the majority of victims are women aged 21 to 40 with young children. On average victims are in a relationship for five years before seeking and finding help. Three quarters of victims experience multiple types of abuse and 70 per cent experience at least one form of severe abuse such as strangulation, rape or threats to kill.

7.6 Starkly, evidence also suggests that when there are children in the household, the majority witness the violence, and in 80 per cent of cases, they are in the same room or in the next room. In about half of all domestic violence situations, the children are also subjected to abuse themselves.

National Context

7.7 The Call to End Violence Against Women and Girls action plan was published by Government in 2011 and supports the overarching *Call to End Violence Against Women*

and Girls strategy published in 2010. The plan sets out key objectives and actions cutting across governmental departments and is based around the following key principles:

(i) Preventing violence against women and girls from happening in the first place by challenging the attitudes and behaviours which foster it and intervening early where possible to prevent it;
(ii) Providing adequate levels of support where domestic violence occurs;
(iii) Working in partnership to obtain the best outcomes for victims and their families; and
(iv) Taking action to reduce the risk to women and girls who are victims of these crimes and ensure that perpetrators are brought justice.

7.8 From March 2013, following extensive consultation; the Government will widen its definition of domestic violence to include:

"Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality".

7.9 This can encompass, but is not limited to, the following types of abuse:-

- Psychological;
- Physical;
- Sexual;
- Financial; and
- Emotional.

Local Context

7.10 Northumbria Police recorded 5,980 domestic violence incidents in 2012 in Sunderland compared to 6,092 the previous year. Repeat victims fell from 2034 to 1668 in 2012 (366 fewer victims – an 18% fall) and the percentage of incidents that results in arrest increased from 25 per cent to 29 per cent.

7.11 The Safer Sunderland Partnership (SSP) has two high level priorities:

- Reducing crime and disorder and improving feelings of safety

- Preventing and reducing harm to our most vulnerable people and places.

The Board agreed eight key work areas to focus upon within these priorities for 2013/2014 including domestic violence and other violent crime. Improvement activities that support the priorities for the city are detailed within the Safer Sunderland Partnership Delivery Plan. Within the structure of the SSP, the Sunderland Domestic Violence Partnership meets to drive strategic change and promote best practice in tackling domestic violence.

8. TACKLING DOMESTIC VIOLENCE

Council Resources

8.1 Sections nine and eleven of this report highlight the services and approaches in place to address issues of domestic violence in the city. It was reported to the Panel that the Council has consistently prioritised domestic violence, demonstrated in the fact that there have been no domestic violence homicides in the city for many years (homicide of a partner or spouse).

8.2 The Council plays a key frontline role in tackling domestic violence, both in terms of safeguarding vulnerable children and adults, providing housing advice and guidance, and working with victims of domestic violence through the Anti Social Behaviour Team. It also contributes funding towards domestic violence services in the city. In terms of the strategic delivery of domestic violence, the Panel was informed that in 2011 a specific Policy and Strategy team was created within the Office of the Chief Executive to lead policy and strategy development around a range of areas including Children, Adults and Families, Communities and Equalities, Health and Wellbeing and Community Safety. This People and Neighbourhoods Policy team is part of the wider Strategy, Policy and Performance Management (SPPM) service. This was one part of many changes to the Council's structures to cope with the significant reductions to its budget.

8.3 The service adopts an approach where staff resources and expertise can be utilised from across the service to undertake work where required. In relation to domestic violence, a Principal Policy Officer works predominantly on domestic violence policy and for the purposes of the Safer Sunderland Partnership and Council acts as a single point of contact for domestic violence development work and general queries. Other officers also lead on work in relation to Domestic violence Homicide Reviews, and have supported specific domestic violence marketing and communications work. In this way, the wider resources of the SPPM service can be utilised.

8.4 The Panel recognised the necessity of adapting the Council's structures to streamline and improve services, particularly at the current time. It did however consider it important that in doing so, the Council maintains a dialogue with partners to address any potential issues as they arise and work together to create solutions.

Community Safety Funding Arrangements

8.5 The Police and Crime Commissioner now controls a one year Community Safety Fund of around £2.8 million for the Northumbria area. This fund is made up of a number of previous sources of funding. The funding, which is around 80% of the 2012/13 levels, will be passported back to Sunderland as follows:

- £100,800 Community Safety Partnership Funding
- £185,680 Drug Intervention Programme
- £42,247 Young People's Substance Misuse Grant
- £30,000 Youth Offending Service

8.6 The Commissioner indicated that these funds have been reduced by the Home Office for 2013/14 by around 17 per cent from current year levels and there is an intention to top slice a sum across the force area which will in effect mean a 20 per cent reduction on funding from 2012/13 levels. The Commissioner is keen to passport the bulk of the

funding to Community Safety Partnerships to meet priorities. In addition the Commissioner is asking for proposals on what the Safer Sunderland Partnership would like to fund. The ring fence on this funding from the Home Office will be removed in 12 months and thereafter be subsumed into the main policing grant therefore any allocations will be at the discretion of the Commissioner from 2014/15 onwards.

Northumbria Police and Crime Commissioner's Police and Crime Plan

8.7 The Commissioner must publish a five year Crime and Policing Plan by April 2013. This Plan will contain national Policing objectives set by the Home Secretary for all Forces together with local priorities set by the Commissioner. These priorities must have regard to local Community Safety Partnership priorities and vice versa.

8.8 A number of draft priorities have been set out for the Police and Crime Plan, one of which is Domestic violence and Sexual Abuse, the detail of the intentions are given as follows:-

- As Northumbria's Commissioner, I will take an active personal lead on this issue
- Within my first year of office I will develop an integrated strategy on all aspects of violence against women and girls and will also ensure that the minority of victims who are men suffering from these crime are equally supported
- Police will do all they can to make reporting of domestic and sexual abuse as straightforward as possible. All frontline and specialist officers will have training led by survivors;
- Police will listen to victims and take action to support them and to help make them safe, even when no crime has been committed or when no prosecution is wanted. This will include offering to connect them with a local independent specialist support group;
- Offer an experienced Independent Domestic/Sexual Violence Adviser as a supporter and advocate to each high risk complainant;
- All incidents of domestic and sexual abuse and violence will be investigated. Police systems will ensure that repeat victims and perpetrators are identified and response officers are fully informed of the history; and
- Work with the public and other authorities to make early intervention the norm and to change attitudes and behaviour.
- Pilot preventative projects to promote active monitoring of perpetrators

8.9 The Plan contains a pledge to appoint a person to lead on Domestic Violence and Sexual Abuse within the first year. The Commissioner stated she is the best person to lead on this and give it the high profile it needed. She informed the Panel that she would also be joining the Police and Crime Commissioners from Durham and Cleveland in a joint approach to this issue ensuring that best practice and success stories can be shared region wide.

8.10 The Commissioner also gave her views that joint working across the Northumbria Force area and the sharing of best practice would be vital to making further progress in a range of community safety issues including domestic violence. In the future this could mean

that where appropriate, community safety partnerships are actively encouraged to undertake delivery of services jointly in order to maximise the funding available.

9. REPORTING AND CONVICTION RATES

Reporting of Domestic Violence Incidents

9.1 As referred to in section seven of this report, the number of domestic violence incidents in 2012 fell slightly from the previous year. As is widely reported, domestic violence is a largely hidden crime therefore the Panel was cautious about what the reduction in reporting actually revealed, as it viewed domestic violence as one of the only crimes (alongside hate crime and sexual abuse) in which reports should rise year on year. This would indicate increased awareness of domestic violence and an increased public confidence in contacting the Police.

9.2 It was however made clear to the Panel throughout the evidence gathering that domestic violence is taken very seriously by the Safer Sunderland Partnership, Police and Crime Commissioner and Northumbria Police in terms of encouraging the reporting of domestic violence. Both within the Protecting Vulnerable People Team and at a Neighbourhood Policing Level it was reported that front-line officers are fully supported by senior officers to systematically record and investigate domestic violence offences/incidents.

Assessing Risk

9.3 When a domestic violence incident is reported a police officer(s) completes a risk assessment form which is used to categorise the victim as standard, medium or high risk. This rating system decides what course of action will be taken.

9.4 A score of 14 and above is seen as a high risk case; a safety plan is drawn up and might include the need to re-house the victim and instigate a restraining order for the perpetrator. Each high risk case is discussed at a Multi Agency Risk Assessment Conference (MARAC), nationally regarded as best practice in addressing high risk cases of domestic violence. A MARAC allows agencies including the Police, Children Services, Access to Housing, Probation, Health, Education (where relevant) and the Independent Domestic Violence Advisor (IDVA) service to identify the very high risk domestic violence cases and for the identified risk to be managed through a multi-agency forum. Representatives of other statutory or voluntary agencies may also be invited to the meeting depending on whether those agencies have (or may have) any specific involvement with any of the subjects, for example the Youth Offending Service, Community Psychiatric Nurse, Housing Providers and the NSPCC. Multi-Agency Risk Assessment Conferences provided safety plans for 317 high risk domestic violence victims and 507 children. Repeat victimisation for this group is currently 22% (in 2012/13 up to 09.01.2013)

9.5 Those cases deemed to be medium or standard risk are now referred to the Community Policing Team for ongoing monitoring. Once assessed, victims are screened to the Neighbourhood Policing Team Inspector who allocates an officer to visit the victim and develop a safety plan. As with high risk cases this may include discussions around housing, the bail conditions of the perpetrator, any forms of Protective Legislation that can be put in place (Non-Molestation Orders etc), and practical safety measures.

9.6 Whilst the Panel was pleased that all high risk victims would continue to be allocated an IDVA under the Police and Crime Plan, it commented that lower risk victims do not have

this level of support. The Commissioner informed the Panel that ideally the same level of support would be given to all victims however this was not feasible given the continued budget reductions to public services. One way in which a difference would be made is through improvements to the training of frontline staff in identifying and responding to signs of domestic violence. Victims will be signposted and also accompanied to support organisations by officers.

Domestic Violence Convictions

9.7 The Crown Prosecution Service (CPS) is responsible for prosecuting perpetrators of domestic violence; deciding whether a suspect should be charged by considering whether there is a realistic prospect of conviction beyond reasonable doubt.

9.8 Gaining sufficient evidence in domestic violence cases can be difficult to achieve as often the violence has taken place behind closed doors.

9.9 Perpetrators of domestic violence appear before the Sunderland Domestic Violence Court (SDVC), held one morning per week at the Magistrates Court. This provides a specialised multi agency approach to domestic violence cases, with involvement from the police, prosecutor, magistrates, court staff, probation and witness support, who have all undertaken specialised training to deal with domestic violence cases. An Independent Domestic violence Advisor (IDVA) is also appointed to support the victim.

9.10 The IDVA service in Sunderland is partially funded by the Safer Sunderland Partnership at a cost of £40,000, along with a contribution from Wearside Women in Need (WWIN) and works with people who are assessed to be at high risk of harm from domestic violence. The IDVA works with victims to explore and identify risks, and developing a care package of services to implement a safety plan. The IDVA also supports victims of domestic violence through any police investigations and subsequent court hearings in relation to the abuse. This service supported 274 domestic violence victims in 2011/12.

9.11 The Commissioner reported that in her view the IDVA should be that of a ‘befriender’ as well as having a thorough understanding of public agencies to act as a liaison between the victim, the police and the court, and provide support and advice around a whole host of issues such as housing, childcare and benefits. Assurances were given to the Panel by the Police and Crime Commissioner that the funding for the IDVA service had been secured as it was deemed to be crucial that victims get such support straight away.

9.12 The Panel learned that demand for the IDVA service was generally high therefore other agencies will often step in and provide similar levels of support to victims. For example, Gentoo provide support to its tenants and Victim Support will provide support to victims when the IDVA service was at capacity. Victim Support will generally withdraw support and close the case when the IDVA service is available to a victim and Gentoo works with its tenants, leaving the IDVA service to work with non-tenants. Both of these methods ensure there is no duplication of service. The Panel believed this demonstrated a willingness among agencies to work together to provide the best service for victims.

9.13 Members of the SDVC hold bi-monthly multi-agency meetings which identify, track and risk assess domestic violence cases. The Panel was informed that these meetings are also a way of working with the IDVA to support the victim to ensure that they remain engaged with the criminal justice system throughout the process. This way of working also increases the likelihood of a conviction which will lead to the perpetrator receiving a

sentence which will protect the victim and any children and reduce the likelihood of re-offending

9.14 Despite the extensive measures in place to encourage victims, the drop off rate is around 25-30%. The Panel was concerned at this high number but all of the evidence it gathered suggests that conviction rates will remain low due to the highly complex personal circumstances affecting victims and the pressures they face in giving evidence against a perpetrator. The Panel fully supported the SDVC approach in maximising the likelihood of a conviction, but also as a means of encouraging victims of domestic violence to come forward by ensuring they have a positive experience of the process.

9.15 The group of women the Panel spoke with stated that experiences of the court process had been largely positive. The discussion centred around the IDVA Service and also support from WWIN, without which many of the women felt they would not have been able to give evidence in court as it gave them the *'courage to go through with it'.*

Information Sharing

9.16 The evidence the Panel gathered indicated that on the whole there was excellent partnership working and a good level of information as demonstrated through the MARAC and SDVC processes; however it was reported by the witnesses the Panel took evidence from that it can be particularly difficult to get some health services to co-operate in information sharing.

9.17 To address this issue the Safer Sunderland Partnership are now working with City Hospitals and other health services to establish what data is required and how this can be shared more effectively. The Panel deemed this an area in which progress must be made, due to the very obvious benefits effective information sharing can bring in managing the risk posed to victims and reducing domestic violence overall.

10. AWARENESS AND ATTITUDES TO DOMESTIC VIOLENCE

10.1 Domestic violence is often an unseen and under reported crime and people are reluctant to talk about it and discuss it openly. The Panel believed that talking about the issues and raising awareness to be the only way in which it can be effectively tackled. Great progress has been made over the years but a stigma and shame remains attached to being a victim.

10.2 The Panel was concerned that as frontline councillors, issues of domestic violence in wards are not routinely raised. For example, victims did not present at ward surgeries and crime figures relating to domestic violence were not presented alongside other crime statistics at local community meetings or Area Committee meetings. It was reported that Northumbria Police were currently looking at this with the Council and that this was potentially an action that could be included as part of the Safer Sunderland Partnership Delivery Plan.

Prevention

10.3 The continued difficulties in encouraging victims to report domestic violence and carry the complaint through the court process to secure a conviction, emphasised the need for the city to increase the work it does with young people and adults regarding healthy relationships to reduce those subject to domestic violence. This was echoed by the Police and Crime Commissioner, who is particularly interested in looking at how to

engage schools in influencing the next generation to change attitudes to domestic violence.

10.4 None of the women the Panel spoke to as part of the small focus group had been given any information on healthy relationships and all strongly felt it was a gap, the focus being too much on teenage pregnancy. There was a view that work should begin with children at primary school age.

10.5 The Panel understood that an offer of core topics including healthy relationships was now available to schools through Personal, Social and Health Education (PHSE) and Sex and Relationships Education (SRE) lessons. It is up to the individual school as to how much of this they provide but more of this work is now being undertaken with children and young people.

10.6 As part of improvement activity within the Safer Sunderland Partnership Delivery Plan, pupils at Farringdon Community Sports College were recently supported to develop a film called “I have the right: against abuse in teenage relationship”. Work is continuing on developing a learning resource pack and teaching aids to accompany the film which will be suitable for school and other youth settings. There are plans to roll the resource out over 2013. The Panel expressed its appreciation of this resource and emphasised the importance of rolling out the resource as widely as possible to young peoples services, as well as considering how agencies can engage further with school to raise awareness amongst young people.

Northumbria Police Training

10.7 A new domestic violence package is currently being rolled out across the Northumbria force. All new PCs and PCSOs receive this training as standard. There is also domestic violence training included in the initial induction.

10.8 The Panel was also informed that all PCs and PCSOs receive training when amendments are made to legislation and guidance. The training is delivered by police trainers and training packages are developed in conjunction with 'subject matter experts' from the Protecting Vulnerable People team. Uniformed officers can also be attached to the Domestic violence/Rape team to broaden their experience. General on-going training in domestic violence would be addressed during the training cycle, whereby all PCs and PCSOs receive training every five weeks on different subject matters.

10.9 It was also reported that front line officers need more training in domestic violence as, whilst many officers understand that positive action should be taken at domestic violence incidents, there continue to be investigative failings.

10.10 The Panel agreed that if domestic violence is not dealt with properly by the Police, the ramifications for the victim involved could be serious or even fatal and concluded that the ongoing and regular training of police officers was crucial, particularly in light of the change to the definition of domestic violence. The Panel noted that this had clearly already been recognised as an issue by the Police and Crime Commissioner and supported her intention for frontline officers to be better trained to deal with issues of domestic violence.

11. ACCESSING SERVICES AND SUPPORT

Services for Domestic Violence Victims

11.1 As well as the services provided by Northumbria Police and the CPS through the SDVC and MARAC, a range of services are available:-

(1) Domestic Violence Refuge Accommodation

The city's largest provider of domestic violence services, Wearside Women in Need (WWIN) invited the Panel to visit one of its refuges, which it was very impressed with.

There are currently three refuges based across the City, in the Coalfields, Washington and East areas. This supported accommodation provides a safe place of refuge and intensive support for women and children fleeing domestic violence. This accommodation is funded by the Council, through the Housing Related Support Budget, at a cost of £483,620.00.

The Panel was impressed with the living spaces at the refuge for women and their children, provision for disabled people, and the relaxed environment and the sense of community within the centre. Further detail can be found at **Appendix 1.**

(2) Children's Services

In terms of Safeguarding Children, the number of reports made to Children's Safeguarding Services by the Police in relation to domestic violence incidents was 4,779 over the course of 2011/12. The Panel learned that over 80 per cent of these do not lead to a Child Protection enquiry, although they add to the history of the family's case which can contribute to a case being escalated at a later date.

As part of the Troubled Families Programme, the Government's set criteria includes anti social behaviour, school issues and unemployment. The fourth criteria can be used to prioritise families who meet only two out of the three of the government criteria. The Sunderland Strengthening Families Board decided to include a measure of domestic violence as part of the local fourth criteria. The Police and Crime Commissioner supported this as being an ideal vehicle to tackling domestic violence within families.

(3) Home Security and Sanctuary Scheme (HSSS)

This scheme is funded by the Safer Sunderland Partnership and provides information and security improvements to the homes of high risk domestic violence victims, including lock changes, window alarms and in the most severe cases; a safe room.

(4) Domestic violence 24 Hour Helpline

This 24 hour helpline (0800 066 5555) is run solely by volunteers from Wearside Women In Need. Victims of domestic violence can use this number to gain support, information and advice about domestic violence and how to get help.

(5) Perpetrator Work

Northumbria Probation Service runs two programmes for perpetrators including a group work course and a Solo programme. Perpetrators are subject to a community order by the magistrates which includes mandatory attendance.

In a previous policy review undertaken the Panel had learnt about the negative aspect to short custodial sentences generally, in that sentences under twelve months were not subject to any community supervision or requirements to undertake training and rehabilitation upon release. It therefore agreed with the CPS that whilst perpetrators of domestic violence should be punished for their crime, a community order or suspended sentence is often more appropriate as there is a requirement to undertake the perpetrators programme which is a commitment of up to 18 months of groupwork on a weekly basis.

Wearside Women In Need (WWIN) also runs the Head Programme which perpetrators can self refer to and Impact Family Services runs a programme in South Tyneside which accepts Sunderland residents. Perpetrators who are involved with the family courts for contact with their children and there has been domestic violence will be made subject to a Contact Activity Order by the Judge/Magistrate to attend the Perpetrator Programme. The programme runs for 34 weeks in total.

(6) Access to Housing Team

One of the main causes of homelessness is domestic violence. The Council's Access to Housing Service offers support to families who have experienced domestic violence to prevent the family from becoming homeless. The Supported Housing Gateway carries out an assessment of needs and ensures that the appropriate support pathway is put in place. Since April 2012, the team has made 55 referrals to Wearside Women in Need.

In addition to the specialised services listed above, a significant contribution is made by the Council through our frontline social care services.

(7) Victim Support

Victim Support offers a free and confidential service to people who have experienced a crime and to their friends and family including:-

- Information
- Practical help
- Advocacy
- Emotional support

A gender sensitive service is offered. Once contact is made, confidentiality is explained and a needs assessment is completed. This looks at emotional support, practical help and security information.

Support is provided by a trained volunteer or staff member who will:-

- Signpost to other services such as Wearside Women in Need;
- Make the appropriate referrals to other agencies, for example a safeguarding referral, IDVA service or MARAC;
- Commission appropriate services;
- Provide safety planning informed by identified risks; and
- Develop victims to deal with a crisis, remain safe within a relationship and safe where the victim wants to leave/has left the relationship.

(8) Gentoo

Gentoo have three full time Victim Support Officers who are dedicated to providing support to victims of anti-social behaviour. Approximately 50 per cent of their caseload relates to domestic violence cases.

Over the last two years, the team have supported over 100 victims of domestic violence. In terms of improving feelings of safety, only 14 per cent of customers felt very or fairly safe at the point of accessing the service in comparison to over 80 per cent at the point of exit.

The nature of the support offered to victims of domestic violence will be tailored to the individual's requirements. Typical support measures include:-

- Providing customers with a range of information and advice about their options so they can make an informed choice.
- Providing additional property security measures such as house alarms, window locks, door locks etc...
- Regular contact with the customer at a venue determined by the customer i.e. where they feel safe.
- If the case is going to court, Gentoo's Support Officers can arrange for the customer to visit the court prior to the court date so they are familiar with the surroundings/environment.
- Use of agreed code language when telephone contact is made so the customer can communicate in a safe environment and aren't put at further risk.
- The Officers will accompany the customer to court if requested.
- Where required, the team will assist in providing practical help such as arranging transport to and from court, facilitating child care etc...

The Panel also noted the Causes for Concern programme as an area of good practice. This identifies potential victims of domestic violence at an early stage by giving staff the appropriate training to recognise repairs of a specific nature, such as bathroom door locks, broken windows, damaged internal doors etc which may be indicators of domestic violence. If three repairs requests are made within 12 months the Support and Safeguarding team investigate in respect of domestic violence.

(9) Impact Family Services

Impact offer a range of services to families in which domestic violence may be a factor. Child Contact Centres are used in some cases where there has been domestic violence and mum wanted to promote contact, or the families courts were ordering contact between dad/child. For higher risk cases, for example, where CAFCASS (Child and Family Court and Advirsory Support Service) and/or family courts are involved it offers supervised contact. A Support Worker works with women who are using the child contact centres when domestic violence has been an issue and need additional support.

Impact also run a Perpetrator Programme in South Tyneside (accepting men from Sunderland) where they are going through the family courts for contact with their children. The Judge or Magistrate will make a Contact Activity Order for the perpetrator to attend the Perpetrator Programme.

A family mediation service acts as an impartial third party that help parents discuss arrangements for children post separation. In cases of domestic violence this would only go ahead if both parents wanted contact and the mediator felt that neither party was being coerced

into attending or making agreements (both parents are seen separately before a decision about mediation is taken).

Finally, a national pilot is currently being undertaken with Respect. This is an early intervention programme for young people aged between 11-14 years old who are showing signs of being violent within the family home. The pilot will commence in February 2013 and run to September 2015. The Panel highlighted this as a good opportunity to promote preventative work with young people.

11.2 Full details of services 7, 8 and 9 provided can be found at **Appendix 1.**

Experiences of Service Users

11.3 The Panel wanted to understand how easy it was for victims of domestic violence to access services, and was given the opportunity to speak with staff and residents at the Wearside Women in Need (WWIN) refuge. It should be noted these were all women and therefore the views of male victims are not reflected.

11.4 In the main the women it spoke to were unaware of the services in the city before accessing the refuge; in the majority of cases agencies such as the Police and Children's Services had made the referral or signposted to WWIN.

11.5 The Panel learned that experiences of professionals' attitudes to domestic violence could be 'patchy', although attitudes have changed significantly over the years. WWIN stated this was, in part, due to the enormous amount of training that had been carried out within the Council, City Hospitals and Northumbria Police over the years. Once again, reductions to public funding may cause training to be scaled back among those frontline services, and as staff leave there is a real risk the organisational 'memory' of dealing with domestic violence will be reduced.

11.6 Differences in the level of assistance and signposting from individual police officers and other frontline agencies were continually highlighted. Where a victim is assessed as high risk and subject to MARAC, a high level of support is provided and signposting, advice and regular follow up contact is good. Where victims are assessed as being of medium or standard risk this appears to be less so. One victim hadn't received any advice, guidance or support from the Police or health workers and hadn't known where she could go upon leaving hospital, which had been a frightening experience for her. Her parents had eventually found the telephone number for WWIN and gained help.

11.7 Throughout the review, BME victims of domestic violence were highlighted as often having different, more complex support needs. Language can often be a major barrier to victims understanding how and where they can access help and victims may not leave the family home very often. Where victims do seek help to leave a violent partner, they can be shunned by their families and the wider community; therefore ongoing support may be required. The Panel was unable to explore this issue in the detail needed, but deemed it important that it be given consideration by the Safer Sunderland Partnership.

11.8 The Panel believed that there should be better, more consistent signposting for all victims of domestic violence to the appropriate services and that this should be done as a matter of course by staff working in frontline services such as the Police and across the Council and other partners. Councillors should also be aware of the issues and promote them by discussing them openly and knowing where to signpost people who need advice and guidance.

Health Needs Assessment

11.9 In 2012, Sunderland Teaching Primary Care Trust commissioned a health needs assessment to explore the issue of domestic violence in Sunderland. The broad aims of the needs assessment were agreed at a meeting of the Sunderland Domestic violence Partnership in October 2012.

11.10 The aims of the needs assessment were to:

- Identify the scale of DV in Sunderland, including profiling characteristics of victims;
- Describe existing services currently provided for victims (and their families);
- Map need against existing service provision for victims and affected children to develop an understanding of gaps in provision in Sunderland;
- Consider areas where a business case may be made to support service development to improve access to and quality of care for those affected by DV, and to work toward equity of access across the city;
- Consider partnership working with regard to preventing and responding to DV and make recommendations, if appropriate, to improve multi-agency working

11.11 Police data was used to identify the amount of domestic violence in Sunderland. Around 6,000 incidents are reported to the Police each year, though it is estimated that between 11,600 and 15,600 people living in Sunderland have experienced domestic violence in the last year. It has been reported in all wards of the city, though some areas have higher rates than others. The health impacts of domestic violence on victims cover both physical and mental health, with effects ranging from injury to stress and anxiety as well as more severe psychological effects. Exposure to domestic violence can also impact on the health and wellbeing of children, negatively impacting on educational attainment and future risk taking behaviour.

11.12 The opinions of experts, from academia, service providers and commissioners, and the opinions and attitudes of service users and the wider public have also been explored. In addition, efforts were made to compare levels of need and provision in Sunderland to other areas.

11.13 Regrettably, the final findings of the needs assessment were unavailable to the Panel during its evidence gathering. There are plans in April 2013 for a group of key stakeholders to meet to discuss the findings and to shape and agree the recommendations. Once complete, the health needs assessment will be presented to appropriate boards within the Council and, where relevant, partner organisations. The Panel considered this a key opportunity to enhance the current understanding of domestic violence in Sunderland and utilise the findings and recommendations in future commissioning of domestic violence services.

12. CONCLUSIONS

12.1 The Scrutiny Panel has made a number of conclusions based on the evidence gathered throughout the review:-

(a) Domestic violence has a major impact on society, both in monetary costs to the taxpayer and social costs to the victims and their families, as well as the wider community. The social stigma attached to becoming a victim of domestic violence and people's reluctance to talk about it slows progress in regard to awareness raising, reporting and conviction. The Panel concluded that there was no better place to start this dialogue than through local community forums;

(b) The Council has a key role in tackling domestic violence, both within frontline services and strategically. In recent years the Council has had to radically rethink the way in which it delivers all services. The Panel acknowledges the Council's efforts in working with partners to tackle domestic violence and recognises the necessity of changes to the way in which services are delivered. Maintaining an ongoing dialogue with partners about the way in which domestic violence is coordinated will be imperative in future service planning;

(c) An excellent level of partnership working and information sharing was identified by the Panel, particularly through the MARAC and SDVC mechanisms; however it identified some barriers in accessing information from health services. The Panel acknowledged this is currently being addressed through the Safer Sunderland Partnership Delivery Plan and health services in the city are now being engaged to improve this;

(d) Preventative work and raising awareness of domestic violence amongst young people at the earliest stages is key to reducing this issue over the longer term, something already recognised by the Safer Sunderland Partnership. It is therefore essential that work is undertaken in schools and youth groups. To this end, the learning resource developed from the recent work of the Safer Sunderland Partnership and pupils of Farringdon school should be utilised as widely as possible. Moreover, further ways to engage with schools should be considered to increase the quantity and quality of teaching around healthy relationships and issues of domestic violence.

(e) Many of the findings of the review concurred with the views of the Police and Crime Commissioner and the other agencies and services it received evidence from. This was particularly evident in the Panel's view that the ongoing training of police officers is essential in improving the support a victim receives in accessing services, something the Police and Crime Commissioner intends to commit to as part of the Police and Crime Plan. The Panel also noted that Councillors, other frontline staff working in the city and local residents should play an important role in this and believed that the Council website or other communication mechanisms could be a valuable resource in supporting them to effectively signpost to services.

(f) Due to the timescales involved in the Policy Review the Panel focused its attentions on female victims of domestic violence in the main. Domestic violence affects people across race, gender, and occurs in heterosexual and gay relationships. It also has a significant impact upon children. The outcome of the Health Needs Assessment being undertaken by the PCT looks at these issues in more detail and will prove a useful tool for the Council and the Safer Sunderland Partnership in understanding domestic violence in the city and mapping the services required across the city for use in future planning and delivery.

13. RECOMMENDATIONS

13.1 The Scrutiny Panel has taken evidence from a variety of sources to assist in the formulation of a balanced range of recommendations. The Committee's key recommendations to the Cabinet are as outlined below:-

That the Council:-

(a) Undertakes to work with partners to consider the way in which the approach to domestic violence is coordinated strategically across the city;

(b) Considers how it can raise the awareness of frontline staff and ward councillors across the city to improve signposting to domestic violence services for victims;

That the Safer Sunderland Partnership:-

(c) Reviews how domestic violence crime is reported to ward councillors and local people in community forums; and

(d) Delivers the improvement activities detailed within the Safer Sunderland Partnership Delivery Plan within the specified timescales as follows:-

(i) Improve information sharing between healthcare services and domestic violence providers by raising awareness of domestic violence amongst a range of health professionals and strengthening the linkages between health and domestic violence

(ii) Engages with schools and young peoples services to improve young people's awareness of the warning signs around abuse in teenage relationships and the support available;

(iii) Utilises the findings of the Health Needs Assessment undertaken by the PCT to enhance its understanding of domestic violence in the city, map current provision and inform future service planning and commissioning intentions, having particular regard to the needs of BME victims.

14. ACKNOWLEDGEMENTS

14.1 The Scrutiny Panel is grateful to all those who have presented evidence during the course of our review. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

- Councillor Harry Trueman, Chair of the Safer Sunderland Partnership;
- Vera Baird QC, Northumbria Police and Crime Commissioner;
- DI Denise Clark, Northumbria Police;
- Jeanette Smith, Crown Prosecution Service;
- Michelle Meldrum, Gentoo;
- Steve Eagles, Impact Family Services
- Clare Phillipson, Wearside Women in Need

- Fiona McHale and Laura Rutter, Victim Support;
- Glen Wilson, NHS SOTW TPCT; and
- Kelly Henderson, Sunderland City Council.

15. BACKGROUND PAPERS

15.1 The following background papers were consulted or referred to in the preparation of this report:

A	Panel Agenda and Report 5 July 2012	Available
B	Panel Agenda and Reports 14 January 2013	Available
C	Panel Agenda and Reports 13 February 2013	Available
D	Panel Agenda and Reports 18 February 2013	Available
E	Domestic Violence Refuge Site Visit 18 February 2013	Available
F	Panel Agenda and Reports 19 March 2013	Available
G	Call to End Violence Against Women and Girls Action Plan (Home Office 2011)	**https://www.gov.uk/government/publications/call-to-end-violence-against-women-and-girls-action-plan**
H	A Place of Greater Safety – (CAADA (Coordinated Action Against Domestic violence), 2012)	**http://www.caada.org.uk/policy/A_Place_of_greater_safety.pdf**
I	Safer Sunderland Partnership Single Delivery Plan – Domestic Violence Delivery Network Priorities 2012/13	Available
J	Health Needs Assessment – Background (Sunderland Primary Care Trust)	Available

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Appendix 1

WEARSIDE WOMEN IN NEED (WWIN)

WWIN operate three refuges based across the City, in the Coalfield, Washington and East areas. This supported accommodation provides a safe place of refuge and intensive support for women and children fleeing domestic violence.

WWIN undertake an extensive level of work had been undertaken within the community to ensure communities were comfortable with the refuges. This is an important element in improving the awareness and understanding of those residents in the local area and crucial to gaining acceptance.

Unlike other domestic violence refuges, WWIN are routed in the community and have an ethos of maintaining the support and contact with service users when they have moved on to accommodation of their own. The organisation don't 'close cases' and many families are still in contact with WWIN, often years later.

Not all service users will go to live in refuges, many do not wish to give up their homes and outreach work is undertaken by WWIN whereby service users are provided with support to deal with the issues they have as a result of domestic violence. Women are invited to participate in group sessions and undertake the Freedom Programme. This programme deals with male violence to women and children. One woman reported that this gave her a *'much wider understanding and perception of domestic violence'.*

WWIN also provides support to service users by accompanying them to appointments and the women felt this support was instrumental in them seeking the appropriate healthcare.

Refuges offer a safe and supportive environment in which women experiencing similar sorts of issues can talk about their experiences and make friends after often being isolated in previous relationships.

The refuge staff support women to gain access to education and employment. At the time of the visit the staff reported that:

- 12 were attending various Colleges
- 2 were completing Access Courses to gain entry to university;
- Several of the refuge's BME residents were completing ESOL (English for Speakers of Other Languages); and
- 2 were volunteering in local charity shops.

WWIN also arranges visits to the refuge from the Department of Work and Pensions and Job Linkage, and the women are also involved in art therapy, drama and working on the latest campaigns for domestic violence.

IMPACT FAMILY SERVICES

Impact Family Services is a local charity that works with children and families around issues of family breakdown. There are two bases in Sunderland, the head office at 36 West Sunniside and a child contact centre, currently based at Pallion. It offers a range of services to support families where domestic violence is an issue.

Child Contact Centres

These are a safe venue for children to meet a parent they no longer live with. In some cases where there has been domestic violence the centre would be used if mum wanted to promote contact or the families courts were ordering contact between dad/child. For higher risk cases, for example, where CAFCASS and/or family courts are involved it offers supervised contact whereby the session would be closely monitored and a report prepared to send back to the referrer, which helps them to address risk. The child contact centres are for private law cases only.

Women's Support Worker

A Support Worker works with women who are using the child contact centres when domestic violence has been an issue and need additional support.

Domestic violence Perpetrator Programme

This runs in South Tyneside, but men from Sunderland are accepted, where they are going through the family courts for contact with their children and there has been domestic violence and CAFCASS are involved. The Judge or Magistrate will make a Contact Activity Order for the perpetrator to attend the South Tyneside Domestic violence Perpetrator Programme. The programme consists of 4 x one to one assessment, 4 x pre groupwork sessions; 6 x 4 week modules and 1 x 2 week module, totalling 34 weeks

Family Mediation Service

A family mediator acts as an impartial third party that help parents discuss arrangements for children post separation. In cases of domestic violence this would only go ahead if both parents wanted contact and the mediator felt that neither party was being coerced into attending or making agreements (both parents are seen separately before a decision about mediation is taken).

Respect Young Peoples Programme

This is a national pilot with Respect, an early intervention programme for young people aged between 11-14 years old who are showing signs of being violent within the family home. The pilot will commence in February 2013 and run to September 2015.

VICTIM SUPPORT

Approach to Supporting Victims of Domestic violence

Victim Support offers a free and confidential service to people who have experienced a crime and to their friends and family including:-

- Information
- Practical help
- Advocacy
- Emotional support

A Risk Led Approach to Supporting Victims of Domestic violence

The CAADA-DASH (Coordinated Action Against Domestic violence - Domestic violence, Stalking and Harassment) risk identification checklist form is completed for all domestic violence referrals received. The support offered depends on risk level:

- Standard risk – a core service;
- High risk – support to victims where no specialist service is available or the available service is unable to provide a service due to oversubscription; and
- Very high risk – if there is no specialist service, we will offer a holding service until one is available or we will refer back to the original referrer

Staff and Volunteer Training

Staff and Volunteers receive training as follows:

- Core crime - training (four days) and accreditation
- Serious crime – further training and accreditation
- Domestic violence training – now CAADA accredited

Standard risk training is four days and high risk training consists of four days as per standard risk plus one day safety planning training

Referrals

Referrals are made to Victim Support from:-

- Northumbria Police;
- Self referrals;
- Other agency referrals; and the
- Initial contact from Victim Support: Victim Care Unit

Needs assessment

Victim Support offers a gender sensitive service. Once contact is made, confidentiality is explained and a needs assessment is completed. This looks at:-

- Emotional support
- Practical help
- Security

- Information

At this point the CAADA-DASH is completed.

Service Delivery

Support is provided by a trained volunteer or staff member who will:-

- Signpost to other services such as Wearside Women in Need;
- Make the appropriate referrals to other agencies, for example – safeguarding referral, IDVA (Independent Domestic violence Advisor/Advocate) service, MARAC (Multi Agency Risk Assessment Conference);
- Commission appropriate services;
- Provide safety planning informed by identified risks; and
- Develop victims in dealing with a crisis, safety when remaining in a relationship and safety where the victim wants to leave/has left the relationship.

Standard risk support is given in relation to needs identified. This will include contact by telephone or face to face. The risk is reviewed at every contact and CAADA-DASH reviewed at least every six to eight weeks. For high risk victims where there is no IDVA service available support is given in relation to needs identified as per standard risk. Additionally a CAADA Individual Safety and Support Plan is completed. For very high risk victims, a referral to MARAC and to an IDVA is made. If the IDVA service cannot meet demand of referrals, Victim Support offer a holding service.

GENTOO

Gentoo are committed to delivering services and engaging in partnerships which will contribute towards preventing and minimising incidents of domestic violence in the City. Gentoo treat all reports of domestic violence as a category 1 case, which are the most serious cases of anti-social behaviour involving our team of specialist Community Safety resource.

Gentoo have a Domestic violence Policy. The aims are as follows:-

- Minimise and reduce incidents of domestic violence and raise awareness of Gentoo's 'no tolerance' approach to perpetrators.
- Support victims of domestic violence.
- Improve feelings of safety and security.
- Build effective partnerships.

It is important to recognise the impact of domestic violence on children and therefore Gentoo also have a Safeguarding Children Policy which links to the Domestic violence Policy and the wider Community Safety Strategy.

Supporting Victims of Anti-Social Behaviour

Gentoo have three full time Victim Support Officers who are dedicated to providing support to victims of anti-social behaviour. Approximately 50% of their caseload relates to domestic violence cases.

Over the last 2 years, the team have supported over 100 victims of domestic violence. In terms of improving feelings of safety, only 14% of customers felt very or fairly safe at the point of accessing the service in comparison to over 80% at the point of exit.

The nature of the support offered to victims of domestic violence will be tailored to the individual's requirements. Typical support measures include:-

- Providing customers with a range of information and advice about their options so they can make an informed choice.
- Providing additional property security measures such as house alarms, window locks, door locks etc...
- Regular contact with the customer at a venue determined by the customer i.e. where they feel safe.
- If the case is going to court, Gentoo's Support Officers can arrange for the customer to visit the court prior to the court date so they are familiar with the surroundings/environment.
- Use of agreed code language when telephone contact is made so the customer can communicate in a safe environment and aren't put at further risk.
- The Officers will accompany the customer to court if requested.
- Where required, the team will assist in providing practical help such as arranging transport to and from court, facilitating child care etc...

Supporting Perpetrators of Anti-Social Behaviour

In addition, Gentoo have two full time Positive Engagement Officers who deal with perpetrators of anti-social behaviour including domestic violence.

The team work with specialist organisations when dealing with domestic violence cases, in particular, Wearside Women in Need who provide services to both victims and perpetrators of domestic violence.

Enforcement Officers

Gentoo have six dedicated Community Safety Enforcement Officers who will deal with any tenancy enforcement matters arising from a domestic violence incident.

Partnerships

Gentoo work in partnership with others in the City to address the issue of domestic violence. Key partnerships including:-

- **Safer Sunderland Partnership**
-

Gentoo are part of the Safer Sunderland Partnership and attend all relevant forums in relation to this. They are committed to working with others to deliver the longer term aims of the Safer Sunderland Strategy 2008-23, one of which is "levels of repeat incidents of domestic violence will be at their lowest levels".

- **Wearside Women in Need (WWIN)**

Gentoo work in partnership with WWIN to ensure the best outcomes are achieved for the customer. The agencies also work together in relation to supporting perpetrators where appropriate.

WWIN were involved in Gentoo's review of their Domestic violence policy and the two agencies worked together to produce innovative lip salves which provide victims with easy access to a helpline number which is embedded in the bar code.

Gentoo staff carry out drop-ins at WWIN's refuges across the City providing housing advice and low level support.

- **Multi-Agency Risk Assessment Conferences (MARAC's)**

MARACs are part of a coordinated community response to dealing with domestic violence and involve key agencies coming together to share information. Gentoo are a core member of MARAC and provide information and intelligence to assist with determining the appropriate course of action with these cases.

- **Sunderland Safeguarding Children & Adults Boards**

Gentoo are represented on both Boards and many of the sub-committees. Domestic violence is a significant factor in relation to having a negative impact on a child's emotional and physical wellbeing so joining up the approaches to domestic violence and safeguarding is key to ensuring successful outcomes.

Cause for Concern

This is an approach aimed at identifying potential victims of domestic violence at an early state. Gentoo's call centre staff are trained to recognise repairs of a specific nature, such as bathroom

door locks, broken windows, damaged internal doors etc... which may trigger concern in relation to domestic violence.

If three repairs of this nature are identified within a 12 month period, a ‘cause for concern’ referral is made to Gentoo’s Support and Safeguarding team. They will then investigate whether or not the household is known to us or other partners in respect of domestic violence.

Further actions and approaches will depend on the findings of their research. If there are no current interventions, the team will attempt to make contact in some generic guise to form a relationship with the residents and further their understanding of the situation. There have been many positive outcomes of this approach including victims disclosing domestic violence and receiving subsequent support which they otherwise may not have been aware of.

Campaigns/Awareness Raising

Gentoo have been involved in many awareness raising campaigns over the last few years including:-

Northumbria Police Christmas Campaigns

Gentoo get involved by circulating information across their 1700 staff through a range of communication methods.

“Only Losers Give Bruises”

This was a partnership campaign during the summer of 2011, led by WWIN and Gentoo with support from other Safer Sunderland partners. The campaign involved a bus visiting different parts of Sunderland with staff from Gentoo, Northumbria Police and WWIN on hand to offer advice and provide information. The campaign aimed to engage the local community, raise awareness of domestic violence and give victims the opportunity to seek advice or help.

Abuse in Teenage Relationships – ‘I Have the Right’

In 2012, Gentoo worked with Sunderland Council, Farringdon College and other partners to produce a DVD to raise awareness of abuse in teenage relationships which is of growing concern.

APPENDIX 1B

Responsive Services and Customer Care Scrutiny Panel
Domestic Violence: Policy Review recommendations 2012/13

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
	That the Council:-				
(a)	Undertakes to work with partners to consider the way in which the approach to domestic violence is coordinated strategically across the city	Meet key individual partners to reclarify policy and strategic co-ordination arrangements engage with the Specialist Domestic Violence Court to identify if support for performance improvement is required	Stuart Douglass	Sept 2013	To be provided as part of the Annual Monitoring of Scrutiny Recommendations
(b)	Considers how it can raise the awareness of frontline staff and ward councillors across the city to improve signposting to domestic violence services for victims	Produce frontline staff and member briefing note Promote the online training facility Make available training/seminar for members	Stuart Douglass	Nov 2013	As above
	That the Safer Sunderland Partnership:-				
(c)	Reviews how domestic violence crime is reported to ward councillors and local people in community forums	Statistics and performance data to be made available at area level Written report to be made available at area level every 6 months	Stuart Douglass	July 2013 From September 2013	As above
(d)	Delivers the improvement activities detailed within the Safer Sunderland Partnership Delivery Plan within the specified timescales as follows:-				As above

	(i)	Improve information sharing between healthcare services and domestic violence providers by raising awareness of domestic violence amongst a range of health professionals and strengthening the linkages between health and domestic violence	Review current arrangements and develop improvement plan	Stuart Douglass	September 2013	
	(ii)	Engages with schools and young peoples services to improve young people's awareness of the warning signs around abuse in teenage relationships and the support available;	(ii) Pilot the 'I have the right' film and resource pack in each area of the city, evaluate the pilot and amend the resource pack; then roll out the resource pack to all schools in the city and relevant non-school settings; and promote the resource widely to a variety of key audiences within Sunderland and the wider region	Kelly Henderson and Julie Smith	By end of September 2013	
	(iii)	Utilises the findings of the Health Needs Assessment undertaken by the PCT to enhance its understanding of domestic violence in the city, map current provision and inform future service planning and commissioning intentions, having particular regard to the needs of BME victims	consider the Health Needs Assessment when complete and ensure findings are considered by the Safer Sunderland Partnership Board and incorporated into the Partnership Strategic Intelligence Assessment 2013.	Stuart Douglass	December 2013	

APPENDIX 2A

Skills, Economy and Regeneration Scrutiny Panel

Spotlight Policy Review 2012 – 2013

Delivery of Apprenticeships in Sunderland

Final Report

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1 FOREWORD FROM THE SCRUTINY LEAD MEMBER FOR SKILLS, REGENERATION AND ECONOMY

It gives me great pleasure to introduce the Skills, Regeneration and Economy Scrutiny Panel's spotlight policy review into the operation of apprenticeships in Sunderland.

At the start of the year, when the Scrutiny Committee was considering the range of issues it wished to examine, the Panel was asked to undertake a spotlight review into the operation of apprenticeships in Sunderland.

The report examines what we actually mean by the term "apprenticeships" and the range of occupational areas available. It also examines the quality of and barriers to apprenticeships and how we can best match the business sector demand for apprentices with the skills of young people leaving school or college.

The Panel's report includes a number of recommendations which we hope will be of assistance to those involved in delivering apprenticeships in the city.

Firstly, we consider that the Council should examine the measures available to increase apprenticeship opportunities particularly at higher levels in key sectors of the city's economy and agree with the NAS a set of actions that are geared to meeting the specific needs of the city.

We also recommend that further work should be initiated to understand the Post-16 Destinations of learners in the city and that the Council confirms its continuing support for the inclusion of Social and Economic Clauses into its planning and procurement processes.

In conclusion, I would like to thank my colleagues on the Skills, Economy and Regeneration Scrutiny Panel and all of the officers and staff involved for their hard work during the course of the review and thank them for their valuable contribution.

Councillor Tom Martin, Lead Member for Skills, Economy and Regeneration

2 INTRODUCTION

2.1 On 7 June 2012, the Scrutiny Committee requested that the Skills, Economy and Regeneration Scrutiny Panel undertake a policy review into the delivery of apprenticeships in Sunderland. This issue was highlighted as a policy review topic during the Council's Annual Scrutiny Conference 2012.

3 TERMS OF REFERENCE

3.1 The Panel agreed the following terms of reference for the review:-

a) to examine the delivery of apprenticeships in Sunderland;
b) to consider what we actually mean by "apprenticeships" and the range of occupational areas available;
c) to consider how we can encourage the greater involvement of small and medium businesses;
d) to examine the quality of and barriers to apprenticeships and how we can best match the business sector demand for apprentices with the skills of young people leaving school or college.

4 MEMBERSHIP OF THE PANEL

4.1 The membership of the Skills, Economy and Regeneration Scrutiny Panel consisted of Councillors Thomas Martin; Len Lauchlan; Christine Marshall; Bob Price; David Snowdon; Denny Wilson and Thomas Wright.

5 METHODS OF INVESTIGATION

5.1 The following methods of investigation were used for the review:-

(i) Background information from officers on the policy context and the delivery of apprenticeships at a national and local level;
(ii) Meetings with employers; apprenticeship providers, schools, Sunderland College, Sunderland University to discuss their role in the delivery of apprenticeships and to seek their views on the opportunities for further developing and expanding apprenticeship delivery arrangements;
(iii) Meeting with the National Apprenticeship Service (NAS);
(iv) Meeting with Connexions Sunderland

6. APPRENTICESHIPS – NATIONAL CONTEXT

Background

6.1 In order to provide a context for our review, the Panel began by briefly looking at the development of apprenticeships at a national level.

6.2 It was noted that apprenticeships have a long history in the UK and that by the late nineteenth century, the scope of apprenticeships had come to be associated with so called “traditional” trades such construction, engineering and shipbuilding – industries central to the local and regional economy. Ever evolving, today, apprenticeships reflect the newer emerging sectors in the economy such as advanced engineering, retail, business and information technology.

6.3 The level of state intervention in apprenticeships has varied over recent decades, from levy-funded programmes via the industrial training boards in the 1960s and 1970s, to virtually no support or intervention at all in the early 1990s.

6.4 However, in 1994, the Government, faced with concerns about skills shortages in the UK, introduced a new apprenticeship scheme entitled Modern Apprenticeships (since renamed 'Apprenticeships'), based on frameworks that were devised by Sector Skills Councils.

6.5 In 2011, the Government invested £1.2 billion into the apprenticeship programme. The same year saw 457,200 people start new training as an apprentice. Apprenticeships schemes have come to be seen as an integral tool for improving the skills of the workforce and thereby promoting long term economic growth.

What is an Apprenticeship?

6.6 An apprenticeship can be defined as a real job with training. As employees, apprentices earn a wage and work alongside experienced staff to gain job-specific skills. Most of the training is ‘on the job’ within the workplace. Off the job, usually on a day-release basis, apprentices receive training to work towards a nationally recognised qualification, such as a National Vocational Qualification (NVQ) provided by a local college or by a specialist learning provider.

6.7 Apprenticeships are designed with the help of employers and are intended to offer a structured programme that takes a person through the skills needed for a job. There are targets and checks to make sure that the employer supports the apprentice and that they are making the expected progress.

6.8 There are three age groups for apprenticeships; 16-18 year olds, 19-24 year olds and those aged 25+. Apprenticeships can take between one and four years to complete depending on the level of

Apprenticeship, the apprentices' ability and the industry sector.

6.9 The National Apprenticeship Service pays the costs of the training; the amount depending on the age of the individual:-

Age	National Apprenticeship Service contribution
16 -18	up to 100%
19 - 24	up to 50%
25 +	Contribution for specified places

6.10 Apprentices have the same legal entitlements as the rest of the workforce. They are paid a wage though there is no set rate of pay. However, all employed apprentices must receive a wage of no less than £2.65 per hour. The average wage per week for an apprentice is around £170 and in some job roles around £210 per week. It is estimated that apprentices earn, on average, over £100,000 more throughout their lifetime than other employees.

6.11 Apprenticeships cover 1,400 job roles in a wide range of industries; including:-

- Agriculture, Horticulture and Animal Care
- Arts, Media and Publishing
- Business, Administration and Law
- Construction, Planning and the Built Environment
- Education and Training
- Engineering and Manufacturing Technologies
- Health, Public Services and Care
- Information and Communication Technology
- Leisure, Travel and Tourism
- Retail and Commercial Enterprise

National Apprenticeship Service (NAS)

6.12 The apprenticeship programme is delivered by National Apprenticeship Service (NAS) which was officially launched in April 2009. The NAS is responsible for the national delivery of targets and co-ordination of the funding for apprenticeship places. They are also responsible for increasing the number of apprenticeship opportunities and providing a dedicated, responsive service for both employers and learners. This includes simplifying the process

of recruiting an apprentice through apprenticeship vacancies, an online system where employers can advertise their Apprenticeship job vacancies and potential apprentices can apply.

6.13 The NAS also manage **WorldSkills UK**; a portfolio of skills competitions and activities run in partnership with organisations from industry and education.

Apprenticeship Levels

6.14 There are three levels of Apprenticeship available:

Intermediate Level Apprenticeships

Apprentices work towards work-based learning qualifications such as a Level 2 Competence Qualification, Functional Skills and, in most cases, a relevant knowledge-based qualification.

Advanced Level Apprenticeships

Apprentices work towards work-based learning such as a Level 3 Competence Qualification, Functional Skills and, in most cases, a relevant knowledge based qualification.

Higher Apprenticeships

Apprentices work towards work-based learning qualifications such as a Level 4 Competence Qualification, Functional Skills and, in some cases, a knowledge-based qualification such as a Foundation Degree.

6.15 All apprenticeships operate to a rigorous framework of requirements. All require a competent level of English and Maths, IT skills and technical certificate. Employers are involved in their development and they can be tailored to meet the specific needs of the business.

6.16 The level of training does not have to stop at the Intermediate, Advanced or Higher Level Apprenticeship. If a person wants to go on to University they should be able to find an offer of a place on a Foundation Degree or other higher level qualifications. Government, employers and schools are committed to expanding and delivering higher and advanced apprenticeships.

6.17 Over recent years, apprenticeships have come to be seen as bringing considerable value to employers, individuals and the economy, not only in terms of developing a highly skilled workforce but also by boosting productivity and staff retention.

6.18 For many, apprenticeships are considered the optimal way of training, developing and skilling people for the future, helping businesses to secure a supply of people with the skills and qualities they need and which are often not available on the external job market.

Apprenticeship Performance in Sunderland

6.19 The Panel went on to look at the current performance of apprenticeships in Sunderland, drawing on our discussions with representatives from the NAS, local employers, training providers and schools.

6.20 As a starting point, the Panel received an overview of performance over recent years based on data supplied by the NAS. The performance data covers the total number of apprenticeship starts; more detailed information on performance relating to 16-18 yr olds and a breakdown across economy sector, gender and disability. Detail of performance across these areas is set out in Appendix 1.

Apprenticeship Starts

6.21 In terms of the number of apprenticeship starts, the figures show that after many years of consistent, sustained growth there has been a slight reduction in total Apprenticeship numbers for 2011/12.

6.22 Overall (across all age groups) the number of Sunderland resident apprentices has decreased by 2.1% between 2010/11 and 2011/12. However there have been significant variations across the apprenticeship age categories. There has been continued significant growth in 19-24 and 25+ age groups but a significant decrease in the16-18 age group. This decrease mirrors broad trends at national and regional level – however the Sunderland rate of decline for 16-18 year olds is almost twice that of the regional average.

6.23 The numbers of young people starting on Advanced Apprenticeships although reduced are much less severely affected than numbers for Intermediate Apprenticeship starts. The proportion of Advanced Level (3+) Apprenticeship has remained fairly static and does not yet reflect latest national and local policy shifts towards increasing provision at this level and higher. However the key driver to this ratio is that the larger volume sectors (Administration, Customer Service, and Construction) do not require Level 3 for new employees to operate effectively.

6.24 In terms of delivery across the main sectors of the local economy, the recruitment split has remained fairly consistent over the last 3 years although a small number of new sectors have recruited in 2011/2012. However the volume of delivery across many of the sectors have shown a year on year decline. Particularly adversely affected (in start

volume terms) have been Childcare, Construction, Customer Service, Engineering, Health and Social Care and Sales/telesales.

6.25 Some sector areas have recorded a slight growth; Creative and Digital and Rail Transport (first year of Apprenticeship delivery in this sector area) but most notably, Accountancy has seen an increase of 54%.

6.26 With regards to gender, for 16-18 year old Apprentices although there has been a slight increase in the proportion of male Apprentices, the gender split of Apprenticeship starts has not changed significantly over recent years. The slight reduction in female/male ratio is due to a reduction in the sector areas which more traditionally recruit females (i.e. Care, Childcare and retail/sales). Similar patterns apply for the 19-24 year old and 25+ age groups where the male/female split has remained fairly constant over recent years.

6.27 For people with a declared disability, the percentage of starts for 16-18 year old Apprentices has dropped significantly from 10.0% to 5.3%.

6.28 The picture is variable across the older age groups but the data would seem to confirm that there is no sustained growth in LLDD starts.

Apprenticeship Success Rates Across Age Groups

6. 29 Appendix 2 sets out the apprenticeship success rates across all apprenticeship age groups.

6.30 For 16-18 year old Apprentices, success rates continue to show year on year improvement overall; however there has been a slight dip in performance at Advanced/Higher level. The figures confirms that although the rate of improvement is slightly lower than neighbouring areas, Sunderland learners continue to perform well above both regional and national averages.

6.31 In relation to 19-24 yr old Apprentices, rates continue to consistently perform well at above regional and national averages. Performance at both Intermediate and Advanced levels have shown year on year improvements.

6.32 Finally for 25+ yrs apprentices, performance has been less consistent. There was a significant dip in performance in 2009/2010 – however this can be attributed to the high number of learners who were migrated from the Train to Gain programme onto an Apprenticeship framework who subsequently failed to complete (particularly at Advanced Level). However performance did improve significantly in 2010/2011 although it remains slightly below regional and national averages.

Employer Engagement

6.33 Figures provided by the NAS on line system (which includes most but

not all vacancies), show that for 2011/12, 1575 Sunderland residents (1625 in 2010/2011) aged 16-18 have placed 3548 applications (4654 IN 2010/2011) via the NAS website. The sectors attracting most applications were Business Administration, Customer Service, Health and Social Care and Warehousing.

6.34 There were 621 vacancies placed by Sunderland based employers during 2011/2012. Of these vacancies 61 were in ICT sector; 67 in Health, Public Services and Care; 81 in the Engineering; 89 in Retail/sales/customer services and 278 in Business Administration.

6.35 Apprenticeship recruitment tends to be higher among the city's larger employers, such as Nissan, Rolls Royce and Gentoo, whereas recruitment among small and medium sized businesses is much less prevalent.

Outcome of Discussions

6.36 During our review, the Panel met with the range of bodies involved in the development and delivery of Apprenticeships in the city; ranging from representatives from the NAS, employers, training providers and schools. The discussions provided the opportunity to look at the major challenges facing the city and the barriers to the growth in the number of high quality apprenticeships.

Barriers to Growth of Apprenticeships

6.37 Based on the figures presented to us and our discussion with representatives of employers and providers, there is clearly a shortage of apprenticeship places available within the city. This is compounded by the figures for 2011/2012 which show a worrying fall in the overall number of people starting Apprenticeships, particularly among the 16-18yr old age group. Indeed, the severity of the situation was highlighted by Dave Hall, Director of Employer Provision at Sunderland College who estimated that there were currently around 10 applicants for every Apprenticeship vacancy across 10 different occupational areas.

6.38 During our discussions, there was a general consensus that the major factor behind the shortage of apprenticeships was the depressed state of the national and local economy. Firms faced with the uncertainty of a harsh economic climate are less willing to recruit apprentices even given the range of incentives on offer and their professed commitment and enthusiasm for the apprenticeship scheme.

6.39 However, a number of other explanations were felt to have contributed to the recent fall. For the NAS, one reason for the drop was the desire to drive up the quality of apprenticeships. Concern over the quality of a small but significant proportion of apprenticeship training had led to the withdrawal of a small number of providers but this may well have had an impact on the number of apprenticeship places available.

6.40 As well as the factors contributing to the fall in the overall number of apprenticeships, it was considered that there were a number of specific factors behind the fall among 16-18 year olds where recruitment is down by almost 25%.

6.41 Principally, employers have shown a preference for older applicants who they feel possess better keys skills and experience. For example, Gentoo noted that of their current cohort of 28 apprentices only 3 or 4 were 16yrs old. They had received over 700 applicants and found that the older applicants were better in terms of key skills and confidence.

6.42 It has also been suggested that there is a perception among employers that a large number of young people coming out of education may have the required academic qualifications but are yet work ready either through the lack of literacy or numeracy skills or inadequate social skills. The NAS noted that in their view there was no problem with the quality of young people coming out of schools but that 16-18yr olds have little experience in applying for jobs and may be less ready for employment.

6.43 A further possible factor could be that the increase in university fees has resulted in fewer 19-24 yr olds going on to Higher Education and instead opting to follow an Apprenticeship and thereby making it more difficult for 16-18yr olds leaving school to directly access apprenticeship opportunities.

6.44 The Panel heard that the Government was currently drawing up proposals for a Pre-Apprenticeship (Traineeship) Programme in order to better prepare young people for the world of work. The Panel is supportive of this move and we look forward to the details being announced.

Support to Businesses

6.45 During our discussions, we heard that some employers, particularly SME's, may consider the amount of funding available to recruit an apprentice is insufficient recompense for the investment of resources required before a young person is in a position to be a productive asset to the company. Indeed, representatives from the training providers argued that the Government may need to reconsider the level of funding available to firms to make it more attractive for them to recruit apprentices, particularly from the 16-18yr old age group. For them, undertaking an apprenticeship should be seen as being akin to undertaking further or higher education and the level of financial incentive should reflect this.

6. 46 Clearly, the level of incentive offered to firms is a difficult and contentious area. Views differed on the importance of financial incentives as a determinant of whether a firm recruits an apprentice. It

is perhaps something on which the Government could undertake further research.

6.47 While a number of incentives exist for employers to recruit an apprentice there remains the question of whether the message is getting out to employers about the potential benefits of apprenticeships and whether they are being made sufficiently aware of the incentives available.

6.48 The NAS referred to the difficulty involved in engaging with businesses – an issue reiterated by the University. One solution has been the holding of high profile events or conferences designed to raise awareness of apprenticeship programmes. As an example, the Panel attended a large scale event organised by Gentoo in order to share experiences and best practice with businesses in their supply chain. The event was very well attended and a successful example of promoting apprenticeships. The Panel consider that when organising events for the business sector, it was important to share experiences and best practice in order to maximise attendance.

6.49 Another approach to raising awareness of apprenticeships among firms was the use of personal contact and peer influence. It was felt that small informal sessions such as a business clubs can be a useful vehicle for firms passing on and exchanging information. Businesses are often more likely to be influenced by the positive experiences of other firms. It was also suggested that greater use of press and newsletters aimed at the business community could raise awareness.

6.50 The Panel also considers that employers may be more likely to recruit apprentices if the apprenticeship process itself was simplified as far as possible. We feel that many, particularly small employers, are put off by the levels of bureaucracy – or at least the perceived levels of bureaucracy - involved in the apprenticeship process.

6.51 We therefore welcome the action being taken by the NAS to simplify its processes and particularly it's IT system and would support any further action in the future.

6.52 Another potential method of involving smaller firms is the influence that can be brought to bear larger firms on their own supply chain. For example, Nissan has been active in developing the skills base of their suppliers in order to ensure that they do not experience skill shortages in the future. This is also an approach that has been successfully adopted by Gentoo who have secured commitments by their suppliers to use a number of local apprentices.

6.53 The Panel consider that there is considerable potential in using this approach. We would also suggest that there is a role for the NAS and the Council to promote this approach with other large firms in the city and to develop such an approach itself. We would therefore suggest

that the Council investigate the possibility of organising an event involving firms in its own supply chain.

6.54 We also feel that the Council should continue to develop the potential of using it's planning and procurement processes to encourage firms doing business with the Council to employ a percentage of local apprentices through the use of Social and Economic Clauses. Furthermore, the Council should look to encourage other members of the Sunderland Partnership to develop this on a city wide basis.

Information Provided To Schools and Other Guidance Agencies

6.55 During our review, there was a general consensus that young people, parents/carers and schools are not receiving adequate information on apprenticeships and that more needed to be done to raise the awareness of and benefits of apprenticeships.

6.56 School headteachers noted that they would welcome a more proactive approach from the NAS in promoting apprenticeships while recognising the resource constraints under which they operate. If it was possible, schools would welcome visits or further discussions with the NAS and the training provider network with a view to cascading the information to interested parties.

6.57 It was recognised that the transfer of Information, Advice and Guidance (IAG) duty to schools has resulted in non-consistent provision for careers advice. There was a consensus that there is a risk that young people in schools would not receive access to high quality impartial advice.

6.58 This concern was reiterated by the Training Providers who felt that more needed to be done to ensure that young people are aware of the options available to them in order that they can make an informed decision.

6.59 We feel that Connexions Service should continue to have an important role in helping to guide young people on their career paths and provide impartial advice. They are in a position to highlight the benefits of apprenticeships and can work closely with schools and providers to show that Apprenticeships are equivalent to academic qualifications

6.60 We feel that regular joint meetings of the key players can have a major impact and build on communications between NAS and schools. We suggest that efforts continue to develop the link between Teachers Groups, NAS and the providers.

6.61 There was also a general consensus that apprenticeships were treated with less esteem than an academic path and that apprenticeships are often seen as a pathway for less academically gifted.

6.62 We feel that action needs to be taken to counter that argument. We need to raise the profile of apprenticeships in order that they are recognised as having equivalent status to that of academic qualifications.

Impact of Apprenticeships on Client Groups not able to complete the Apprenticeship Scheme

6.63 During our discussion, concern was expressed that the focus on apprenticeships could deflect attention to those not able to secure an apprenticeship. The entry criteria for Apprenticeships is high with many young people struggling to meet it. The NAS confirmed that the entry level for apprenticeships is high and that this is more likely to increase than go down. There was concern that this was leading to an increase in the number of 16-18 yr old NEETS and adversely affecting the opportunity for learners with special educational needs or disabilities accessing an apprenticeship.

6.64 While it was noted that apprenticeships are not the most appropriate progression pathway for all young people, it was agreed that it is important that all appropriate progression pathway arrangements are established in order to ensure that they enable all learners to progress onto the pathway most appropriate to them.

6.65 During our discussions mention was made of some of the other options for young people through working in partnership with key local employers and further education providers. For example, Northumbrian Water was cited as a firm that have been involved with a number of schools working with very challenging students. However, it was recognised that this work was highly resource intensive.

Role of the Council and Partnership Working

6.66 In the view of the Panel, the development of apprenticeships will best be developed through joint working and a shared understanding by a range of partners and agencies operating in the city; including employers, training providers, schools and the Council. The Panel itself took the opportunity to visit the Sunderland City Providers Network and met with some business members of the Economic Leadership Board and we were impressed by the level of commitment and joint working already evident.

6.67 Such joint working can provide an opportunity to set out a clear strategy for developing apprenticeships and discuss any opportunities and barriers. It should also help to make the most of available resources and focus the direction of work.

6.68 We consider that the Council has an important role as a community leader and is well placed to bring people together and coordinate responses. It was pleasing that our partners were aware of the

Sunderland Economic Masterplan and its potential to provide a strategic focus for the economic development of the city. It is important the Council looks to continue to raise the apprenticeship agenda through the Economic Leadership Board and associated groups. This should provide us with an opportunity to better focus our interventions on a particular age group or employment sectors.

6.69 The Panel consider that it is important for Sunderland to focus intervention on sectors highlighted as key growth areas in the Economic Masterplan and promote the take up of high quality apprenticeships. A key aim of the Economic Masterplan is to increase the number attaining Levels 3 and 4 and it is important that action is focused in this area.

6.70 The ability to focus on particular employment sectors should also help the city to promote and improve the quality of apprenticeships on offer and focus growth in key areas of the economy important to Sunderland, such as Advanced Manufacturing and Engineering.

6.71 David Donkin, Sunderland University stressed the importance of preparing now for the potential skills deficits in areas such as engineering to ensure that we are in a position to recruit from within the local workforce.

6.72 It is also important that the Council maximises the opportunities being presented through Newcastle City Council's Wave 1 City Deal, with the development of a Skills and Apprenticeship Hub for the NELEP region.

6.73 Furthermore the recent announcement of City Deal Status for Sunderland provides the Council with the opportunity to become more directly involved in employment and skills development within the city.

6.74 It was noted that the Council was already developing closer links with the NAS and looking at how best they can work together. We would suggest that the Council and the NAS should work together to agree actions that are geared to meeting the specific economic needs of the city.

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7 CONCLUSION

7.1 The development of the skills of the city's workforce is a key component to the economic growth in the city. Apprenticeships can play a significant role in improving the city's skills base. We need to return to the culture of organisations offering apprenticeships and training.

7.2 It is important that apprenticeships lead to sustained employment beyond the completion of the Apprenticeship framework. We need to increase the number of employers offering apprenticeships. Better quality is both better for the apprentice and for the business – building confidence in the value of apprenticeships in the business sector. We need more apprenticeships and of higher quality.

7.3 However, there currently exists a shortage of apprenticeship opportunities among local firms who are understandably reticent of recruiting apprentices at a time of economic recession.

7.4 It is important that we have strategic approach to incentives offered to firms and the advice that is given. Communication is the key. We need to give out a clear message about apprenticeships; what they can offer and the quality of training and support that both the apprentice and the employer can expect to receive.

7.5 We need to encourage larger employers to take a more active role in engaging smaller businesses through the supply chain. We feel that this idea could be taken up by other major employers including the Council itself.

7.6 We are not ignoring the needs of the 19-25 year olds. It is important that this age group does not miss out on the opportunity of apprenticeships. However the key priority we must look to address is the issue of falling 16-18 yrs numbers, particularly in light of the forthcoming introduction of Raising of the Participation Age (RPA).

7.7 We need to ensure there is balance between academic and vocational training in the advice given to students at school and at college. We need to ensure that all schools offer informed and impartial guidance to young people and are fully aware of the value of apprenticeships.

7.8 Apprenticeships need to be an attractive and aspirational option for all. Vocational education/training should not be seen only for those who are unable to undertake an academic route. The academic and vocational route should be given equal weight when delivering career advice.

7.9 The NAS has an important role to raise awareness of apprenticeships in schools and in achieving a growth in the number of employers

offering apprenticeships. It is important that they work with schools and providers within resources available to help schools.

8. RECOMMENDATIONS

8.1 The Panel key recommendations are as outlined below:-

(1) that the Council examines the measures available to increase apprenticeship opportunities, particularly high level apprenticeships, in key sectors of the city's economy;

(2) that the Council and the National Apprenticeship Service (NAS) agree a set of actions that are geared to meeting the specific needs of the city;

(3) that further work be initiated to understand the Post-16 Destinations of learners in the city;

(4) that the Council confirms its continuing support for the inclusion of Social and Economic Clauses into its planning and procurement processes.

9. ACKNOWLEDGEMENTS

9.1 The Committee is grateful to all those who have presented evidence during the course of our review. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

(a) Stephanie Rose, Assistant Policy Lead
(b) Dave Barber, Development Officer, Children's Services
(c) Vince Taylor, Head of Strategy and Performance
(d) Dave Hall, Director of Employer Provision, Sunderland College
(e) Andrew Carton, Connexions, Sunderland Council
(f) David Donkin, Assistant Director, University of Sunderland
(g) Julie Harrison, Workforce Development Consultant
(h) Members of Sunderland City Training Provider Network

10. BACKGROUND PAPERS

10.1 The following background papers were consulted or referred to in the preparation of this report:

Notes of the meeting of the Skills, Economy and Regeneration Scrutiny Panel
Business, Innovation and Skills Select Committee Report on Apprenticeships (Oct 2012)http://www.publications.parliament.uk/pa/cm201213/cmselect/cmbis/83/83.pdf

The Richard Review of Apprenticeships (Nov 2012)richards review apprenticeships -
National Apprenticeship Service Website National Apprenticeship Service (NAS) - Apprenticeships

Appendix 1

Total number of Apprenticeship Starts in the 2011/2012 Academic Year compared with previous years.

Key age groups	2009/2010	2010/2011	2011/2012	09/10-10/11 % change	10/11-11/12 % change
Overall Apprenticeship starts (Q3) aged 16-18	1256	1499	1077	+19.3%	-28.2%
Regional change				+21.6%	-14.7%
Overall Apprenticeship starts (Q3) aged 19-24	645	995	1115	+54.3%	+12.1%
Regional change				+44.4%	+20.9%
Overall Apprenticeship starts (Q3) aged 25+	524	1901	2113	+262.8%	+11.2%
Regional change				+329.8%	+24.2%
Sunderland resident totals	2425	4395	4305	+ 81.2%	-2.1%

Breakdown of Apprenticeship Starts relating to 16-18 yr olds

16 year olds	2009/2010	2010/2011	2011/2012	09/10-10/11	10/11-11/12
Apprenticeship starts	302	399	253	+32.1%	-36.6%
Of which					
Intermediate Level (2) Apprenticeship	256	349	197	+36.3%	-43.6%
Advanced Level (3)/Higher Level (4) Apprenticeship	46	50	56	+8.7%	+12.0%
17 year olds	**2009/2010**	**2010/2011**	**2011/2012**	**09/10-10/11**	**10/11-11/12**
Apprenticeship starts	487	605	389	+24.2%	-35.7%
Of which					
Intermediate Level (2) Apprenticeship	398	497	292	+24.9%	-41.2%
Advanced Level (3)/Higher Level (4) Apprenticeship	89	108	97	+21.3%	-10.2%

18 year olds	2009/2010	2010/2011	2011/2012	09/10-10/11	10/11-11/12
Apprenticeship starts	467	495	435	+6%	-12.1%
Of which					
Intermediate Level (2) Apprenticeship	323	334	285	+3.4%	-14.7%
Advanced Level (3)/Higher Level (4) Apprenticeship	142	160	149	+12.7%	-6.9%

Apprenticeship Starts By Gender

Starts by Gender		2009/10	2010/11	2011/12
16-18 year olds	Female	54.1%	48.9%	47.4%
	Male	45.9%	51.1%	52.6%

Starts by Gender		2009/10	2010/11	2011/12
19-24 year olds	Female	51.6%	52.3%	49.1%
	Male	48.4%	47.7%	50.9%

Starts by Gender		2009/10	2010/11	2011/12
25+ year olds	Female	52.1%	53.5%	54.0%
	Male	47.9%	46.5%	46.0%

Apprenticeship Starts By Disability

Starts by LLDD		2009/10	2010/11	2011/12
16-18 year olds	Yes	10.0%	8.9%	5.3.%
	No	89.5%	90.8%	94.5%
	Unknown	0.5%	0.3%	0.2%

Starts by LLDD		2009/10	2010/11	2011/12
19-24 year olds	Yes	3.9%	7.2%	4.0.%
	No	95.5%	92.4%	95.5%
	Unknown	0.6%	0.4%	0.4%

Starts by LLDD		2009/10	2010/11	2011/12
25+ year olds	Yes	3.4%	5.1%	4.9%
	No	95.0%	94.3%	94.3%
	Unknown	1.5%	0.6%	0.8%

16-18 Apprenticeship Starts in Established (i.e. have a tradition of regular annual recruitment) Sector Areas.

Framework title	2009/2010 starts	2010/2011 starts	2011/2012 starts	Difference 2010/11 to 2011/12 (number/%age)
Accountancy	20	11	17	+6 (54%)
Active Leisure	21	66	55	-11 (-15%)
Beauty Therapy	13	10	3	-7 (-70%)
Business Administration	315	204	189	-15 (-7%)
Childcare	89	55	11	-44 (-80%)
Construction	106	115	70	-45 (-39%)
Creative and Digital			14	+14
Customer Service	95	321	186	-135 (-42%)
Dental Nursing	16	7	10	+3 (42%)
Electrotechnical	21	19	11	-8 (-42%)
Engineering	87	125	67	-58 (-46%)
Hairdressing	91	90	84	-6 (-7%)
Health & Social Care	90	54	28	-26 (-48%)
Hospitality & Catering	49	37	29	-8 (-22%)
IT and Telecomms Professional	31	91	72	-19 (-21%)
Motor Vehicle Maintenance	58	49	45	- 4 (8%)
Plumbing	24	11	7	-4 (-36%)
Retail	53	27	14	-13 (-48%)
Rail Transport			12	+12
Sales and telesales	32	92	8	-84 (-93%)

Success Rates (16-18yrs) **Appendix 2**

Apprenticeship level	2008/2009	2009/2010	2010/2011	Difference
Intermediate Level Apprenticeship (Level 2)	68.4%	71.6%	74.6%	+3%
Advanced/Higher Level Apprenticeship (Level 3/4)	80.9%	83.3%	83.0%	-0.3%
Overall	71.9%	74.8%	76.9%	+2.1%
Regional Average	65.8%	70.1%	73.8%	+3.7%
National Average	69.6%	72.4%	74.0%	+1.6%

Success Rates (19-24)*

Apprenticeship level	2008/2009	2009/2010	2010/2011	Difference
Intermediate Level Apprenticeship (Level 2)	73.8%	75.7%	79.5%	+4.2%
Advanced/Higher Level Apprenticeship (Level 3/4)	62.7%	76.0%	80.1%	+4.1%
Overall	69.4%	75.8%	79.7%	+3.9%
Regional Average	68.2%	73.5%	77.6%	+4.1%
National Average	71.3%	74.9%	77.8%	+2.9%

Success Rates (25+)*

Apprenticeship level	2008/2009	2009/2010	2010/2011	Difference
Intermediate Level Apprenticeship (Level 2)	84.7%	78.0%	81.2%	+4.2%
Advanced/Higher Level Apprenticeship (Level 3/4)	74.1%	60.5%	72.8%	+12.3%
Overall	82.6%	70.9%	77.7%	+6.8%
Regional Average	74.3%	69.1%	78.0%	+8.9%
National Average	75.9%	75.1%	78.8%	+3.7%

*N.b. 2011/2012 consolidated success rate data was not available at the time the Scrutiny Panel was carrying out this review.

APPENDIX 2B

Skills, Economy and Regeneration Scrutiny Panel
Delivery of Apprenticeships in Sunderland : Policy Review recommendations 2012/13

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
(a)	That the Council examines the measures available to increase apprenticeship opportunities, particularly higher level apprenticeships, in key sectors of the city's economy	(i) Update the Memorandum of Understanding (MOU) and associated Action Plan between the National Apprenticeship Service (NAS) and Sunderland City Council (ii) Organise and host Sunderland City Council Supply Chain Event (iii) Council representatives will continue to participate in/provide input to the regional working group, which is responsible for establishing the North East LEP area Apprenticeship Hub	Stephanie Rose, Associate Policy Lead, SPPM Teresa Palmer, Head of Corporate Recruitment Stephanie Rose, Associate Policy Lead, SPPM	Sept 2013 April 2014 Sept 2013	
(b)	That the Council and the National Apprenticeship Service (NAS) agree a set of actions that are geared to meeting the specific needs of the city	(i) Update the Memorandum of Understanding (MOU) and associated Action Plan between the National Apprenticeship Service (NAS) and Sunderland City Council *(See also Ref. a (i))*	Stephanie Rose, Associate Policy Lead, SPPM	Sept 2013	
(c)	That further work be initiated to understand the Post-16 Destinations of learners in the city	(i) Monitor and review the progress and outcomes being made in delivering priority outcomes and targets including: Raising participation in line with government targets for 2013 and 2015;	Dave Barber, 16-19 Manager, Children's Services *(via the Chair of the Participation and Engagement Group)*	March 2014	

		Increasing young people in Education, Employment and Training (EET); NEET and Not Known figures Key Stage 4 and Key Stage 5 student destinations (as presented in Department for Education Destination Measures tables); Apprenticeship opportunities; and Youth employment data (ii) Officers within Strategy Policy and Performance Management (SPPM) will incorporate Post-16 Destination Measures data returns within the Quarterly Performance Report for the Participation and Engagement Group of the Education Leadership Board.	Mike Lowe, Head of Performance, SPPM		
(d)	That the Council confirms its continuing support for the inclusion of Social and Economic Clauses into its planning and procurement processes	(i) When relevant to the subject matter, social value benefits will be considered for services (specifically over the EU threshold) at the pre-procurement stage and during the procurement. A systematic tool to be developed to consider social value when setting evaluation criteria, contract scope and performance regimes. Colleagues within Business Investment and Corporate Procurement will work closely with commissioners to ensure a value for money approach is followed when assessing contract opportunities. *(See also Ref. (e) - Work*	Karen Alexander, Employment and Training Manager	Sept 2014	

		Programme: Policy Review Action Plan) (ii) Led by the Aim 4 Group, steps will be taken to encourage other partners in the city to incorporate Social and Economic clauses in development contracts. *(See also Ref. (e) - Work Programme: Policy Review Action Plan)*	Vince Taylor, Head of SPPM *(via the Chair of Aim 4 Group)*		

APPENDIX 3A

Children's Services Scrutiny Panel
Spotlight Policy Review 2012 – 2013

Increasing Young People's Involvement in Service Design and Delivery

Final Report

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1 Foreword from the Scrutiny Lead Member for Children's Services

This second spotlight review from the Children's Services Scrutiny Panel looks at the importance of involving children and young people in service design and delivery.

Society and communities are made up of a variety of people of differing ages, backgrounds and ethnicity which is why it is so important to engage with as many groups and people as possible. As a local authority we need to gain the views and opinions of every layer of a community to ensure that our services reach and satisfy those who need and use them most. Children and young people are one of these layers and they too have a right to be heard, a fact which is promoted in the United Nations Convention on the Rights of the Child.

The Children's Services Scrutiny Panel have gathered evidence from a number of key witnesses during their investigation and it is both surprising and reassuring to learn of the level of engagement that exists with young people across the city. It is also good to see such a broad range of young people from a variety of backgrounds that ensures engagement provides a range of opinions and viewpoints.

There are of course many benefits to being involved in participative processes and for young people this can help them to develop a range of new skills, including around public speaking, analysis of data and boosting their own confidence. If any evidence was needed of this then the Panel experienced it when inviting a number of young people to share their own experiences with us, it was clear to see they were confident and enthusiastic about their involvement. But perhaps most importantly they valued the opportunity to be involved and felt that they had a real chance to make a difference.

As always I would like to express my gratitude to my Scrutiny Panel colleagues for their commitment and contribution to this piece of work, which as always has proved invaluable. I would also like to thank the officers from Children's Services who gave their time and expertise to the review. Finally I would also like to thank the young people who came in and gave evidence to the Panel; they were a credit to their organisations and provided a useful insight into their view of engagement and participation.

Councillor Bob Francis, Scrutiny Lead Member for Children's Services

2 Introduction

2.1 The Scrutiny Conference provided a variety of scrutiny topics for potential review during the coming year. The Children's Services Scrutiny Panel, commissioned by the Scrutiny Committee, agreed to undertake a spotlight review around the participation of children and young people in service design, delivery and evaluation.

3 Aim of the Review

3.1 To understand the importance of young people's involvement in service design, delivery and evaluation and what potential there is to widen this further to enhance services that impact on children, young people and their families.

4 Terms of Reference

4.1 The title of the review was agreed as 'Increasing young people's involvement in service design and delivery' and its terms of reference were agreed as:

(a) To understand how we currently engage with young people around service design, delivery and evaluation;

(b) To recognise the impact of young people's involvement in service design, delivery and evaluation;

(c) To identify the barriers to young people's participation and explore ways and initiatives that can increase access to participation for children and young people.

5 Membership of the Panel

5.1 The membership of the Children's Services Scrutiny Panel during the Municipal Year is outlined below:

Cllrs Bob Francis (Scrutiny Lead Member for Children's Services), Anthony Farr, Doris MacKnight, Robert Oliver, Mary Turton, Philip Tye, Linda Williams, Amy Wilson and co-opted member Rose Elliott.

6 Methods of Investigation

6.1 The approach to this work included a range of research methods namely:

(a) Desktop Research;
(b) Use of secondary research e.g. surveys, questionnaires;
(c) Evidence presented by key stakeholders;
(d) Evidence from members of the public at meetings or focus groups; and,
(e) Site Visits.

6.2 Throughout the course of the review process the panel gathered evidence from a number of key witnesses including:

(a) Keith Moore – Executive Director Children's Services;

(b) Cllr Pat Smith – Cabinet Member for Children's Services;
(c) Beverley Scanlon – Head of Commissioning and Change Management;
(d) Jane Wheeler – Participation and Engagement Officer;
(e) David Laverick – Workforce Development Consultant;
(f) Judith Allen – Quality and Improvement Manager;
(g) Beverley Hunter-Smith – Principal Case Manager (Leaving Care Service);
(h) Laura Cassidy – Health Improvement Practitioner (Young People);
(i) Jessica & Phillippa – Representatives from City Equals;
(j) Kieran – Representative from Change Council;
(k) Ryan & Andrew – Representatives from Castleview Academy;
(l) Hannah & Ashleigh – Representatives from Sandhill View;
(m) Allison Clarke – Library Manager;
(n) Alan Rowan – Business Relationships and Governance Manager;
(o) Stuart Cuthbertson - Senior Policy Officer for People & Neighbourhoods.

6.3 All statements in this report are made based on information received from more than one source, unless it is clarified in the text that it is an individual view. Opinions held by a small number of people may or may not be representative of others' views but are worthy of consideration nevertheless.

7 Findings of the Review

Findings relate to the main themes raised during the panel's investigations and evidence gathering.

7.1 What is Participation?

7.1.1 The United Nations Convention on the Rights of the Child (UNCRC) grants a child who is capable of forming a view the right to express that view freely in all matters affecting him or her; and these views should be given due weight in accordance with the age and maturity of the child. The UK is a signatory of the UNCRC. Although the Convention has not been incorporated into UK law, it is an important commitment which has an impact on policy and on all aspects of children's lives in the UK.

7.1.2 The UN Committee on the Rights of the Child's 2009 General Comment on the child's right to be heard considers the meaning of participation as:

'…ongoing processes, which include information-sharing and dialogue between children and adults based on mutual respect, and in which children can learn how their views and those of adults are taken into account and shape the outcome of such processes.'[1]

7.1.3 While the term participation is in common usage for listening and engaging with children and young people there is no universally endorsed single fixed meaning or definition. Treseder defines participation as 'a process where someone influences decisions about their lives and this leads to change.'[2] The exact change which is brought about can vary based on the context but may relate to both the process and the outcome.

7.2 The Importance of Young People's Participation

7.2.1 The Department for Education (2012) Statutory Guidance for Local Authorities on services and activities to improve young people's wellbeing states that 'Local authorities must take steps to ascertain the views of young people and to take them into account in making decisions and activities for them, in line with article 12 of UNCRC. They should establish and maintain a structured arrangement for doing so. To inform continuous improvement, these arrangements should enable young people to inspect and report at least annually on the quality and accessibility of provision. As appropriate they should be involved actively in service design, delivery and governance. Young people should receive the support they need to participate, ensuring representation of the full diversity of local young people, and those who may not otherwise have a voice'.

7.2.2 There is a strong track record and continuing programme of involving children and young people in the work of the Council through a variety of methods and initiatives. The Executive Director of Children's Services highlighted that Sunderland City Council fully supported the UNCRC and had cemented this signing up to the national pledge. Children's Services have also adopted Hear by Right, October 2012, which helps children, young people and adults work together to plan for change at both strategic and operational levels across partnerships, departments

[1] UN Convention on the Rights of the Child (2009) General Comment Number 12 the child's right to be heard.
[2] Treseder, P. (1997) *Empowering children and young people* London: Save the Children.

and single organisations. By using Hear by Right standards and incorporating this within the participation and engagement framework it secures the sustained and effective participation of children and young people.

7.2.3 The Children and Young People's plan also provides strong strategic direction for participation through its focus on creating a city where children and young people contribute towards the development of services for all people in the city, through giving their views and being listened to. The current plan was developed and refreshed in consultation with approximately 5,000 young people around their core priorities. The Executive Director also stressed the importance, at a strategic level, of the local authority's role in supporting young people to make a positive contribution and provide a sense of clarity around the involvement of children and young people.

7.2.4 Research has indicated that having only those who were 'clever', 'popular' and 'well behaved' elected onto school councils, failed to reflect the differences among and between children in terms of life experiences, class background, age, gender, disability and ethnicity[3]. Sunderland City Council ensures that it engages with a wide range of groups and young people through a variety of mechanisms including through City Equals, the Change Council, Youth Parliament and school councils. School councils were highlighted as a very positive aspect of engagement within the city, encouraging children and young people to become more actively involved in the development of their school. Being a member of a school council or youth forum can mean that some young people are ideally placed to develop their confidence and public speaking skills. Although these often work in isolation and operate in different ways, there is potential for the sharing of best practice and through this enhanced development of the school council model across Sunderland.

7.2.5 The Portfolio Holder for Children's Services also explained to the Panel that it is important to ensure a proactive recruitment of young people to replenish the pool as young people grow older or move on. It is also seen as important to ensure that views, opinions and perspectives of young people remain current as young people's trends and fashions change very quickly from one generation to the next. Also engaging with a wide variety of young people is not always easy, despite the inclusiveness of participation groups, there is often an associated perception of those involved. School councils, youth villages and youth centres were all highlighted as providing positive ways to develop relationships and engage with young people.

7.3 The Variety of Engagement Mechanisms

7.3.1 Sunderland is actively developing a culture of involving children, young people and their families in the design, delivery and evaluation of services across the city. It was recognised by the Panel that there was a good network of champions across services and the VCS to help promote and facilitate youth involvement. To ensure a representative view of children and young people the Council continually looks at ways of improving the engagement process and have several groups established across the city.

Children's Trust Advisory Network

7.3.2 Children's Trust Advisory Network (CTAN) was re-established successfully in May 2012 with 23 named young people from across the city including;

[3] Dr Ciara Davey (2010). Children's Participation in Decision-Making. Participation Works

Young Asian Voices;	Sunderland Youth Parliament;
Change Council;	Washington DOE;
Academy 360;	XL Villages;
Sandhill View;	City Equals;
Castleview Academy;	North Area Youth Forum;
Change Council;	Young Carers.

7.3.3 CTAN has met bi-monthly since May 2012 with an average of 15 young people attending each meeting. The young people who attend CTAN are empowered to take work away from the network and consult with a larger audience in their own services, schools or organisations. CTAN have been involved in the following;

- Confirming and challenging the children and young people's priorities through consulting with more than 500 young people;
- Reviewing and redesigning the 'Letsgosunderland' website;
- Part of the current youth review consultation process and more importantly involved in the procurement process;
- CTAN young people have been involved in the service specification of the up and coming Healthwatch;
- Consulted on the Health and wellbeing strategy;
- Visit from the probation service to seek their views on how the probation service should tailor their work to schools;
- CTAN Members volunteered to act as judges for the Young Achiever awards;
- Developing the Young Inspectors Scheme.

Sunderland Youth Parliament

7.3.4 Sunderland Youth Parliament is a group of young people that aim to represent the voices of young people in the city. One of their main tasks is to arrange and facilitate the 'Young People's State of the City Debate'. Now in its 7th year the State of City Debate brings together young people from schools across the city to debate the top five themes voted for by young people in the city. In 2012 seventy one young people attended the debate from 13 schools, University of Sunderland, City Equals, Springboard and Pennywell Youth project. The topics covered included, discrimination, sexual health, student's rights, anti-social behaviour and health. Anti-social behaviour was voted as 2013 topic with 23 votes. Sunderland Youth Parliament will produce a full report detailing the debate in full detail which will be available for public view.

City Equals

7.3.5 City equals is a group representing the voice of young people with learning disabilities/difficulties (LDD) living in Sunderland. Members attend regular meetings and promote issues specific to young people with LDD. In 2012 city equals were involved in the following;

- Worked with ITV fixers and completed a DVD on discrimination experienced in the work place;
- Attended the State of the City Event and Young People's State of the City Debate;
- One member achieved a place as an Olympic torchbearer for their community involvement;
- Took part in Parliamentary training, Hate Crime training and Committee training;
- City equals were consulted on the anti-bullying strategy and in the creation of the anti-bullying charter;

- Members also visited all the social inclusion projects in the city to update other young people with LDD about what is happening.

Change Council

7.3.6 Change Council is a group representing the voices of children and young people in care in Sunderland. Membership involves young people working with senior staff to improve and develop services that affect their lives. This group links into the council's Corporate Parenting Board, chaired by Cllr P Smith, and meets to promote the needs and wellbeing of Sunderland's 450 looked after children.

Takeover Day 2012

7.3.7 Takeover Day is a major national event organised by the Office of the Children's Commissioner. It has been running for six years and Sunderland have actively taken part for the past three years. Over 170 young people took part in Takeover day on 23rd November 2012 from three primary schools, five secondary schools, City of Sunderland College, Sunderland's Leaving Care Service and Youth Almighty Youth Project. Young people worked alongside Northumbria Police, Sunderland Magistrates, Sunderland Youth Offending Service, Sunderland Leaving Care service, Risk and Resilience Service, Venerable Bede School and Academy 360.

7.3.8 Young people engaged in the opportunity to shadow the Mayor and Mayoress, MP, Councillors and other senior officers including the Assistant Chief Executive, Executive Director of Children's Services, Director of Health, Housing & Adult Services and the Director of HR & OD. While other young people shared a challenge with Sunderland Safeguarding Children's Board, Sunderland Communications team and Family Adult and Community Learning. It is important to continue to develop relationships between young people and formal governance and statutory arrangements and look at how the views of young people can be represented in such arenas.

School Councils

7.3.9 School councils encourage children and young people to become more actively involved in the development of their school. Over the years, school councils have been consulted on various issues such as the appointment of staff, changes to uniform, tackling bullying, the school environment and charity fund raising. All schools have the potential to benefit from an information sharing session, either primary or secondary schools, and school council leads could come together to share best practice and look at the creation of a support mechanism.

Sunderland Young Inspectors

7.3.10 One of the positives from this review is that Members realise that within the Council young people can play be a valuable role as young inspectors, scrutinising and auditing the quality of provision and the progress made to improve outcomes.

7.3.11 Sunderland Young Inspectors has successfully recruited and trained 13 young people in February 2013 from across the city. The young inspectors programme will be a critical tool for commissioning agencies to check from children and young people's perspectives whether services are meeting their contracted objectives. The stages of inspection will include;

- *Recruiting Services* – who wants to be inspected?
- *Brief Services* – potential service for inspection needs to understand the commitment for youth inspection; the process and their responsibilities.

- *Brief the Inspectors* – young inspectors need to understand the organisation; the range of services being provided; key questions and logistics of the inspection.
- *Inspection Visit* – young inspectors visit the organisation and speak with a wide range of staff, volunteers, other stakeholders and service users.
- *Drafting the Report* – young inspectors work on a set of evidence based recommendations which explain how outcomes for young people could be improved.
- *Dissemination of Information* – the report is made available to the service and service users including the recommendations.
- *Follow up Visit* – return to the organisation to see if the recommendations have made an impact and if any new issues have emerged.

7.3.12 Both the Executive Director and Portfolio Holder saw the Sunderland Young Inspectors programme as a critical tool for commissioning agencies to check from children and young people's perspectives if services are meeting their contracted objectives. The importance that the young inspectors programme keeps the interest of young people and that there is a rolling recruitment and review of the group was highlighted.

7.3.13 The Panel queried how young people were recruited for the Sunderland Inspectors? It was acknowledged that the level of commitment required could and did discourage many young people. However the positions were widely advertised through posters in schools, emails to contacts, headteacher briefings and attendance at some school assemblies and youth centres. It was confirmed that those recruited so far were from 4 of the 5 localities and included representatives from schools, college, connexions or youth forums. Members recognised that such experience was good for a young person's CV and that further accreditation through ASDAN was being explored.

7.3.14 Members considered the potential for involving governors and governing bodies in engagement work and it was acknowledged that currently there were no links with governing bodies. This identified a potential opportunity for further development of engagement routes with young people and this could be explored further through the individual chairs of governing bodies or the governors association.

7.4 The Benefits to Participation and Engagement

7.4.1 There are many benefits to being actively involved in participation and engagement and much of the evidence points to successful experiences influencing all those involved, be they children, young people, adults or services and organisations. One of the key benefits is around young people's recognition that they are major stakeholders in society with important contributions to make to their communities. Representatives from CTAN endorsed this by explaining to the Panel that one of the benefits of adults talking and listening to young people is the ability to challenge pre-conceived views and ideas. The young people felt that many adults stereotyped young people as a problem and a group to be worried about. By engaging with young people can help to illustrate that most young people are also interested about community and want to have a say about issues that affect them.

7.4.2 Benefits also include the clear opportunities for young people to take action on issues that impact upon them and experience how decisions are made and how to actively contribute. Again young people who had been interviewed by the Panel outlined issues that had arisen during a restructure within Children's Services that

directly impacted on the support received to the Change Council. The young people on the committee had felt able to question this decision and had taken it through the formal complaints procedure and now felt that they had made their point but also understood the reasons behind the change.

7.4.3 The report outlines clearly the rights of children and young people to be heard but it is important to highlight that such a right also brings with it a certain level of responsibility. Being involved through the various mechanisms detailed elsewhere in the report provides those actively involved in participation with an experience of this alliance between rights and responsibilities. The Sunderland Young Inspectors programme is a good example of how the practical training, as part of the programme, builds upon the existing qualities of the young people, such as communication and teamwork skills. As well as seeking to ensure that the young inspectors have a full understanding of their role, rights and responsibilities. Tools for assessment are shared and the spectrum of available reporting methods is explored, including video or flipchart presentations, surveys, photographic evidence and written reports. These training opportunities provide a vehicle to discuss and gain a greater understanding of concepts such as diversity, confidentiality, equality and prejudice.

7.4.4 Perhaps the most obvious benefits for young people is in their own development through a range of new skills including debating, negotiating, group-decision making and influencing decision-makers as well a growth their own confidence and feeling of value. When discussing this with CTAN representatives it was evident that those present all felt that at formal and structured settings they were valued but they still felt that outside in the real world it was much more difficult to break down the stereotypes most people held about young people. Although there was a general feeling that being involved in participation and engagement was very positive as it provides something different to do as well as contributing to making a difference.

7.4.5 The benefits are not solely confined to young people there are also key advantages for services and organisations in seeking the engagement and participation of children, young people and their families around service design, delivery and evaluation. In times of greater financial constraint it is ever more important that services are based on identified need and an effective use of resources. A recent example of this involves the library service which has consulted with a wide range of service users including young people through the CTAN groups to gain their views and experiences of the library service. CTAN were able to put the point across of what young people would want from a library service including the introduction of more modern technology such as iPads and Kindles as well as making the space brighter and having a social space for young people.

7.4.6 The Learning Champions Scheme that has been used within local communities certainly shows the capacity for communities to be strong, vibrant and willing to engage around issues that impact upon them. A real benefit to participation is the development of this ‘community voice’ which can help to shape services and direct resources to best effect. By actively engaging and listening to local communities organisations can ensure that services are tailored to best meet the needs of that community, and of course will have more chance of success with local people involved and empowered from the outset.

7.4.7 In strengthening links within communities can also have the added benefit of creating opportunities to engage with those more difficult to reach or socially excluded groups. If communities see the results of engagement and participation as

directly influencing and/or shaping services and service delivery this has the potential to act as a catalyst to further engagement and its promotion by community members. This is perfectly illustrated through the work of Participation and Engagement Champions working within communities with young people, families and the 35 learning providers currently engaging with families across the city. The use of learning champions from the community has helped to improve engagement and provide the types of courses communities want to attend. Learning Champions were identified as volunteers from within communities, with no set requirements or qualifications; far more important was the ability to create a mix of sexes, ages and people creating a representative cross-section of that community. Through engagement and consultation a new curriculum plan has been developed and circulated within communities and the evidence indicated greater levels of engagement through responding to the needs of communities.

7.4.8 Continued and increasing participation with children and young people also results in the development of more creative and innovative ways to conduct such engagement. The scrutiny committees themselves have used innovative ways of gathering evidence and employed a 'Big Brother' style diary room during a previous policy review to engage with young people around issues of not being in education, employment or training. This approach provided a novel way to gather evidence through the use of popular culture that many young people could relate to. It was also recognised during this review that often engagement and participation work needs to be tailored to the audience, and there needs to be an awareness of the intended audience as the one size fits all does approach does not work.

7.5 The Barriers to Participation and Engagement

7.5.1 It can often be the case that children and young people accept that adults are best placed to make decisions on their behalf. The issue is perhaps more about children and young people feeling excluded from understanding the rationale behind such a decision. It can leave young people with little understanding as to how their views have contributed to a particular decision-making process. Research highlights that a non-participative culture can create a negative effect on the relationships between adults, children and young people with values of respect and inclusiveness failing to impact in the culture of schools, families and communities[4]. It was therefore reassuring through the panel's findings and discussions with members of CTAN, to see the value these young people placed on having their voice heard and feeling actively involved in helping to change and improve services for young people.

7.5.2 This is further reinforced by a number of witnesses interviewed by the Panel including consultation on the Health and Wellbeing Strategy where all information provided by young people from the CTAN group would be considered in the wider remit of the strategy and an update provided to the network as the strategy is developed. A similar scenario was reported in relation to the redesign of the library services where views were collected to contribute to the shaping and influencing of the future library service. Again CTAN would be informed of what was happening and how their views have contributed to the work.

7.5.3 One of the barriers that was highlighted by the young people was around the level of commitment required to be actively involved. The Participation and Engagement Officer did explain to Members that all consultation and engagement work took place outside of school times, and this has been a cornerstone of the council's

[4] Dr Ciara Davey (2010). Children's Participation in Decision-Making. Participation Works

engagement processes. It should also be noted that active engagement can even have a positive impact on academic achievement and the development of new skills through these participative processes.

7.5.4 Peer pressure and the perception of an inequality of opportunities can also restrict participation by young people. Being involved in participative groups can often be seen as not being 'cool' and this type of peer pressure can deter many young people from becoming involved. Although in speaking with young people it was noted that many of their friends became involved once they had seen what their friends were doing, a peer pressure in reverse. Certain groups of children and young people can also feel particularly disempowered in the participation process. It is important to have a wide range of young people involved and Sunderland through its many participative groups looks to ensure a broad cross-section of young people, and in so doing reducing this inequality of opportunities.

7.5.5 Members realised that it is very often the case that some children and young people either do not want to, or do not see the point of, participation in relation to their own lives and experiences. Members also recognised that getting involved in participation is not for everyone, but that it was important that young people understand how decisions do and can affect their everyday lives, and that it is not solely the domain of adults to feed into decision making processes.

7.5.6 Transport was another barrier that young people highlighted and the potential costs of getting to and from meetings and consultation projects. Again the Participation Officer reassured the Panel that the local authority was committed to ensuring that no young person was out of pocket as a result of participating with the council or its services.

7.5.7 Difficulties in engaging young people in consultations are not confined solely to children and young people and there are a number of barriers which can be associated with adults, services and organisations in general. One of the most common is around the lack of opportunities for some officers and service areas to develop the suitable approaches needed to engage young people in meetings, consultations and participation. It is difficult to develop effective relationships and engagement techniques where contact with children, young people and families are minimal or non-existent. The importance of seeking professional support in engagement was acknowledged by Members and the support and advice of the Participation and Engagement Officer was recognised as being pivotal to successful engagement in these circumstances.

7.5.8 A good example of this arose during the evidence gathering session with representatives from the Policy Team, a traditional department within the council. The Policy Team held a number of engagement sessions around informing and consulting on the Health and Well-Being Strategy, and this very much focused on adults in the health and social care sector, the team also realised that they needed to consult with young people. This was a steep learning curve for the policy team; their traditional approaches would not engage young people and therefore had to re-focus their entire approach. They used less imposing venues, developed different presentational styles to ensure it resonated with young people, and the team also adjusted the language used. The policy team learned a lot from this consultation which they recognised would help shape any future engagement with young people.

7.5.9 There can often be a level of cynicism about why children, young people and parent/carers should be involved in service design, delivery and evaluation and this too can create barriers to meaningful engagement. It can often be difficult for those most involved or at the centre of a service to see the benefit of involving children and young people, or anyone for that matter, becoming overly protective and seeing little value gained from such an exercise. However not only is the right of children to be heard entrenched in European Conventions it is also important for services to continually look to develop and improve. Through the collection of a variety of opinions and viewpoints from across the social range not only can common themes and threads be gleaned but it also helps services to create relationships and develop ownership with its primary users. As well as ensuring that key service resources are targeted effectively.

7.6 The Impact of Participation and Engagement

7.6.1 Ultimately the real measure of participation and engagement of children, young people and their families is the resulting impact this makes on service design and delivery. A good recent example that Members looked at involved a young people's consultation around the youth service and activities review within the local authority. A questionnaire was initially produced that was sent out across Sunderland to youth projects, schools and other organisations who have contact with young people. Further to this a group consultation was held with CTAN who were empowered to take the information back into their services and organisations to gather more views. All of these views and opinions were analysed and inputted into the service specification. Several young people also volunteered to be part of the procurement process and identified two questions they thought important for youth providers to answer as part of the tendering process. This is now at the evaluation stage, and importantly, once completed the young people will be informed of the outcomes.

7.6.2 This is a good illustration of how consultation and engagement with young people can make a significant impact on services by influencing the tendering process for youth services and activities. Also the use of questionnaires shows a positive engagement technique that can help gather a wide range of views in a short space of time. Often formal meetings and the unfamiliarity of actually being asked to voice an opinion can be the greatest deterrent to encouraging youth involvement and by using alternative methods can help to increase engagement on a particular issue.

7.6.3 Members also acknowledged the involvement through consultation of over 5,000 young people in the development of the Children and Young People's Plan. Preparations are now underway for the second delivery plan 2013-2016, with the Children's Trust undertaking confirm and challenge sessions in 2012 to ascertain if current priorities are still relevant. In ensuring that the priorities are relevant to children and young people CTAN have also contributed to these confirm and challenge sessions. This was done as a focus group and then young people took questionnaires back into their schools. The information gathered included priorities that young people felt were relevant and those that were not, again feedback will be presented to the group once the delivery plan has been produced.

7.6.4 Research[5] around the impact of participation and engagement also illustrates the changes made to service provision across local authorities in England, while some

[5] Doers and Shapers – Young people's volunteering and engagement in public services. An evaluation report of the Beacon Councils' Positive Youth Engagement Peer Support Programme. De Montfort University.

change are minor it is still important in that young people's views are being taken into account. These examples included:

- Staff re-training in a leisure project had taken place after young people's feedback (despite the fact that it had just won a major award);

- Teachers had benefited from young people's input in delivering personal, health and social education (PSHE) and peer education offered a dynamic approach that interested pupils;

- Several services had young volunteers who had not only increased capacity to deliver but had also given important feedback on how the services were seen by the public, how to recruit young staff, and how to involve minority communities.

7.6.5 Increased involvement of young people is also evident across Sunderland City Council and increasingly services are looking to gather the views of children, young people and their families. A number of examples of this include:

- Requests are made by any service or organisation to attend a CTAN meeting to gain young people's perspectives or to help gather a wide range of young people's views;

- Young people are involved in service evaluations;

- The newly developed young inspector's team, consisting of 13 fully trained young people;

- Children and young people are involved in National Takeover Day;

- Viewpoint is used as an evaluation tool for looked after children and leaving care young people.

7.6.6 The only way to truly gauge impact is to ensure that robust evaluation and monitoring exists when consulting with children and young people. Feedback to young people is crucial as they must see what has changed to ensure their continued commitment. It is also equally as important to explain when things do not happen, through for example unforeseen circumstances, for them to feel valued and listened to. Within Sunderland the Scrutiny Panel have seen clear evidence from a variety of sources of the importance placed on feedback and evaluation and this is reflected by the young people interviewed who clearly felt that their views were listened to and valued by the organisation.

7.7 Participation and Engagement Champions

7.7.1 Sunderland City Council has an underpinning vision of participation in that all children, young people and their families should have the opportunity to actively participate in the decisions that affect their lives, in the delivery of the services they receive and in the development of the policies that impact on them. In supporting this vision a number of Participation and Engagement Champions have been identified across service areas within the Council.

7.7.2 Participation and Engagement Champions have key roles to play in driving the implementation of the Participation and Engagement Framework across all services and partners working with children, young people and their families to ensure consultation and active engagement takes place in decision-making processes that impact upon them. It is also the role of the champions to ensure their own teams always consider how services can be more effectively developed through the engagement of service users in design, delivery and evaluation of services.

7.7.3 The Children's Services Scrutiny Panel met with a number of Participation and Engagement Champions and there was a clear theme, from these discussions, that there are right and wrong ways to make services better and it is important to bring in the voice of young people, providing an opportunity for them to be involved. An example of this was given around the involvement of young people in developing the role of social workers, a number of young people signed up to contribute due to the direct impact on their own lives. Through this involvement social workers are now coming through the programme supporting young people in the way they have expressed, and there is a positive progression as a direct result of young people's participation.

7.7.4 Members also recognised that there were a variety of ways to engage with young people apart from the traditional meetings format and other engagement techniques including opinion polls, questionnaires, text messaging, and there was also the potential to explore other social media platforms that young people are to interact with. This also includes young people's accessibility to a range of key council documents including the Children and Young People's Plan which was emphasised by the Executive Director of Children's Services as being important and needing to be addressed, and young people having a role to play in developing this too. Young people have used a variety of media to break down information including DVD's illustrating discrimination in the work place and a young person's perspective of foster care. Young People were also involved in the re-design of the 'Letsgosunderland' website including navigation improvement and increasing the young person orientation of the site. The potential for a Participation and Engagement Champion within the Communications service of the Council could help to promote engagement and ensure that literature and materials around council services consider the children and young people audience where appropriate.

7.7.5 The Participation and Engagement Champions highlighted the difficulties in engaging with young people and how the importance of honesty was integral to any engagement. The Your Welcome project was identified to Members as a positive engagement with young people around their access and interface with health services. The project covered staff training, skills, attitude, waiting areas for young people and how health services involve young people in their services. The was also a concern around how services continue to engage with the next generation of young people and how recruiting young people is also difficult and even when young people are willing to participate there are barriers to this including transport, family support and time.

7.7.6 There is a vast array of young people moving in differing social, economic and cultural circles and it is important to access as many different groups as possible. Participation and engagement revolves around being able to hear as many voices of as many young people in Sunderland. In this respect the Panel recognised the

importance of the profile and awareness of Participation and Engagement Champions across the Council and acknowledged that this could be increased.

8 Conclusions

The Panel made the following overall conclusions:-

8.1 Children and young people's participation and engagement is now a common policy and practice demand. This has been in part driven by the United Nations Convention on the Rights of the Child, and now increasingly children and young people are becoming more involved in decisions that affect them either individually or as a group. Sunderland clearly recognises this and actively encourages the participation of children, young people and their families in decisions, service design and delivery.

8.2 The local authority has a clear role in supporting young people to make a positive contribution and the council looks to engage with a wide range of groups and young people, not just those who are perceived as 'clever' or 'popular'. This is a real strength of the engagement process in Sunderland and through groups like City Equals, the Change Council and the Youth Parliament there are the means and mechanism to gather a wide and disparate range of views and perspectives. Children and young people's age can often afford them a unique perspective, over adults, to creatively problem solve an issue. In developing this strength further still it is important to look at how young people's views can be fed into key governance and statutory arrangements and in particular the newly created Health and Wellbeing Board and also the Safeguarding Children's Board. Also involving young people in decision-making processes and accessing this right can provide respect, value and a feeling of active citizenship in a shared community setting.

8.3 School is a principal part of any young persons life therefore it is of little surprise that school councils are one of the initial routes to young people becoming actively involved in participation and engagement. The development of skills and the realisation of the potential for influencing issues that directly affect a young person can lead to further involvement with a number of other participative groups. However school councils operate very much in isolation of one another and there is most likely some excellent practice taking place across Sunderland schools. Sharing best practice and the development of a support mechanism for school councils in both primary and secondary sectors could advance participation and engagement even further. There is also the potential to link into school governing bodies, which was highlighted by Members of the Panel, and this conversation could also be developed through this mechanism.

8.4 The benefits to children and young people being involved in service design, delivery and evaluation are numerous and not solely confined to young people. It is good to realise that practitioners, managers and policy-makers are becoming more committed to children and young people's participation and look to ensure that it is central to their work. This thinking has been a constant theme throughout the evidence gathering that the panel has undertaken. Children, young people and those supporting their participation have continued to develop effective ways of engaging and working together. It is also clear to see through speaking with young people that they really appreciate being involved from an early stage, rather than having decisions brought to them almost as a fait accompli.

8.5 In looking at engaging and strengthening relationships with young people around participation the use of different methods and techniques should not be underestimated. Members acknowledged the steep learning curves that officers can encounter in initial engagement with young people, and how traditional methods and language are not effective in capturing and getting the best out of young people. Initiatives like Takeover Day can also serve to forge new relationships and provide a platform for officers, members and young people to gain a mutual respect for each other's role.

8.6 Just as there are a number of benefits to participation there are also numerous barriers that can prevent young people from getting involved. In looking at these barriers it was evident that the local authority has looked at many of these issues and looked at ways to eliminate these as barriers. It is also through the work of the Participation and Engagement Officer that support exists to help iron out and develop inclusive approaches that remove many of the barriers that can hinder engagement. Although it should be pointed out that like in many other walks of life there are some young people who will not, or do not want to be involved in participation and engagement which should be respected too.

8.7 A key issue that has arisen from the review is around the importance of tailoring an approach to suit the audience, a one size fits all approach will not work, and this is nowhere more important than when dealing with young people. From the literature and resources to the very language used it is important that it resonates with the target audience otherwise it could prove extremely difficult to engage in any meaningful way. Members acknowledged evidence from a number of services and Participation and Engagement Champions all of whom supported this view. It would be extremely beneficial to have an engagement champion within the Communications Team to promote the Participation and Engagement Framework and ensure that promotional and consultative materials and literature consider children and young people where appropriate.

8.8 Participation and Engagement within Sunderland is strong and well developed with a good recent history of successes in engaging with young people. The Scrutiny Panel have witnessed the enthusiasm of officers and young people alike to engagement and this is a real testament to the organisations relationships with young people. There is always room for improvement and the Participation and Engagement Officer is continually looking to expand engagement practices across the Council and the Young Inspectors Programme will be at the forefront of this. It is important that all voices are heard and valued across the broad spectrum and make-up of communities and through this the local authority can target resources, develop services and ensure that it is fit for purpose and what users really want.

9 Recommendations

9.1 The Children's Services Scrutiny Panel has taken evidence from a variety of sources to assist in the formulation of a balanced range of recommendations. The Panel's key recommendations are as outlined below:-

(a) That Children's Services explore the potential for an information sharing support mechanism between schools to share examples of best practice in relation to the

operation and performance of school councils and also look at the development of links between school governing bodies and young people;

(b) That Scrutiny Members consider the possibility of the Scrutiny Committee or representative Scrutiny Panel being actively involved in Takeover Day 2013;

(c) That consideration is given, by the Communications Team, to the appointment of a Participation and Engagement Champion to promote and support the work of participation and engagement within the Communications Team;

(d) To explore how the views of young people can be best represented in the statutory governance arrangements of the Sunderland Health and Wellbeing Board and the Sunderland Safeguarding Children's Board.

10. Acknowledgements

10.1 The Committee is grateful to all those who have presented evidence during the course of our review. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

(a) Keith Moore – Executive Director Children's Services;
(b) Cllr Pat Smith – Portfolio Holder Children's Services;
(c) Jane Wheeler – Participation and Engagement Officer;
(d) Beverley Scanlon - Head of Commissioning and Change Management;
(e) David Laverick – Workforce Development Consultant;
(f) Judith Allen – Quality and Improvement Manager;
(g) Beverley Hunter-Smith – Principal Case Manager (Leaving Care Service);
(h) Laura Cassidy – Health Improvement Practitioner (Young People);
(i) Representatives from the Children's Trust Advisory Network (CTAN);
(j) Stuart Cuthbertson – Senior Policy Officer for People & Neighbourhoods;
(k) Alan Rowan – Business Relationships and Governance Manager;
(l) Allison Clarke - Library Manager.

11. Background Papers

11.1 The following background papers were consulted or referred to in the preparation of this report:

(a) United Nations Convention on the Rights of the Child (2009).

(b) Treseder, P. (1997) *Empowering children and young people* London: Save the Children.

(c) Dr Ciara Davey (2010). Children's Participation in Decision-Making. Participation Works.

(d) Doers and Shapers – Young people's volunteering and engagement in public services. An evaluation report of the Beacon Councils' Positive Youth Engagement Peer Support Programme. De Montfort University.

APPENDIX 3B

Children's Services Scrutiny Panel
Increasing Young People's Involvement in Service Design and Delivery: Policy Review recommendations 2012/13

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
(a)	That Children's Services explore the potential for an information sharing support mechanism between schools to share examples of best practice in relation to the operation and performance of school councils and also look at the development of links between school governing bodies and young people	• Update provided to all schools at Headteacher Termly meetings in June regarding progress on the participation agenda. • Seek nominations from schools to be involved in best practice review. • Encourage governing bodies to consider how they involve children and young people representatives in governance matters. A report to be included in the next Termly Agenda Booklet. • Invite Governor representatives to future meeting of the Children's Trust Advisory Network (CTAN) to seek their views as to how young people would wish to be engaged by Governing Bodies.	B Scanlon B Scanlon A Rowntree A Rowntree	June 2013 June 2013 Sept 2013 Sept 2013	To be provided as part of the Annual Monitoring of Scrutiny Recommendations
(b)	That Scrutiny Members consider the possibility of the Scrutiny Committee or representative Scrutiny Panel being actively involved in Takeover Day 2013	• Participation and Engagement Officer to ensure that an invitation is forwarded to Scrutiny Committee to participate in Takeover Day 2013	J Wheeler / J Peuch	November 2013	As above

(c)	That consideration is given, by the Communications Team, to the appointment of a Participation and Engagement Champion to promote and support the work of participation and engagement within the Communications Team;	• Corporate Affairs and Communications to provide a comms rep. Name tbc once comms team reorganised under People, Place, Economy.	S Meredith	November 2013	As above
(d)	To explore how the views of young people can be best represented in the statutory governance arrangements of the Sunderland Health and Wellbeing Board and the Sunderland Safeguarding Children's Board	• Invite representatives of both Boards to work with CTAN to develop links to ensure that their views can be taken into account when decisions are being made. • Sunderland Safeguarding Children Board to work with Young Inspectors to assess the effectiveness of their processes.	J Peuch J Peuch	Dec 2013 June 2013	As above

Sunderland City Council

Item No. 6

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
International Strategy – Annual Report April 2012 to March 2013

Author(s):
Chief Executive

Purpose of Report:
This report provides an overview of activity undertaken from April 2012 to March 2013 in relation to the city's International Strategy, highlights the benefits this has generated, and identifies the outline Work Programme for the year 2013/14.

Description of Decision:
Cabinet is requested to:
- note the level and nature of activity developed under the International Strategy during 2012/13
- endorse the series of actions proposed for 2013/14

Is the decision consistent with the Budget/Policy Framework? Yes

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision:
It was agreed to report annually on the International Strategy both to Cabinet and the Economic Leadership Board. Prior to its consideration by Cabinet, the attached report was considered by the Economic Leadership Board at its meeting on 1 May 2013.

Alternative options to be considered and recommended to be rejected:
No alternative options have been considered.

Impacts analysed;

Equality n/a **Privacy** n/a **Sustainability** n/a **Crime and Disorder** n/a

Is this a "Key Decision" as defined in the Constitution? No **Is it included in the 28 Day Notice of Decisions? No**	**Scrutiny Committee**

CABINET **19 JUNE 2013**

INTERNATIONAL STRATEGY – ANNUAL REPORT APRIL 2012 TO MARCH 2013

REPORT OF THE CHIEF EXECUTIVE

1.0 Purpose of the Report

1.1 This report provides an overview of activity undertaken from April 2012 to March 2013 in relation to the city's International Strategy, highlights the benefits this has generated, and identifies the outline Work Programme for 2013/14.

2.0 Description of Decision

2.1 Cabinet is requested to:

i) note the level and nature of activity developed under the International Strategy during 2012/13

ii) endorse the series of actions proposed for 2013/14.

3.0 Background

3.1 The Sunderland Partnership's first International Strategy was endorsed as a consultative draft in October 2006 to provide a co-ordinated and strategic approach to international working within the city. Following revision of the Sunderland Strategy, the International Strategy was updated and endorsed by the Partnership Board and City Council's Cabinet in October 2008 to run in parallel to the Sunderland Strategy for the period 2008 to 2025.

3.2 The overall aim of the International Strategy is 'to ensure the City's international engagement supports the Sunderland Partnership in achieving its vision for Sunderland, maximising the opportunities and benefits for the city and its residents'.

3.3 This overall aim of the International Strategy is underpinned by five Key Areas of Activity. These Key Areas of Activity focus on: attracting and retaining investment and supporting business growth; including an international dimension in the city's educational and cultural activities; sharing good practice with cities facing similar challenges; influencing EU policy and legislation; and raising the city's profile.

3.4 Implementation of the International Strategy is overseen by a Partnership-wide Steering Group, chaired by the Vice-Chancellor of the University and supported by the City Council's International Team.

3.5 An annual report is prepared each calendar year for the Sunderland Partnership and for the City Council's Cabinet. This is the sixth annual report, and the second to have been considered by the Economic Leadership Board.

3.6 Economic development has always been a primary driver for the city's international engagement and this economic focus continues to be strengthened. For this reason, the International Strategy Steering Group began to report to the Economic Leadership Board last year, instead of to the wider Sunderland Partnership Board.

4.0 Current Position

4.1 The Annual Report for 2012/13 is attached as Annex A. This has been prepared drawing on information provided by members of the International Strategy Steering Group, including representatives of each Directorate within the City Council. The Annual Report includes a summary in section 5 of ways in which the International Strategy has supported the City Council and a range of partner organisations in their individual activities over the years. Key areas of support for the City Council are summarised briefly in paragraph 4.2 below. The report then provides an overview in section 6 of some of the key developments during 2012/13, which are also summarised briefly in paragraphs 4.3 to 4.11. These are followed in the report by notable activity under each of the five Key Areas of Activity identified for the International Strategy, highlighting the progress made and benefits generated from engagement in each area. An Executive Summary of the Annual Report has also been produced.

4.2 For the City Council, the exercise to explore the impact of the International Strategy in relation to individual partner activities identified support in relation to economic development as a major priority for the City Council, supporting companies to survive and thrive within the city, retaining and potentially securing repeat investment among inward investors, and supporting local businesses to access overseas markets and grow. Equally, it identified support in relation to equipping young people with the skills and competences needed by employers operating in a global environment, raising aspirations and increasing knowledge and understanding of other cultures, as well as to improving service delivery in parallel to achieving savings.

4.3 Sunderland's Friendship Agreement with Washington DC continued to generate opportunities following its renewal for a further five years in February 2012. Businesses from the city's software and creative industries sectors took part in trade missions to Washington DC to pursue business opportunities in the American market with American companies continuing to invest in the city. Two University of Sunderland students completed their semester-long scholarship programmes at the University of the District of Columbia in May 2013, and significant development work was undertaken towards establishing collaboration with several Washington DC based universities in automotive and engineering as well as glass and ceramics. The exchange programme established between two secondary schools entered its second stage with young people visiting each other's cities in back-to-back exchanges in March

2013. Sunderland was also chosen as the location for the UK premiere of the Oscar-nominated film 'Lincoln'.

4.4 Sunderland's co-operation with China was deepened with two school visits during this year, following the first visit to Harbin by Sunderland children in April 2011. Young people and teachers from six city schools (bringing together pupils from primary, secondary and special schools) visited their partners in Harbin as part of a project part-funded by the British Council in June 2012, with a larger group of pupils from an additional secondary school visiting their partner school in October. The University began to develop proposals for several business and academic opportunities emerging through the relationships established with potential partners in Harbin in recent years. Discussions have also taken place with a number of Chinese businesses considering UK or European operations.

4.5 A new EU funded education project with Saint-Nazaire began in September 2012 providing a strong programme of activity as we begin the 60th anniversary year of our French twinning relationship in 2013. Four new school partnerships started to explore Fairtrade matters together, with support from external partners in both cities, under this two-year project. Sunderland companies and the University's Institute of Advanced Manufacturing Automotive Practice also hosted work placements for Saint-Nazaire Masters-level Engineering students for the fourth consecutive year with plans underway for the programme to be repeated with five students in 2013. Activity with Essen has been more limited, however, although a Sunderland company did host a four-week long work placement for an Essen young person as part their continued engagement with a programme organised by Essen's Economic Development Company.

4.6 Sunderland's membership of EUROCITIES, and the city's designation as a World Health Organisation (WHO) European Healthy City for the period to 2013, opened up opportunities to exchange experience, access expertise, and inform service delivery in key policy areas. This included a peer review on transport policy and implementation, smart ticketing and low carbon transport initiatives including electric vehicles through the EU funded Cascade project, as well as an exercise to benchmark Sunderland using the Age Friendly City criteria. The Leader of the City Council's new role as a member of the EU's Committee of the Regions from December 2012 may open up further opportunities in 2013/14 and has already resulted in an invitation for the Leader to be part of the Automotive Intergroup – a group within the EU's Committee of the Regions focussed on the automotive sector.

4.7 Creation of almost 1,200 jobs by overseas-owned companies in the city was announced during the twelve months to March 2013, bringing more than £430 million of capital investment to Sunderland. Most of this investment was associated with the growth of the automotive manufacturing sector in the city, including Nissan's expansion programme, with new models being introduced by the company which also announced production of the prestigious Infiniti Etheria. There were also major expansion projects by logistics company Vantec (part of Japan's Hitachi group), which has constructed a 40,000 square metre warehouse on an Enterprise Zone site, and by two key Japanese suppliers with Calsonic Kansei securing a Regional Growth Fund award to expand production and Unipres investing in an extension and new plant equipment also to expand production. TRW Systems and Johnson Controls, both of the USA, have also invested heavily in their Sunderland plants to expand production, with the TRW plant being established as a centre of excellence within the group from which it exports electronic components to a range of automotive manufacturers overseas.

4.8 Joint working with regional and national partners in supporting city businesses to engage internationally also continued to be developed during this year. Co-operation with UK Trade and Investment (UKTI) has been strengthened this year with UKTI supporting companies to take part in both the software and creative industries trade missions to Washington DC. Discussions have also taken place with senior UKTI representatives based in Chicago, which has lead responsibility within the United States for the automotive sector, to support Sunderland in attracting more automotive supply chain investment into the city. Opportunities to work more closely with UKTI and partners within the Local Enterprise Partnership (LEP) will continue to be explored.

4.9 Relationships with several overseas Embassies have also been strengthened during 2012/13. The Deputy Chief of Mission from America's Embassy in London visited Washington Old Hall in July 2012, meeting with city and regional businesses with a strong American connection, together with Chamber of Commerce and City Council representatives. A new relationship has also been established this year with the French Ambassador who visited Nissan in December, meeting with senior Nissan and City Council representatives, and discussing the potential for co-operation linked to the city's twinning relationship with Saint-Nazaire and its 60th anniversary. Relationships with the Honorary Consuls for France and Germany, as well as for Norway, as Sunderland marked 50 years of the generous gift of a Christmas tree from the people of Stavanger, were also strengthened.

4.10 The ongoing development of the city's Economic Leadership Board, and the reporting relationship between the International Strategy Steering Group and the Economic Leadership Board, present opportunities to strengthen further the linkages between the international agenda and economic development activity in the year ahead.

4.11 The city's strategic partnership with the British Council as a key national partner in promoting the international dimension in education has continued to open up opportunities. This has particularly been the case for co-operation with China. The cluster visit to Harbin by pupils and teachers from six Sunderland schools in June was part of a British Council funded Joint Curriculum Project focused on sustainability. Young people from Sunderland primary schools also had the opportunity to attend the British Council's Primary Language Immersion Course for the third year in a row in August. In addition, an application to the British Council for funding to host a visit to Sunderland by teachers from several partner schools in Harbin, to take place during the next reporting year, was successful.

4.12 The landscape within which the Steering Group and its constituent partner organisations operate continues to be influenced by policy developments at national level by the coalition government and significant reductions in public expenditure. This wider context is significant in view of the overall aim of the International Strategy, which is designed to ensure the city's international engagement underpins the mainstream objectives which partners are seeking to deliver.

4.13 The impact of public sector budget reductions, and the challenge for individual partner organisations of reviewing their priorities and refocusing their activity in relation to reduced resources, has decreased the time available within the Steering Group during 2012/13 to take forward collective priorities. The proposal for 2013/14 is therefore designed to focus collective activity on a smaller number of key actions to maximise the effectiveness of the Steering Group and the benefits, particularly economic, that can be generated within the limited resources available.

4.14 The eight proposed actions, thematic and geographic, which will form the Work Programme for 2013/14 in terms of collective priorities are set out in section 8 of the Annual Report (Ai).

4.15 Individual organisations will continue to take forward their own specific mainstream areas of international business during 2013/14. These include inward investment, overseas marketing, student recruitment, and development of in-country delivery for further and higher education. Information will continue to be shared within the Steering Group on individual partners' activity, however, to enable linkages or wider benefits to be explored where appropriate and where resource levels permit.

5.0 Reasons for the Decision

5.1 It was agreed to report annually on the International Strategy both to Cabinet and the Economic Leadership Board. Prior to its consideration by Cabinet, the attached report was considered by the Economic Leadership Board at its meeting on 1 May 2013.

6.0 Alternative Options

6.1 No alternative options have been considered.

7.0 Relevant Consultations

7.1 Financial Implications

There are no financial implications.

8.0 Background Papers

8.1 The following background papers are available from the Office of the Chief Executive:
International Strategy
International Strategy Steering Group Terms of Reference and Minutes
International Strategy Progress Report 2012/13
Washington DC Steering Committee Minutes
China Steering Committee Minutes

International Strategy for Sunderland **Annex A**

Annual Report – April 2012 to March 2013

1.0 Introduction

1.1 This report summarises the work of the International Strategy Steering Group for the period 1 April 2012 to 31 March 2013. It gives an overview of significant international activity undertaken within the Partnership during this time and of its benefits, and highlights areas of work to be progressed during 2013/14

2.0 Background

2.1 The Sunderland Partnership's first International Strategy was endorsed as a consultative draft in October 2006. Following revision of the Sunderland Strategy, the International Strategy was updated and endorsed by the Partnership Board and City Council's Cabinet in October 2008 to run in parallel to the Sunderland Strategy for the period 2008 to 2025.

2.2 The overall aim of the International Strategy is **'to ensure the city's international engagement supports the Sunderland Partnership in achieving its vision for Sunderland, maximising the opportunities and benefits for the city and its residents'.**

2.3 This overall aim of the International Strategy is underpinned by five key areas of activity, which are set out in full in section 6.2. The five key areas of activity focus on:
- attracting and retaining investment and supporting business growth
- including an international dimension in the city's educational and cultural activities
- sharing good practice with cities facing similar challenges
- influencing EU policy and legislation, and
- raising the city's profile.

2.4 Implementation of the International Strategy is overseen by a Partnership-wide Steering Group, chaired by the Vice-Chancellor of the University and supported by the City Council's International Team.

2.5 An annual report is prepared each year. Reports were originally prepared on a calendar year basis, but moved to financial years in the previous reporting year. This is the sixth annual report and the second to be considered by the Economic Leadership Board as well as the City Council's Cabinet. In previous years the annual report was prepared for the Partnership Board and City Council's Cabinet.

3.0 Co-ordination Arrangements

3.1 The International Strategy Steering Group continued to meet quarterly this year. There have been several changes in representation on the Steering Group during the year and there is currently no Voluntary & Community Sector representation on the Group, following retirement of the previous representative.

3.2 It is proposed that partners review their representation on the Steering Group and confirm whether or not current representation remains appropriate. This is to ensure effective linkages with bodies such as the Economic Leadership Board, reflect the context of the proposed Work Programme for 2013/14 with its increasing economic focus (set out in section 8), as well as in view of internal re-organisation within partner organisations. Current membership is attached as Annex B for reference.

3.3 Membership remains open to all Sunderland Partnership organisations and Themed Boards that have the capacity to nominate a representative. The Sunderland Partnership Manager is also a member of the Steering Group to facilitate the engagement of those within the Partnership who are not able to attend.

4.0 Context

4.1 The landscape within which the Steering Group and its constituent partner organisations operate continues to be influenced by policy developments at national level by the coalition government and significant reductions in public expenditure.

4.2 This wider context is significant in view of the overall aim of the International Strategy, which is designed to ensure the city's international engagement underpins the mainstream objectives which partners are seeking to deliver.

4.3 The impact of public sector budget reductions, and the challenge for individual partner organisations of reviewing their priorities and refocusing their activity in relation to reduced resources, has decreased the time available within the Steering Group to take forward collective priorities.

4.4 In view of the context set out above, the proposed work programme for 2013/14 includes a reduced number of key actions. The proposal for 2013/14 is designed to focus collective activity on a smaller number of key actions to maximise the effectiveness of the Steering Group.

4.5 It is envisaged that individual organisations will continue to take forward their mainstream areas of international business during 2013/14. Information will continue to be shared within the Steering Group, however, on individual partners' activity, to enable linkages or wider benefits to be explored where appropriate and where resource levels permit.

5.0 Impact

5.1 As in previous years, a Work Programme for the International Strategy Steering Group was established for 2012/13. This covered the key themes and actions proposed in the previous annual report.

5.2 Following the pattern established in previous years, the 2012/13 Work Programme included a series of objectives, activity within partner organisations to support delivery of these objectives, anticipated outcomes and benefits, as well as potential indicators to enable the impact of this activity to be gauged over the longer term. These were set out against each of the key themes and actions agreed for the year. The Work Programme also highlighted linkages to the five priorities of the Sunderland Strategy

5.3 Measurement of benefits has continued to be gauged in the same way as in previous years, recording areas of progress against the key themes and actions within the Work Programme.

5.4 The opportunity was also taken during this year to begin to capture partner comment and narrative highlighted previously that the work of the International Strategy is of support to partners in their individual activities. This focussed primarily on the University, Sunderland Software City, the City Council, and Sunderland AFC is summarised in paras 5.5 to 5.8 below.

5.5 University of Sunderland

5.5.1 The University of Sunderland's core business includes International and EU student recruitment, maximising the student experience for all students, developing quality teaching and research, and delivering academic programmes overseas.

5.5.2 Business and marketing students from a school in Saint-Nazaire have visited the University as part of a wider programme within the city, touring the campus and engaging in workshops with University staff. Similarly the programmes for visiting pupils from Washington DC and Daqing in China as well as Headteachers from Harbin have included campus tours and the opportunity to meet American and Chinese students following courses here in the city during their stay. Scholarship students from Washington DC, particularly the first student to come to Sunderland from the University of the District of Columbia who is now an active City Ambassador, have returned to the United States raising awareness of the University among their networks on the strength of their experience and welcome within the city as a whole. The city's creative businesses and University colleagues take part in joint exhibitions in Washington DC showcasing the quality of teaching and talent at the University in Glass & Ceramics and among its graduates. Visiting work placement students from Saint-Nazaire also regularly stay in University accommodation. Together these links, facilitated through the city's partnership approach to international working, increase awareness of the University and its offer, helping indirectly to support student recruitment including from potential students locally who are engaged in these international activities.

5.5.3 The city's Friendship Agreement with Washington DC has significantly enhanced the experience of two students selected to take up semester-long scholarships at the University of the District of Columbia. On their return their experiences have in turn also benefitted their fellow students, in a similar way to those studying alongside scholarship students from Washington DC or the first visiting lecturer from Harbin on programmes in Sunderland, by bringing different perspectives and knowledge into discussions in teaching sessions. Work under the International Strategy to increase the integration of international students within the city has provided opportunities for students to share their culture with local school pupils while also providing the individual students with an opportunity to engage with the local community in a meaningful way during their studies which is very valuable to many international students in terms of their student experience. Focussing on this area of work together also contributed to the University setting up its first Diversity Week in November 2011, something which has now become a regular event in the University's calendar.

5.5.4 Postgraduate Engineering students from Saint-Nazaire have been offered work placements on research projects within the University's Institute of Advanced Manufacturing and Automotive Practice (AMAP) each summer for several years working alongside staff and students at AMAP helping to address specific challenges and issues. The city's Friendship Agreement with Washington DC has also opened up opportunities resulting in current development of a Memorandum of Understanding on automotive and engineering research collaboration with the prestigious National Crash Analysis Center at George Washington University. Collaboration opportunities that would benefit both teaching and research are also under discussion with Howard University in automotive and engineering, with potential opportunities in software and engineering also to be discussed with the University of the District of Columbia. In another key thematic area for the University, Glass & Ceramics, staff have had the opportunity to exhibit work at exhibitions in Washington DC alongside Sunderland creative businesses forging valuable relationships including with two internationally-renowned glassmakers. Attracting them as Fulbright visiting specialists to Sunderland provided masterclasses to benefit students and staff with a range of spin-of opportunities.

5.6 Sunderland Software City

5.6.1 Sunderland Software City's objectives include seeking to support software companies to access new markets as well as attracting inward investment by targeting small companies considering Europe or the UK as a market.

5.6.2 The city's Friendship Agreement with Washington DC has provided a series of opportunities for companies to explore the US as a market, meeting with contacts who could advise and support their businesses to grow. These include representatives of economic development agencies, incubator and accelerator programmes, and legal firms in the capital of the USA which remains the major market for technology companies selling to the US Government. In addition, the city's relationships with Harbin and the Nanjing Ministry of Science and Technology in China have facilitated the process of identifying potential business partners for Sunderland Software City companies, or inward investors, in each city drawing on the contacts which have been built up and the joint commitment to developing economic benefits.

5.6.3 The University's strong connections with India, through its London Campus and external relationships also have the potential to contribute to a broader offer to help attract and subsequently retain Indian companies.

5.7 Sunderland City Council

5.7.1 Economic development is a major priority for the City Council, supporting companies to survive and thrive within the city, retaining and potentially securing repeat investment among inward investors, and supporting local businesses to access overseas markets and grow. Equipping young people with the skills and competences needed by employers operating in a global environment, as well as raising aspirations and increasing knowledge and understanding of other cultures also remain important to the City Council. Although a new relationship with schools is currently being developed and responsibilities have moved more directly to schools, encouraging an international dimension within the curriculum in view of its role in facilitating these goals has therefore moved more directly was viewed as core business in the early years of the International Strategy and is therefore also included in this section. In addition the City Council is committed to improving service delivery in parallel to achieving the necessary savings.

5.7.2 Visibly demonstrating the city’s commitment to the United States, and the strength of its relationship with Washington DC and communities in the American capital, helps the City Council to continue to engage with major American inward investors playing a role in retaining and securing repeat investment within Sunderland. This commitment is demonstrated through economic but also educational and cultural initiatives under the Friendship Agreement with Washington DC, for example, involving young people in school activity and exchanges, youth parliament joint work, and scholarships for University students as well as businesses from both cities. The potential to offer Masters-level Engineering students from Saint-Nazaire on work placements to automotive and advanced manufacturing companies in the city, and the linkages with the University through participation alongside companies in this programme, also helps to strengthen local relationships with businesses and plays a role within the context of supporting companies to stay within the city and be successful.

5.7.3 Partnerships with Washington DC in particular, as well as with China, have provided opportunities to enable city businesses to explore and access new markets. Software companies have set up offices in the Washington DC area or elsewhere in the United States following participation in trade missions with the City Council and Sunderland Software City. Access to the American market and interaction with contacts introduced through the Friendship Agreement has enabled them to grow, creating additional jobs in Sunderland as well as elsewhere. Individual creative businesses have secured residencies, sold work, and developed their practices on the strength of experience through co-operation with Washington DC creative businesses. The partnership with Washington DC has also inspired a business-led approach within the creative industries sector that continues to be strengthened through learning from Washington DC, mitigating reduced resources available in terms of support from the City Council and helping to strengthen the city's creative sector in line with the city's Economic Master Plan.

5.7.4 Chinese International Student Ambassadors have supported schools to interact with partners in Harbin during visits by Headteachers, strengthening newly formed school partnerships under the umbrella of the city's Friendship Agreement and helping them to become sustainable. Like International Student Ambassadors from other countries, they have also spent time with young people in the city's schools to share their culture and language helping to raise aspirations, increase understanding of other cultures both within the city and overseas, and enabling young people to develop the skills that will be needed by global businesses in the future. Interaction between young people involved in activity under the Friendship Agreement with Washington DC (returning scholarship students from DC and members of Sunderland Youth Parliament and young people in city primary, secondary and special schools), for example through the annual July 4th celebration, has enabled sharing of experience and knowledge and contributed to raising aspirations. This has also been the case with bringing young people together from primary, secondary and special schools across the city who are involved in partnership work with China for events as well as a joint visit to Harbin.

5.7.5 In addition, University scholarship students from Washington DC have become City Ambassadors with one who has become a strong advocate for the city and University. Working in high-profile circles, including regular liaison with the White House, he raises awareness of the city where appropriate in the course of his work. He also brings professional expertise in trauma-informed care and valuable personal experience to share with and support young people as well as potentially to share with key staff. His work with young people facing significant challenges, at Springwell Dene School and the city's Youth Offending Service, again helps to raise aspirations and equip young people to make a positive contribution.

5.7.6 University academics have partnered with the City Council to support development of good practice and facilitate access to expertise, through the EU funded Cascade project alongside partners from Eurocities, to support improvement of services in relation to low carbon public transport. Access to external expertise of this nature is particularly valuable to support innovation at times of significant budget reductions and, in this example, draws on knowledge from the University that is itself strengthened by international collaborations.

5.8 Sunderland AFC

5.8.1 The Premier League brand is extremely strong internationally and the Football Club seeks to maximise its fan base as well as commercial and other partnering opportunities within this context.

5.8.2 Opportunities have been taken regularly by city partners to include time at the Stadium of Light for international visitors including business delegates, government officials, or young people involved in school or University activity. This has ranged from scholarship students and business representatives from Washington DC and Headteachers from Harbin, as part of ongoing activity under the city's Friendship Agreements, to government officials from South Korea exploring different approaches to delivering Children Services. Young people from Essen nominated as part of the joint Youth Arts Programme under the city's Young Achievers Programme have also regularly taken part in Award Ceremonies at the Stadium. Equally, this supports partner organisations across the city in providing enjoyable programmes for key visitors.

5.8.3 The city's Friendship Agreement with Washington DC has provided the Football Club with an avenue to share experience with other major sporting clubs in terms of their commercial operations, and explore potential progression routes from the Club's Academy. Partners have also explored opportunities to work with the Football Club in support of Invest in Africa, as well as engaging in early discussions regarding links to the Club's wider strategy to engage with Africa.

6.0 International Activity Undertaken

6.1 <u>Overview</u>

6.1.1 Work during this year has continued to focus primarily on consolidating activity undertaken in previous years with no significant new areas of development. This reflects the challenging context within which partners are operating individually and collectively. However, partners have continued to develop an international dimension to their work where this is closely aligned to core business, building on their existing levels of activity.

6.1.2 The most significant developments during this period in terms of individual partnerships are highlighted below. A number of the key outcomes, in relation to the five key areas of activity identified to support delivery of the overall aim of the International Strategy, are then summarised in section 6.2.

6.1.3 Sunderland's Friendship Agreement with Washington DC continued to generate opportunities following its renewal for a further five years in February 2012. Businesses from the city's software and creative industries sectors took part in trade missions to Washington DC to pursue business opportunities in the American market with American companies continuing to invest in the city. Two University of Sunderland students completed their semester-long scholarship programmes at the University of the District of Columbia in May 2013, and significant development work was undertaken towards establishing collaboration with several Washington DC based universities in automotive and engineering as well as glass and ceramics. The exchange programme established between two secondary schools entered its second stage with young people visiting each other's cities in back-to-back exchanges in March 2013. In addition, following an increased Washington DC dimension to Sunderland's Black History Month programme in October, an exhibition of volumes of George Washington's Writings (on loan from a personal collection in Washington DC) was held at Washington Old Hall during February 2013 as America's Black History Month. Sunderland was also chosen as the location for the UK premiere of the Oscar-nominated film 'Lincoln'.

6.1.4 Sunderland's co-operation with China was deepened with two school visits during this year, following the first visit to Harbin by Sunderland children in April 2011. Young people and teachers from six city schools (bringing together pupils from primary, secondary and special schools) visited their partners in Harbin as part of a project part-funded by the British Council in June 2012, with a larger group of pupils from an additional secondary school visiting their partner school in October. A total of seven schools have now visited Harbin since the Friendship Agreement was signed in May 2009. A Celebration Event showcasing the young people's experiences, together with those of young people involved in the British Council's primary language immersion course, was held in the Council Chamber in October. The University began to develop proposals for several business and academic opportunities emerging through the relationships established with potential partner in Harbin in recent years. Discussions have also taken place with a number of Chinese businesses considering UK or European operations.

6.1.5 A new EU funded education project with Saint-Nazaire began in September 2012 providing a strong programme of activity as we begin the 60th anniversary year of our French twinning relationship in 2013. Four new school partnerships started to explore Fairtrade matters together, with support from external partners in both cities, under this new two-year project. This follows a similar EU-funded project on sustainable travel and transport from 2009 to 2011 that involved three new school partnerships and resulted in a Saint-Nazaire teacher successfully applying for French Government funding to spend the 2011/12 school year teaching at her partner school Castletown Primary. Sunderland companies and the University's Institute of Advanced Manufacturing Automotive Practice also hosted work placements for Saint-Nazaire Masters-level Engineering students for the fourth consecutive year in the summer of 2012 with plans underway for the programme to be repeated with five students in 2013.

6.1.6 Activity with Essen has been more limited, however, although a Sunderland company did host a four-week long work placement for an Essen young person as part their continued engagement with a programme organised by Essen's Economic Development Company. Plans were also made for youth workers from Essen to take part in an EU funded Outdoor Education seminar at the City Council's Derwent Hill Activity Centre although colleagues were unfortunately not able to participate in the October 2012 event due to changes in professional and personal circumstances.

6.1.7 Sunderland's membership of EUROCITIES, and the city's designation as a World Health Organisation (WHO) European Healthy City for the period to 2013, has opened up opportunities to exchange experience, access expertise, and inform service delivery in key policy areas. This has included a peer review on transport policy and implementation, smart ticketing and low carbon transport initiatives including electric vehicles through the EU funded Cascade project, as well as an exercise to benchmark Sunderland using the Age Friendly City criteria. An internal City Council Europe Review during 2012/13 provided an opportunity to review existing levels of activity, and identify a refocused framework that will include a strengthened economic dimension to be implemented from April 2013. Equally, the Leader of the City Council's new role as a member of the EU's Committee of the Regions from December 2012 may open up further opportunities in 2013/14 and has already resulted in a invitation for the Leader to be part of the Automotive Intergroup – a group within the EU's Committee of the Regions focussed on the automotive sector.

6.1.8 Creation of almost 1,200 jobs by overseas-owned companies in the city was announced during the twelve months to March 2013, bringing more than £430 million of capital investment to Sunderland. Most of this investment was once again associated with the growth of the automotive manufacturing sector in the city, including Nissan's expansion programme, with new models being introduced by the company which also announced production of the prestigious Infiniti Etheria. There were also major expansion projects by logistics company Vantec (part of Japan's Hitachi group), which has constructed a 40,000 square metre warehouse on an Enterprise Zone site, and by two key Japanese suppliers with Calsonic Kansei securing a Regional Growth Fund award to expand production, and Unipres investing in an extension and new plant equipment also to expand production . TRW Systems of the USA has invested heavily in its Sunderland plant, establishing this as a centre of excellence within the group from which it exports electronic components to a range of automotive manufacturers overseas. Johnson Controls, also of the USA, has also invested heavily in its plant and equipment to expand production.

6.1.9 Joint working with regional and national partners in supporting city businesses to engage internationally has also continued to be developed during this year. This has included engagement with Sunderland Software City particularly in relation to opportunities through the partnership with Washington DC. Co-operation with UK Trade and Investment (UKTI), both here and in the United States, has also been strengthened this year with UKTI supporting companies to take part in both the software and creative industries trade missions to Washington DC. Discussions have also taken place with senior UKTI representatives based in Chicago, which has lead responsibility within the United States for the automotive sector, to support Sunderland in attracting more automotive supply chain investment into the city. Opportunities to work more closely with UKTI and partners within the Local Enterprise Partnership (LEP) will continue to be explored. This will include, for example, exploring linkages in relation to ‘North East International’, which was recently identified as one of the five priorities for the North East LEP within the North East Independent Economic Review report and proposals regarding the new North East combined authority.

6.1.10 Relationships with several overseas Embassies have also been strengthened during 2012/13. The Deputy Chief of Mission (Deputy Ambassador) from America's Embassy in London visited Washington Old Hall in July 2012, meeting with city and regional businesses with a strong American connection, together with Chamber of Commerce and City Council representatives. This followed visits to Sunderland by the American Ambassador and the Minister Counselor for Commercial Affairs in 2006 and 2008 respectively and by China's Ambassador during 2011/12. A new relationship has been established this year with the French Ambassador who visited Nissan in December, meeting with senior Nissan and City Council representatives, and discussing the potential for co-operation linked to the city's twinning relationship with Saint-Nazaire and its 60th anniversary in 2013. Initial discussions have also taken place with the new Consul General for Germany, based in Edinburgh, to build on the strong relationship established with her predecessor during the 60th anniversary year of the city's partnership with Essen in 2009. Relationships with the Honorary Consuls for France and Germany, as well as for Norway, as Sunderland marked 50 years of the generous gift of a Christmas tree from the people of Stavanger, were also strengthened. Opportunities to increase co-operation will continue to be explored.

6.1.11 The ongoing development of the city's Economic Leadership Board, and the revised reporting arrangements for the International Strategy Steering Group referred to in 2.5, present opportunities to strengthen further the linkages between the international agenda and economic development activity in the year ahead.

6.1.12 The city's strategic partnership with the British Council as a key national partner in promoting the international dimension in education, which was initiated in 2008, has continued to open up opportunities. This has particularly been the case for co-operation with China. The cluster visit to Harbin by six Sunderland schools, referred to in 6.1.4 above, was part of a British Council funded Joint Curriculum Project focused on sustainability involving nine Sunderland schools. Young people from Sunderland primary schools also had the opportunity to attend the British Council's Primary Language Immersion Course for the third year in a row in August. In addition, an application to the British Council for funding to host a visit to Sunderland by teachers from several partner schools in Harbin, to take place during the next reporting year, was successful.

6.1.13 More detail of progress made during the year in relation to each of the areas included in the Work Programme for 2012/13 (Geographic, Thematic and Operational) has been collated within a separate progress report. It is also important to note, however, that partners continue to engage in international activity in areas of their core business outside of the International Strategy Steering Group. These include inward investment, overseas marketing, student recruitment, and development of in-country delivery for further and higher education. Some of this activity undertaken by individual partners, as well as more ad hoc initiatives within the Partnership, is reflected within the progress report but to a more limited extent.

6.2 Key Outcomes in relation to the International Strategy's Five Key Areas of Activity

A) Forging strong links between the local and international business community
– to maintain and attract further international investment, support local and home-grown businesses to access global market places and compete internationally

- 3 Sunderland software companies have taken part in a trade mission to Washington DC, with businesses gaining an understanding of the market and appreciation of factors in relation to starting or expanding their operations in the United States. One of the companies is looking to develop their business in the United States by setting up a further office and considering partnering opportunities with a DC-based technology company, and another is discussing setting up an office in New York. Another software company which took part in a 2011 trade mission to Washington DC has filed a patent for its technology in the United States during 2012/13 and is now looking to develop the American market for its product.

- A total of 5 Sunderland software companies have now set up representation in the United States since the Friendship Agreement was signed in 2006, with 3 in the Washington DC area. The US operation of SaleCycle, which incorporated into the US following participation in a trade mission to Washington DC in 2011, now contributes approximately 25% of the company's global revenue and this has led to additional investment in Sunderland with new staff supporting global offices and clients. Sunderland software company 4Projects, the first Sunderland company to set up operations in the DC area (in 2009), was acquired by a large American software company, Coaxis/Viewpoint, in February 2012 with 4Projects regarded as their centre of excellence for Software as a Service (SaaS). Coaxis/Viewpoint plan to increase 4Projects' US revenues significantly, 4Projects UK is recruiting to expand, product development expected to remain in NE England, and additional jobs are also expected to be created in the US and elsewhere.

- 6 Sunderland creative businesses have taken part in a trade mission to Washington DC to exhibit at 'International Glass & Clay', an event developed jointly with American glassmakers and ceramicists building on similar events in 2008 and 2009. 8 academic and technical staff from the University's Glass and Ceramics Department also took part in the exhibition, building on links with the two internationally-renowned glassmakers from Washington DC who spent two weeks in Sunderland as Fulbright specialists during 2011, strengthening Sunderland's international reputation in this area and opening up further opportunities for collaboration. Two Sunderland creative businesses were offered residencies (one in glass and one in ceramics) to take place in 2013/14, and another two were offered internships with Washington Glass School. Two of the creative businesses also sold work in the United States for the first time.

- Five of the six creative businesses who travelled to Washington DC are tenants or Trustees of Creative Cohesion, and also benefitted from engaging in business discussions and exchanges with representatives of the various social enterprise models in the American capital to inform future development of Creative Cohesion in Sunderland. In addition, one of the creative businesses who secured a residency to support her future business development as a result of participation in the trade mission, was one of the first University of Sunderland graduates to take up incubator space in Creative Cohesion.

B) Including an international dimension in the city's educational and cultural activities
- to increase knowledge and understanding of other cultures, develop welcoming and inclusive communities, stimulate a sense of global citizenship and build the skills needed by employers operating in a global economy

- A total of 60 schools in the city hold the International School Award with the Foundation level as a minimum, with 24 at Foundation level, 23 at Intermediate and 13 holding the Full Award (British Council figures as at March 2013). This has decreased slightly from a total of 64 in March 2012, reflecting a period of considerable change within the education community, but remains higher than previous totals of 54 (Dec 2010), 40 (Dec 2009), 21 (Dec 2008) and 13 (Dec 2007). The award provides external validation of the extent to which these schools are enhancing learning opportunities for children and young people through inclusion of an international dimension within education.

- A revised International Student Ambassadors programme has been developed to enable University students and young people in city schools to continue to benefit from interaction with the local community and other cultures respectively. Partners such as Sunderland Museum & Winter Gardens have mirrored this approach engaging international students in family events such as Chinese New Year activity during 2012/13. Approximately 1,800 international and 600 European students studied on campus at the University during the academic year 2012/13, including over 100 different nationalities, and 51 Sunderland students took the opportunity to study abroad in Australia, the USA and Nicaragua as well as Europe. This included the 2 students who completed their semester-long scholarship at the University of the District of Columbia in May 2012.

- A number of school cluster initiatives have continued to be developed, often with support from the British Council or European Union funding further, increasing knowledge and understanding of other cultures among the city's children and young people and helping to prepare them for participation in today's global economy

- Two young people from each of 6 Sunderland schools (primary, secondary, and a special school) have visited their partner schools in Harbin in June 2012 as part of a joint project based on sustainability. This was followed by a visit of a larger group of young people from Hetton School to Harbin, and plans are underway for pupils from Biddick School to visit Harbin during 2013/14.
- Twelve pupils from three city primary schools have taken part in the British Council's primary Chinese language immersion course. This was the third year that city young people had taken part in the course, with a total of seven primary schools having been involved altogether to date
- Four Sunderland schools have begun curriculum work with partners in Saint-Nazaire on Fair Trade, in a new two-year EU funded project, together with Shared Interest Society as external partners and the Sunderland Fairtrade Partnership. Teachers from schools in both Sunderland and Saint-Nazaire have visited their partners and begun developing a range of materials for use with young people in primary and secondary schools. As part of this project, Sunderland hosted a regional Fair Trade Schools' Conference in March which was attended by over 100 learners from Sunderland and regional schools who had the opportunity to take part in sessions and workshops led by a range of International Fair Trade organisations.
- Twelve young people from Monkwearmouth School have also taken part in the school's second exchange with its partner school of School without Walls in Washington DC, strengthening the relationship which was first established with British Council support during a Headteachers' visit in 2010.

C) Developing, and exchanging, good practice within international partnerships and networks
- to build knowledge within Partnership organisations and improve services

- Activity under the EU trans-national project, Cascade, involving City Council and University colleagues has continued in partnership with Eurocities. The main highlight in 2012/13 was the peer review visit to Sunderland involving transport experts from 6 European cities in May 2012, focussing on transport policy and implementation, smart ticketing and low carbon transport initiatives including electric vehicles. The peer review involved site visits, interviews and workshops with expert practitioners and resulted in a series of recommendations which are currently being considered. Cascade is closely aligned to the goals of the Economic Master Plan and City Council Corporate Plan outcomes of developing 'a well connected city' (Place) and 'a national hub of the low carbon economy' (Economy).

- Sunderland has continued its engagement within the World Health Organisation's (WHO) European Healthy Cities Network. The University continued to participate as a WHO Collaborating Centre and organised a series of webinars for members of the Healthy Cities' University Subgroup. Sunderland carried out a benchmarking exercise against international Age Friendly City criteria as well as hosting a study visit by a delegation from Frederiksburg in Denmark who were keen to learn from the city's work on active ageing.

D) Engaging with EU policy-making and legislation – to influence areas which may impact on the city, and identify opportunities to implement EU policies and initiatives which will benefit the city.

- The City Council has submitted responses to consultation exercises regarding key EU policies including Cohesion Policy and Regional Aid, as well as taking up collective opportunities with regional, national and European partners where appropriate.
- Sunderland was invited by Eurocities to give a presentation at the EU Sustainability Week in Brussels in June 2012 on the EU Covenant of Mayors and implementation of Sustainable Energy Action Plans following successful participation in hosting the Cascade peer review.

E) Raising the profile of Sunderland internationally - to influence individuals and businesses in their decisions about where to live, work, visit, study and invest and to support the ongoing development of the city's economy.

- The City Council has continued to develop its approach to creating the best possible conditions for continued economic development in the city, supporting inward investment marketing and maximising the city's international connections to generate further economic benefits. The inward investment marketing campaign, MAKE it Sunderland, was launched in June 2012.
- One of the early scholarship students from the University of the District of Columbia, who has become an active City Ambassador, has again chosen to spend time in Sunderland working with young people facing significant challenges. This was the second time he has met with pupils at Springwell Dene School and with the city's Youth Offending Service, sharing his personal and professional experience. He arranged his visit around the annual event open to all City Ambassadors which was held in December.
- Sunderland was shortlisted alongside Berlin and Glasgow in the Participation category of Eurocities' annual awards, which are designed to recognise outstanding achievement by member cities in the delivery of local activities or practices. The city's work in the field of youth engagement and participation was showcased at the Annual Conference where a video prepared on Sunderland Youth Parliament and the Young People's State of the City debate was presented to all delegates.

7.0 Communication of International Activity

7.1 There has been a broad range of publicity of international activity again during this year including press releases generating local, regional and some national coverage as well as coverage in key business publications including BQ magazine, the Financial Times Supplement, and the Journal's 2020Vision. Communication has also included social media including twitter and the MAKE it Sunderland website, as well as City Council blogs and weekly Members' Update entries. There was also extensive online and social media coverage of the International Glass & Clay Show in Washington DC and a feature on the city and its partnership with Harbin in the European edition of the China Daily.

8.0 Work Programme for 2013/14

8.1 A strong emphasis has been placed for several years in the work programme for the International Strategy Steering Group on the contribution the Group's work can make as we seek to strengthen the local economy in difficult times. The generation of economic benefits and the contribution the international dimension can bring to the economic wellbeing of the city in the short, medium and longer term is at the heart of the proposed work programme for 2013/14.

8.2 In view of the context set out in section 4 and associated pressures on resources, it is proposed to reduce the number of actions for 2013/14. The proposal for 2013/14 is designed to focus collective activity on a smaller number of key actions to maximise the effectiveness of the Steering Group and the benefits, particularly economic, that can be generated within the limited resources available.

8.3 Several areas which have been included within the Work Programme in previous years will therefore be removed for 2013/14. Namely, the action to support and influence the city's approach to marketing to support the ongoing internationalisation of the city, as well as the action to explore the potential for a broader partnership approach to co-operation with India to maximise economic benefits (focussing on software and technology). This reflects completion of a review and subsequent implementation of the revised City Ambassadors programme, which is led by the City Council's Communications and Corporate Affairs Team, as well as an increasing focus for Sunderland Software City on the domestic and American markets.

8.4 Several actions will also be more tightly focussed within the Work Programme for 2013/14. The previous action to explore the challenges and opportunities linked to the global recession will be re-focussed into a more specific objective developing new practical initiatives to support businesses to engage internationally. The engagement of the Economic Leadership Board will be important in taking this forward. Actions to support integration of international students and promote the value of an international dimension in education will be combined, with work in 2013/14 building on what has been developed to date. In addition, previous actions in relation to Eurocities and the World Health Organisation European Healthy Cities Network will also be combined, mirroring one of the four objectives identified during the City Council's Europe Review. This acknowledges that the majority of activity within both these networks has tended to be led by the local authority and also reflects the City Council's new statutory role in relation to Public Health with effect from April 2013.

8.5 One new action will be included for 2013/14 focussed on developing a more co-ordinated approach to co-operation with Africa. This will draw together, and build on, a range of existing sporting, educational and community links including the Football Club's strategy for engaging with Africa, including the Invest in Africa initiative, as well as increasing levels of student recruitment from Africa and Nigeria in particular, and ongoing activity within the city in relation to Black History Month.

8.6 Following the City Council's internal Europe Review a stronger economic dimension will also be included within the action for 2013/14 regarding development of the city's relationships with its twin towns. This will include developing a stronger country-specific focus to engagement with French and German businesses which currently employ approximately 2,265 and 3,035 people in the city respectively.

8.7 The proposed collective actions for the International Strategy Steering Group's Work Programme for 2013/14 are separated into thematic and geographic actions:

Thematic:

- Support businesses to access global markets and thrive within the city by developing initiatives to draw on untapped resources within the international student community - to facilitate business retention and growth, enhance the student experience, and strengthen the offer of the city's education institutions
- Promote the value of the international dimension in education within the city through the British Council's International Student Award, International Student Ambassador programme, as well as educational, cultural and social volunteering opportunities - to raise aspirations, support integration, and enable young people of all ages to develop the skills needed within today's global economy and society

- Access external expertise in relation to key development areas through dialogue with recognised experts, within knowledge-based networks and selective engagement in EU trans-national funding projects, to support achievement of strategic priorities and projects
  - primarily through the City Council

  Geographic:
- Develop a co-ordinated approach to co-operation with Africa drawing together, and building on, sporting, educational and community links to create economic, educational and cultural benefits in both areas
- Progress confirmed projects covering software and entrepreneurship, creative industries, youth engagement and participation, history and emancipation, and University co-operation within the Washington DC Friendship Agreement and develop additional opportunities to strengthen the partnership including research, sport and school activity
  – primarily through the Washington DC Steering Committee
- Progress collective co-operation with China to maximise economic and educational benefits under the Friendship Agreement with Harbin, as well as economic benefits through software co-operation with Nanjing
  – primarily through the China Steering Committee
- Continue to develop twinning relationships with Saint-Nazaire and Essen as a partnership to maximise benefits, creating opportunities for children and young people and introducing a strengthened economic dimension
  - led by the City Council

8.8 Individual organisations will continue to take forward their own specific mainstream areas of international business during 2013/14. These include inward investment, overseas marketing, student recruitment, and development of in-country delivery for further and higher education. Information will continue to be shared within the Steering Group on individual partners' activity, however, to enable linkages or wider benefits to be explored where appropriate and where resource levels permit.

9.0 Background Papers

9.1 The following background papers have been used in preparing this report and are available on request:
- Work Programme for the International Strategy Steering Group for 2012/13 and associated progress report
- Minutes of the International Strategy Steering Group
- Minutes of the Washington DC / China Steering Committees
- International Strategy Annual Report for 2007, 2008, 2009, 2010, 2011/12

Sunderland City Council

Item No 7

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET

Title of Report:
Approval of an alternative training delivery model for ITeC and Riverside Training.

Author(s):
Report of the Deputy Chief Executive.

Purpose of Report:

This report informs Cabinet of the outcome of the review of the Council's training centres, ITeC and Riverside Training, and recommends the establishment of a new delivery model for the centres.

Description of Decision:

That Cabinet be recommended to:

i. note the outcome of the training centres review and agree to the establishment of a new Community Interest Company (Quality Training and Development, or QTD) in order to operate the city's existing training centres ITeC and Riverside Training on the terms set out in this report;

i. authorise the Deputy Chief Executive and the Executive Director of Commercial and Corporate Services to take all necessary steps to secure the establishment of QTD, including appropriate pension arrangements, in consultation with the Cabinet Secretary.

ii. recommend that Full Council appoints a Director to the Board of QTD;

iii. approve the award of a contract between the Council and QTD for the delivery of agreed training services in the city for the Skills Funding Agency (SFA) funding period 1st October 2013 to 31st July 2014 on terms to be determined by the Deputy Chief Executive and the Executive Director of Commercial and Corporate Services and subject to QTD being accepted onto the SFA's register of approved contractors;

iv. authorise the completion of a funding agreement with QTD on terms to be determined by the Deputy Chief Executive and the Executive Director of Commercial and Corporate Services.

Is the decision consistent with the Budget/Policy Framework? Yes **If not, Council approval is required to change the Budget/Policy Framework**	
Suggested reason(s) for Decision: Approval of the proposals contained within this report would afford the opportunity to improve the existing training offer in the City, significantly enhancing and improving prospects for successful outcomes for the residents of Sunderland.	
Alternative options to be considered and recommended to be rejected: A range of options in relation to the management of the training service provision has been considered as part of the ongoing review process, including procurement and potential disposal. There is a clear need to ensure the training centres are sustained going forward for the benefit of the City. In addition, the existing SFA annual funding model for training is also a fundamental consideration together with the current lack of wider market interest in this funding opportunity with the SFA. Increased freedom to operate, with greater flexibility, underpins the prospects for QTD going forward and, hence, other options are not considered optimum.	
Impacts analysed: **Equality** Y **Privacy** N/A **Sustainability** N/A **Crime and Disorder** N/A	
Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the 28 Day Notice of Decisions?** Yes	**Scrutiny Committee**

CABINET **19 JUNE 2013**

APPROVAL OF AN ALTERNATIVE TRAINING DELIVERY MODEL FOR ITEC AND RIVERSIDE TRAINING

REPORT OF THE DEPUTY CHIEF EXCUTIVE

1.0 Purpose of the Report

1.1 This report informs Cabinet of the outcome of the review of the Council's training centres, ITeC and Riverside Training, and recommends the establishment of a new delivery model for the centres.

2.0 Description of Decision (Recommendations)

2.1 Cabinet is requested to:-

ii. note the outcome of the training centres review and to agree to the establishment of a new Community Interest Company (Quality Training and Development, or QTD) in order to operate the existing training centres ITeC and Riverside Training on the terms set out in this report.

iii. authorise the Deputy Chief Executive and the Executive Director of Commercial and Corporate Services to take all necessary steps to secure the establishment of QTD, including appropriate pension arrangements, in consultation with the Cabinet Secretary.

iv. recommend that Full Council appoints a Director to the Board of QTD;

v. approve the award of a contract between the Council and QTD for the delivery of agreed training services in the city for the Skills Funding Agency (SFA) funding period 1st October 2013 to 31st July 2014 on terms to be determined by the Deputy Chief Executive and the Executive Director of Commercial and Corporate Services and subject to QTD being accepted onto the SFA's register of approved contractors;

vi. authorise the completion of a funding agreement with QTD on terms to be determined by the Deputy Chief Executive and the Executive Director of Commercial and Corporate Services.

3.0 Background and Rationale

3.1 ITeC and Riverside Training currently deliver a wide training service provision; including Foundation Learning and Apprenticeships for both young people and adults across region. Both centres support the Council's corporate outcomes and themes which are: People (a city with high levels of skills and educational attainment and participation) and Economy (an inclusive city economy – for all ages). This includes the delivery to the more disadvantaged and vulnerable people, including those not in education, employment or training (NEETs) and people with low or no skills.

3.2 The training centres under the current in-house arrangements presently deliver apprenticeship training under an annual funding agreement between the Council and the Skills Funding Agency. Under the proposed arrangements, during year 1 (i.e. up to 31st July 2014), the Council will sub-contract delivery of this training provision to QTD. As QTD will be a new organisation without previous financial records, the Council will be required to provide a form of guarantee on behalf of QTD to satisfy the due diligence checks of the SFA. However, this will be no more onerous than the Council's obligations to the SFA as the beneficiary of the grant under the current funding agreement. In year 2, it is the intention for QTD to apply for direct contract status with the SFA in substitute for the Council. This arrangement has been discussed with the SFA, who have approved it in principle.

3.3 Although the training centres play a significant role in the provision of training to the residents of Sunderland, future alternative operating models could be considered that could enhance and better sustain the operation of the centres. A Service Review completed in 2012 concluded that existing arrangements did not assist the training centres to maximise outputs and seek new commercial opportunities, necessary to deliver the maximum benefit for the city. The decision was taken that the training centres should be given the opportunity to explore alternative service delivery models. After consultation with staff, this included the feasibility of transforming current in-house delivery into a social enterprise model, with an 'asset lock'. This was considered to be the most sustainable service delivery model. Clarification was also received from the Skills Funding Agency and Education Funding Agency relating to eligibility for a new entity of this type to apply directly for funding direct after an initial 10 month period as the Council's sub-contractor.

3.4 In March 2013, a Business Case and Business Plan fully exploring the feasibility of an external service delivery model were examined through the review process. The Business Case and Business Plan reflected the potential for QTD to continue delivering the service provision and also the increased opportunities for business improvement arising from new operating freedom. If successful, QTD would be able to:

- Reduce its cost base;
- Improve efficiency and value for money;
- Further improve outcomes and benefits for the community;
- Increase delivery of apprenticeships;
- Respond more flexibly to local employer and business needs;
- Provide the training and skills required by the residents of Sunderland and to continue to fulfil the ambitions of the Local Authority's Economic Masterplan;
- Offer specialist provision to engage the most deprived residents and ensure none are excluded from the opportunity to improve basic and employability skills;
- Increase the number of residents in Sunderland in employment, education and training.

3.5 The Business Plan indicates the establishment of a sustainable business for QTD over the next 3 years. The proposed new arrangements move the training centres from a current trading deficit position of £16,000 at the end of 2012/2013 to a projected surplus from 2013/2014 onwards as a result of the revised operating arrangements. The financial analysis forecasts the following surplus amounts for the first 3 years of trading:

Year	2013-14	2014-15	2015-16
Forecast Trading Surplus	**£12,290**	**£59,715**	**£89,768**

4.0 Current Position and Proposed Next Steps

4.1 Draft versions of the Business Case and Business Plan outlining the feasibility of QTD have been examined during the review process at various points over recent months and detailed versions were most recently presented in March 2013.

4.2 A letter detailing the Council's proposal to establish an external social enterprise service delivery model has been issued to the Skills Funding Agency. Approval in principle of these proposals has been received from the SFA to enable the Council to appoint QTD directly as its sub-contractor for the delivery of the training provision during the first funding year. This approval is subject to QTD being accepted onto the SFA's Register of Approved Contractors. Application for inclusion of QTD on the Register can be submitted in June 2013 and, following due diligence checks, confirmation of acceptance would be anticipated for September 2013. Subject to acceptance on the Register, the sub-contract can then be awarded to run for 10 months from 1 October 2013 to 31 July 2014. Thereafter, QTD will be in a position to apply for funding directly to the SFA from the academic year 2014-15 onwards.

4.3 In view of the above, it is therefore proposed to progress the establishment of QTD at the earliest opportunity as a Community Interest Company for the delivery of the training services. The target (subject to QTD securing admitted body status for the LGPS and on affordable terms) is for QTD to become operational at the beginning of October 2013. A shell company for QTD has been registered, in order to enable the process for acceptance onto the SFA's Register of Approved Contractors to begin.

4.4 The detailed proposals for the creation of QTD are summarised in Section 5 below. These proposals will create and develop a 'platform' for the new alternative delivery vehicle for provision of training services.

5.0 Proposals

5.1 In summary, the proposals for the new delivery vehicle for the training centres involve the following:-

(a) The establishment of a new Community Interest Company (CIC), following consultation with the existing staff team. This company will be limited by guarantee and its membership will comprise the transferring employees together with any additional stakeholders who subsequently become members. QTD will be a CIC in order to enshrine its social and community objectives and to create an asset lock in respect of any assets that are subsequently acquired by QTD that may only be used for these social/community objectives;

(b) QTD will be managed by the Board of Directors. It is proposed that the Board of Directors of QTD will total five. This will consist of a representative of the management team, a further member of staff elected by the staff, a Council representative (to be appointed by Full Council) and two further stakeholder appointees.

(c) The Board will be responsible for the delivery of the agreed business plan for QTD.

(d) There will be a transfer of the relevant training centre employees to QTD by virtue of the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") when QTD becomes operational (i.e. 1st October 2013). Initial consultations with the affected employees and union representatives have commenced and feedback has been positive. In addition, any relevant assets (eg operational contracts that are required for the delivery of training) will be novated from the Council to QTD;

(e) It is intended that QTD will seek admitted body status in respect of the Local Government Pension Scheme (LGPS) so that the Council staff who will TUPE transfer will be eligible to remain part of the LGPS. In order to ensure this route is affordable, this admission would be for a closed scheme for the transferring employees only and will not be open to new employees recruited by QTD in the future. At this stage the full financial implications for the potential admission of QTD into the LGPS have not yet been determined as the matter is under consideration by Tyne and Wear Pension Fund. However prudent assumptions have been included in the business plan. It is envisaged that appropriate pension arrangements will be confirmed in due course in consultation with the Cabinet Secretary. In the event that the application for admission to the LGPS is unsuccessful and/or the pension costs are unaffordable, a further report would be submitted to Cabinet prior to the proposed transfer date.

(f) Subject to the foregoing, having received approval from the SFA and provided QTD is accepted onto the SFA's Register of approved contractors, the Council will award a sub-contract to QTD for the delivery of the city's training provision in accordance with the Council's grant from the SFA for the period 1st October 2013 to 31st July 2014. It is considered appropriate to award this contract direct to QTD in light of the existing annual SFA funding model for the training centres, the proposed 10-month contract period and the current lack of wider market interest in this funding opportunity with the SFA;

(g) With effect from 1st August 2014, QTD would then apply direct to the SFA for funding for subsequent years. The Council's annual funding bid to the SFA would therefore be adjusted accordingly for subsequent years to reflect that part of the training services would be delivered by QTD rather than the Council.

5.2 The financial implications of establishing QTD are envisaged are based on full delivery of the plans outlined in the business and can be summarised as follows:

a. Investment and Resource required.

i. Estimated one-off start up costs: £53,000. This includes company set-up costs (pensions, legal advisers, etc), ICT enabling works, re-branding, signage and remaining rent payments on the current ITeC building.

ii. Grant funding of £9,800 has been secured from the Community Right to Challenge fund which will partly off-set the one-off costs noted above.

iii. Other costs relating to premises dilapidation charges etc will arise in due course, however these would have been a cost to the Council whether or not this alternative delivery model is approved.

iv. Start up loan / support will be required in the short term and the amount confirmed once all implementation issues, including pension arrangements, are finalised. The amount and the terms of this loan will be determined by the Deputy Chief Executive and the Executive Director of Commercial and Corporate Services and will be in accordance with the state aid de-minimis limit. The loan will be repayable within 3 years.

6.0 Reasons for the Decision

6.1 Approval of the proposals contained within this report would enable:

- ITeC and Riverside Training (as QTD) to continue to play a significant role in the provision of training to the residents of Sunderland and its business community.
- Greatly increase the operating freedom of QTD, significantly enhancing and improving prospects for realising outcomes and business sustainability.
- The proposals will allow QTD to devise innovative solutions to capitalise on potential new commercial training opportunities for the greater benefit of the city's residents.
- The company model allows greater staff input into the direction of the company.
- Support the Authority's corporate outcomes and themes, which are: People (a city with high levels of skills and educational attainment and participation) and Economy (an inclusive city economy – for all ages). This includes the delivery to the Council's intended demographic target (disadvantaged and vulnerable people, including NEETs and people with low or no skills).

7.0 Alternative Options

7.1 A range of options in relation to the management of the training service provision has been considered as part of the ongoing review process, including procurement and potential disposal. There is a clear need to ensure the training centres are sustained

going forward for the benefit of the City. In addition, the existing annual SFA funding model for training is also a fundamental consideration together with the current lack of wider market interest in this funding opportunity with the SFA. Increased freedom to operate, with greater flexibility, underpins the prospects for QTD going forward and, hence, other options are not considered optimum.

8.0 Impact Analysis

8.1 An Equality Analysis has been undertaken in respect of the proposed QTD model which has identified positive impacts will be created for service users as a result of adopting this alternative service delivery model.

9.0 Other Relevant Considerations / Consultations

People and Economy

The proposals seek to continue to support and improve delivery of the Economic Masterplan, under the themes of People (a city with high levels of skills and educational attainment and participation) and Economy (an inclusive city economy – for all ages).

Disadvantaged and Vulnerable People

The proposal also seeks to continue and sustain delivery to the Council's intended demographic target of disadvantaged and vulnerable people, including those Not in Education, Employment or Training (NEET) and people with low or no skills.

Employee Implications

Based on a series of discussions and consideration of the Council’s business operating model, existing employees have been identified and will be transferred under TUPE at the earliest opportunity upon establishment of QTD.

10.0 Appendices

Business Plan

11.0 Background Papers

Equality Impact Analysis

Sunderland City Council

Training Centres: ITeC and Riverside Training

Business Plan August 2013 – July 2016

1. Overview

This 3-year business plan identifies opportunities for business development and growth that can be achieved by externalising service delivery from the City Council. It also details the projected savings that can be achieved as part of the process.

The externalised service will be a social enterprise type organisation, independent of the Council, with a primarily social objective or purpose. The broad objective will be to continue to deliver its services to the Council's demographic target. For the purpose of this business plan the new delivery organisation will be referred to as "Newco".

Newco will be a Non Profit Distributing Organisation (NPDO).The company legal form has been decided through a process of consultation with the Council, current centre management and staff, having taken advice from specialists experienced in the setting up of similar entities and a Community Interest Company has been identified as the most suitable form. Council assets transferred to NewCo will be subject to an "asset lock". The "asset lock" will prevent the transfer of assets other than at full market value (except to a similar organisation) and requires the transfer of assets on dissolution to a similar body. NewCo will not have any special tax status and will incur VAT costs.

The following budget forecast is based on the contract areas in which the Training Centres currently deliver with forecast increases in contract values factored in. The budget does not include new government funded contracts that may be secured in the future as new opportunities arise. It is expected that new funding opportunities will become available either as a direct contract or through sub-contracted delivery for other organisations, but given the lack of certainty at this point these have prudently not been factored in to the budget at this stage.

To establish NewCo and achieve the 3 year budget (set across academic financial years which start on 1 August annually) and income targets there are a number of key business developments required and operational changes to be implemented. The key requirements are detailed in this plan. A project board is tasked with addressing these development needs as products within a project plan. The target date for the launch of NewCo is 1 October 2013.

2. Summary Budget Forecast

	Year 1 2013/14	Year 2 2014/15	Year 3 2015/16
	£	£	£
Expenditure			
Direct Employees	534,843	534,843	534,843
Employee Expenses	16,250	16,300	16,350
Agency / Short Term Staffing	180,000	290,000	401,000
Premises	103,200	104,450	105,800
Supplies and Services	82,800	73,730	77,925
Learner Costs	320,000	349,000	380,500
Irrecoverable VAT	66,617	85,962	108,814
Total Expenditure	**1,303,710**	**1,454,285**	**1,625,232**
Income			
Skills Funding Agency	600,000	737,000	865,000
Education Funding Agency	475,000	500,000	545,000
Other Income	21,000	42,000	55,000
Placements - Employer Contribution	220,000	235,000	250,000
Total Income	**1,316,000**	**1,514,000**	**1,715,000**
Trading Surplus (Deficit)	**12,290**	**59,715**	**89,768**

The above budget summary shows a forecast surplus position in each year of trading. Further explanation of the assumptions underpinning the budget are provided with this plan. **Appendix 1** to the plan provides a more detailed analysis of the budget**.**

3. Outcomes

ITeC and Riverside Training (RT) prioritise the following High Level Outcomes:

- To provide the training and skills required by the residents of Sunderland to fulfil the ambitions of the Economic Masterplan.

- To offer specialist provision to engage the most deprived residents and ensure none are excluded from the opportunity to improve basic and employability skills.

- To increase the number of residents in Sunderland in employment, education and training.

- Deliver a curriculum that will provide the skills needed by local employers and the opportunities for learners to progress directly into sustainable skilled employment.

- Provide residents of Sunderland opportunity for self-improvement, personal growth and progression through continued education and training.

These outcomes are measured. The Strategy, Policy and Performance Management team helped to identify a suitable outcome scorecard for the training services. This has been populated and is available in **Appendix 2** along with benchmarking analysis against other local suppliers. Analysis of service delivery to disadvantaged individuals, families and communities is also included. This evidences the importance of the service in delivering the socio-economic outcomes valued by the Council.

NewCo will continue to deliver these outcomes and social benefits for Sunderland.

4. Staffing

The proposed Staffing Structure for NewCo. is shown in**Appendix 3.**

It is considered that the current training centre staff will be subject to TUPE transfer. It is proposed that, in consultation with the Trades Unions, the staffing structure of NewCo will be populated by the existing employee profile, however, some changes will be necessary:

- No back-filling of current vacant Trainer Assessor posts
- Two ‘grade D’ administration staff (costing £20,160 p.a. each) included in TUPE to NewCo from Council Shared Services.

ITeC and RT have historically operated independently, but delivery utilises staff and resources across both centres. Further development of integrated delivery is needed, with staff working across disciplines and programmes. The reduction in staffing may determine that support services and learning delivery are brought in on an 'as needs' basis. This will not necessitate formal recruitment and has been budgeted for under 'Training Services and Fees'.

The administration staff based at Riverside are currently provided by Council Shared Services and budgeted for through Council service charges. It is assumed that the two current administrative positions will also be subject to TUPE.

Current staffing costs are £565,616 (assuming current posts in structure are filled). NewCo will incur staffing costs of £480,694. **Staffing changes will result in a net saving of £84,922.**

Detailed Costing of the proposed structure is show in **Appendix 4.**

A process of staff consultation began in January 2013, and is highlighted below. This has ensured participation in the decision making processes and clear communication regarding progress towards an agreed outcome.

- January / February 2013 - Unions informed of plan to undertake initial staff consultation by centre manager. Contextualised discussions regarding the future opportunities for the business within the challenges facing Sunderland City Council.
- Commencing April 2nd 2013 – Sustainable Enterprise Sunderland deliver staff 'workshops'. Aim to establish a clear understanding of alternative delivery and legal models. Unions and legal team invited to attend.
- 22nd April 2013 SES workshops completed. Agreement with staff on preferred model for NewCo.
- July 2013 –TUPE consultation process will begin. HR will provide support to management as and when appropriate.

5. Pensions

The TUPE transfer process will provide staff with continued membership of the Local Government Pension Scheme or equivalent. This will require NewCo. to seek admission in to the Tyne and Wear Pension Fund or a broadly comparable Government Actuary Department (GAD) approved scheme.

It is proposed that NewCo's LGPS or equivalent is operated as a 'closed scheme'; this will prevent new entrants in to scheme following transfer. It is also anticipated that the scheme would transfer 'fully funded' and be set-up on a 'subsumption' basis, which provides for the transferring of pension liabilities back to the Council's fund should the admission end.

The current cost to the Training Centres of the LGPS scheme is 14.4% of full salary costs. The cost to NewCo to provide pensions is anticipated to

increase. Although the exact cost will need to be determined by a full actuarial assessment, which will take in to account the profile of transferring staff (i.e. including length of service, age, grade, etc.) an estimated increase up to 30% has been factored into the business plan budget. This increase equates to 15.6% above the current contribution rate.

A number of the current training centre staff have chosen to opt out of the LGPS. However, in light of new pension legislation and the auto-enrolment process, the business plan assumes staff currently not in the pension scheme will be enrolled in to the National Employment Savings Trust (NEST) scheme. This will require a minimum employer contribution of 3% of salary. New starters will be enrolled in to NEST given the LGPS or equivalent will be a closed scheme.

The staffing cost estimates have been calculated on the assumption that the staff currently in the fund will be the members in the fund as at the date of transfer. All staff not currently in the fund have been budgeted at a 3% employers contribution rate should they wish to opt-in in to NEST at some point post transfer.

In addition to budget provision for the employer's contribution, the business plan also makes provision for;

- £3,000 Pension Bond
- £5,000 Annual actuarial evaluation (which will inform the required employer's contribution rate)

6. Flexible Delivery Model (staffing)

A key advantage for NewCo will be the ability to buy in training services on an as needs basis. This will remove the need to deliver through permanent or fixed-term contracts of employment. It will enable the easy purchase of support services through a third party such as a teaching supply agency or self-employed tutor/assessor. This will provide a number of advantages:

- **Improve responsiveness to customer demand and opportunity.**
- **'Pay as you go' arrangement with no costs incurred during 'down time'.**
- **Reduce recruitment costs.**

7. Premises

NewCo will reduce premises costs (rent) by £40,000 p.a. from October 2013.

NewCo will retain Riverside Training's current premises at Colima Avenue, Sunderland Enterprise Park, SR53XB. Ownership of these premises transfered to the Council in April 2013 following the planned closure of Tyne and Wear Development Company.

ITeC will vacate its current premises Unit 6A, Southwick Industrial Estate, SR53XT and relocate some of its operations to an alternative office space. Sunderland Software Centre, Tavistock, has been identified as suitable. However, preferred accommodation is to be confirmed. Some current apprenticeship provision will be delivered at Colima Avenue. Research to date has identified that ITeC can secure up to 100 square meters of space at a cost of approximately £20,000 p.a. inclusive of service charges, utilities and business rates.

To achieve a saving of £40,000 p.a the Council will reduce the rent at Colima Avenue from £70,000 p.a. to £30,000 p.a.

If the Council cannot agree to reduce the rental costs at Colima Avenue, NewCo will vacate the premises from October 2013 and find a cheaper alternative.

The premises at Southwick Industrial Estate are no longer fit for purpose. Major repairs (e.g. re-roofing) are required.

In addition to cost savings, the relocation of ITeC's operations, as proposed, will offer a number of advantages:

- Address current health and safety issues
- Improve accessibility by public transport
- Potential 24/7 accessibility
- Excellent quality facilities attracting business and individual clients (especially for commercial delivery)
- An improved image and profile for NewCo business.
- Located alongside local ICT businesses in bespoke facilities offering greater opportunity for easy employer engagement and partnership development.
- Costs inclusive of premises services.

8. Opening / Operating hours

ITeC and RT currently operate Monday – Friday 8.30am to 4.30pm. Increasing the opening hours of facilities and/or the delivery of services (potentially to include evenings and weekends) will improve accessibility for customers and increase learner numbers. This will be important for developing commercial training delivery as it is expected that most customers will be in full-time employment and looking to up-skill to achieve career progression and meet employer needs.

The additional costs associated with extended opening (e.g. staff, utilities) have been included in the 3 year budget. Any extended operating hours will not need to be staffed by employees whose current working hours are fixed and already stipulated in contracts of employment. This can be covered by support services 'bought in' and budgeted for under 'training services and fees'.

9. Commercial Training Delivery

Developing commercial training delivery will contribute additional income for NewCo. **A cautious and prudent approach has been taken in forecasting growth in commercial delivery.** The business plan reflects an expectation of expansion on existing contract areas but not the move in to other areas of delivery. It is believed that, in the longer term, development of commercial delivery can offer further and more significant growth.

The facilities are good at Riverside and offer substantial additional capacity. They are also easily accessible with extensive parking available. In addition to centre based activity, a range of work based (NVQ) qualifications can also be delivered commercially.

However, competition is strong in commercial training. NewCo will not be well placed to compete with the University and College for delivery of higher level training programmes during years 1-3. Also, most basic employability and functional skills programmes are fully funded with no potential for commercial delivery.

A commercial opportunity exists to deliver Level 2, Level 3 and Level 4 work based qualifications and technical certificates (NVQs and BTEC) in ICT, Telecoms, Business Administration, Customer Service, Active Leisure and Retail. There is also a market for 'personal interest classes' in ICT and basic construction skills at all levels.

Perhaps the most profitable opportunities for NewCo will be in delivering specialist ICT qualifications such as Microsoft Specialist. ITeC is currently in the process of attaining Microsoft Academy status. These qualifications also broaden the curriculum offer associated with mainstream apprenticeship delivery and will act as a further 'hook' for employer engagement with funded training.

Soft market testing, previous employer/customer enquiries and market research suggests that NewCo can offer a range of quality training and specialist qualifications at a competitive price including:

- Exam 70-410 Installing and Configuring Windows Server 2012
- 70-411 Administering Windows Server 2012
- 70-412 Configuring Advanced Windows Server 2012 Services
- Microsoft Office Expert
- CISCO
- COMPTIA
- ITIL
- Prince 2

Example: Microsoft Office Expert provision is limited locally. Providers offering this currently charge a minimum of £950 + VAT per person for a 1 week intensive programme (approx. 40 hours guided learning hours). The cost of delivery is approximately £2,250 for a cohort of 6 learners (inclusive of all staff, facility, resources, exam costs) with an income of £4,500 based on a competitive price of £750 per learner. This could achieve a profit of £2,250 per course and can be

delivered intensively or, more likely, as a part-time evening course. Even anticipating a relatively small demand resulting in 3 x 15 week programmes (part-time 15 hours per week) per year, this will generate additional income from commercial training of £6,750 p.a.

The business plan targets a modest income of £10,000 from commercial specialist qualification training in year 1 with a 50% increase in years 2 and 3. The anticipated demand is based upon experience of current employer enquiries at ITeC. Further market research may establish a greater demand and opportunity locally. However, establishing a quality service and reputation will be important to sustainability and long term growth, so a cautious view has been taken with regard to extensive marketing for rapid growth in the short term.

Riverside Training has a track record of success in delivering alternative curriculum support to schools. There is increasing pressure on schools to source such support as Local Authority provision is reducing (e.g. Pupil Referral Units). The growing number of Academy status schools with greater control of their own budgets has also increased. NewCo is well placed to grow its schools provision. ITeC and RT are one of only 2 training providers in the city to have achieved the Sunderland Partnership Platinum Quality Award along with the Safeguarding Award. In 2011, schools support generated an income of approximately £6,000 p.a. In 2012 staff recruitment issues determined that RT could not commit to this delivery plan. It is realistic to target a resumption of schools support delivery in year 1 with an income value of £6,000. In year 2 this will increase to £12,000. This will be maintained in year 3. Further growth is expected to be restricted by local school budgets.

10. Raising of the Participation Age (RPA)

From 2013 it will be a legal requirement for all young people to remain in some form of learning or training up to 17 years old. From 2015 young people will be required to remain in learning or training up to 18 years old. This does not necessarily mean staying at school (6th Form) or F.E. College. There will be a number of options for 16 year olds including:

- Apprenticeship
- Independent training provision
- Work with training
- Self-employment with training
- Volunteering with training

RPA will increase the number of young people who take part in learning after they are 16. This offers an opportunity for NewCo to increase learner numbers. NEETs will now effectively be mandated into learning programmes. Despite decreasing local population numbers in terms of age group, this will help to ensure stability of learner numbers for foundation programmes (EFA funding) delivered by NewCo.

A flexible delivery model will enable NewCo to broaden its curriculum offer and be more responsive to demand. Current market research is being undertaken with schools and other referral partners to determine growing areas of learner demand.

Learner demand also needs to be managed in terms of local employer needs and opportunities. Work has been done to improve the IAG given to school pupils but NewCo will strive to improve its partnership working with local schools and employers to ensure it can match learner choices to employer demand and provide effectively for both.

11. Apprenticeship Training Agency status (ATA)

ITeC has applied to the National Apprenticeship Service for Apprenticeship Training Agency status. Establishing ATA status requires that Sunderland City Council's Business Investment Team agree to act as the ATA, with NewCo delivering the apprenticeship training. This means that the Council (as the ATA) will be responsible for paying the apprenticeship wage for the duration of their programme. However, NewCo will effectively continue to pay apprentice wages through a Council payroll service and reimburse the Council (BIT) on a monthly basis. This is the current arrangement that ITeC has and it is intended that NewCo will still use Council payroll services. This arrangement can be enforced by an SLA between NewCo and the Council BIT. It also requires that there is a nominated point of contact /lead for the ATA based within the Council BIT. This will require a minimal amount of administration as NewCo will provide full management and administration of apprentice information, employee payments and employer charges.

The advantages will be:

- Allow NewCo to grow contracts (particularly 16-18 apprenticeships) through sub-contracting. NewCo may not be able to do this until directly contracting with the SFA.
- Increase in employer referrals for NewCo, therefore increasing funded apprenticeship income.
- Recruitment support and reduced costs for SME's to recruit apprentices.
- Maintain excellent success rates for apprentices.
- Mechanism for the Council to retain an interest in NewCo business.
- A model that will enable the Council to contribute significantly to apprenticeship numbers in Sunderland without any direct learning delivery or recruitment into its own organisational structure.
- Possibility of generating income for Council BIT through management fee payable by NewCo.

The SFA and NAS are keen to establish successful ATA s. There is currently no ATA based in Sunderland. It is anticipated that ATA status will benefit NewCo by increasing NAS direct employer referrals. Any expected increase in referrals is tempered by the generally low rate of employer referrals generated by NAS. National research of existing ATA pilots shows that they are slow to build momentum over the first year. However, NewCo could expect to see a more significant increase in referrals from year 2. This could help to maintain current contract value in year 1 and contribute to an increase in income (improving performance to contract) from direct delivery of 16-18 apprentices by year 3.

12. Contract Growth

Skills Funding Agency (SFA) 16-18 Apprenticeships:

This funding can be grown and is not capped or subject to cuts at present. The Government has reiterated its commitment to prioritising apprenticeship opportunities for young people aged 16-18 and views apprenticeships as an important element of the learning provision that will support the raising of the participation age (RPA) being introduced in 2013-2014.

ITeC and RT's 16-18 apprenticeship delivery in 2012-13 is predicted to be valued at £375,000. This includes a significant number of Local Environmental Services apprentices employed by The Council's Street Scene department. These apprentices are unlikely to progress or to be replaced, placing a pressure on the maintenance of this contract value. The target for NewCo in year 1 is to achieve and maintain this level of performance for direct delivery, with growth targeted in year 2 (up to £402k) and year 3 (up to £430k).

However, NewCo aims to significantly increase sub-contracted delivery. This is minimal at present and only consists of some specialised elements of apprenticeship delivery and not full frameworks. NewCo intends to commission partnership delivery up to £100k in year 1, increasing to £200k in year 2 and £300k in year 3.

Sub-contracted delivery will contribute to achievement of Minimum Contract Value to facilitate future novation of contract from the Council to NewCo. It will also generate additional income through a management charge of 20%. This will be £20k year 1, £40k year 2, £60k year three. The additional management costs incurred by NewCo will be minimal as an efficient quality assurance and performance management framework is already in place. The number of sub-contractors will be minimal. The additional cost (10% of additional net income) has been included under 'training services and fees'.

Partnership development and sub-contracted delivery offers the opportunity to grow contract value and increase business income through contract management fees. Invitations to tender will be released April / May 2013 through the Council's established procurement system. The SFA allows a second tier of sub-contracting in exceptional circumstances. This may be possible for NewCo from October 2013. If not, management / administration of these contracts will continue to be carried out by NewCo staff on behalf of the Council (single SFA contract) from October 2013.

Skills Funding Agency Adult (19-24 and 24+) Apprenticeships:

ITeC and RT currently deliver approximately £85,000 of adult apprenticeships and a further £30,000 is available for NEET 19-24 Apprenticeships. This allocation of the Council's single contract with the SFA across the 3 delivery areas (Family Adult and Community Learning, Tyne and Wear Care Alliance and the Training Centres) is not subject to any formal agreement or allocation mechanism. This SFA flexible Adult Skills Budget (ASB) allows delivery of a wide range of qualification frameworks.

NewCo is well placed to increase its 19+ learning delivery by broadening its curriculum offer.

The availability of £30,000 NEET apprenticeship funding will end in July 2013. This requires that NewCo is allocated an increased share of the Council's remaining flexible ASB in 2013-14 to achieve a funded income level of £125,000 for 19+ provision. This will accommodate a small increase in delivery of adult programmes to meet demand and achieve income targets.

It is intended that NewCo will utilise the 24+ loans fund to achieve part of this increase. However, as 24+ learning delivery is a 'new' market for NewCo, a period of programme development and employer engagement tempers expectations of significant utilisation of this fund in year one. It is anticipated, therefore, that the Council will need to provide additional funding from 19-24 allocation in year one.

13. Conditions for Growth

SFA Contract

The projected increase across all apprenticeship delivery is underpinned by:

- More flexible delivery model
- Additional sub-contracted delivery
- Raising of the Participation Age (RPA)
- Preferred provider status for the Council's own apprenticeship recruitment
- Extended opening hours
- Development of Higher Level programmes
- Establishing an ATA partnership with Sunderland Council.

Sunderland Council will allocate (sub-contract) 16-18 Apprenticeship funding, up to £500,000, and 19-24 Apprenticeship funding up to £125,000, during year 1. From year 2 NewCo will contract directly with the SFA and other external delivery partners will become direct sub-contractors of NewCo following novation of contract value from the Council to NewCo.

The business plan projects an SFA contract value (directly relating to its level of performance) of £600,000 in year 1, increasing to £737,000 in year 2 and £865,000 year 3.

EFA Contract

RT delivers Foundation Learning (FL) programmes (aimed at 16-18 yr old NEETs) with a contract value of £450,000. This programme is funded by the Education Funding Agency (EFA), but is delivered under a sub-contracting arrangement with the lead provider Springboard. The FL programme will be replaced by a new Study Programme in August 2013. It is anticipated that the contract values will remain unchanged. RT's performance to contract is forecast to remain stable during year 1 of the study programme. An increase (£70,000) will be achieved by year 3. This will be driven by NewCo's greater operational flexibility and curriculum development.

RT delivers approximately 25% of all FL provision for the Sunderland FL consortium, led by Springboard. The contract is believed to be secure for the foreseeable future as RT makes a significant contribution to overall contract performance and growth. RT has been a secure and valuable partner to Springboard in this respect for more than 10 years and it is not anticipated that externalising current Council provision will undermine this. NewCo's performance and quality will continue to determine this arrangement going-forward and it is anticipated that externalisation will improve both.

14. Securing funding (SFA and EFA):

EFA funding received via lead provider Springboard will not be threatened by externalising RT's delivery. EFA does not currently place sub-contracting restrictions on Springboard beyond the 'normal' due diligence, performance management and quality assurance expectations. The EFA does not require providers in receipt of significant sub-contracts (e.g. above £100,000) to be established on an approved register (as is the case with the SFA).

Discussions with Springboard have confirmed their commitment to continuing to contract with NewCo for delivery of the Study Programme that will replace Foundation Learning August 2013.

However, SFA sub-contracting rules require the meeting of certain criteria for new businesses. NewCo needs to secure its share of SFA funding from the Council's single ASB.

To allow the Council to sub-contract in excess of £100,000 SFA funding, NewCo must be accepted onto the SFA's 'Register' of Training Organisations (RTO). As NewCo will not be able to provide previous financial records, the Council must provide a parental guarantee until direct contracting status is achieved.

For NewCo to be accepted onto the Register, it must complete the SFA's Due Diligence Gateway (DDG) during an 'open period'. To ensure that the Council can sub-contract to NewCo from 1st October 2013, NewCo needs to complete legal formation and be accepted into the Register before that date. The next DDG open period has not yet been confirmed, but it is very likely that NewCo will need to be established as a legal entity before end of May 2013.

For NewCo to achieve direct contract status with the SFA beyond year 1 it must achieve performance in excess of £500,000 across the Council's SFA funded provision during year 1. The business plan forecasts that the MCV will be exceeded by end of year 1.

During this period NewCo will be eligible to bid for new (direct) contracts with the SFA. This will offer potential opportunities for NewCo to increase income by delivering as a subcontractor. However, as NewCo, will be a new and relatively small provider, it is unlikely to be competitive in securing new contracts from the SFA as a lead provider. In recent years the SFA has tended to offer large contract values to regional consortiums and/or large national providers because of its internal restructuring and pressures to reduce administration costs.

NewCo will achieve direct contracting status with the SFA from year 2 commencing August 1st 2014. This requires agreement for novation of contract value (from the Council to NewCo) to be finalised by end of March 2014.

15. Council Apprenticeships

Also important to the achievement of NewCo's business plan is continued support from Sunderland City Council in respect of the Council's own apprenticeship recruitment. Although NewCo will not expect to monopolise this, it is expected that the Council will seek to achieve success for NewCo by establishing a closer working partnership. Establishing preferred provider status for NewCo will help to realise NewCo's business plan.

Appendix 1 Detailed 3-Year Forecast

BUSINESS PLAN PROJECTIONS	Year 1, Aug 13 - Jul 14 NewCo	Year 2, Aug 14 - Jul 15 NewCo	Year 3, Aug 15 - Jul 16 NewCo	Notes
EXPENDITURE				
Salaries (inc. on costs)	480,694	480,694	480,694	Savings based on staff restructure plan. Costs based on 1 x POI, 1 x POH, 3 x SO1, 9 x Scale 5, 1 x Scale 4 and 2 x Admin grade D.
GAD Pension increase (15.6%)	54,149	54,149	54,149	Assumes rate of 30% (may be less). A £3k p.a. pension bond is included in figures together with £5k actuarial fees p.a.
Staff Travel	13,000	13,000	13,000	Smarter and home based working maintains flat profile
Staff Training CPD	2,500	2,550	2,600	Increase relating to improved QA.
Recruitment	750	750	750	Recruitment minimal, use existing networks, website etc.
Training services and fees (including 16-18 apprenticeship delivery by subcontractors)	180,000	290,000	401,000	Increases reflect additional delivery needs - services 'bought in'. This includes registration and certification fees 70% and delivery support 30%. Delivery support @ £20.00 ph for commercial training and pro-rata to salary for funded training.
Premises (rent & rates)	80,000	80,000	80,000	Fixed agreement. Based on rent reduction and relocation plan, as outlined in Business Plan.
Cleaning & supplies	1,000	1,000	1,000	Cleaning performed by own maintenance apprentices. Cost for materials only.
Electricity	4,000	4,500	5,000	Premises savings yr 1, increases thereafter with extended opening
Gas	2,700	3,000	3,500	" "
Water	2,800	2,900	2,900	“ “
Insurance	2,000	2,000	2,000	Negotiable cost, flat profile maintained.
Security, Fire & Alarms	7,500	7,650	7,800	2% inflationary increase per annum
Repairs, alterations, improvements	2,000	2,000	2,000	Initial small increase in budget needed. Improve premises maintenance.
Refuse (skips)	1,200	1,400	1,600	Increase in usage with delivery growth.
Transport: Insurance, maintenance, repairs	1,300	1,500	10,000	Year 3 includes new minibus lease agreement.

Catering	1,000	1,000	1,000	
Telephones/internet	4,800	4,800	4,800	Assumes fixed cost.
ICT support services / hardware / software/MIS	25,000	15,000	10,000	Initial budget increase in year 1 as part of upgrades, decreasing years 2 and 3.
Marketing	5,000	5,000	5,000	Mostly covered by 'stationery' but small additional advertising budget.
Training materials, stationery, postage	22,000	22,500	23,000	Initial savings achievable with small inflationary increase added years 2&3 (based on smarter use, less wastage and sourcing cheaper supply)
External audit fees	8000	8160	8225	
Learner expenses (travel & subsistence)	50,000	55,000	60,500	Learner/client numbers increased. Based on FL learners receiving £15pw (e.g. yr 3 26 wks x £15 x 150 learners = £60,500)
Payments to trainees	270,000	294,000	320,000	Learner numbers increased, also direct apprenticeship employment by NewCo
Payroll services	12,000	12,000	12,000	Assumes use of Council payroll. Offers legal and administrative savings and supports ATA development.
Union representation	950	970	1,000	Retained Council service
Legal support	1,750	1,800	1,900	" "
OHU	1,000	1,000	1,000	" "
Council Service Charges	0	0	0	Admin support, transactional finance, auditing, HR processes all included in NewCo budget
Irrecoverable VAT	**66,617**	**85,962**	**108,814**	
Expenditure Total	**1,303,710**	**1,454,285**	**1,625,232**	
INCOME				
SFA 16-18 Employer Responsive	475,000	602,000	730,000	7% growth of direct delivery p.a. considered realistic. Subcontracted delivery increasing £100k p.a.
SFA 19+ Employer Responsive	125,000	135,000	135,000	
EFA Learner Responsive(as a sub contractor of Springboard)	475,000	500,000	545,000	Raising of participation age (RPA) and introduction of Traineeships provides opportunity for growth despite decreasing cohort of 16-18's.

Other potential grant income	5,000	15,000	20,000	This does not include any larger additional contracts, only small grant projects. Significant scope here for bidding into new funding opportunities.
Commercial	16,000	27,000	35,000	Commercial training delivery includes specialist ICT certification, schools support and community/leisure learning as described later in the Business Plan
Payments from employers	220,000	235,000	250,000	Possible management fee payable to ATA (Council BIT) not deducted.
Income Total	**1,316,000**	**1,514,000**	**1,715,000**	
Trading surplus / (deficit)	**12,290**	**59,715**	**89,768**	

Appendix 2

Comparative analysis of local training providers (success and quality)

In order to understand what the continued impact of NewCo will be, it is important to compare ITeC and RT's current delivery to alternative providers. Performance data for current city-wide provision has been collated along with qualitative information including OFSTED inspection grades, qualification success rates and a weighted quality factor.

Key to measures:

Quality Factor	Ofsted Grade	Success Rate
Gold = 25	1 = 25	86 -1 00 =25
Silver = 20	2 = 20	71 to 85 = 20
Bronze = 15	3 = 15	55 to 70 = 15
		Under 55 = 10

The following tables evidence that the Council training centres out-perform other local providers:

General Overview

Training	Training Provider: ETEC	ITEC / Riverside	Key Training - No update 2011	Milltech	Springboard	Sunderland College - No update 2011	Team Wearside	Zodiac	Carillion
Quality Factor	20	25	20	20	25	25	25	20	?
Ofsted Inspection Grade	20	20	20	15	20	20	20	20	?
Success rate for each discipline:~									
Cust Service		25	20	25	20	25	25	15	
Bus Admin	25	25	20	25	20	20	20	20	
ICT	25	25	25				25	20	
Retail		25	15		15		20	20	
Leisure, Travel and Tourism		25							
Agriculture & Horticulture		25			25				
Engineering		25		15	20				
Construction	15	25				15			
Motor Vehicle Repair				20	20	20			
Motor Vehicle Refinishing				20	20	25			
Hospitality / Catering					15		20		
H&SC			20		15		20	20	
Supporting Teaching and Learning					25				
Childcare Learning and Development					20			20	
Accounting and Finance						25			
Business Management				25				10	
Team Leading				25				20	
IAG			20		20				
Cleaning and Environmental Services								20	
Youth Work									
Warehousing		25			25			10	
Digital Print for Pre Press					20				
Industrial Applications					20				
Contact Centre									
Sales / Telesales								25	
Carpentry and Joinery, Painting and Decorating, Brickwork	15								20

Weighted Overview 1.

In order to evaluate the overall rating for course by provider the councils Workforce Development Team sum the ratings to identify the best supplier. This table is seen below.

Training	Training Provider	ETEC	ITEC / Riverside	Key Training - No update 2011	Milltech	Springboard	Sunderland College - No update 2011	Team Wearside	Zodiac	Carillion
Quality Factor		20	25	20	20	25	25	25	20	?
Ofsted Inspection Grade		20	20	20	15	20	20	20	20	?
Success rate for each discipline:~										
Cust Service			70	60	60	65	70	70	55	
Bus Admin		65	70	60	60	65	65	65	60	
ICT		65	70	65				70	60	
Retail			70	55		60		65	60	
Leisure, Travel and Tourism			70							
Agriculture & Horticulture			70			70				
Engineering			70		50	65				
Construction		55	70				60			
Motor Vehicle Repair					55	65	65			
Motor Vehicle Refinishing					55	65	70			
Hospitality / Catering						60		65		
H&SC				60		60		65	60	
Supporting Teaching and Learning						70				
Childcare Learning and Development						65			60	
Accounting and Finance							70			
Business Management					60				50	
Team Leading					60				60	
IAG				60		65				
Cleaning and Environmental Services									60	
Youth Work										
Warehousing			70			70			50	
Digital Print for Pre Press						65				
Industrial Applications						65				
Contact Centre										
Sales / Telesales									65	
Carpentry and Joinery, Painting and Decorating, Brickwork		55								20

Dark Blue squares indicate planned for provision.

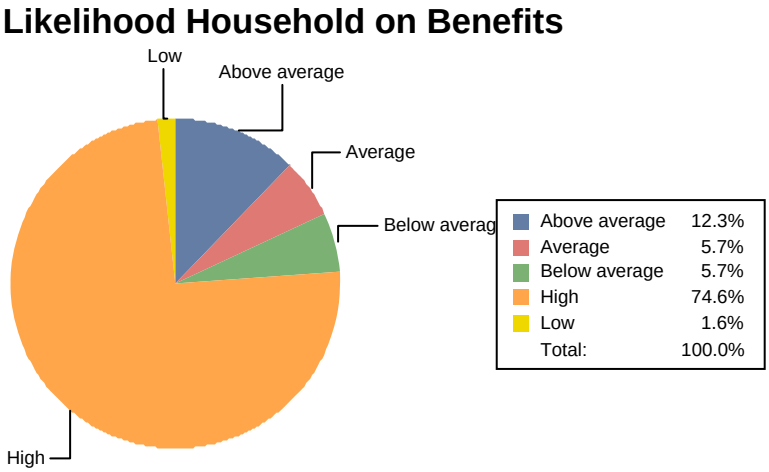
Weighted Overview 2

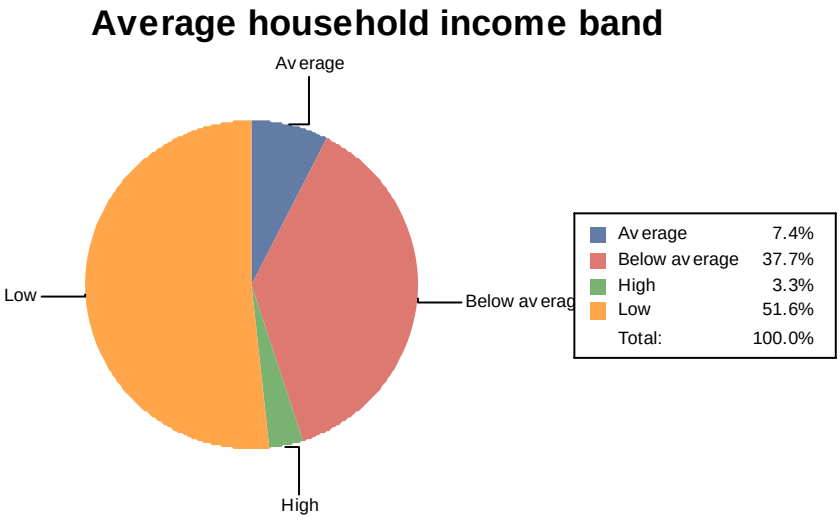
It may be considered more appropriate when using a combination of measures as here to multiply the factors rather than summing them; this increases the differentiation between providers, allowing the better providers stand out.

Training Provider	ETEC	ITEC / Riverside	Key Training - No update 2011	Milltech	Springboard	Sunderland College - No update 2011	Team Wearside	Zodiac	Carillion
Quality Factor	20	25	20	20	25	25	25	20	
Ofsted Inspection Grade	20	20	20	15	20	20	20	20	
Success rate for each discipline:~									
Cust Service	0	12500	8000	7500	10000	12500	12500	6000	
Bus Admin	10000	12500	8000	7500	10000	10000	10000	8000	
ICT	10000	12500	10000	0	0	0	12500	8000	
Retail	0	12500	6000	0	7500	0	10000	8000	
Leisure, Travel and Tourism	0	12500	0	0	0	0	0	0	
Agriculture & Horticulture	0	12500	0	0	12500	0	0	0	
Engineering	0	12500	0	4500	10000	0	0	0	
Construction	6000	12500	0	0	0	7500	0	0	
Motor Vehicle Repair	0	0	0	6000	10000	10000	0	0	
Motor Vehicle Refinishing	0	0	0	6000	10000	12500	0	0	
Hospitality / Catering	0	0	0	0	7500	0	10000	0	
H&SC	0	0	8000	0	7500	0	10000	8000	
Supporting Teaching and Learning	0	0	0	0	12500	0	0	0	
Childcare Learning and Development	0	0	0	0	10000	0	0	8000	
Accounting and Finance	0	0	0	0	0	12500	0	0	
Business Management	0	0	0	7500	0	0	0	4000	
Team Leading	0	0	0	7500	0	0	0	8000	
IAG	0	0	8000	0	10000	0	0	0	
Cleaning and Environmental Services	0	0	0	0	0	0	0	8000	
Youth Work	0	0	0	0	0	0	0	0	
Warehousing	0	12500	0	0	12500	0	0	4000	
Digital Print for Pre Press	0	0	0	0	10000	0	0	0	
Industrial Applications	0	0	0	0	10000	0	0	0	
Contact Centre	0	0	0	0	0	0	0	0	
Sales / Telesales	0	0	0	0	0	0	0	10000	
Carpentry and Joinery, Painting and Decorating, Brickwork	6000	0	0	0	0	0	0	0	

Socio-Economic Impact – delivering to Sunderland's disadvantaged communities (last 3 year analysis).

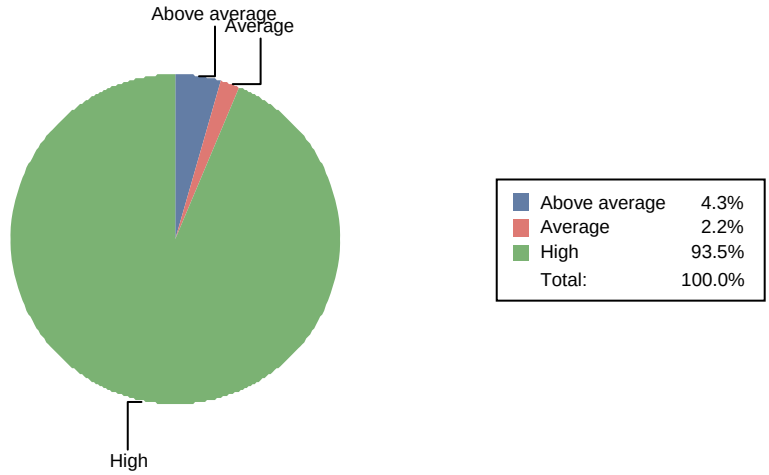
Riverside Training, 2009-2010
Entry to Employment programme (16-18 NEETS)



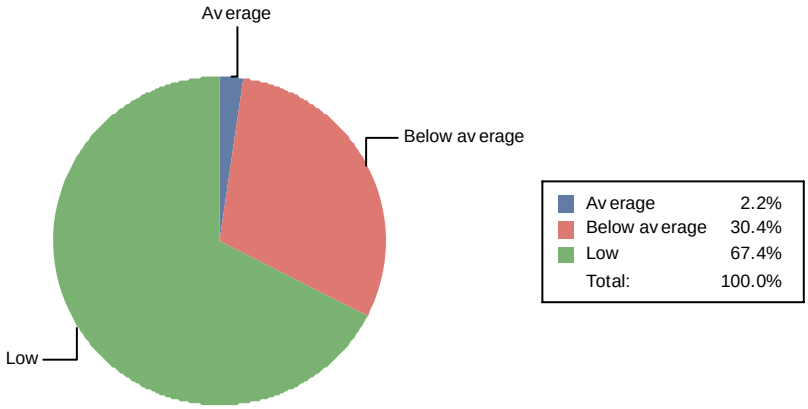


2010 to Present
Foundation Programme

Likelihood Household on Benefits

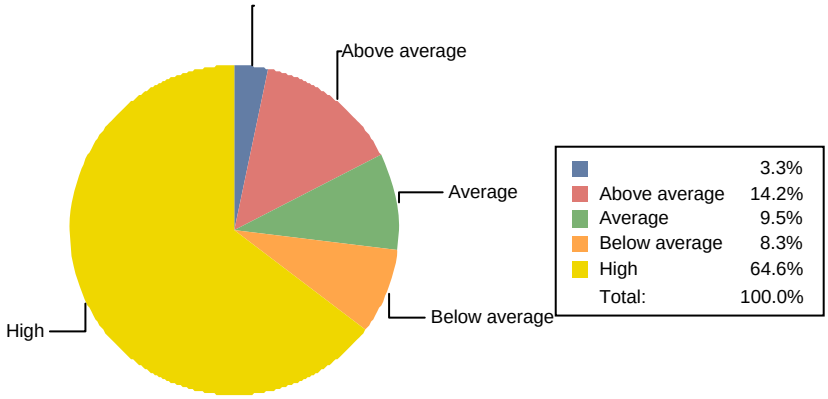


Average household income band

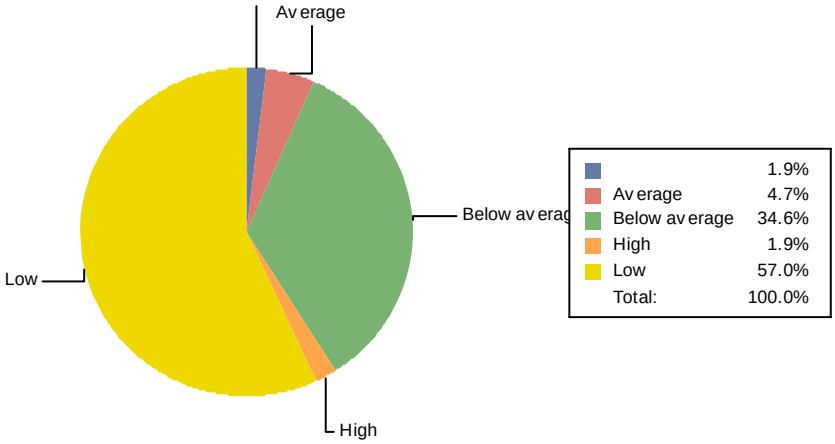


2009 - Present
Programmes for the Unemployed (19 +)

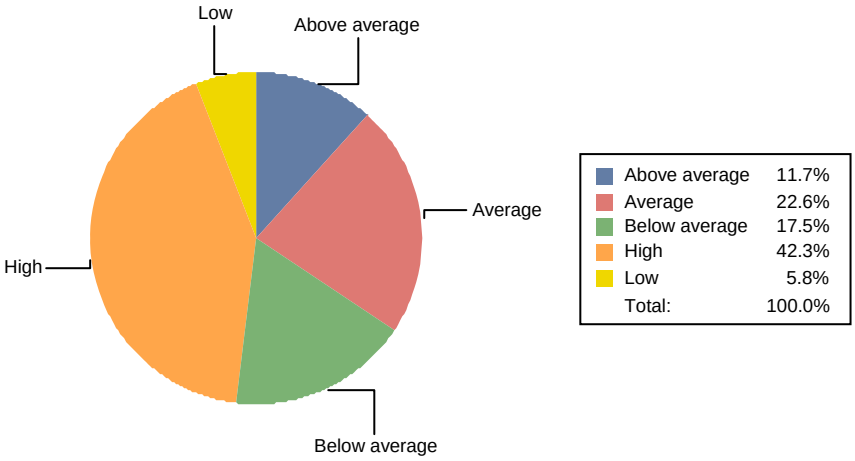
Likelihood Household On benefits



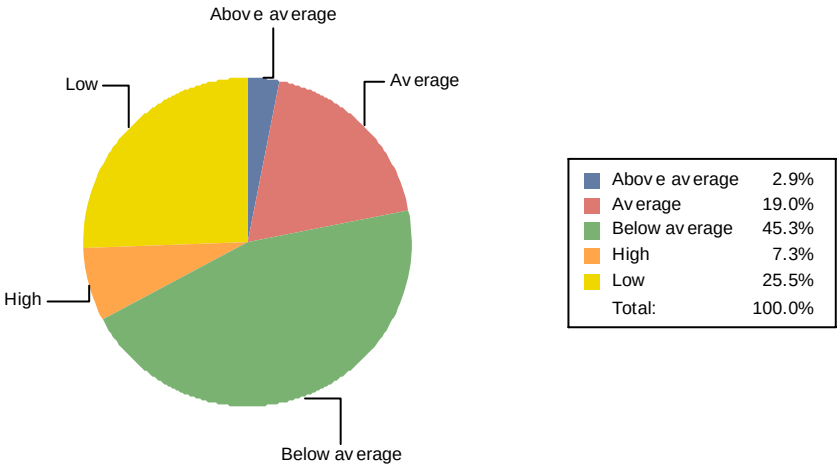
Average household income band



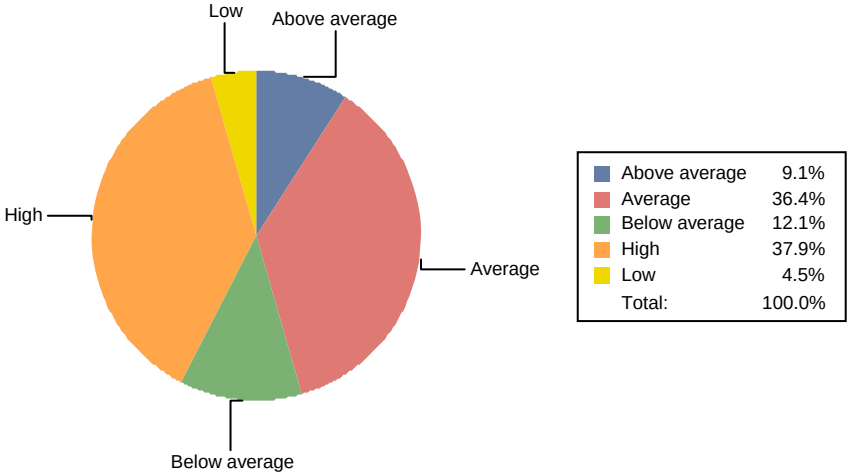
Likelihood Household will be on Benefits



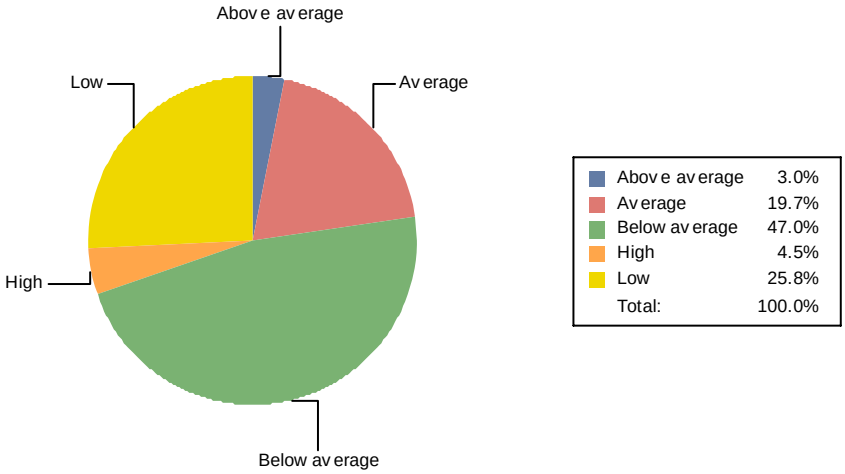
Average Household Income Band



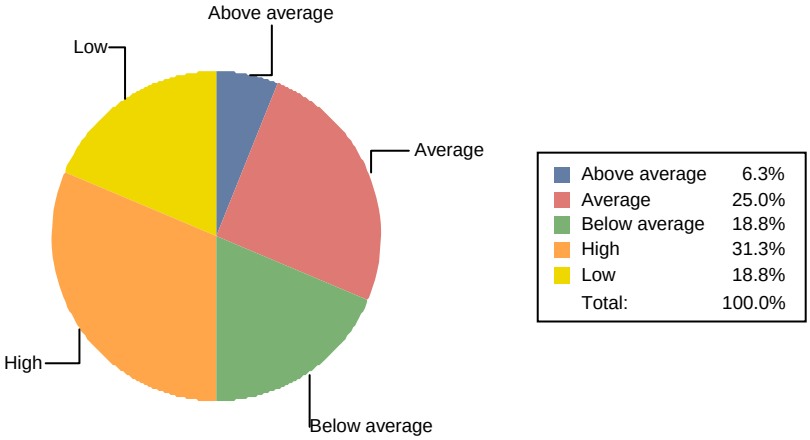
Likelihood Family will be on Benefits



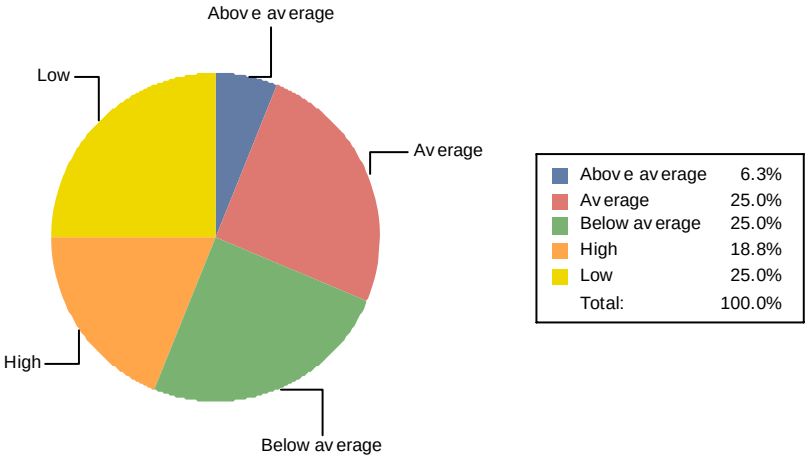
Average Household Income Band



Likelihood Family will be on Benefits



Average Household Income Band



Learner success and customer satisfaction – Key Headlines

- Proportion of those undertaking training who successfully completed their course - ITEC 95% , Riverside 84%

- Proportion of those undertaking training who completed their course but at below the pass rate - ITEC 0%, Riverside 6%

- Proportion of those undertaking training who did not complete their course - ITEC 5%, Riverside 16%

- Proportion of customers who went on to employment or further education/training - ITEC 90%, Riverside 50%

- Measures of customers satisfaction with the training course including whether they felt the course improved their employability - Official QMOL stats for ITEC 100% learner satisfaction

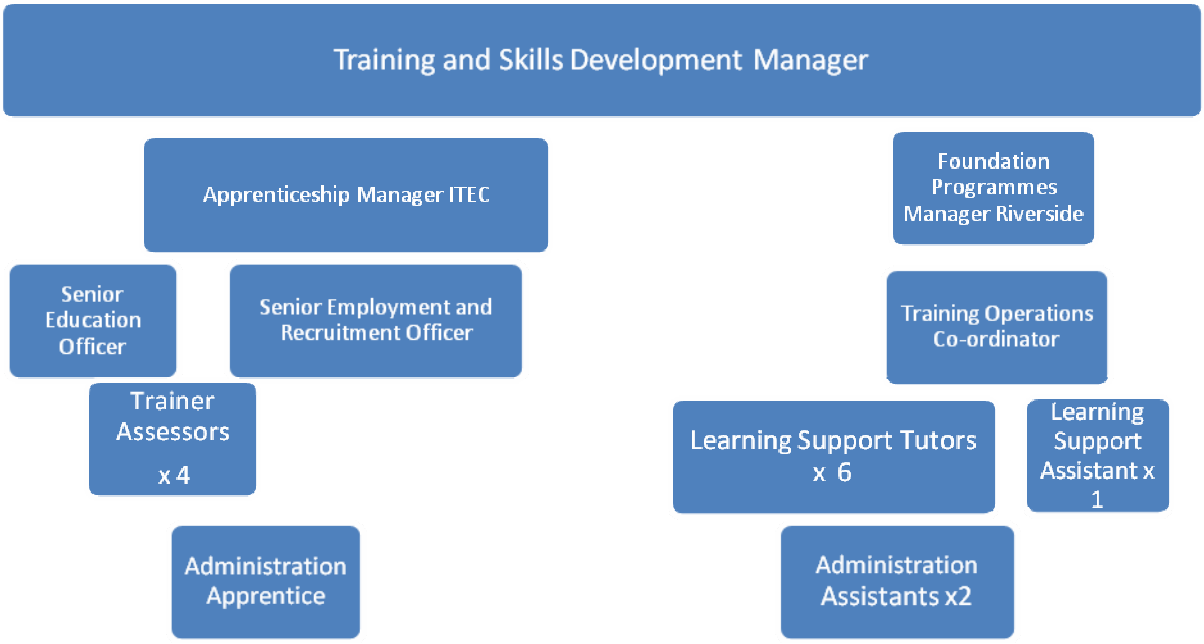
- Measures of customers satisfaction with the outcomes of their training course - All external regulation by Ofsted and SFA is learner/customer focused. They are assessed by external inspectorates. ITEC / Riverside were the first providers in the City (the only other subsequent award was to the College) to be awarded the Sunderland Partnerships own Platinum Quality standard for outstanding provision. This is externally assessed by Nexus (Sheffield) and ratified by the Council's 14-19 Partnership.

- Measures of employers satisfaction with the skills gained by trainees as a result of their course - ITEC QMOL employer satisfaction 100%

- Proportion of employers who feel the courses provided in the city meet their needs and requirements - ITEC's QMOL responses from own employers are 100% satisfaction. (Across the city the wider employer view is that courses and apprentices do not fulfil their skills needs/gaps).

Appendix 3

Current Staffing Structure



NewCo Proposed Staffing Structure

Appendix 4 New Co. Salaries and Pensions Costing

Grade	Salary	NI	S/ann	Total	No. Required	Total	Additional S/ann (15.6%)	
POH	39855	3301	5739	48895	1	48,895	6,217	Assumed remaining post in pension
SO1	26276	1889	3784	31949	2	63,898	8,198	
Scale 5	21519	1394	3099	26012	7	182,084	23,499	
Scale 4	19126	1145	2754	23025	1	23,025	2,984	
D	16830	906	2424	20160	2	40,320	5,251	
Subtotal for LGPS employees						**358,222**	**46,149**	**404,370.86**
POI	41616	3537	1248	46401	1	46,401		
SO1	26276	1889	788	28953	1	28,953		
Scale 5	21519	1394	646	23559	2	47,117		
Subtotal for NEST employees (3%)						**122,472**	**0**	
Total ALL employees						**480,694**	**46,149**	**526,843**

The above salary projections have been calculated as follows;

- using the proposed staffing structure for NewCo.
- the current membership of LGPS is anticipated to be membership on transfer for budgeting purposes
- for staff not currently in the LGPS, pension provision of 3% has been provided.
- an increase of 15.6% pension cost has been included to reflect the 30% total employers contribution estimate.

Sunderland City Council

Item No. 8

CABINET MEETING – 17 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
St Peter's Landscape Vision

Author(s):
Deputy Chief Executive

Purpose of Report:
The report seeks approval for the implementation of the landscaping and interpretative works for the St Peter's site. The proposals will be funded from the Council's Capital Programme.

Description of Decision:
Cabinet is recommended to:

a) Authorise the Deputy Chief Executive, in consultation with the Leader and Cabinet Secretary, to approve detailed designs and budgets and to appoint contractors to deliver the proposals

b) Approve the use of £1.7 million budget allocated in the capital programme

Is the decision consistent with the Budget/Policy Framework? *Yes

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision: To deliver improvements to the setting of St Peter's Church

Alternative options to be considered and recommended to be rejected:
The alternative option would be to not progress the proposals.

Impacts analysed:

Equality Y **Privacy** N/A **Sustainability** Y **Crime and Disorder** N/A

Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the 28 Day Notice of Decisions? Yes**	**Scrutiny Committee**

CABINET **17 June 2013**

ST PETER'S LANDSCAPE VISION

REPORT OF THE DEPUTY CHIEF EXECUTIVE

1.0 Purpose of Report

1.1 To give an overview of the St Peter's Landscape vision and its objectives

1.2 To provide a description of the design development

1.3 Provide the indicative capital expenditure required.

2.0 Description of Decision

2.1 Cabinet is recommended to:

c) Authorise the Deputy Chief Executive, in consultation with the Leader and Cabinet Secretary, to approve detailed designs and budgets and to appoint contractors to deliver the proposals

d) Approve the use of £1.7 million budget allocated in the capital programme

3.0 Background

3.1 St Peter's Church is located in an urban setting on the banks of the River Wear, surrounded by a number of buildings which form part of the Sunderland University Campus. The Church is a grade I listed building, the anglo-saxon monastic archaeological remains within its grounds are a Scheduled Ancient Monument and the site forms one half of the twinned monastic sites of St Peters, Wearmouth, and St Paul's, Jarrow, that together formed the candidate World Heritage Site (cWHS).

3.2 The future development of the area is guided by the Wearmouth Masterplan and Design Code. This establishes a planning and design framework within the buffer zone of the cWHS against which development proposals will be considered with the aim of celebrating St Peter's and enhancing its setting. The Masterplan aims to protect and enhance key views to and from St Peter's.

3.3 The outstanding universal value of the St Peter's site (as defined in the cWHS Management Plan) rests primarily in the above and beneath ground remains of the anglo-saxon monastic building complex, its estuarine setting and the unique combination of knowledge gained from archaeological investigation and attributable surviving

manuscripts and documents. These testify to the monastery of St Peter's being an innovative and creative centre of learning and culture in Northern Europe, deliberately created by Benedict Biscop, which was of the highest importance in the formative period of the Early Medieval stage of European culture, the emergence of an 'English' identity and the transition from late antiquity to Medieval Europe.

3.4 No other monastic site of this Early Medieval period in Britain or Europe has the richness of combined evidence to surviving fabric and manuscripts.

3.5 **World Heritage Status**

The twin monastery of Wearmouth - Jarrow was submitted for consideration as a World Heritage Site to ICOMOS (International Council on Monuments and Sites). ICOMOS's report of the 14th March 2012 recommended that the twinned monastic site should not be inscribed on the World Heritage List as it was considered the present architectural and archaeological remains are not convincing as a unique or at least exceptional example of Western European Christian monasticism. The Wearmouth-Jarrow Partnership considers ICOMOS's evaluation to be flawed in certain critical areas and have written to ICOMOS with a detailed critique of its evaluation on these matters. ICOMOS have acknowledged receipt of the Partnership's critique and have stated that they will take it seriously. Their response is awaited. The Local Authorities of Sunderland and South Tyneside are currently considering submitting an expression of interest later this year for the twinned site to be considered again for nomination as a World Heritage Site.

4.0 Current Position

4.1 A Landscape vision has been prepared by the Council in consultation with the County Archaeologist, English Heritage, Sunderland University, The Church/Diocese, Lead Artist and St Peter's ward Councillors.

4.2 The Vision for this important site takes the buried archaeological remains and manifests them as a modern garden tracing the monastic footprint and bound with interpretive material. The vision attempts to bring to light the work of the archaeologists in an accessible and sensory way. A cobble path becomes a timeline chronicling the journey of Benedict Biscop from courtier to founder of St Peters and St Pauls, along with his six visits to Rome. That a cobble path found on the site perhaps predates the church itself suggest Biscop may have walked the path on his first visit to the site. The wall foundations become living hedges, and a sense of the Mediterranean is introduced in the planting to give a further nod to the connection to Rome. A simple herb garden makes a tacit link back to the monk's self-sufficiency. Where a significant find of Opus signinum was made becomes the location of an interpretive map detailing the remains beneath the visitor's feet. The

walls of the processional hall linking to the Wear become raised walls leading into the grounds. All these elements combine in a cohesive garden, interesting in itself, but underpinned by the significance of what lies beneath. Elsewhere the work of Bede is brought vividly to life in the stained glass windows of the church, and the connection to the glass centre is marked by a set of bespoke lighting columns, making a connection between glass blowing and the sea.

4.3 A Lighting design and specification has been prepared by a subcontractor 'Enlighten' to deliver a sophisticated highly visible lighting scheme. Using the lighting to support the primary viewing points of the St Peter's Church and the Monastic footprint.

5.0 Stakeholder Engagement

5.1 Engagement has already taken place with English Heritage, the church, the Diocese of Durham and the ward Councillors. This engagement will continue to ensure that key stakeholders are fully engaged at all stages.

6.0 Reason for Decision

6.1 The St Peter's Church and adjacent monastic footprint is an asset steeped in historic importance for Sunderland. Sunderland City Council recognises its position in regards to its adjacencies e.g. Sunderland Glass Centre, Sunderland University Campus, Sunderland River Side/Walks. The delivery of a Landscape Vision for St Peter's Church is intended to act as a catalyst in the delivery of the Wearmouth Masterplan.

6.2 The Landscape vision will seek to enhance the grounds, expressing and interpreting the monastic footprint, and provide better linkages and legibility through the site including improved viewing points and a replacement lighting design.

6.3 The Wearmouth Masterplan and design code has been prepared to guide future development in the area. The project will ensure that there is the right balance between protecting and enhancing the area's heritage and achieving significant regeneration activity.

6.4 The development will be brought forward in a way that respects the heritage of the area and creates a vibrant, new city quarter.

6.5 It will help celebrate the significance and enhance the setting of a grade I listed building, scheduled ancient monument and potential world heritage site and reinforce the former monastic site's historic relationship with the river.

7.0 Project Objectives

7.1 Create an attractive/modern attraction which highlights the monastic footprint within the back drop of St Peter's Church

7.2 Ensure the linkages to the surrounding areas are incorporated within the landscape vision

7.3 Ensure the stakeholders feel engaged and have ownership of the design

7.0 Relevant Considerations

a) Financial Implications – The works will be funded from the £1.7m allocation in the capital programme.

b) Legal Implications – Scheduled Ancient Monument consent is required prior to under taking any works on site. Faculty consent is required from the Diocese prior to undertaking any works on site. Archaeological evaluation is required to investigate the archaeological potential of the site via trial trenches, and consultation with the County Archaeologist and English Heritage.

c) Policy Implications – The projects conforms with the adopted Wearmouth Supplementary Planning Document

d) Health & Safety Considerations – A Construction Design Management (CDM) Coordinator will be appointed at the earliest opportunity to ensure the project is compliant with CDM legislation and to ensure the successful contractor takes responsibility for all health and safety considerations during design, construction and demolition.

e) Project Management Methodology – the delivery of the project is via the Council's standard Prince2 methodology.

f) Procurement – The project with be advertised on the Official Journal of the European Union (OJEU) and will meet competitive procurement guidelines.

Sunderland City Council

Item No. 9

CABINET MEETING –19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
Review of discretionary Home to School transport: outcomes from the consultation process

Author(s):
Executive Director Children's Services

Purpose of Report:
The purpose of this report is to provide an update on the review of discretionary transport including outcomes from the public consultation/ engagement sessions.

Description of Decision:
Cabinet is recommended to:

i. Consider the outcomes of the consultation on the proposal to cease to provide discretionary transport in September 2013 or 2014:
ii. Given the issues described in 6.1-6.3 of the report, agree that discretionary transport should continue for a further year from September 2013 and cease in September 2014.

Is the decision consistent with the Budget/Policy Framework? *Yes

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision:
The rationale for the review of discretionary transport is to achieve the efficiencies set out in the Medium Term Financial Strategy. Current arrangements for OxcloseAcademy, Barnwell and St Michaels RC Primary have a significant cost and are not consistent with the practice for the vast majority of schools in Sunderland. The current denominational arrangements (with the exception of those children receiving free school meals or higher band tax credits) are also discretionary and the Council is under no legal obligation to provide these.

Alternative options to be considered and recommended to be rejected:
Given the rationale described it is suggested that there are no alternative options to consider.

Impacts analysed:

Equality	✓	**Privacy**	N/A	**Sustainability**	N/A	**Crime and Disorder**	N/A

Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the 28 Day Notice of Decisions** **Yes**	**Scrutiny Committee**

CABINET REPORT **19JUNE 2013**

REVIEW OF DISCRETIONARY HOME TO SCHOOL TRANSPORT : OUTCOMES OF THE CONSULTATION PROCESS

REPORT OF THE EXECUTIVE DIRECTOR CHILDREN'S SERVICES

1. PURPOSE OF THE REPORT

1.1 The purpose of this report is to providean update on the review of discretionary transport including outcomes from the public consultation/ engagement sessions.

2. DESCRIPTION OF THE DECISION

2.1 Cabinet agreed on 13 March 2013 to a review of discretionary transport to schools in Sunderland.

2.2 Cabinet is further recommended to:

i) Consider the outcomes of the consultation on the proposal to cease to provide discretionary transport in September 2013 or 2014:
ii) Given the issues described in 6. -6.3 of the report, agree that discretionary transport should continue for a further year from September 2013 and cease in September 2014.

3. CURRENT POLICY

3.1 Cabinet received a report on 13 March 2013 which described the detail of the statutory and discretionary Home to School transport.Generally parents and carers are responsible, in law, for making arrangements for their children's attendance at school. Therefore when deciding on which school to apply for a place, parents/carers have to decide whether they require transport and then organise provision themselves.

3.2 Councils are required, by law, to provide assistance for those pupils who are eligible. If a pupil qualifies under the following circumstances then transport is provided free of charge. This includes pupils who:

- are registered at their nearest school and live more than the recognised (statutory) walking distance from it, 2 miles for children of primary school age and 3 miles for secondary aged children;
- are registered at their nearest school and are unable to walk to school due to a route which the Council has assessed as hazardous;
- are registered at their nearest school, or the most appropriate school to meet their special educational needs and those needs prevent them from achieving independent travel or walking the statutory distance safely accompanied by an adult;

- are from low-income families (entitled to free school meals or on maximum working-tax credit) and attend a mainstream school or a faith school which is more than two miles from home.

3.3 Non-statutory discretionary transport is currently provided to three schools within the City of Sunderland, these are BarnwellPrimary School, St Michaels RC Primary School and OxcloseCommunityAcademy. Provision of these services originally came about due to school closures and/or historic boundary changes and these are now accepted as custom and practice. In addition discretionary transport arrangements are also in place for some children attending denominational secondary schools. For St Aidan's, St. Anthony's and St. Robert's Roman Catholic Voluntary Aided Schools,where the nearest faith school is three miles or over, travel permits are provided. Although these arrangements are discretionary, there is a statutory requirement to provide free transport for children from lower income families who travel two miles or over to their nearest faith school, with free school meals/ higher working tax credits being the criteria.

3.4 The overall budget for home to school transport is £2.2 million in 2012/13, almost all of which is allocated for statutory provision as outlined in 3.2. The medium term financial strategy identifies an efficiency target for transport of £318,000 in 2013-2014, and therefore all aspects of home to school transport are under review. Whilst some efficiencies can be achieved through reviewing procurement methodology, route planning and more efficient use of available transport, there is also a need to review the discretionary elements. The annual cost of providing current discretionary transport is £195,000. (£105,000 to provide bus support to Barnwell, St Michael's and Oxclose; and £90,000 in travel permits to denominational secondary schools).

3.5 770 children and young people are currently in receipt of discretionary support. Analysis has indicated that Sunderland City Council has a statutory duty to provide assistance to 94 of the 770. To further contextualise this, there are over 36,000 children aged 4-16 within Sunderland and therefore the vast majority of children do not receive any financial assistance with home to school transport.

3.6 Current costs of providing discretionary transport are in the region of £200,000 and break down as follows:

Barnwell	£25,500
St Michael's RC Primary School	£21,750
OxcloseAcademy	£51,600
St Aidan's RC Secondary School	£24,000
St Anthony's RC Secondary School	£26,800
St Robert's of Newminster RC Secondary School	£47,500

3.7 The13 March Cabinet Report agreed two proposals should be moved forward for consideration. Proposal 1 was to withdraw discretionary transport from the start of the next school year September 2013. Proposal 2 was to withdraw discretionary transport from September 2014. In addition it was decided that

consultees should be advised of proposed changes and given the opportunity to offer alternative ideas that would still achieve the same efficiencies.

3.8 Department for Education (DfE) guidance advises that Local authorities should consult widely on any changes to home to school transport policies. Consultations should run for at least 28 days during term time. With this in mind a public engagement / consultationprocess started on 8April until 24 May 2013.The consultation commenced with three information events for all ward councillors on Tuesday 9 April. A leaflet explaining the proposals was developed and was sent to all families likely to be directly impacted by proposed changes along with an accompanying letter to advise of the nearest engagement event. Whilst the leaflet advised of five meetings, a further meeting was added into the programme and took place on 30 April at GeorgeWashingtonPrimary School. An on-line version of the leaflet with questions was added to Sunderland City Councils website. All school headteachers across Sunderlandwere notified in writing of the proposals and leaflets were made available within all schools in order that those parents not in receipt of discretionary transport support could respond as appropriate.The Diocese of Hexham and Newcastlewas formally consulted and the three MP's for the Sunderland area have been notified formally in writing and sent the related Cabinet report to provide context.The consultation response from the Diocese is included as an Appendix2 to the report and an interim response has been sent. A formal written response will be made following the Cabinet decision.

4. Outcomes of consultation (interim findings from 8 April 2 May)

4.1 All six community engagement sessions followed the same format with a formal presentation lasting 15-20 minutes followed by 40-50 minutes of questions. All sessions had formal minutes which are attached as Appendix 1 to this report.Some general themes have emerged through all of the engagement sessions and through the consultation leaflet in response to the question on the impact of the proposals on households:

- The financial impact upon parents currently in receipt of free transport was raised at all sessions, often by parents with two or more children;
- Some parents also felt they may have to change working patterns in order to accompany children to school who would otherwise have had free transport;
- Personal and road/traffic safety were also raised, particularly for younger children;
- Parents of primary aged children (in Year 6) stated that they had made their preferences for secondary school on the basis of transport being available;
- Some parents felt that transport could be phased out in line with a child's school career rather than being removed totally in 2013 or 2014.

4.2 In relation to the faith schools St Aidan's, St Anthony's and St Roberts some respondents have advised they feel at a disadvantage on the grounds of faith in that non faith families have schools within walking distance. Also there has been concern from St Roberts that 'scholars' bus routes may be withdrawn if

fewer parents choose not to pay for these and transport children to and from school themselves.

4.3 Oxclose, George Washington, Barnwell and St Michael's respondents have highlighted issues relating to the history of their situations. Notably for Barnwell and St Michaels arrangements have been in place for some considerable time.

4.4 Oxclose respondents have highlighted that the bus routes came about due to the closure of UsworthSchool in 2007 and no end date had been put in place for this arrangement. In addition respondents felt that there are inadequate current public transport links and currently the public bus routes are already oversubscribed in terms of passenger numbers.

4.5 A total of 218written and on-line returns have been received.Of these a number have had aninterest in more than one school so the number of responseswill be greater than forms returned, also in relation to responses some respondents chose more than one category eg ticking both the disagree and strongly disagree categories. A breakdown of the responses received is shown below and the full analysis breakdown is available as background information to the report.

Proposal 1 To withdraw discretionary transport from the start of the next schoolyear September 2013

Number of Responses	218	
Strongly agree	5	2%
Agree	2	1%
Disagree	10	5%
Strongly disagree	198	91%
[No Response]	3	1%

Proposal 2 To withdraw discretionary transport from September 2014

Number of Responses	218	
Strongly agree	6	3%
Agree	10	5%
Disagree	20	9%
Strongly disagree	177	81%
[No Response]	5	2%

Number of Responses by School	218	
St Roberts	62	28%
St Aiden's	32	15%
St Anthony's	38	17%
Barnwell	8	4%
George Washington	6	3%
Oxclose	30	14%
St Michael	14	6%
St Benet's	2	1%
St Joseph's	1	0%
Monkwearmouth	1	0%
Unknown	24	11%

5. REASONS FOR THE DECISION

5.1 The rationale for the review of discretionary transport is to achieve the efficiencies set out in the Medium Term Financial Strategy. Current arrangements for OxcloseAcademy, Barnwell and St Michaels RC Primary have a significant cost and are not consistent with the practice for the vast majority of schools in Sunderland. The current denominational arrangements (with the exception of those children receiving free school meals or higher band tax credits) are also discretionary and the Council is under no legal obligation to provide these.

6. FURTHER CONSIDERATIONS

6.1 Discussions are underway with the transport provider Nexus to understand the implications of removing discretionary transport. This includes any gaps in provision (currently met through private hire vehicles) and the impact on the viability of existing routes of the removal of the discretionary passes. Furthermore it will be necessary to take into account the numbers of children and young people (currently 94) who will continue to meet the criteria to qualify for a free transport pass.Early discussions have taken place with some

schools about alternative options that they intend to explore further to mitigate the removal of discretionary transport.

6.2 From the responses received it is anticipated that there may be challenge from parents currently in receipt of discretionary transport who believe that there is no safe walking route from home to school. It should be noted that the Home to School Transport policy states that the measurement of safe walking routes are from the home address to the nearest school, which may not be the school to which the child currently has free transport. Nevertheless there are likely to be a number of appeals from individual families whether discretionary transport is removed in 2013 or 2014.

6.3 One of the key concerns expressed through consultation is that parents have made preferences for September 2013 for reception and Year 7 on the basis that free transport would be available. Although ending discretionary transport arrangements from September 2013 willclearlyresult in achieving cost efficiencies at the earliest opportunity, the 2014 date addresses this issue and admissions literature for September 2014 could clearly state that the offer of discretionary transport is no longer available. September 2014 would also provide parents with more time to alter their personal arrangements to accommodate the change and allows the Councilsufficient time to fully assess safe walking routes and any individual appeals or challenges which may emerge as a result of withdrawal of discretionary transport.

7. ALTERNATIVE OPTIONS

7.1 Given the rationale described above it is suggested that there are no alternative options to consider.

7. IMPACT ANALYSIS

8.1 An equality impact assessment was initially undertaken and has been reviewed and updated following the outcomes from the consultation.

9. FINANCIAL IMPLICATIONS

9.1 The overall budget in 2012/13 for home to school transport is £2.2 million against which proposed efficiencies of £318,000 have been identified. Withdrawal of discretionary transport will achieve savings of £185,000 per annum, taking into account the statutory responsibility to continue to provide transport support to children from low income families within the relevant distances.

10. LEGAL IMPLICATIONS

10.1 The statutory requirements in relation to home to school transport are contained within the Education Act 1996. Legal Services have confirmed that the provision currently under review is provided on a discretionary basis.

11. APPENDICES

1. Minutes of consultation sessions

2. Response from the Roman Catholic Diocese of Hexham and Newcastle

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12. BACKGROUND PAPERS

Cabinet Report of 13 March 2013
Consultation leaflet
Data analysis of responses by individual school and cumulatively.
Sunderland Council's Home to School Transport Policy (Review and amendment of the policy has been arranged to follow on from Cabinet Decision in June)

Home to School Transport Consultation

Barnwell Primary School – Thursday 11th April 2013

LA Officers:
Beverley Scanlon
John Mordy

Summary of Questions, Responses, and Comments

Question – we have 3 Councillors for this ward – why are none here?
Response – JM – Several meetings have been held with Councillors and one had taken place on Monday at which Cllr Speding was present. Cllr Pat Smith (Portfolio Holder) had wanted to attend tonight but was unable to do so.

Follow up comment – We want to record our disappointment that Cllr Mel Speding has not attended or given apologies.
Response – BS – you may wish to contact your Councillors later.

Comment – New Herrington was classified as a Category D village which meant no new development or repairs to School buildings. When the school closed Barnwell School was built for Herrington pupils.
Response – The Chair of Governors clarified that Barnwell School was built for a pupils from a range of areas.

Question – what other schools are there in Sunderland where pupils are travelling more than 2 miles to school?
Response – there will be many examples across the City of pupils facing long journeys to school through choice or otherwise. Remember that Barnwell does not fall outside the 2 mile radius for New Herrington pupils.

Question – There are only 2 Primary Schools affected by this proposal and 4 Secondary Schools where the cost savings are greater. Why not just keep the busses on for the younger children?
Response – there are 84 Primaries in the City and the other 82 don't benefit from transport. Parents will ask why should Barnwell and St Michael's benefit when we don't.

Comment – If the bus is taken off then more children will be walking and an extra lollipop lady would be required.
Response – This is an example of alternative suggestions that would be considered

Comment – It takes 3 busses to get to school by public transport and the walk is treacherous in winter

Comment – It has taken me 25 minutes to walk here tonight and this would take longer with small children

Question – When the Council route walker tests the route could a parent walk with him?
Response – JM – I will look into this, however on data we hold no children travelling on the bus meet national guidance for the council to provide transport by law. IE all would be walking less than two miles

Comment – There is a wider issue in that pupils from Herington are not getting into the school as it is full.
Comment – When appeals are turned down we don't know the reasons
Comment – The Herrington community feels Barnwell is their school but the children can't get in and are spread across other schools as East Herrington is also full
Response – JM – these issues are related to Admissions rather than the transport question. The views expressed will be fed back to the Admissions Team and we will see if someone would be available to address the issues raised.

Comment – What happens if I have one child at one school and one at another? Without the bus getting both to school will be impossible.
Response – this is again linked to Admissions but is not an uncommon problem faced by other parents across the City.

Question – Could parents subsidise the bus?
Response – The cost is more than £1,000 per child and it is not practical to ask parents for this level of contribution.

Question – the company building houses across near the school has to contribute to a Community Trust. Could the school bid for funds?
Response – This only benefits a small number of pupils. Individuals could explore this option further if they wished.

Question – Has the school considered buying a minibus?
Response – This would be very expensive and there is also the issue of covering ongoing running costs.

Question – Has the government told the Council specifically to look at these transport costs?
Response – The government has told the Council it needs to save £100 million and many areas of spend are being looked at to see what the council must provide in law and what is discretionary.

Comment – If the bus is withdrawn then more people will drive and this will impact on car parking outside the school.
Response – This is a constant problem at this and many other schools.

Comment – would car sharing be an option?
Response – this is an arrangement that parents could come to although it is recognised that there are practical difficulties.

JM Thanked everyone for attendance and reminded people to complete forms which would be fed into the process

Minutes of Sunderland City Council Transport meeting held on: Wednesday 10th April 2013 at 7.00 pm

Present: **John Mordy, Commissioning Lead Childrens Services**
Paul Tomlin, Transport Commissioning Officer
Beverley Scanlon, Head of Commissioning and Change Management
Tony Cunningham, Headteacher of Oxclose Academy

In Attendance: **Lisa Hutchinson, Specialist Minute Taking Team, SCC**

Sunderland Transport Meeting – Oxclose Academy		
1.	**Welcome and Introductions** Mrs Scanlon welcomed the meeting, informal introductions were made. Mr Mordy reminded attendees that there was an attendance sign in sheet at the front desk for all to sign. Mr Mordy highlighted the fire exists of the School should there be an alarm.	
2.	**Proposed Changes to Home to School Discretionary Transport** Mr Mordy guided the meeting through a power point presentation regarding the proposed changes to Home to School Discretionary Transport. Mr Mordy confirmed that this meeting was one of the first meetings to be held and that further meetings were taking place across the City over the next fortnight. Mr Mordy briefed the meeting on the statutory obligation that Sunderland City Council has in providing transport, however highlighted that it was generally the parents/carers responsibility to ensure that their child arrives at School. Sunderland City Council spends approximately £2,000,000 on transport on an annual basis and it was noted that the Local Authority must make cuts and potential savings within the next 3 years, Sunderland City Council were looking into what it provides on a discretionary basis and what it must provide in line with Government legislation. Legalities around providing transportation includes children living 2 miles away from the nearest suitable Primary School and 3 miles away from the nearest suitable Secondary School.	

	Mr Mordy recapped on the letters issued to parents and highlighted the meaning of statutory and discretionary transport. A variety of discretionary is provided and has been provided as a result of boundary changes, school closure or on the grounds of faith. Sunderland City Council pays over £50000 per annum to accommodate home to school transport for Oxclose pupils based on current discretionary arrangements. 676 students across the City of Sunderland are in receipt of discretionary transport, 124 of 676 are students from Oxclose Academy. Overall there are over 36,000 children across the City and majority of which are not gaining access to transport and do not meet the criteria of low income. Mr Mordy discussed Faith Schools and confirmed that meetings are scheduled to take place next week. . Mr Mordy confirmed that he had already received telephone calls from concerned parents in response to the recent letter. Mr Mordy highlighted that he had empathy towards the issues and arguments and understood their feelings. Sunderland City Council would like all parents to present their view on the feedback form to explore alternative options and potential proposals. All feedback would be looked at by Executives and Cabinet Members within the LA. Mr Mordy confirmed that a meeting was held in the Council Chambers whereby Cllr Linda Williams was in attendance and suggested that the City Council liaise with Nexus regarding bus routes within the Oxclose area. The City Council will look at this in liaison with the School.	
3.	**Questions and Comments** Mr Mordy welcomed questions/comments from the meeting. The following questions/comments were captured: Q: We have observed that certain buses can drive past children waiting at a bus stop. They do not stop for the children. Can a bus be provided for the children. A: The number of children differs year upon year. We will discuss options with Nexus however due to efficiencies and cost private hire buses are not sustainable. City of Sunderland Council liaises with Nexus and can raise issues and act as a go between. If anyone observes an individual bus not stopping for children we need to know about this. This must be reported so we can discuss this with Nexus who are always interested in such issues . We have a meeting on	

	Friday 12th April 2013 and will present this concern to them. If there is a demand from an area for transport with inefficiencies we would liaise with Nexus to examine the bus route to consider alternative options. 30 children from Oxclose Academy get permits. The cost of a permit is £190 per annum. Sunderland City Council can provide funding to those who meet criteria. The alternative is a parent to pay £190 per annum. A lot of parents choose to buy the permit for their child. An initial discussion with Nexus claimed that there were buses available for the routes within Oxclose; this work was conducted approximately 8 months ago. Mr Mordy highlighted that he had received a concern raised by a parent that their child got two buses to School. A discussion around two bus routes within the area took place and it was noted that if a person got on the wrong bus would cause potential delays in getting to the destination. Q: George Washington is a feeder Primary School to Oxclose and this was well promoted. Are you saying we should move our children to a nearer School such as Washington Comprehensive. I have concerns over my child walking to School, having motorways to cross and the dark nights are a particular concern. Oxclose was promoted from George Washington and because the rules change this isn't the nearest School. I don't want to change my child's education. A: If this was the case you need to fill in the feedback form to relay your message. Alternative options would be looked at. Q: Can the transport procedure remain with children already in the School and cease for all new entrants. A: This has been looked into and was considered to be a complex option however if parents feel that a phased option is required they were encouraged to put this formally in feedback. Mr Cunningham discussed the two proposals to withdraw in September 2013 or September 2014 but reiterated that if an alternative source was an option Cabinet would consider. It was important to be aware of all people's views and circumstances, for example the feeder school issue. This needs to be highlighted in the feedback. Q: Are we expected to agree to the proposals before other ideas are explored.	

A: You do not have to agree to either proposal and there is a space to provide all suggestions.

Q: Public transport costs are out of my remit I simply couldn't afford this. Living costs have gone up; I am just about keeping a roof over my head and for my family. I don't have £25 a week to get my daughter to School. I was promoted this School from the feeder Primary School. There is a School at the bottom of my street but went with the recommendations of sending my child here. I have concerns over the underpasses and dark nights and I am not comfortable with my child getting two buses to School.

A: Mr Cunningham expressed that there were 48 children to join the School in September 2014 and highlighted that preference of Schools and the understanding of transport being provided at that time. Mr Cunningham urged parents to highlight this on their feedback forms. The School will also be highlighting their views and concerns in the feedback forms.

Q: I have a child attending this School, another child due to join. I am on a low income but do not meet the criteria. My child does not get FSM and I pay for School Dinners. This doesn't even cover what I get in Child Benefit. Expenses are going up and my husband hasn't had a pay rise in 4 years.

A: I note your concerns around choice and preference under the historical understanding that transport was considered at that time. A lot of families will fall in the same category being just above low income thresholds and not qualifying for support. I understand the expenses rising but to put this into context this is the same postion for many families across Sunderland who are just above low income thresholds. I recommend you to record your comments on the feedback form to list the historical facts around preference from the feeder Primary School.

Q: The Council will not gain anything because if I have to cut my hours I will receive more benefits, this will accumulate different costs within the Government.

Q: I give my son £1.40 a day lunch money and cannot claim FSM. I cannot afford to pay for a bus also. Washington is the nearest School to my home but I have concerns as they were in Special Measures.

A: Washington School were in Special Measures but are doing really well now. I understand and have empathy for everyone and their concerns. The current climate is a difficult time for everyone.

C: We don't want to send our children to a School to receive a lower education.

Q: If I send my child to St Roberts would they be able to get a bus pass.

A: The City of Sunderland Council is also looking into the Faith Schools transport and removal of discretionary transport is being proposed for them as

well.

Q: A lot of families rely on friends and family members to pick their children up. I don't want to reduce my hours to take my child to School. This will cost the Council more money in benefit claims.

A: I understand your predicament. Please fill in the feedback form for your concerns to be listened to. I have empathy for your concerns but this is a similar position to other families and parents across the city who are not benefitting from discretionary transport.

Q: When will the decision be made.

A: Cabinet will decide on 18th June 2013.

Q: If you're planning to stop this resource in September 2013 is that not a little short for us to make alternative arrangements.

A: Mr Cunningham highlighted that decision would be made by Cabinet members within the Local Authority. Mr Cunningham also stipulated that he would provide a formal response and get involved in any discussion over Oxclose and Washington Schools.

Mr Cunningham reiterated that parents should fill in the feedback form to list their concerns and opinions to be heard at cabinet.

Mr Cunningham recapped on the fantastic relationship with George Washington Primary School and that he was proud of all the children that fed into Oxclose. Mr Cunningham confirmed that he was committed to do everything he possible could to maintain the relationship with George Washington Primary School and that the School would be recording their strong objection to the proposals. Mr Cunningham noted that a promise had been broken to the George Washington community.

Mr Cunningham confirmed that the School were an Academy and is able to make decisions on their own. Solutions would be looked into to minimise the impact upon families and pursue all avenues of transport in some shape or form. It was important to continue the preferred option to send children to a School of preference.

The Trust Board within the Academy are aware of the implications of the proposals.

Q: If everyone chose the nearest School would there be a space available.

A: Admissions would deal with this. Finance is given to Schools based on pupil roll number.

Q: How can the Council take away transport from children when money had been identified for improvements to the leisure centre. The council are

	wasting money to move the skate park, they are moving it to another side of the park and it is costing £300,000. Is that a necessary spend. A: I cannot respond to the funding for this. Please highlight your concerns so we can collaborate ideas to put forward alternative ideas.	
4.	**AOB** Mr Mordy informed the meeting that he would be writing out to parents again shortly as there had been a clash of meetings today, the other meeting was State of the Area Washington debate, therefore considered it best practice to hold a duplicate meeting to ensure all parents had the opportunity to attend the Sunderland Transport Meeting. Mr Mordy also highlighted that he had discussed the scheduled meetings with the Headteacher at George Washington Primary School, feeder School to Oxclose Academy. The Headteacher expressed concerns around not giving sufficient time for parents to attend and respond from when the letters had been issued. A further meeting to accommodate the Primary School would also be scheduled.	
5.	**Meeting closure and expression of thanks.** Mr Mordy declared the meeting closed and expressed his thanks to all participants for attending. Mr Mordy reiterated that it was imperative for parents to complete the feedback form accompanied with the letter or via the City of Sunderland Website.	

Sunderland City Council

MINUTES OF SCC TRANSPORT CONSULTATION MEETING HELD ON TUESDAY 30 APRIL 2013 AT 3.45PM AT GEORGE WASHINGTON PRIMARY SCHOOL

Present:
John Mordy, Commissioning Lead, SCC
Paul Tomlin, Transport Commissioning Officer, SCC
Beverley Scanlon, Head of Commissioning and Change Management, SCC
Tony Cunningham, Headteacher, Oxclose Community Academy
S Palmer, Headteacher, George Washington Primary
E Quinn, Chair of Governors at George Washington Primary
Cllr Linda Williams, SCC
Jennifer and Mark Hill – Badger Minibus Hire Ltd ?

In attendance:
Susan Snaith, Specialist Minute Taking Team, SCC

1.	**Welcome and Introductions** John welcomed and thanked everyone for attending the meeting.	
2.	**Proposed Changes to Home to School Discretionary Transport** JM guided the meeting through the above power point presentation and advised the LA were meeting with all Schools that were potentially affected by discretionary transport. It was confirmed that Sunderland were working in line with national policy guidance and the position in the law stipulates it is generally a parent's responsibility to make travel arrangements to and from school. It was explained a report would be going to Committee on 19 June 2013 to decide what the next step would be and in the meantime the council wanted to work with parents to see what other alternative arrangements could be provided. The Consultation would end on 24 May 2013.	
3.	**Questions and Comments** **JM advised he would take questions individually at the end of the meeting for those who did not want to raise their questions within the meeting.** **Q:** What alternatives are you proposing if the current bus service goes? I personally don't feel I can put anything on the feedback form until I know what's going to be on offer for my children. **JM:** The cost to a family for a bus permit annually would be £190 and will be in the region of £196 next year. Low income families would not be affected, (IE Families	

meeting Free school meals/ Higher Working Tax credit criteria). From discussions with various people in Oxclose and others re bus routes and related issues - I've had 2 quite successful meetings with Nexus (who are not promising anything yet) but are looking at what buses there are / what gaps there are and are doing a mapping exercise with the various schools to consider what can be provided if there are sufficient numbers.

Comment: One bus will not be enough. There is currently only the W5 and W6 and they don't run from this bus stop but from the top of the village and along the road and run every 2 minutes.

JM: This is one of the things that has been highlighted with Nexus and they've been asked to look at this as an issue.

Q: How long before the bus drivers start to refuse the kids access to the buses?

Comment: I get on the bus after work on Friday at 3.00pm (after Oxclose) and coming into Concord there are many times when I cannot get on the W5 as it's full of school children.

JM: We are having regular meetings with Nexus and they have 1 person who is currently looking at route planning / capacity and their public relations officer is working with communities to see if there is sufficient cover for the area. Nothing can be promised at the moment but dialogue for coverage is taking place. The other thing that could happen is for parents and groups of parents to work with other bus providers to see what could be provided.

Comment: Why should parents have to do this when you are the ones who are withdrawing the service. I appreciate it's discretionary but given that a lot of parents work full time and have other things to do – where do we get the time for our other commitments.

JM: I completely empathise with your point of view but the vast majority of parents in Sunderland are not benefiting from any discretionary transport. We need to feedback to councillors views such as this one – but by law it is a parent's duty to get a child from home to school (except in the circumstances outlined earlier).

Q: Have you considered the social impact on the local community of getting parents to walk through local housing estates and the kinds of issues that could occur – there could be risks involved in them getting to school and would they actually get there?

JM: Again this is no different to what children are having to do across the city. We need to look at things such as safe walking routes.

Comment: We would certainly need a safe walking route because I would not be walking with my kids (even in a group) through some of the subways and could not go on roads because they are so busy.

Comment: I would not want my daughter to walk through these areas – especially

in winter.

Comment: Walking through subways in Washington is frightening and some subways in Blackfell and near Oxclose are notorious.

Comment: There have been 2 murders in these subways in the last 2 years, as well as drug use – it's very dangerous.

Comment: My daughter is in Year 6 and I chose Oxclose based on fact that transport was available
– It would be safer for me now to send her to Washington.

JM: It is vital you put these things on your feedback form so that when the Cabinet meet they are aware of your views and ideas

Comment: If you had come along with a couple of proposals (having already spoken to private bus companies (with costs for us) or some commitment from the public bus service and a proposed bus route with assurances that our children could get a bus from outside the school – you might have got a better response – rather than coming without those and expecting us to do it ourselves.

Comment: One of the issues which had been recently discussed was that children from this area would not go short in terms of getting to and from school.

JM: Some time has elapsed since then and I empathise with your point, but this is something to put onto your forms for members to consider. None of the elected members take this issue lightly – it's a difficult decision. In hindsight – it perhaps would have been better to have come along offering various options.

Cllr: There is still another month to go before Consultation – not all the options are there yet in black and white.

JM: It is national policy that we are responding to. The national policy informs the council what it has to do and also says it has to provide something for certain groups.

Comment: Well we might as well use the same bus.

Comment: Even using travel permits – there have been issues – sometimes Nexus question why my children are using transport at certain times of the day.

JM: We have assurances from the public relations officer at Nexus that they want to know about these things. If I was a parent I would want to buy the Pop Card rather than the Travel Permit as children can use it afterwards and it works out cheaper.

JM: Whatever you think is important please put this down on your forms and we will put this towards the wider discussion.

Comment: If you take that bus off the children - the other bus is chocca to start

with and that's without the extra children.

JM: We have had discussions with Nexus (and before us Cllr Williams) and we are supplying Nexus with data and post codes of affected areas. They are trying to do an exercise to see if an arrangement can be provided via Nexus, private hire or via other arrangements.

Comment: Currently I am happy to go to work knowing my children will arrive safely at school but if there is no bus it will be difficult – I do not earn a lot of money.

JM: In my feedback I will encourage people to look at timescales and if you think more time is needed – we might have to address that.

Mr Cunningham: we are determined to try to find a solution which will give you the choices that you currently have – with or without the council. We want to try to ensure that you are not left high and dry.

Comment: Well at the moment that's how we feel.

Comment: If they are going to take this bus off we would need to ask for more public transport solutions.

Comment: It would cost me £2 a day and there would be no guarantee the children would get to school safely. Some of the language of the older ones can be very intimidating.

JM: Some parents are prepared to contribute to private hire – but if you look at the current cost (£54,000) the cost for each child appears to be in the region of £500 per student per year.
Q: Would the council think about subsidising the cost?

JM: Subsidising would not be equitable to other parents and families not benefitting to discretionary transport. There are many families across Sunderland who would fall into income brackets just above the low income threshholds
Q: What about if the council pay half and parent pay half?

JM: There would still be an issue as there are many children who travel further who are not receiving any subsidy.

Comment: But they are not receiving help currently – there are ways to try to keep the cost down.

Comment: There are now a lot of children at the bus link on a morning – sometimes you can't see the pavement – there are so many children.

JM: This is not the end of it – We want to continue to support discussions as best we can and to look to support communities to develop alternatives
Tony Cunningham – **Headteacher – Oxclose Academy** urged all present to make their views / alternative suggestions (which would reduce the cost to the local authority) known via the consultation process and to councillors personally. The

	Academy would be liaising with a number of different bodies as well as the local authority. The Academy would also be talking to Nexus re alternative bus routes and how transport could be made safer and more accessible to ensure there was some kind of protection around parents having a sound means of getting their children to Oxclose Academy. The Academy needed to talk to parents and understood the strong relationship parents had with the school. There was also the option of talking to current providers about how current transport arrangements might be maintained in some way. The real issue was about when the decision would be made and if this was September 2013 rather than 2014 there was more urgency. The Academy would seek to make decisions on parents' behalf to try to ensure parents could continue to make choices (re their preferred choice of school) for their children. **Bev Scanlon** advised she had been involved with schools now for a considerable time and often in the past when people had come along with a pre-conceived plan this had been shot down instantly. It was advised the council were genuinely financially pressed and the support of parents at George Washington Primary was really needed to make things work. When Usworth School closed clustering arrangements had been restructured. As an Academy there was a need to keep the link strong / look at what could be done to support that and discussion as well as a 1 to 1 discussion was needed. It was important children received the best education possible. The situation was difficult but the more views we have the better equipped we would be to provide a solution. **JM issued forms and advised these were also on line.**	
4.	**Meeting closure and expression of thanks.** John Mordy thanked all for attending and encouraged all to complete and send in their forms which would be considered in the final decision making process. All participants would be kept informed / updated as the process progressed.	

Sunderland City Council

Title: TRANSPORT CONSULTATION – ST AIDAN'S RC SCHOOL

Minutes of meeting held on: Tuesday 16th April2013

Present on behalf of the Local Authority:

Beverley Scanlon (BS) Head of Commissioning and Change Management
John Mordy (JM) Commissioning Lead

		Action
1.	**Welcome and introductions** Beverley Scanlon introduced herself to the meeting and explained the background and reasons behind the proposals being outlined. The consultation will end in May and be presented to cabinet in June. John Mordy welcomed everyone to the meeting and explained his role within the council. He advised that the council have been tasked with making 100 million pounds worth of savings and are looking at all areas to identify those savings. John went through a presentation that explained the council's proposals for home to school discretionary transport. The presentation explained that in law it is a parents' responsibility to get their children to school. It stated the difference between statutory and discretionary transport. John explained that it is a common misconception that transport to faith schools is a statutory requirement but this isnt the case. Only children on free school meals or where parents qualify for higher level tax credits would continue to qualify for a travel pass. The council can make savings of £195k by ending the discretionary element of the spend. John stressed that the current buses provided for faith schools will continue to run however the council are looking at ways to recover the costs from parents. The purpose of the meeting is to gather parents and carers views to be fed back into the consultation process. It was stated that many local authorities are considering similar proposals and one local council is planning to stop all discretionary transport from September 2014 without holding events in the way Sunderland are. The £195k of spending was broken down by school with St Aidan's proportion being at £24k and St Anthony's £26.5	
2.	**Consultation – Question & Answer session** **Q. Have the Local Authority tried to negotiate with the bus companies to reduce the costs.** A. JM explained that he has had many meetings with Nexus and their counterparts but compared to similar urban areas what Nexus are providing highly competitive rates. The best deal is sought year on year as part of the council's procurement processes. Nexus are aware that there is a possibility that	JM to discuss the possible

		they will lose funding from the LA should the discretionary transport costs be passed onto parents. JM explained that parents can save the on costs by purchasing a POP card and paying the £1.10 per day. Parents responded that these costs will be excessive if they have more than one child in school. One parent stated that the LA should be informing parents of the meetings with Nexus and the outcomes of those meetings. Both JM and BS explained that the LA have no obligation to inform parents of any negotiations with suppliers however parents and parents' groups can contact Nexus to lobby for a reduction of the cost of travel permits. JM stressed that many parents in schools that do not have access to discretionary transport passes must meet the travel cost for their children to attend their preferred school. **Q. A parent stated that he is concerned that faith schools will be affected by the proposals with parents deciding to send their children to the local school and there will be a great loss of the catholic ethos.** A. JM encouraged parents to state this on their feedback forms. JM explained that this does not only affect faith schools but also schools that were historically affected by boundary changes for example Barnwell Primary. **Q. A parent was concerned that they were unaware of this meeting or the proposal to withdraw discretionary transport funding as they are from feeder primary schools. Had they had the information before now they may have made different decisions as to where to send their child. They asked at what point in time the council knew that these changes were going to happen and why was it not communicated before now.** A. JM explained that a report was written and went to cabinet in March; these decisions were taken as part of the budget proposals for this year and next therefore were initially discussed in January/February of this year which was after parents had chosen their options. A recommendation was made to withdraw from transport in September 2014. In some authorities they intend to have a phased option. In the admissions literature that goes out for September 2014 the withdrawal of funding for discretionary transport will be stipulated. JM advised that feeder primary schools were informed by letter of the proposals and it was expected that they would inform parents. Letters went to parents of all secondary school children but to keep costs down it was felt that the cost of sending letters to the parents/carers of all primary school children would be too high. The very low turnout was a disappointed to the parents in attendance and LA officers. JM will discuss the feeder school issue with officers and will take this forward with them. It was stressed	extension of the free POP card scheme that had been running with Nexus or negotiate a reduction in its cost JM/BS to further discuss the issue of feeder primary schools

	that letters to those schools went out long after parents would have chosen their preferred school options. The issues around Nexus will also be taken forward. **Q. A lady stated that there is an emotional element to this in that children may be withdrawn from their faith school and many parents felt that this is an attack on catholic families and affects the human rights of those children. She asked if children already within the secondary schools that receive a bus pass continue to do so.** A. BS asked parents to state this on their consultation form. **Q. Can local schools cope with the extra influx of students if parents do not send their children to faith schools?** A. BS confirmed that most secondary schools have spare places and can cope with increased numbers. **Q. Many parents feel this is a backhanded way of getting rid of faith schools. Those at the meeting feel that the effect of the current economic climate will stop parents from being able to pay to send their children to their preferred faith school. There was a very strong feeling within the group that this is a direct attack on the catholic faith and faith schools. They asked if the diocese was consulted.** A. BS informed that the council have regular meeting with Joe Hughes from the Diocese and they have written to him for his views on the proposals. **Q. Can the council not look at making savings elsewhere as the amount involved is a drop in the ocean. One lady raised the point of the discrimination against Catholics and stated that it is a shameful example of sectarianism. Another stated that the cost would be the equivalent to the salaries of two council employees or an executive officer.** A. JM advised that the council are looking across a range of areas to achieve savings **Q. Effective engagement with parents is required and although this will be included in next year's literature, there needs to be meaningful consultation and communication with the parents/carers of primary school children but this hasn't happened. The consultation process is therefore flawed.** A. JM stated that articles have appeared in the local press (not paid for) and on the council website. The Local Authority has been in touch with all catholic primary schools. He stressed that all parents need to take part in the consultation process and to ensure they return their forms or take part in online consultation. BS agreed that these proposals did come about	

	after parents had made their choices of secondary school. **Q. A parent stated that she made the decision to send her daughter to a faith school based on transport being available. She may be faced with removing her daughter at the end of Year 7 to move to a closer school.** A. JM reiterated that the buses to faith schools will still run and urged parents to complete and return their feedback forms JM again explained the breakdown of numbers to the group. **Q. There were concerns for those parents who are just above the threshold for receipt of benefits but still being expected to pay for their child to travel to school – what are the LA doing about this.** A. JM explained that there are 34000 families in Sunderland who don't qualify for discretionary transport and travel passes but many still have to pay for their child to travel to school by bus. The LA is aware of these issues and reiterated the need for parents to feedback to the LA as part of the consultation. **Q. A parent stated that the profile of families just above the threshold is stereotypical of families within catholic schools and they will not apply for free school meals which excludes them from free travel.** A. JM stated that difficult decisions are being made by the council in the current climate and again encouraged parents to complete the consultation forms in order for their views to be considered. **Q. This is the second tranche of cuts made; at which point will Sunderland Council grow a spine and stand up to the government.** A. JM advised that the LA negotiates with the government all the time but that this was a very political question that can't be addressed in this forum.	
	The meeting was closed and John thanked all for attending.	

Minutes of Sunderland City Council Transport meeting held on:
Thursday 18th April 2013 at 7.00pm

Present: **Paul Tomlin, Transport Commissioning Officer, SCC**
Beverley Scanlon, Head of Commissioning and Change Management, SCC

In Attendance: **Lisa Hutchinson, Specialist Minute Taking Team, SCC**

	Sunderland Transport Meeting – St Michaels RC Primary School	
1.	**Welcome and Introductions** Mrs Scanlon welcomed the meeting and thanked everyone for attending, informal introductions were made. Mrs Scanlon went through the Schools general housekeeping procedures for the benefit of the meeting.	
2.	**Proposed Changes to Home to School Discretionary Transport** Mrs Scanlon guided the meeting through a power point presentation regarding the proposed changes to Home to School Discretionary Transport. Mrs Scanlon confirmed that the LA had met with all Schools that are potentially affected by discretionary transport. Mrs Scanlon confirmed that this was a national decision and that the current position in the law stipulates it is the parent's responsibility to make arrangements to ensure that their child arrives to School. Mrs Scanlon discussed how the LA was scrutinising areas and had to save another £100 Million within the next 3 years. Mrs Scanlon confirmed that the LA have managed to save front line services but were looking closely at every area. At present the LA pay £1.8 Million to fund statutory transport e.g. minibuses etc for those who cannot get to School safely and for those eligible that meet the criteria e.g. FSM, SEN, not independent to travel by themselves, low income families. Mrs Scanlon discussed the legal obligation the LA has in providing transport to those children who live more than 2 miles away from their nearest Primary School and 3 miles away from their nearest Secondary School.	

	Mrs Scanlon highlighted that the LA have a Safer Routes to Schools Team who review routes regularly to ensure safety. Mrs Scanlon recapped on the meetings held at St Anthony's and St Aidans and that a further meeting at St Roberts was being held tonight. Mrs Scanlon confirmed that the Schools had also been told that the LA can no longer financially support the current plans of transport and reiterated it was a national decision. In perspective 770 young people use discretionary free transport and that no other schools in City are provided with this other than those listed in the consultation information letter. There are 36,400 children between 4 – 16 years of age and 770 benefit from this. There is a counter argument that the vast majority are not receiving free transport and parents have indicated this previously. Mrs Scanlon expressed that she was aware some parents had made choices linked to transport being available due to historical closure of a School within the area. Mrs Scanlon stipulated that a decision had not been made and would be made by Cabinet in June 2013. Mrs Scanlon urged parents to write their comments in the space provided in the letter or via website.	
3.	**Questions and Comments** Mrs Scanlon welcomed questions/comments from the meeting. The following questions/comments were captured: Q: How to you intend to save resources, I am a Catholic tax payer who chooses to send my child to a Catholic School and want my child to be taught under the faith. I have a human right to send my child to a Catholic School and the nearest Faith School, St Mary's, Easington Lane was closed in 1983. Parents were under the impression a bus would be provided and you are breaking that part of the deal. How much will it cost if groups of parents got together and petitioned for a Catholic School to be opened in Easington Lane. You're throwing money from one hand to another. I understand it is not you personally and that you are only cascading the message but I am highly annoyed. Your documents are lovely but you haven't put the source, we can do research via the internet and appeal against the decision. A: The Source is listed on the DfE website under transport policy. The guidelines were reviewed in March 2013. Q: It would have been nice to have this on paper as well. A: The LA tries to provide clear concise information when cascading information to parents and the community.	

Q: It is within my human right to allow my child to be taught at a Catholic School. The Conservative Government can at least make you spend money and parents can take you to the European Court regarding our human rights.

Q: Why haven't you put another option to keep the discretionary bus, this has already decided has it not. I understand the LA make the cuts but the safety of our children is a priority. I vote to have another option to keep discretionary transport.

A: There is a space provided for alternative suggestions. The decision has not been made and will be made via Cabinet in June 2013. The LA has a Safer Routes to Schools Team to assess routes on a regular basis.

C: I suggest you all talk to your local Councillors as I have experience of consultations and Councillors do not read the reports put in front of them. They did the same thing at Hetton when they closed Schools within that area.

A: I can confirm all Councillors met prior to the Consultations at a briefing in the Council Chamber and they are aware of the proposals and consultation process.

Q: You're saying 2 miles away from nearest School meets criteria. I live 2.8 miles away and it would take 40 minutes to walk alone never mind walking with two grandchildren that would take longer. There is no public transport to this School from Fence Houses.

This is my nearest Faith School. I want my grandchildren brought up within a Catholic School. Look at the Secondary choices for Catholic Schools, there are three in Sunderland. You are taking choices away from us.

All of my family work and there are people who don't work getting more money than my son and daughter in law.

A: We are in regular contact with Nexus and discuss transport options for the City.

C: The nearest bus stop is up the road from the School and they are not going to create one here just for St Michaels. I feel as if the consultation process has already been decided.

C: The buses drop off on the main road, at the original St Michaels there was a lollipop lady.

C: It is the safety of children that are my concern, a lot of fighting was carried out within the Houghton area when I was at school. Is the Scholars bus to St Roberts provided by the LA or Nexus.

A: Nexus provides the Scholars bus to St Roberts. A CAT (Child All day Ticket) costs £1.10 per day. A Pop Card (Under 16 identification) costs £5.00.

Q: How much does the Council pay for a pass,

A: £190 per year however it will increase to £196 next year.

Q: I feel we are being discriminated against for being Catholic. You can Google the information on schools transport services that the rest of country is providing for children.

A: Similar reviews are taking part in other parts of the regions and elsewhere in the country. One neighbouring Local Authority has decided to cease discretionary transport from September 2014 and did not hold a consultation.

Q: I don't know where the LA gets the nerve; they waste money on things such as the bridge.

A: I cannot comment on this however I am informed Cabinet Money is different from Revenue Money.

C: I will have to change my working pattern to get my child to school. I am not saying the Council should fund me because I choose to work.

C: My employer won't let me leave early or come in later; I will have to consider giving up work in order to take my child to School.

A: School's can look at other options with parents, potentially investigating private funding for a school bus.

C: I have three children so that's 3 passes and one adult for me to accompany my children on the bus, this is expensive. Are you saying we have to change Schools.

A: We have empathy for all the financial hardship, working patterns and parents getting back into work. We were able to make cuts within the LA without impacting on people's lives and maintaining front line services for the first £100m efficiencies.

C: I consider my child travelling to St Michaels as a good learning good route/experience. For example independent travelling and confidence building.

Q: Are you saying that there will be Children picked up by a bus who are eligible due to low income, would a bus drive past my child who is not eligible.

A: An eligible child would receive a free travel permit.

Q: I am concerned about the children getting on a Nexus Bus; what if they get off at the wrong stop, the bus driver isn't going to worry about them. The bus used now has a driver that will not let a child off until it reaches its destination. You're taking the safety away from us; a child could get lost.

	Q: What is the cost of a taxi per child? A: This depends on the distance and the taxi firm. Some firms will not allow children of a certain age to travel without an adult. Q: What about kids getting taxis to Thorney Close that I have seen. A: These children are SEN children and are not capable of travelling alone. C: I understand the costs as my child used to get a taxi. He got the taxi alone and I always thought it was a waste of money. C: If you look on the Council website, it shows a breakdown of what they pay. It took my breath away. C: You're going about it the wrong way, you need to consider child safety, you will end up in Court if one child gets hurt. I understand you have got to do this and I am not getting at you personally and I understand you are the messenger. C: People are driving round schools looking for children to take. Within this area there is nothing along this road. It would be a tragedy waiting to happen. C: We are going to end up having children with keys around their necks like when I was a child and both my parents worked. We were known as the key kids. C: My child started here 3 weeks after their 4th birthday can you imagine putting your child on nexus bus this young. Q; Will you publicise the minutes. A: The Report to Cabinet will be very bulky and detailed. It will be published 10 days before the Cabinet meeting. Copies will be available here in School and via the LA Website. Q: Who collates the information from the consultations. A: A Team of Officers.	
4.	**Meeting closure and expression of thanks.** Mrs Scanlon declared the meeting closed and expressed her thanks to all participants for attending. Mrs Scanlon reiterated that the consultation was not an attack of faith and that other Schools in the City were also affected. Mrs Scanlon thanked participants for being polite. A parent precipitated the comments and thanked Mrs Scanlon.	

Sunderland City Council

TRANSPORT CONSULTATION
Venue: St Robert of Newminster Catholic School

Minutes of meeting held Thursday 18th April 2013 at 6.30pm

Council Officers: John Mordy (Commissioning Lead), Sandra Mitchell (Head of Finance), Jane Lancaster (minute taker)

1.	**Welcome and Introductions;** ➢ JM welcomed everyone to the Transport Consultation and introduced Sandra Mitchell and Jane Lancaster. ➢ Attendees where advised on the housekeeping. ➢ JM explained the purpose of the meeting advised if anyone wanted to ask any questions but not part of the main group discussion, to speak to him at the end of the session.
2.	**Proposed Changes to Home to School Discretionary Transport** ➢ JM guided the meeting through a Power Point presentation regarding the proposed changes from Home to School Discretionary Transport. ➢ JM explained the National Policy and that it was not statutory for Sunderland City Council to provide transport for children. ➢ Sunderland City Council had been forced to look at spend which included aspects of school transport. ➢ Bus provision to and from St Robert's would not be altered. ➢ The Local Authority were currently looking at significant saving of £195K per year and highlighted that a number of Authority's nationally have ended all discretionary transport from 2014. ➢ The Local Authority spends approximately £2M on transport on an annual basis mainly around children with special educational needs who normally have a distance to travel. ➢ JM advised that a number of pupils would be provided with home to school transport whose parents were on a low income, FSM or high tax credits. ➢ The Central Government does not allow the faith element but considers the nearest suitable school. ➢ St Robert of Newminster School had a substantial bill of £47K/year. There were 284 students who were in receipt of a travel permit but only 34 pupils qualified for a permit under the statutory guidance. ➢ Sunderland City Council permits cost £190 and an annual permit from Nexus would cost £196. ➢ JM highlighted the Pop Cards which cost £5, then £1.10/day which can be used on multiple journeys throughout the day. ➢ JM highlighted the two proposals. ➢ JM encouraged parents to send any suggestions to the Local Authority. ➢ The Consultation formally ends 24th May, 2013. ➢ Results will be sent to Members proposals to be ratified or to consider any other suggestions. ➢ JM advised attendees that he will feedback their views and any questions.

3.	**Open Question Session** ➢ **Question:** Were Nexus day tickets transferable to a Kingsley bus which was used from Seaburn and was a scholar bus? **Reply:** JM replied if it was a Scholars bus, the Nexus permit can be used but would confirm that the 'Pop card' could be used on the Kingsley buses. ➢ **Question:** Can parents buy a weekly bus past? **Reply:** JM was not aware if the 'Pop Card' could be bought weekly and advised attendees to visit the Nexus website. ➢ **Question**: If the permit was lost, would the full amount have to be paid again? **Reply:** It was thought that a £5 fee was charged to replace a lost permit, but this was to be confirmed. ➢ **Question:** Can permits be bought now? **Reply:** Any parent throughout the City can purchase a 'Pop card'. There are 36,319 pupils aged 4-16, only 770 benefiting from discretionary transport, and of those 96 pupils that qualify for statutory transport. The vast majority of parents pay for their child's transport, either purchasing either an annual or termly permit from Nexus. ➢ **Comment:** Children that are not at an age to travel on their own, families are looking at a cost of £40 per month. **Reply:** JM had empathy for parents but the vast majority of parents in Sunderland pay for their children's transport costs. ➢ **Comments:** Parents chose faith schools for their children and there are less Catholic Senior Schools in Sunderland therefore have to travel. **Reply:** JM advised that the National Guidelines do not allow for faith schools and the current Local Policy would pay for all schools but in this financial climate tough decision had to be made on how money was spent. ➢ **Comment:** Attendees felt that they were being penalised for choosing a faith school. ➢ **Question:** Why have parents not been given more notice for timescales? **Reply:** JM agreed that the timescales were tight, one proposal for 2013 and the other for 2014 and suggested that parents highlighted this issue in their feedback. The initial proposal was taken to Cabinet in March 2013 and had only been agreed recently.

- **Question:** When applying place for the school, a parent had contacted the bus company who stated that they would honour travel payments.

- **Reply:** JM advised that the bus company can guarantee a bus route but could not guarantee funding.

- **Question:** Was the Council not in breach of contract as when a child was placed at the school, transport was available?

  Reply: JM advised that transport was available but parents would be paying for their child's transport.

- **Comment:** Safeguarding affects every child in school and it feels that families on low income are the only one that matter. Children from families just above the threshold are at risk of being knocked over when they walk to school as parents can not afford to pay for transport.

  Reply: JM advised that walking routes would be considered whether they are safe for children.

- **Question:** Kingsley buses do not accept 'Pop Cards' as her daughter had to pay when travelling to school.

  Reply: JM advised that this issue would be highlighted if individual drivers are making incorrect choices.

- **Comment:** Parents were concerned with the increase in congestion around St Robert's as it had a wide catchment area as they felt some parents would rather drive than pay for the bus.

- **Question:** At what stage will buses stop running if they are not economically viable?

  Reply: JM advised that school roll would be considered and the Diocese may need to look at that issue if it occurred but realistically could not see buses not continuing to run.

- **Comment:** If St Robert's was a non Catholic School, it would get help.

  Reply: JM advised that non Catholic Schools were not getting any help and as an Officer of the Council would feedback parents concerns regarding safeguarding, buses etc but encouraged people to put their views forward.

- **Comment:** Parents are asked to consider the two proposals and suggest a way to save costs but the Council have wasted £300K on 'Roker Pods'.

  Reply: SM highlighted that there was significant grant funding which could only be used in particular areas. Comments would be fed back to Members.

- **Question:** It appears that cuts are all around young people, why?

Reply: SM advised that the Local Authority had to save £100million over 3 years and have to save similar over the next 3 years. The Local Authority has tried to protect frontline services but need to look at all other areas.

- **Question:** The Local Authority was asking for parents to put forward proposals, however, this was the first breakdown parents' had been presented. How do you know who was entitled to bus transport?

  Reply: SM replied that the information was received through the Benefits system which was the basis of the calculation.

- **Question:** If those students entitled to transport, bus companies stop running buses to cost implication, those children are entitled to transport one way or another, how much in monetary terms would this save?

  Reply: JM advised that each are would be considered individually and would not replace anything that was more expensive. The Local Authority would not provide chaperones and it was a parent's duty by Law to get their child to school.

- **Question:** What about disabled children?

  Reply: Disabled children are not affected by any of the transport changes.

- **Question:** I live in East Herrington and the nearest mixed Catholic school was St Roberts, do you want my child to walk to school?

  Reply: This and similar comments would be notified to members via Comments section of the feedback form.

- **Comment:** Parents send their children to St Roberts as it was an excellent school.

  Reply: Legislation states that nearest school not faith school.

- **Comment:** Bus companies may chose to remove routes as not practical leaving parents to make 2 or more journeys to get to school.

- **Question:** Have the bus companies been consulted?

  Reply: JM replied that the bus company had been consulted and had stated that they would not be removing any buses. Nexus permits were good value for money compared to other areas around the Country. The Local Authority were also working to drive the cost of Annual Permits down as they were the biggest purchaser of permits.

- **Question:** Could the Local Authority subsidise permits?

  Reply: JM advised that other parents did not benefit from subsidised permits but this suggestion could be put forward.

- **Comment**: There was concern regarding the withdrawal of bus services and concern around the change of routes if not many children get on a bus at a certain

bus stop. As a parent, I sent my child to St Roberts because of available transport.

- **Question:** On the application form parents state why their child requires a permit but do not ask to provide evidence whether a Catholic?

  Reply: A child should not be receiving a permit under false pretences.

- **Question:** Will the Members Meeting be an Open Meeting?

  Reply: Cabinet Meetings are not open meetings but the papers and report with questions are public information.

- **Comment:** It was felt that this was a 'done deal' and going to happen due to the tight timescales.

  Reply: SM advised parents to put forward the proposal for 2014.

- **Question:** Would it be possible for the withdrawal be phased over a longer period?

  Reply: That could be suggested as part of the consultations.

- **Comment:** This would have a huge financial impact on hundred's children and families in Sunderland.

JM stated that it was essential that parents fed back the comments and suggestions for Members to consider.

The Headteacher thanked parents for attending and asked them to devote some quality time to respond as fully as possible on the feedback sheets and that the school would play their part as fully as they could. He thanked parents for their robust questions and it was in their court collectively to feedback.

Meeting ended at 8.10pm

DIOCESE OF Hexham & Newcastle

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DEPARTMENT FOR EDUCATION

Mr John Mordy
Commissioning Lead
Children's Services
Sunderland City Council
Sandhill Centre
Grindon Lane
Sunderland
SR3 4EN

23 April 2013

Dear Mr Mordy

Proposed changes to Home to School Discretionary Transport

I am writing on behalf of the Diocese of Hexham and Newcastle to formally object to the proposed changes to the Home to School/College Transport Policy with regard to Denominational (faith) Transport where it is proposed that free transport to faith schools stops, except where there are legal requirements that must be met.

Looking first to principle, the Diocese would identify consideration of the following:

- Assistance with travel costs to denominational schools was enshrined within Section 55 of the 1944 Education Act. It was reinforced in Schedule 19, paragraph 15 of the 1993 Education Act and Section 509 of the 1996 Education Act.

- More recently the 2006 Education and Inspections Bill specifically aimed to reduce the impact of transport as a barrier to parents exercising their education preferences and also improved and extended the offer of free transport originally set out in the 1944 Education Act. As a result the Government is funding Local Authorities to provide secondary age pupils from low-income families with transport to the nearest school preferred on the grounds of religion or belief where this is between 2 and 15 miles from the pupil's home.

- The maintenance of free transport where it currently exists is also reinforced via conventions developed by the United Nations on Human Rights (1948), Civil and Political Rights (1996) and the Rights of the Child (1989). All three have been ratified by the UK Government in 1951, 1976 and 1991 respectively. The European Convention on Human Rights, incorporated into UK Law in 1998, guarantees that the enjoyment of the rights and freedoms to education shall be secured without discrimination on religious grounds.

- Children accessing their nearest zoned Community schools and Foundation schools will continue with their present support whilst those looking to the nearest Catholic school may well be penalised. Add to this that the parents who will be most heavily hit in Catholic schools are likely to be those just over the income thresholds and may well find expression of their preferences a financial impossibility. This discriminates against such parents on both religious and socio-economic grounds.

- The ending of transport entitlement will also lead to the Authority contravening long established practices. The Diocese would suggest that withdrawal from these is not acceptable. This view is echoed by the Secretary of State for Education who has recently expressed his hope that Authorities will continue

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to think it right not to disturb well established practices. The Secretary of State continues to attach great importance to the opportunity that many parents have to choose a school or college in accordance with their religious convictions. Moreover I am certain that all parties concerned would not wish to see changes in school transport which might disrupt the excellent education standards achieved by pupils currently attending St Michael's Primary School and the three Catholic High Schools in Sunderland.

- Restrictions on transport provision to Catholic schools runs contrary to the thrust of legal obligations and long standing practices so the conclusion is that a reasonable Local Authority properly directing itself as to its legal obligations and the principles of public service should find it necessary to continue the relevant free transport in order to facilitate attendance at Catholic schools.

Nationally Agreed Policies

The Diocese suggests that ending of entitlement contradicts:

- The promotion of education diversity to enhance the range of preferences available to parents. For many of the latter the lack of transport support to St Michael's Primary School and the three Catholic High Schools will necessarily diminish that range.

- Currently 20% of morning rush hour traffic is attributable to the school run and Government policy is to generate a modal shift from car to bus. For children entering St Michael's Primary School and the three Catholic High Schools in the future and lacking transport support to the school the outcome could be an unacceptable increase in car use, presenting risks to the environment and subsequently to children's health and well-being.

Lack of Clarity exists under several headings

- In the interests of community cohesion and social inclusion Catholic schools, with places available, welcome applications from parents of other faiths or no faith who want a Catholic education for their children. As these parents are not expressing those preferences as a result of their Roman Catholic faith do they in turn still qualify for free transport?

- Bear in mind too that non Catholic schools within the Authority will not be offering Collective Worship and Religious Education in accordance with the teachings, doctrines, disciplines and norms of the Roman Catholic Church and so may not be deemed suitable in that context for those seeking a Catholic education.

Proposed Financial Savings

I draw attention to the fact that the consultation document makes no reference at all to the amount of money that might be saved. It is therefore legitimate to ask whether such a figure has been researched and if so why is it being deliberately withheld? We are asked to take "on trust" that such a proposal will generate significant savings yet no evidence is presented.

From any potential saving must be deducted the costs of transport to Catholic schools for children deemed as vulnerable and hard to place:

- Pupils permanently excluded from other schools;

- Looked after children (LAC)

- Children who have been out of education for longer than one school term and where attempts at 'normal' admission have so far failed;

- Children of registered refugees and asylum seekers where previous attempts through 'normal' admissions have failed;

- Children returning from secure units or otherwise having serious offending issues.

Added to these are children with Statements of Special Needs. Taken together the cost of exemptions and their administration will eat into any proposed savings.

Timescale
I am extremely disappointed that in proposal 1 Sunderland City Council is seriously proposing to introduce the change this September for ALL pupils including those already "in the system". Parents of current pupils have expressed their preference for a Catholic school place on the basis of the long-standing current arrangements as have parents of current Year 6 and pre-Reception age pupils. To change the rules at this late stage is not justifiable. Natural justice surely would indicate that at the very least such a radical change ought not to be introduced until September 2014. Both proposals make it clear that if the change is implemented it will impact on all pupils immediately. Again this flies in the face of natural justice. To penalise current pupils in this way is unjust. If introduced at all the only fair way is to phase it in over a five year period.

Disadvantaging the Poor
Whilst children on free school meals will still be entitled to free school transport there are many from families just above the threshold for free school meals who will suffer. As a consequence St Michael's Primary School and the three Catholic High Schools could well become establishments for the better-off who can afford to send their children to them. Such a change flies in the face of our mission as Catholic schools.

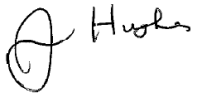
Damage to Community Schools
If places are freed-up by Catholic children unable to afford the travel costs they will, in many instances, be filled by children who would otherwise have attended another local school. This factor is one which I feel may cause concern to headteachers of local schools.

It is worth emphasising too that provision of schools by the Diocese has saved the Authority many millions of pounds and that parents at Catholic schools are still heavily subsidising the public purse by a 10% contribution to building and repair costs in those schools. These same parents, as tax and rate payers, are also contributing to Sunderland's school education budget and if charges were introduced they will continue to do this whilst being denied any transport support to their nearest Catholic secondary school. An outcome which is contrary to natural justice and clearly undermines the concept of 'free' Catholic education.

Conclusion
For the reasons outlined here the Diocese of Hexham and Newcastle and indeed the whole community served by St Michael's Primary and the three Catholic High Schools asks that the Authority withdraws any proposal to penalise parents for seeking places at schools for their children on the grounds of religion or belief. As per its remit the Diocese has advanced its arguments on behalf of those schools which fall to the responsibility of the Bishop of Hexham and Newcastle but equally feels that the case presented applies with the same force to all parents seeking places in denominational schools for their children.

With every good wish.

Yours sincerely



Joe Hughes
Director of the Education Service

cc Mr P Foster, Headteacher, St Michael's RC Primary School
Mr S Hammond, Headteacher, St Aidan's Catholic School
Mrs M Shepherd, Headteacher, St Anthony's Girls' Catholic Academy
Mr W Branney, Headteacher, St Robert of Newminster Catholic School and Sixth Form College
Mr K Moore, Executive Director of Children's Services, Sunderland City Council
Councillor Paul Watson, Leader of Sunderland City Council

Sunderland City Council

Item No. 10

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
Revenue Budget Outturn for 2012/2013 and First Revenue Review 2013/2014

Author:
Executive Director of Commercial and Corporate Services

Purpose of Report:
To report details of the Provisional Revenue Budget Outturn for 2012/2013 and First Revenue Review 2013/2014.

Description of Decision:
Cabinet is recommended to:
in relation to 2012/2013:

- approve the contingency and reserve transfers proposed at Appendix A and, budget transfers and virements at Appendix B;
- approve the final account decisions as set out in this report and authorise the Executive Director of Commercial and Corporate Services to finalise any outstanding revenue financing issues or Final Accounts decisions, in consultation with the Leader and Cabinet Secretary given delegated authority to take any.
- in relation to 2013/2014:
- approve the contingency transfers at Appendix E and budget transfers

Is the decision consistent with the Budget/Policy Framework? Yes
with the exception of the use of virement requiring Council approval.

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision:
To report on the outturn position compared to the budget for 2012/2013 and respond to variations in expenditure and income which have arisen in 2013/2014.

Alternative options to be considered and recommended to be rejected:
No alternative options are proposed.

Impacts analysed:

Equality N/A **Privacy** N/A **Sustainability** N/A **Crime and Disorder** N/A

Is this a "Key Decision" as defined in the Constitution? Yes – these relate to virements set out in Appendix B. **Is it included in the Forward Plan?** Yes	**Scrutiny Committee**

Cabinet 19th June 2013

Revenue Budget Outturn for 2012/2013 and First Revenue Review 2013/2014

Report of the Executive Director of Commercial and Corporate Services

1. Purpose of Report

1.1 This report covers:

The Revenue Budget Outturn 2012/2013

Set out in Section 3 below are details of the Revenue Budget Outturn for 2012/2013. The reporting format reflects the Portfolio Holder responsibilities in place during 2012/2013 and includes:

- The overall provisional outturn position for the Authority;
  - proposed contingency transfers, budget transfers and virements for the final quarter for 2012/2013;
  - details of the outturn for delegated service budgets for 2012/2013 and delegated budget surpluses for 2012/2013;
  - the position in relation to the achievement of efficiency targets for 2012/2013.

Section 4 details the general fund balances and the major revenue reserves position.

First Revenue Budget Review 2013/2014

Set out in Section 5 are details of the First Revenue Review for 2013/2014. The format reflects Portfolio responsibilities for 2013/2014. This includes:

- proposed contingency transfers and budget transfers for the first quarter of 2013/2014;
- the position in relation to achievement of savings targets for 2013/2014.

2. Description of Decision (Recommendations)

2.1 In relation to 2012/2013 Cabinet is recommended to:

- approve the contingency and reserve transfers proposed at Appendix A, and budget transfers and virements at Appendix B;
- approve the final account decisions as set out in this report and authorise the Executive Director of Commercial and Corporate Services to finalise any outstanding revenue financing issues or Final Accounts decisions, in consultation with the Leader and Cabinet Secretary

2.2 In relation to 2013/2014, Cabinet is requested to:

- approve the proposed contingency transfers at Appendix E and budget transfers.

3. Revenue Budget Outturn 2012/2013

Statement of Accounts

3.1 The statutory Statement of Accounts, subject to audit, will be made available on the internet on 30th June 2013 in accordance with the Accounts and Audit Regulations 2011 after being certified by the Executive Director of Commercial and Corporate Services. The Accounts will be made available for public inspection from 1st August 2013 until the 23rd August 2013 and the formal external audit of the accounts will commence on 27th August 2013. The draft Statement of Accounts will be presented to the Audit and Governance Committee in June for consideration and then presented for final approval to the Committee on the 27th September 2013. As preparation of the Statement of Accounts is ongoing and the final outturn position may be subject to change, this report advises Members of the Provisional Revenue Budget Outturn position for 2012/2013 as it currently stands, outlining the main areas of variance and any related proposed actions. It is proposed that Cabinet authorise the Executive Director of Commercial and Corporate Services to finalise any outstanding revenue financing issues or Final Accounts decisions in consultation with the Leader and Cabinet Secretary

Overall Position

3.2 The final outturn overall position is very positive and has resulted in a net underspending of £6.031m. This largely reflects the planned earmarking of contingencies relating to the strategic waste solution on a one-off basis in 2012/13 prior to implementation in 2013/14. In addition, the overall position has also benefited from significant actions across the Council to implement savings proposals, contain costs and robustly manage the severance exercise which has been resourced in-year without the recourse to reserves.

The underspend will be earmarked to meet future funding requirements as part of the 2013-2016 Medium Term Financial Strategy.

The rest of section 3 of the report provides more detail about this outturn position.

Budget Adjustments 2012/2013 – Contingency Transfers and Budget Transfers

Contingency Transfers

3.3 Members will recall from previous reports that transfers from the contingency fund take place on a quarterly basis to reflect expenditure actually incurred in respect of approved provisions. Appendix A sets out the transfers and adjustments for the final quarter amounting to £7.770m including the establishment and transfer to reserves and provisions from contingencies amounting to £2.501m in respect of commitments now falling into future years

Budget Transfers

3.4 Budget transfers since the third review primarily relate to transfers between Directorates to reflect operational arrangements.

Delegated Budgets - Overall Summary

3.5 A very positive position at outturn has been achieved which reflects the continued adoption of a strong whole organisational approach to financial management with the aim of releasing as much resource as possible to protect front line services and aid the transition process into 2013/2014 and over the medium term.

Ring fenced staffing budgets, cost containment and Transitional Costs

3.5.1 As reported during the year salaries budgets have continued to be ringfenced with any underspendings captured corporately to assist with transitional costs. In addition robust financial management arrangements have ensured cost containment measures are actively applied with all areas of spend subject to challenge.

3.5.2 As reported to HR Committee and subsequently Cabinet the workforce planning project has enabled the successful and full mitigation of a projected overspending at year end, and also enabled the early release of significant planned savings for 2013/2014. It is important to note that this saving is of a one off nature as the ongoing saving has been taken into account in setting the 2013/2014 budget.

In addition further staffing savings have been generated in relation to flexible working arrangements and other staff turnover savings.

3.5.3 As reported at January Cabinet additional salary savings arising from the early release of 2013/2014 planned savings are to be earmarked to support the 2013/2014 budget on a one off basis. The 2013/2014 budget accordingly took into account use of one off balances of £2.572million which has been earmarked from the overall salaries outturn position.

3.5.4 In addition Cabinet agreed in January that other savings arising from the holistic approach to salaries monitoring would be used to meet transitional costs and in year service pressures at outturn. £3.359million of the salaries underspend will therefore be utilized to meet the previously reported in year service pressures in relation to Health Housing and Adult Services (further detail of which is set out at paragraph 3.5.7).

3.5.5 The remaining underspend on salaries has been used to partially offset one off transitional costs which have arisen during 2012/2013 as a result of the severance scheme. This approach enables provision set aside for this purpose as part of previous years outturn positions to be retained in reserve to meet future transitional costs.

Delegated Budget Surpluses

3.5.6 The table below sets out a summary of the delegated budget position for each Portfolio.

Summary of Delegated Surpluses

Portfolio	Cumulative Surplus as at 31st March 2012 £000	Cumulative Surplus at 31st March 2013+ £000
Leader	630	393
Deputy Leader	456	105
Cabinet Secretary	360	32
Children's Services	0	0
Health, Housing and Adult Services	207	248
Public Health, Wellness and Culture	176	147
City Services	625	473
Responsive Services and Customer Care	220	68
Responsive Services and Customer Care - SIB	2,736	2,975
Total	**5,410**	**4,441**

+ after use of surpluses, and transfers between Portfolios

Cabinet Portfolio holders have been briefed on the variations which have resulted in a net decrease in delegated budget surpluses of £0.969 million.

Of the total delegated budget surplus as at 31st March 2013, £3.351 million is ring fenced to two areas and is proposed to be carried forward to 2013/2014 as ringfenced delegated budget surpluses:

- £2.975million in respect of the Strategic Initiatives Budget, which includes previously approved Area Committee budget provisions carried forward;
- £0.376million Working Neighbourhoods Funding. The balance relates to allocations of funding for use in 2013/2014 to meet commitments in relation to implementing the Working Neighbourhoods Strategy.

The remaining £1.090million represents 0.6% of delegated budgets and is earmarked for specific uses following the usual rigorous review of commitments.

Where surpluses are proposed to be used for purposes other than in the area of under spend, approval to virement will be sought in accordance with the constitution with amounts above £55,000 reported to Cabinet for approval. Commitments will be kept under review in the light of budget challenges in 2013/2014.

Delegated Budgets - Major Variations

3.5.7 Details of major variations for each service, which have led to the outturn position are set out at Appendix C, with key issues highlighted below:

- Health Housing and Adult Services Demand Pressures
  Increasing demand, particularly in residential nursing care and independent home care continues to place very significant pressure on the service which the Directorate is seeking to address through the 15 year strategy to enable people to continue to live in their homes where they wish to do so.

  The outturn position reflects the position reported throughout the year with a budget shortfall of £3.359m after mitigating actions, with an ongoing impact into 2013/2014 of £3.245m over that provided for within the budget planning framework for 2013/2014. As agreed at January Cabinet, the budget shortfall for 2012/2013 has been met from the overall corporate outturn position in respect of salaries savings and other cost containment measures as referred to previously.

- Economic Downturn
  The economic downturn continues to impact on income generation specifically in relation to rental income for commercial premises. The potential ongoing impact was provided for in setting the budget for 2013/2014.

- Children's Services – Safeguarding External Placements
  There continues to be significant demand placed on the safeguarding external placement budget which is anticipated to continue into 2013/2014. Investment in the Foster Care Strategy has increased Sunderland's capacity to provide placements for children within Sunderland. Additional funding was included in the 2013/2014 budget and resource has been earmarked as part of the outturn for 2012/2013 to meet any further increase.

Delegated Budgets - Efficiency Targets

3.5.8 The budget process for 2012/2013 took account of efficiency savings of £25.9 million. In the vast majority of cases the efficiency savings as originally envisaged have been realised. Where rigorous monitoring mechanisms identified that due to delays in implementation, some initiatives would not be fully realised in 2012/2013, Directors identified additional initiatives or one off resource to realise the required overall level of efficiency savings for their Directorate within 2012/2013. Where necessary actions have been put in place to ensure the ongoing achievement of efficiencies into 2013/2014 further detail of which is set out in section 5.

Non Delegated and Contingencies - Summary Outturn Position 2012/2013

3.6 Following the transfers from contingencies, use of delegated surpluses and a further analysis of commitments against reserves, the outturn position for 2012/2013 has resulted in an underspending of £6.031million which arises from the following;

- Debt charge and interest on investment savings of £1.078million due to slippage in the Capital Programme and additional investment income over and above that previously reported and utilised to fund in year transitional costs.
- Planned one off underspending on contingencies of £4.831m which are primarily in relation to the strategic waste solution which will be in place in 2013/2014. In this interim year this was to be utilised to support one off costs relating to savings requirements in future years.
- Other net savings of £0.122m in respect of additional one off income and other variations in non delegated expenditure.

3.7 The approach set out in this report to containing in year transitional costs within the overall in year corporate position enables specific provision set aside for this purpose as part of previous years outturn positions to be maintained to meet future transitional costs.

Proposals for Reserves and Provisions

3.8 In accordance with approval by Cabinet in January it is proposed that the remaining £6.031 million underspend identified in 3.6 is transferred to the Strategic Investment Reserve to support one off transitional costs arising from the implementation of budget savings proposals in 2013/2014 and future years.

3.9 During the last week DCLG have granted the Council a Capitalisation Direction regarding Equal Pay of £18.819m for 2012/13 financial year. This will now form part of financing decisions in due course regarding Equal Pay liabilities.

In addition as part of the capital programme outturn report on this agenda the anticipated reclassification of the airport refinancing transaction through revenue rather than capital expenditure in accordance with technical advice received is also noted. This will involve the temporary use of earmarked reserves in order to maximize the financial position for the Council from this invest to save transaction.

These issues are in the process of being finalised as part of producing the Annual Accounts by the end of June and therefore in this context, Cabinet is requested to authorise the Executive Director of Commercial and Corporate Services to finalise any outstanding revenue financing issues or Final Accounts decisions in consultation with the Leader and Cabinet Secretary

4 General Fund Balances and Major Reserves

4.1 After taking account of the proposed use of balances set out above projected uncommitted general fund balances are £7.570 million after taking account of commitments in 2013/2014.

4.2 A full Statement of General Fund Balances and Major Reserves is set out at Appendix D together with supporting background information.

4.3 A review of reserves and provisions has been completed to reflect and ensure compliance with the Statement of Recommended Accounting Practice.

5. First Revenue Review 2013/2014

Contingency and Reserve Transfers

5.1 A full review has been undertaken for each service and full details of all proposed contingency transfers are set out at Appendix E.

Budget Transfers

5.2 Proposals for budget transfers primarily relate to transfers between Directorates to reflect operational arrangements.

5.3 Appendix F sets out the summary budget position after taking account of the above transfers.

Revenue Budget Monitoring First Review

Budget Savings and Transitional Costs 2013/2014

5.4 The budget process for 2013/2014 took account of the requirement for reductions in expenditure of £37.0 million. Progress in implementing the proposals is being rigorously monitored in conjunction with Portfolio holders. Monthly monitoring of the budget continues at an enhanced level to ensure the position is understood early and actions put in place to mitigate any impact.

At this early stage of the financial year, although overall progress continues to be positive, as we move into the third year of the spending review period the position set out below reflects the increasingly greater challenges the Council faces in implementing changes. Portfolio holders and Directors have been considering the position in respect of areas where pressure is emerging and actions are in hand to address the position.

In overall terms at this early stage the following is noted:

- £23.7 million of the savings have been fully realised to date.
- £11.3 million of reductions are not yet scheduled for full implementation although good progress is being made with action plans in place, responsibilities assigned and timescales identified. At this stage therefore it is not anticipated this will impact on the overall financial position of the Council as

saving is still anticipated although it is imperative that these reductions are driven through to implementation in line with agreed timescales. This will involve swift implementation of the now approved latest workforce planning measures.

- The balance £2.0 million is in respect of areas where delays and issues have been encountered and where corrective actions or alternative options are being considered which require close attention to ensure a positive outome and timely delivery of the original savings or identified alternatives.

In addition to the above there are ongoing issues from 2012/2013 totalling £3.6 million in relation to Home Care and Community Support, and Culture, Sport and Leisure.

Further details in respect of delayed efficiencies and issues from 2012/2013 are included as appropriate within the relevant portfolio monitoring update below

Portfolio Budget Monitoring 2013/2014

5.5 The following issues in terms of emerging pressures and actions being progressed to address them are drawn to Members attention including the impact of ongoing issues arising from the 2012/2013 outturn position.

5.5.1 Leader

No issues to raise at this stage

5.5.2 Deputy Leader

No issues to raise at this stage

5.5.3 Cabinet Secretary

- Smarter Working and Services
  Phasing issues around building closures is resulting in an in year shortfall of £0.258 million against the efficiency target. Further options to rationalise buildings are being considered together with acceleration of alternative savings to address the shortfall.

5.5.4 Children's Services

- External Placements / Children Looked After Strategy
  This budget area continues to be volatile due to the uncertainty regarding the level of placements in any given year. Current projections for 2013/2014 indicate a pressure of £1million due to the required level of placements. Reserves earmarked for this purpose as part of the 2012/2013 outturn are available to meet this shortfall. In addition there are pressures of £0.156m arising as a result potential delays in achievement of alternative specialised flexible arrangements for children's residential care. This is being closely monitored and alternative savings are being investigated to mitigate the

position

5.5.5 Health, Housing and Adult Services

The Directorate are progressing detailed action planning in order to address ongoing pressures. The key areas are set out below ;

- Home Care and Community Support
  As referred to in section 3 of this report there are ongoing pressures from 2012/2013 over and above that provided for within the budget planning for 2013/2014 of £3.245m. The position will be updated at the second quarter review in October

- Residential and Nursing Care
  The 2013/2014 budget assumes a reduction in level of placement weeks to generate a saving of £0.806 million. Current placements levels continue to be pressured and indicate difficulty in achieving this saving.

- Demand Management
  Savings plans for 2013/2014 included for delivery of £2m savings through demand management in social care. £1.689m of the saving has been delivered through alternative means with the balance of £0.311 million outstanding at this stage. Directorate proposals to move services to the Customer Service Network with the development of a new Start Team should enable more low level preventative solutions to be put in place for individuals.

5.5.6 Public Health, Wellness and Culture

- Culture, Sport and Leisure
  As referred to in Appendix C there is an ongoing pressure from 2012/2013 in relation to the Sport and Leisure Review. The service achieved efficiency savings of £0.857m for 2012/2013 through one off measures with the intention that alternative ongoing actions be put in place for 2013/2014. However delays in closure of leisure facilities (currently assumed for September 2013) will result in an in year shortfall of £0.437m. The review is currently identifying alternative saving options to balance the position in year

- Integrated Review of Libraries
  A proposed future service model taking into account the results of the consultation programme is currently being developed. A number of actions are yet to be finalised within a current planned implementation of October 2013. This will result in an in year shortfall of £0.437m. which alternative actions are being sought to address.

5.5.7 City Services

There are no issues to raise at this stage.

5.5.8 Responsive Services and Customer Care

There are no issues to raise at this stage.

Other Corporate Issues

5.6 The holistic approach to monitoring salaries costs across the council, adopted since 2011/2012 will continue throughout 2013/2014.

5.7 The 2013/2014 budget savings programme assumes savings arising from a reduction in staffing levels in a number of areas. Work force planning arrangements are currently being progressed to ensure delivery of these savings and the position is being closely monitored.

5.8 As reported as part of the budget setting process transitional costs are arising in 2013/2014 as the organisation implements the continued improvement programmes. At this stage these costs can be met from resources set aside to meet transitional costs as part of the previous years outturns and from the 2012/2013 outturn position as referred to in section 3 of this report.

6. Reasons for Decision

6.1 To report on the outturn position compared to the budget for 2012/2013 and respond to variations in expenditure and income which have arisen in 2013/2014.

7. Alternative Options

7.1 No alternative options are proposed.

8. Impact Analysis

8.1 Impact assessments of Directorate actions to ensure the achievement of savings targets and a balanced budget position will be undertaken within Directorates as each action is developed.

9. Other Relevant Considerations / Consultations

9.1 The report identifies a number risks in relation to the delivery of budget savings. However, actions in place are anticipated to be sufficient to mitigate the risks identified and further confirmation of mitigating actions will be provided as part of the second review which will be reported to members in due course.

10. List of Appendices

Appendix A - Variations Necessitating Contingency Transfers 2012/2013
Appendix B - Virements over £55,000 for the Final Quarter 2012/2013
Appendix C - Major Variations 2012/2013
Appendix D - Statement of General Balances and Earmarked Reserves
Appendix E - Variations Necessitating Contingency Transfers 2013/2014
Appendix F - Summary Budget Position after First Review 2013/2014

11. Background Papers

None

Appendix A

Cabinet Meeting - 19th June 2013
Variations Necessitating Contingency Transfers 2012/2013

	Justification / Approval	2012/2013 £	Full Year Effect £
Leader			
International Strategy	Specific Provision	50,000	50,000
Design and Print - Transitional costs	Specific Provision	130,000	0
Inward Investment	Specific Provision	743,290	0
Economic Development	RCCO	698,162	0
Deputy Leader			
Featurenet	Specific Provision	48,097	76,000
Counsels fees	Specific Provision	49,638	0
Elections – Local Elections	Specific Provision	146,506	0
Telephone Upgrade	RCCO	130,000	0
Cabinet Secretary			
Improvement programme	General Provision	14,350	0
Economic Downturn - rental income shortfalls	Specific Provision	900,953	477,000
Economic Downturn - Surveying fees	Specific Provision	30,772	100,000
Economic Downturn – Loan Guarantee	General Provision	50,000	0
Port Planned Maintenance	RCCO	230,333	0
Children's Services			
Hendon Old Orphanage –security costs	Specific Provision	32,289	68,250
Safeguarding external placements	Specific Provision	330,000	330,000
Adoption and Guardianship	Specific Provision	62,000	350,000
Counsels Fees	General Provision	300,000	0
Safeguarding Legal Fees	General Provision	220,000	0
Health Housing and Adults Services			
Disabled Facilities Grant	RCCO	570,000	0
Public Health, Wellness and Culture			
Events	General Contingency	242,846	75,000
World Heritage	Specific Provision	55,906	105,000
Wellness Equipment	Specific Provision	100,000	0
Quick Wins – Events	RCCO	243,475	0

Appendix A (Continued)

Cabinet Meeting - 19th June 2013

Variations Necessitating Contingency Transfers 2012/2013

City Services			
New Adoptions	Specific Provision	60,135	100,000
Strategic Waste - Contract Team	Specific Provision	152,139	152,000
Winter Maintenance	Specific Provision	429,109	800,000
LATS	Specific Provision	10,629	0
Utilities and Property Rates	Specific Provision	1,615	0
Carbon reduction commitment	Specific Provision	229,220	320,000
Improvement Programme Efficiencies			
Improvement Efficiencies	Specific Provision	(1,730,647)	0
Flexible Working Efficiencies	Specific Provision	(62,041)	0
Transitional Funding for 2012/2013 Budget	Specific Provision	800,000	0
Transfers to Reserves / Provisions in Respect of Future Years Commitment			
Inward Investment	Specific Provision	256,710	0
Lead Local Flood Authorities	Specific Provision	120,000	0
Adoption and Guardianship	Specific Provision	350,000	0
Insurance Reserves and Provisions – Municipal Mutual	General Provision	1,774,778	0
Total Contingency Adjustments		**7,770,264**	**3,003,250**

Appendix B

Cabinet Meeting 19th June 2013
Virements over £55,000 for the Final Quarter 2012/2013

	Transfer From £000	Transfer To £000
General Balances	6,031	
Transfer to :		
Strategic Investment Reserve		6,031
TOTAL	**6,031**	**6,031**

Appendix C

Cabinet Meeting 19th June 2013
Major Variations 2012/2013

Where the issues which were identified during 2012/2013 continue into 2013/2014 the impact is referred to below and at section 5.5 of the main report.

All portfolio outturn positions are shown net of savings achieved from vacancy management and other cost containment measures, which have been captured as a corporate saving as referred to in paragraph 3.5 of the main report.

Leader
The portfolio achieved a balanced budget position after taking account of vacancy management and other cost containment measures. The following is drawn to Members attention:

- Local Strategic Partnership
  The Partnership received additional Public Health funding in the latter part of the year for which commitments of £0.279m will fall into 2013/2014 and accordingly an amount has been earmarked in reserve for this purpose.

- E-volve
  As reported during the year, the unit has continued to suffer a shortfall in income of £0.144m due to the economic conditions. This has been contained within the overall outturn position.

  In light of the continuing economic conditions provision for the ongoing impact was included in setting the 2013/2014 budget although the unit continues to be actively marketed.

Deputy Leader
The portfolio achieved a balanced budget position after taking account of vacancy management and other cost containment measures. There are no issues to draw to Members attention.

Cabinet Secretary
The portfolio achieved a balanced budget position after taking account of vacancy management and other cost containment measures. The following is drawn to Members attention:

- Economic Downturn – Rents
  Rental income received has reduced reflecting market conditions. Provision was included within the Economic Downturn contingency provision which can be used to meet this shortfall.

  At this stage the position is anticipated to improve for 2013/2014 has will be contained within the 2013/2014 Economic Downturn contingency provision.

- Economic Downturn - Industrial Units and Miscellaneous Land and Properties
  Economic conditions have resulted in a downturn in income and increased empty property costs resulting in a combined deficit of £0.131m after taking account of available contingencies. This has been contained within the overall Directorate position.

  The potential ongoing impact of these issues was provided for in setting the 2013/2014 contingencies budget.

- Economic Downturn – ETEC
  The Council has previously provided a loan guarantee of £50,000 to ETEC Development Trust. Following the company entering liquidation in March 2012 the Joint Liquidators have made formal demand under this guarantee. This has been contained within the overall contingency position for 2012/2013.

- Port
  It is proposed that the surplus be transferred to the Port reserve to fund further investment in the facilities at the Port in order to cement the improved position.

- Municipal Mutual Insurance
  As reported to Cabinet in January, Municipal Mutual Insurance (MMI) were the leading local authority insurer until 1992 when they ceased underwriting operations however they continue to receive historic claims. They were the Council's Employers Liability insurer until 1992. MMI's accounts have shown an increasing deficit of liabilities over assets and an administrator has now been appointed. As such the arrangements put in place at the time to allow for it to continue to meet past claims (called the Scheme of Arrangement) means that a clawback of a percentage of previous claims paid relating to Sunderland City Council is likely. Following an annual actuarial review of the position a sum of £1.745m is earmarked for this purpose which can be met from the overall contingencies position at year end as agreed by January Cabinet.

Children's Services

The portfolio achieved a balanced budget position after taking account of vacancy management and other cost containment measures. The following is drawn to Members attention:

- External Placements
  This budget area continues to be volatile due to the uncertainty regarding the level of placements in any given year. The ongoing uncertainty has been recognised at the outturn stage historically with the earmarking of specific reserves to address the ongoing position and additional funding provided through the Budget process for 2013/2014. The outturn position is a budget shortfall of £2.360m, which has been met from earmarked resources.

  If the numbers of children in placements continues at the levels experienced in 2012/2013 then it is anticipated that the available budget will be exceeded in 2013/2014. £1.357m of funding has been earmarked for this purpose.

Healthy, Housing and Adult Services

As reported throughout the year, continued demand pressures have resulted in a budget shortfall of £3.359m after mitigating actions, with an ongoing impact into 2013/2014 of £3.245m over that provided for within the budget planning framework for 2013/2014. As agreed at January Cabinet, the budget shortfall has been met from the overall corporate outturn position in respect of salaries savings and other cost containment measures as referred to at paragraph 3.5.5 of the main report. Work is continuing to mitigate the ongoing position although the use of some transitional funding may be required in 2013/2014.

- Health Funding
  During 2012/2013 the council received £0.872m funding from the Health Authority to deliver projects which will result in improvement in social and health care. These projects have been agreed but will not commence until 2013/2014 and as such this funding will be earmarked for this purpose.

- Pooled Budgets
  Pooled budget surpluses of £0.162m have been earmarked to meet service demands in 2013/2014:

  - Intermediate Care Service Pooled Budget had an overall surplus of £0.139m which will be carried forward and re-invested within the service to prevent hospital admissions and facilitate hospital discharges.
  - Mental Capacity / Deprivation of Liberty Pooled Budget generated savings of £0.023m from general running expenses.
  - Demand pressures has resulted in a deficit on the Community Equipment Service Pooled Budget of £0.345m of which Health, Housing and Adult Services share is £0.152m which has been contained within the Directorates overall position. Provision for increased demand has been provided for within the 2013/2014 base budget.
  - Learning Disabilities Difficult to Place Clients had increased costs relating to increased assessed need for two clients which has been fully funded by the Health Authority.

Public Health, Wellness and Culture

The portfolio achieved a balanced budget position after taking account of vacancy management and other cost containment measures. The following is drawn to Members attention:

- Health Funding
  During 2012/2013 the council received £0.991m funding from the Health Authority to deliver Public Health initiatives which are currently being developed for

implementation in 2013/2014. As such this funding has been earmarked for this purpose.

- Culture, Sport and Leisure
  Culture sport and leisure services achieved in year efficiency savings £0.857m for 2012/2013 through one off measures with the intention that alternative ongoing actions be put in place for 2013/2014. However delays in closure of leisure facilities (currently assumed for September 2013) will result in an in year shortfall of £0.437m. The review is currently identifying alternative saving options to balance the position in year

City Services
The portfolio achieved a balanced budget position after taking account of vacancy management and other cost containment measures.

Responsive Services and Customer Care

The Portfolio is £0.241m under its delegated budget after taking account of vacancy management and other cost containment measures. The underspend is in relation to the Strategic Initiative Budget which has been ring fenced for the same purpose in future years.

Appendix D

Cabinet Meeting 19th June 2013

Statement of General Fund Balances

	£000
Revised Estimate of Balances as at 31st March 2013	**7.570**
Additions / Variations to Revised Estimate Balances	
Ring fenced Salaries, Unutilised Contingencies and non delegated budgets	6.031
Transfer to Earmarked Reserves	
Strategic Investment Reserve	(6.031)
Balances 31st March 2013	**7.570**
Use of Balances 2013/2014	
Contribution to Revenue Budget	(2.572)
Transfer from Strategic Investment Reserve to support transitional costs	2.572
Estimated Balances 31st March 2014	**7.570**

Appendix D (continued)

Cabinet Meeting 19th June 2013

Major Earmarked Reserves/Provisions - Position Statement

Title and Purpose of Earmarked Reserve	Opening Balance 1/4/2012 £'000	Movement during 2012/2013 £'000	Closing Balance 31/3/2013 £'000
Strategic Investment Reserve/Provision A reserve / provision established to address some of the Council's key developments, strategic priorities and address other major liabilities	68,578	6,445	75,023
Council Directorates - Delegated Budget Surpluses The Council has approved the operation of a delegated budget scheme in accordance with Financial Procedure Rules which provides specific flexibility in the management of Directorate Budgets, for instance by allowing the carry forward of delegated budget under spend from one financial year to the next. There is a balance held by Directorates at the end of each financial year.	5,410	(969)	4,441
Schools Delegated Budget Surpluses These are the financial reserves held by schools under School Finance Regulations.	10,641	(1,277)	9,364
Insurance Reserve This reserve has been established to provide for potential claims associated with the housing stock transfer; future claims increases, and the Port and risk management funds. The Reserve is also intended to cover the excess element of any significant claims in relation to Fire Insurance and Official and Professional Indemnity liability claims should they arise in future	3,685	246	3,931
Street Lighting PFI Smoothing Reserve The reserve was established in order to smooth the financial impact of the Street Lighting PFI contract across the 25 years of the contract life. In the early years of the contract surpluses were achieved as the full level of unitary charge is not incurred until the core investment programme for the installation of the new street lighting and highways signs is completed.	6,682	(424)	6,258
Unutilised RCCO Reserve This reserve consists of unutilised direct revenue financing and is fully earmarked to fund capital projects previously approved.	3,176	(167)	3,009
Strategic Investment Plan Reserve A reserve to fund the Council's contribution to its Strategic Investment Plan approved by Council in April, 2008.	8,049	(666)	7,383
HCA Riverside Transfer Reserve The reserve was established to fund ongoing maintenance of Homes and Communities Agency Riverside Land Transferred to the Council.	11,980	(104)	11,876
Sandhill View PFI Smoothing Reserve The reserve was established in order to smooth the financial impact of the Sandhill View PFI contract across the 25 years of the contract life.	2,686	(21)	2,665

Appendix E

Cabinet Meeting – 19th June 2013
Variations Necessitating Contingency Transfers 2013/2014

	Justification / Approval	2013/2014 £	Full Year Effect £
Improvement Programme Efficiencies			
Improvement Efficiencies	Specific Provision	(22,692)	(22,692)
Training Efficiencies	Specific Provision	(329,152)	(329,152)
Portfolio Total		**(351,844)**	**(351,844)**

Appendix F

Cabinet Meeting –19th June 2013

Revenue Budget Position after First Review

	Original Budget 2013/2014	Budget Transfers	Transfers from Contingency fund	First Review 2013/2014
	£'000	£'000	£'000	£'000
Portfolio				
Leader	7,432	357	(124)	7,665
Deputy Leader	4,434	21	(85)	4,370
Cabinet Secretary	7,878	(55)	0	7,823
Children's Services	65,033	(1)	(71)	64,961
Health, Housing and Adult Services	82,538	(42)	(99)	82,397
Public Health, Wellness and Culture	16,898	(183)	0	16,715
City Services	45,434	212	0	45,646
Responsive Services and Customer Care	4,146	(309)	27	3,864
Portfolio Expenditure	**233,793**	**0**	**(352)**	**233,441**
Contingencies	16,409	0	352	16,761
Technical Adjustments	(30,095)	0	0	(30,095)
Transfer to Reserves	6,097	0	0	6,097
Levies	17,820	0	0	17,820
Grants – Council Tax Freeze Grant, New Homes Bonus	(2,722)	0	0	(2,722)
Capital Financing Costs	26,066	0	0	26,066
Total Expenditure	**267,368**	**0**	**0**	**267,368**
Use of Balances	(2,572)	0	0	(2,572)
Net Budget Requirement	**264,796**	**0**	**0**	**264,796**

Sunderland City Council

Item No. 11

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
Capital Programme Outturn 2012/2013 and First Capital Review 2013/2014 (including Treasury Management)

Author(s):
Executive Director of Commercial and Corporate Services

Purpose of Report:
This report details:

- the Provisional Capital Programme Outturn for 2012/2013;
- the outcome of the First Capital Review for 2013/2014 taking account of the Provisional Capital Programme Outturn 2012/2013;
- changes made to the Capital Programme 2013/2014 since its approval and progress in implementing the Treasury Management Borrowing and Investment Strategy for 2013/2014.

Description of Decision:
In relation to the Capital Programme Cabinet is asked

In respect of outturn for 2012/2013 to :

- approve, and where necessary recommend to Council, the inclusion of additional expenditure for 2012/2013 as included at Appendix A and
- note the overall Provisional Capital outturn position for 2012/2013 and authorise the Executive Director of Commercial and Corporate Services to finalise any outstanding capital financing issues in consultation with the Leader and Cabinet Secretary

In respect of the first capital review for 2013/2014

- approve amendments in resourcing the Capital Programme since it was approved by Council in March 2013, and
- approve and where necessary recommend to Council, the inclusion of additional expenditure for 2013/2014 detailed at and B, and
- approve a contract variation in excess of £250,000 for the Customer Service Network Platform.

In relation to the Treasury Management Strategy Cabinet is asked
- to note the positive progress in implementing the 2013/2014Treasury Management Strategy and Prudential Indicators.

Is the decision consistent with the Budget/Policy Framework? Yes

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision: To report on the outturn position compared to the budget for 2012/2013. To respond to variations in the Capital Programme which have arisen since the 2013/2014 Capital Programme was approved to enable effective budgetary control to be exercised. To note the progress in implementing the Treasury Management Strategy for 2013/2014, which is in line with the approved Treasury Management Policies.	
Alternative options to be considered and recommended to be rejected: No alternative options are proposed.	
Impacts analysed: **Equality** [X] **Privacy** [X] **Sustainability** [X] **Crime and Disorder** [X]	
Is this a "Key Decision" as defined in the Constitution? Yes - capital spending detailed at Appendix B estimated to cost above £250,000. **Is it included in the 28 Day Notice of Decisions?** Yes provisionally - in light of content of this report it is necessary.	**Scrutiny Committee**

Cabinet – 19th June 2013

Capital Programme Outturn 2012/2013 and First Capital Review 2013/2014

Report of the Executive Director of Commercial and Corporate Services

1. Purpose of Report

1.1 This report details:

- the Provisional Capital Programme Outturn for 2012/2013;
- the outcome of the First Capital Programme Review for 2013/2014 taking account of the Capital Programme Outturn;
- changes made to the Capital Programme 2013/2014 since its approval;
- an update on the outturn position for 2012/2013 and progress in implementing the Treasury Management Borrowing and Investment Strategy for 2013/2014.

2. Description of Decision:

2.1 Cabinet is recommended to:

In relation to the Capital Programme Cabinet is asked

In respect of outturn for 2012/2013 to :
- approve, and where necessary recommend to Council, the inclusion of additional expenditure for 2012/2013 as included at Appendix A and
- note the overall Provisional Capital outturn position for 2012/2013 and authorise the Executive Director of Commercial and Corporate Services to finalise any outstanding capital financing issues in consultation with the Leader and Cabinet Secretary

In respect of the first capital review for 2013/2014
- approve amendments in resourcing the Capital Programme since it was approved by Council in March 2013, and
- approve and where necessary recommend to Council, the inclusion of additional expenditure for 2013/2014 detailed at and B, and
- approve a contract variation in excess of £250,000 for the Customer Service Network Platform.

In relation to the Treasury Management Strategy Cabinet is asked
- to note the positive progress in implementing the 2013/2014Treasury Management Strategy and Prudential Indicators.

3. Introduction

3.1 The capital programme outturn position for 2012/2013 is shown in Section 4. This reflects positive performance and robust budget management across the programme, with the majority of planned expenditure retained within budget.

3.2 During the year additional approvals to incur expenditure are received from government and other agencies with associated funding accompanying those

approvals. Accordingly, the Capital Programme changes during the year as notifications of additional schemes and resourcing are received, and phasing of schemes is reviewed. Variations to anticipated expenditure and financing of the 2013/2014 capital programme approved by Council on 6th March 2013 are shown in section 5.

3.3 Performance in implementing the Treasury Management Strategy continues to be positive and is detailed in Section 6 along with confirmation that the Council is operating within its agreed borrowing limits.

4.1 Provisional Capital Outturn 2012/2013

4.1.1 Since the last capital review in January 2013 and additions in respect of schemes approved subsequently by Cabinet, there have been changes to the Capital Programme both in terms of expenditure and resourcing. The report sets out details of the net increase in spending across all capital schemes of £3.273m since the Third Review leading to a final outturn position of £53.807m in 2012/2013.

4.1.2 Scheme variations are detailed at Appendix A, after technical adjustments relating to schemes previously approved by Cabinet, and can be categorised as follows:

- Reprofiling of expenditure between 2012/2013 and future years amounting to £15.439m
- Additional schemes and scheme variations approved since the Capital Programme was last reported leading to a net decrease of £0.107m
- A further technical adjustment to increase the Capital Programme by £18.819m

4.1.3 The final outturn reflects technical adjustments relating to previously approved policies and the anticipated requirement to reclassify the airport refinancing transaction through revenue rather than capital expenditure in accordance with technical advice received and previous approvals.

4.1.4 A further technical adjustment since the Capital Programme was last reported is proposed to reflect the successful application to DCLG for a Capitalisation Direction (received on 3rd June 2013) that gives consent for the Council to treat certain Equal Pay liabilities up to £18.819m as capital expenditure in 2012/2013.

4.1.5 Both of these issues are in the process of being finalised as part of producing the Annual Accounts by the end of June and therefore in this context, Cabinet is requested to authorise the Executive Director of Commercial and Corporate Services to finalise any outstanding capital financing issues in consultation with the Leader and Cabinet Secretary.

4.2 Reprofiled Expenditure between 2012/2013 and future years

4.2.1 The expenditure and resources to be reprofiled between 2012/2013 and future years since the third capital review was reported amount to £15.439m and are detailed at Appendix A. The primary reasons for this reprofiling relate to external influences outside of the Council's control.

The schemes where there has been significant reprofiling of expenditure and resources are set out below.

4.2.2 **Leader**

Washington Managed Workspace
The completion date for land purchase was delayed until May 2013 following further negotiations that were required with the main contractor on the development agreement. As a result £0.971m was reprofiled into 2013/2014.

4.2.3 **Cabinet Secretary**

Port Mobile Crane Purchase
The Port mobile crane is expected to be delivered by August 2013 requiring £3.000m to be reprofiled into 2013/2014.

Old Townscape Heritage Initiative
Upon commencement of the preliminary works by the main contractor at the Old Orphanage building, additional utilities were discovered delaying the progression of the scheme with £0.497m required to be reprofiled into 2013/2014. The completion of this scheme is now expected to be January 2014 rather than the original estimate of October 2013.

4.2.4 **Children's Services**

School Asset Management Priorities
Continuing negotiations between schools and other relevant parties regarding the scope of works required has delayed work at Hylton Redhouse Primary and Barbara Priestman Special schools. As a result, £0.555m expenditure has been reprofiled from 2012/2013 into 2013/2014.

4.2.5 **Health, Housing and Adults**

Area Renewal – Hetton Downs
The timing of expenditure on area renewal is difficult to forecast and is dependent on legal agreement being reached with property owners in the area. Estimated expenditure of £1.965m has been reprofiled into 2014/2015, of which £1.527m is reprofiled from 2012/2013 and £0.438m from 2013/2014. This is in respect of Area Renewal Programmes remaining property acquisitions in Maudlin Street, the purchase of the former dairy, Springboard building and Gentoo site on Eppleton Estate.

Empty Property Action Plan
This project provides funding to refurbish empty properties and bring them back into use. At this stage conditions around agreement to loan conditions and equity values associated with targeted homes has led to the need to rephrase £0.536m estimated spend into 2013/2014.

Cluster of Empty Homes
This project, jointly funded by the Council and the Homes and Communities Agency, aims to refurbish empty properties and return them to use by March 2014 in four areas where there is a significant number of empty properties. However, lower than anticpated interest from property owners requires £0.271m to be reprofiled into 2013/2014.

4.2.6 **Public Health, Wellness and Culture**

World Heritage Site Public Realm
Work has continued to develop detailed designs for environmental improvements to the grounds of St Peter's church, including interpretation of the monastic footprint. In the meantime the planned improvements will continue to enhance the setting of the grade one listed building and scheduled ancient monument. As a result £0.858m is required to be reprofiled into 2013/2014.

Washington Leisure Centre
Adverse weather has led to the need to reprofile £0.256m of enabling works into 2013/2014

4.2.7 **City Services**

Sunderland Strategic Transport Corridor (New Wear Bridge)
Expenditure of £2.893m primarily in relation to land acquisition and associated costs has been reprofiled into 2013/2014 as a result of statutory legal processes relating to Compulsory Purchase Orders and Side Roads Orders taking longer than anticipated.

Major Highways Schemes - Southern and Central Radial Routes
Expenditure of £0.546m has been reprofiled into 2013/2014 in respect of the remaining land acquisition costs arising from compulsory purchase orders. The timing of expenditure is dependent on the outcome of discussions with landowners.

Transport Schemes
Various integrated transport schemes within the city totalling £0.496m have been reprofiled into 2013/2014 following the results of extensive public consultation which has increased the complexity and delayed the implementation of some of these schemes.

Bridge Maintenance
Options on Pallion New Road Bridge require further consideration of longer term maintenance costs and land ownership issues and £0.426m has been reprofiled into 2013/2014.

Borough Road (Better Bus Fund)
During the development of this scheme to improve Borough Road, key utility improvements were identified. To avoid further disruption to road users, arrangements were made for these works to be carried out in conjunction with the original plans with £0.284m reprofiled into 2013/2014.

4.3 Additional Schemes and Cost Variations2012/2013

4.3.1 A variety of fully funded schemes and cost reductions as a result of finalising scheme details have been included in the programme leading to a net decrease of £0.107m. Appendix A gives a summary of these changes for 2012/2013 with the main variation set out below:

4.4 **Health, Housing and Adults**

4.4.1 **DECC Fuel Poverty Fund**

Following a successful bid, the Department of Energy and Climate Change announced in January 2013 new funding to address fuel poverty by delivering thermal efficiency improvements in hard to reach properties in Southwick, Millfield and Hendon. This funding was to be spent in 2012/2013, and the amount allocated to Sunderland was £0.505m, with £0.015m of this to be spent on revenue items and £0.490m on capital.

5. First Capital Review 2013/2014

5.1.1 Since the Capital Programme was reported to Council in March 2013, there have been some changes required to the programme both in terms of expenditure and resourcing. In total, reprofiling and other adjustments have led to the 2013/2014 Capital Programme increasing by £14.486m to £128.081m. This is analysed as follows:

- An increase due to reprofiled expenditure between 2012/2013 and 2013/2014after technical adjustments - this stands at £13.842m and is therefore the primary reason for the increase;
- A reduction due to reprofiled expenditure of £3.142m between 2013/2014 and 2014/2015;
- An increase as a result of additional fully funded schemes and cost variations notified since the Capital Programme was last reported of £3.786m.

Appendix B gives a summary of the changes to expenditure and resources for 2013/2014 with the principal variations set out below:

5.2 Additional Schemes and Cost Variations 2013/2014

5.2.1 **Leader**

Crowtree Redevelopment

Prior to demolishing the Crowtree Leisure Centre a survey was undertaken to establish potential costs of demolition. Required works not originally planned for, such as DDA compliance for the walkway, and other costs have led to an increase of £1.118m in 2013/2014 compared to that programmed. This cost can be fully funded from prudential borrowing and slippage elsewhere in the Capital Programme. All works are scheduled for completion by March 2014.

5.2.2 **Cabinet Secretary**

Seafront Strategy

An award of £2.000m in February 2013 from the BIG Coastal Communities Fund will enhance and accelerate works identified within the Seafront Regeneration Strategy. Additionally final tenders for phase 2 of the Seafront Strategy were £0.325m higher than anticipated. An examination of the capital programme has enabled these costs to be fully funded from underspendings on the former Vaux Site Advanced Works.

5.2.3 **Children's Services**

School Capital Allocations
The DfE announced in March 2013 Capital allocations for schools for 2013/2014 and 2014/2015. Excluding non-VA schools these were as per the table below, with comparisons to the 2012/2013 allocations:

Funding Strand	2012/2013	2013/2014	2014/2015
Capital Maintenance	3,176,695	2,540,848	Not yet announced
Basic Need	1,635,031	805,365	805,365
Local Authority Devolved Formula Capital (DFC)	726,107	597,334	Not yet announced
TOTAL	5,537,833	3,943,547	805,365

Following a review of asset management requirements in schools, all of the above funding has been profiled for use against future financial years. Additionally, £2.374m of Capital Maintenance and Basic Need funding currently in the Capital Programme for School Asset Management Programmes has been reprofiled for use in 2014/2015.

5.2.4 **Responsive Services and Customer Care**

Customer Service Network Platform
Investment in the Customer Service Network Platform of £0.465m in 2013/2014, has been provided to deliver improved and more efficient services. The developments include enhanced telephony functionality that will consist of an automated switchboard, enhanced voicemail linked to safeguarding and voice recording, whilst ensuring full compliance with statutory requirements, combined with greater accessibility via the web and delivery of mobile working. This can be fully funded from reserves set aside for this purpose.

To support the above investment, approval is sought to agree a variation of £112,000 to the existing Service Delivery Management System contract for additional development resources at an agreed fixed daily rate with the contractor Optevia Limited. The previous cumulative value of contract variations agreed to date under delegated powers is £249,999 to supplement the original contract value of £723,982.

6. Review of the Prudential Indicators and Treasury Management Strategy for 2013/2014

6.1 The Prudential Indicators for 2013/2014 were approved by the Council on the 6th March 2013 and are regularly reviewed to ensure that:

- the Council remains within it's Authorised Limit for External Debt;
- treasury management decisions are taken in accordance with the Treasury Management Code of Practice and existing Council Treasury Management Policy and Strategy Statement;
- the capital expenditure control framework operated locally is consistent with, and supportive of, local strategic planning, local asset management planning, and proper option appraisal.

6.2 Internal monitoring procedures track performance daily against the various prudential indicators agreed by the Council. At this stage, the Council is operating within its Authorised Borrowing Limit, which is a statutory limit determined under Section 3 (1) of the Local Government Act 2003 and there are no areas for concern or any issues which require any review of the indicators as originally approved.

Borrowing Strategy for 2013/2014

6.3 The Council's strategy for 2012/2013 was to adopt a pragmatic approach in identifying the low points in the interest rate cycle at which to borrow and to respond to any changing circumstances to seek to secure benefit for the Council. No new PWLB borrowing or debt rescheduling was undertaken as rates were not considered to be sufficiently favourable. However the Council has been successful in 2012/2013 in securing £1.360 million from the LEP Growing Places Fund at 0% interest to part finance specific capital schemes. Further borrowing at preferential interest rates from the LEP is anticipated in 2013/2014.

6.4 The Council's strategy for 2013/2014 is to continue with its pragmatic and flexible approach to secure benefit for the Council. A benchmark financing rate of 4.50% for long-term borrowing was set in the Treasury Management Policy and Strategy Statement for 2012/2013. Due to high levels of volatility in the financial markets, with borrowing rates still forecast to remain low over the short term, no new borrowing or debt rescheduling has been undertaken in the current financial year to 31st May 2013. Consideration will be given to various options, including utilising some investment balances to fund the Council's borrowing requirement in 2013/2014.

Investment Strategy – 2012/2013 and Current Position

6.5 The primary aim of the Investment Strategy is the security of Council funds, then having regard to liquidity i.e. the availability of cash to meet council liabilities, and finally to secure a reasonable rate of return on its investments.

6.6 On 22nd February 2013 the credit rating agency Moody's downgraded the UK's sovereign rating by one notch from Aaa to Aa1 with Fitch taking a similar line on 19th April 2013. This downgrading was broadly expected, which is highlighted by the minimal reaction shown by the financial markets to the news and little impact on money market yields. Both ratings agencies have the UK Government on a stable outlook, which means that no further movement in the rating is anticipated over the next 12-18 months and reflects the expectation that political will and medium-term fundamental economic strengths will, in time, allow the Government to implement its fiscal consolidation plan.

6.7 Investment limits that Sunderland City Council holds with UK financial institutions were reliant on the UK sovereign rating remaining at AAA. Whilst this rating has reduced to a AA+ level it is felt that investments made with UK financial institutions remain low risk and the Executive Director of Commercial and Corporate Services signed a delegated decision on 12th March 2013 that maintains investment limits with individual institutions at pre downgrade levels. Moody's themselves stated they did not

anticipate the one notch downgrade to impact on UK entities that it rates, so we do not expect to see UK financial institutions subject to individual downgrades as a result.

6.8 During 2012/2013 the Council did not employ any external fund managers with all investments managed by the in-house team, achieving a rate of return on its investments of 1.91% compared with the 7 day London Interbank Bid (LIBID) rate of 0.39% which the Council uses as a benchmark for its investments. This performance is significantly above the benchmark rate and in the top quartile when compared to other local authorities, whilst adhering to the prudent policy agreed by the Council

6.9 As at 31st May 2013, the funds managed by the Council's Treasury Management team have achieved a rate of return on its investments of 1.07% compared with the 7 day LIBID rate of 0.36%. This reduction in performance compared to 2012/2013 reflects a significant reduction in investment rates available from counterparties included on the Council's lending list but it is still considerably higher than the comparable benchmark rate.

6.10 In 2013/2014, with short-term investment rates forecast to be materially below long-term borrowing rates, it is possible that some investment balances may temporarily be used to fund some long-term borrowing or used for debt rescheduling. Such funding is wholly dependent upon market conditions and will be assessed if and when the appropriate conditions arise

7. Reasons for Decision

7.1 To report on the outturn position compared to the budget for 2012/2013, respond to variations in expenditure and income which have arisen in 2013/2014 and to update Cabinet on the progress in implementing the Treasury Management Borrowing and Investment Strategy for 2013/2014.

8. Alternative Options

8.1 No alternative options are proposed.

9. Impact Analysis

Impact assessments will be undertaken by Directorates to ensure programmes are delivered within budget.

10. List of Appendices

Appendix A - Reprofiling of Expenditure and Resources between 2012/2013 and future years and other capital scheme variations to those previously reported.

Appendix B - Other variations to the 2013/2014capital programme to those previously reported.

11. Background Papers

Sunderland City Council Capital Programme 2012/13 to 2016/17.
Third Capital Review 2012/2013.

Appendix A

Reprofiling of Expenditure and Resources between 2012/2013 and future years

	£000	£000
Reprofiling into 2013/2014		
Leader		
Washington Managed Workspace	(971)	
Strategic Land Acquisitions – additional land acquisitions approved by Cabinet 16th January 2013, offset by delay to purchase of RAN building completed May 2013.	(225)	
St Mary's Boulevard & Magistrates Square – reprofiling of utility works	(198)	
Other Schemes	(30)	(1,424)
Deputy Leader		
Other Schemes	(143)	(143)
Cabinet Secretary		
Port Mobile Crane Purchase	(3,000)	
Old Townscape Heritage Initiative	(497)	
Economic Development Provision – spend dependent on compliance with grant conditions	(222)	
Other Schemes	33	(3,686)
Children's Services		
School Asset Management Programmes	(555)	
Other Schemes	(153)	(708)
Health, Housing and Adults		
Empty Property Action Plan	(536)	
Cluster of Empty Homes	(271)	
Other Schemes	(574)	(1,381)
Public Health, Wellness and Culture		
World Heritage Site Public Realm	(858)	
Washington Leisure Centre	(256)	
Other Schemes	(116)	(1,230)
City Services		
Sunderland Strategic Transport Corridor	(2,893)	
Major Highways Schemes – Southern & Central Radial Routes	(546)	
Transport Schemes	(496)	
Bridge Maintenance	(426)	
Borough Road (Better Bus Fund)	(284)	
Hendon Burn Culvert Safety Works - delays in receiving critical public utility information	(158)	
Cycle Routes–review of sections of proposed cycle routes whilst options for additional funding are considered	(143)	
Other Schemes	(318)	(5,264)
Responsive Services and Customer Care		
Other Schemes	(6)	(6)
		(13,842)
Reprofiling into 2014/2015		
Health, Housing and Adults - Area Renewal – Hetton Downs	(1,527)	
Deputy Leader – Digital Challenge	(70)	**(1,597)**
Total Reprofiling into 2013/2014 and 2014/2015		**(15,439)**

Appendix A

Other 2012/2013 variations from those previously reported

	£000	£000
Additional Schemes and Revisions to Scheme Costs 2012/2013 - Fully Funded		
Health, Housing and Adults		
DECC Fuel Poverty Fund – fully funded by DECC grant		490
Leader		
Former Vaux Site Advanced Works – saving following review of overall redevelopment works in area		(385)
Other Fully Funded Additional Schemes and Variations		(212)
Total Additional / Amended Schemes		**(107)**
Further Technical Adjustment		
Application of equal pay capitalisation direction received on 3rd June 2013		**18,819**
TOTAL VARIATIONS 2012/2013*		**3.273**
***** In addition other technical Adjustments in 2012/2013 relating to financing arrangements in respect schemes previously approved by Cabinet have been undertaken since the third review amounting to £17.243m		

Appendix B

Variations from those reported in the Original 2013/2014 Programme

	£000	£000
Reprofiling of Expenditure between 2012/2013 and 2013/2014 (excluding technical adjustments of £2.682m)		**13,842**
Additional Schemes and Variations to Existing Schemes - Fully Funded		
Reprofiling of Expenditure between 2013/2014 and 2014/2015		
Health, Housing and Adults - Area Renewal – Hetton Downs	(438)	
Deputy Leader – Digital Challenge	(330)	
Children's Services – School Asset Management Programmes	(2,374)	**(3,142)**
Leader		
Crowtree Redevelopment	1,118	
Former Vaux Site Advanced Works - saving following review of overall redevelopment works in area	(149)	969
Cabinet Secretary		
Seafront Strategy – fully funded from BIG Communities Grant and Reserves	2,325	2,325
Responsive Services and Customer Care		
Customer Service Network Platform – fully funded from Reserves	465	465
Other Fully Funded Additional Schemes and Variations		27
TOTAL VARIATIONS 2013/2014		**14,486**

Sunderland City Council

Item No. 12

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
Proposals for an Alternative Service Delivery Model for ICT

Author(s):
Executive Director of Commercial and Corporate Services

Purpose of Report:

- To advise the Cabinet of the strategic proposal to deliver a collaborative ICT service to Sunderland City Council and Durham County Council from a single joint organisation in conjunction with an external commercial partner.
- To seek approval to develop an outline business case for the proposal

Description of Decision:
Cabinet is requested to:

- Support the principle of collaboration between Sunderland City Council and Durham County Council in respect of the development and establishment by the councils of an ICT Shared Service in conjunction with the procurement of a strategic/commercial partner ("the Proposals");
- Support the direction on the collaboration work undertaken so far and commit to the principle of closer integration, including the establishment of joint project governance arrangements.
- Authorise the two ICT Services to jointly develop an outline business case in respect of the Proposals and to bring a further report to the Cabinet meetings of the respective councils on 9 October.
- Approve the submission of an outline application for funding from the Transformation Challenge Award in respect of the project costs.
- Authorise the appointment of professional advisors in order to assist on the development of the outline business case for the Proposals.

Is the decision consistent with the Budget/Policy Framework? *****Yes/~~No~~ **If not, Council approval is required to change the Budget/Policy Framework**	
Suggested reason(s) for Decision: This approach will deliver an Alternative Service Delivery model for ICT which • will support the commercialisation of the Council's cloud platform; • deliver efficiencies to both Durham and Sunderland council in the delivery of a Shared ICT service; • develop a regional ICT Shared Service building on ICT infrastructure of the two councils together with private sector resource and expertise that would have the ability to trade with other public sector bodies and private sector customers	
Alternative options to be considered and recommended to be rejected: • **Do nothing** – the council will not be able to take full advantage of the opportunities presented by the investment in cloud technology and will be constrained by the resources currently available within the ICT Unit. • **Commission a Managed ICT Service from a commercial provider** – this approach would not support the requirement to exploit the regeneration opportunities presented by the investment in cloud based technology. • **Develop a Joint Venture with a strategic partner without the Durham collaboration** – this approach would support the commercialisation of the cloud platform within the Sunderland area but would not bring the wider opportunities presented by the collaboration with Durham Council. • **Develop a ICT Shared Service with Durham but without the procurement of strategic/commercial partner**- this approach would achieve efficiencies and economies of scale between the two councils but the ability to commercially exploit both councils' ICT infrastructure through third party trading would be limited.	
Impacts analysed: **Equality** N/A **Privacy** N/A **Sustainability** N/A **Crime and Disorder** N/A	
Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the 28 Day Notice of Decisions?** Yes	**Scrutiny Committee:**

Cabinet **19 June 2013**

Report of the Executive Director of Corporate and Commercial Services

Proposals for an Alternative Service Delivery Model for ICT

1. Purpose of the report

1.1. To advise Cabinet of the initial work undertaken by Sunderland City Council and Durham County Council to develop a proposal to establish and deliver an ICT Shared Service to both councils from a single joint organisation in conjunction with a strategic/commercial partner, both within the areas of the councils and potentially across the region

1.2. To seek approval to develop an outline business case for the above proposal.

2. Description of Decision

2.1 Cabinet is requested to:

- Support the principle of collaboration between Sunderland City Council and Durham County Council in respect of the development and establishment by the councils of an ICT Shared Service in conjunction with the procurement of a strategic/commercial partner ("the Proposals");
- Support the direction on the collaboration work undertaken so far and commit to the principle of closer integration, including the establishment of joint project governance arrangements.
- Authorise the two ICT Services to jointly develop an outline business case in respect of the Proposals and to bring a further report to the Cabinet meetings of the respective councils on 9 October.
- Approve the submission of an outline application for funding from the Transformation Challenge Award in respect of the project costs.
- Authorise the appointment of professional advisors in order to assist on the development of the outline business case for the Proposals.

3. Introduction

3.1. The ambitions of Sunderland City Council to maximise the investment in cloud technology in the delivery of services beyond the council will bring a new set of demands on the ICT service. Similarly the council's focus on establishing, where appropriate, new models of service delivery for Council services will require the ICT service to support a number of different operating models in future. This will require a very different approach to how the service is delivered. A new service delivery model is therefore also required for ICT; one that will facilitate the commercialisation of the cloud platform to support regeneration across the city, secure efficiencies and also support the delivery of services regardless of the delivery mechanism that is being used within that service area.

4. Background

4.1. The ICT managers of the North East LEP councils meet regularly to discuss common issues as part of the North East ICT group (NEICT). Each authority is grappling with the same challenges of reduced budget against a background of increasing ICT usage.

4.2. In this context, discussions have taken place regarding the need to work more collaboratively and explore shared service delivery where practical.

4.3. This direction has been considered and developed further by Durham and Sunderland Councils with a view to the possible collaborative merging of the two ICT services into a single Shared ICT Service.

4.4. The approach currently under initial consideration is to explore the creation of a joint venture with an external strategic/commercial partner to provide an alternative method of ICT service delivery for both councils and a wider customer base in the public and private sectors. This approach would potentially provide significant opportunities for both councils as outlined in this report.

4.5. The concept and practicalities of a collaborative merging of the two ICT services has been endorsed in principle by the Corporate Management Teams of both councils.

5. Existing ICT Services

5.1. Together the two ICT Services have a turnover of £35m to £40m per year, revenue budgets of around £18m per year and directly employ 400 staff (this figure includes staff based in Durham County Council schools). Approximately 250 are directly employed in core ICT Services who would be affected by the proposed collaborative working service of which 100 are employed by Sunderland City Council.

5.2. There is a good synergy between the two ICT Services. Each provides similar functions to its respective council and both have particular areas in which it can demonstrate particular expertise.

5.3. Combined working groups have been set up to look at joint working in the areas of:

- Providing ICT support to schools including remaining new capital schemes within the Building Schools for the Future programme (BSF);
- digital inclusion;
- business continuity planning (BCP);
- storage;
- networks;
- security;
- European funding;
- customer relationship management (CRM) and
- ICT procurement.

5.4. As well as internal customers, the councils' ICT Services sections also currently provide a range of services to external customers in the fields of:

- learning & children services (including schools and academies);
- community services;
- regeneration and businesses;
- adults & social care;

- corporate services;
- housing;
- emergency services
- the voluntary community and
- private sectors.

6. Benefits of collaboration through a Joint Venture with a Partner.

6.1. The potential benefits of the Proposals for each council would include:

- A reduction in overall cost, ensuring sustainability and delivery of better value for money ICT services in both councils.
- Retention of the necessary skills to support ICT across the councils and the ability to respond to change to support transformation, maintain operational performance levels and respond to new service requirements
- Both councils retaining an significant stake in their ICT services and infrastructure going forward;
- Provision of a common platform to support new models of public service delivery including future shared services between the participating councils
- A common regional ICT infrastructure strategy, including networks, data centres, cloud platforms etc.
- A review of how applications are licensed and supported across the councils with a view to driving down costs
- Economies of scale in infrastructure provision not only for local public services but also for small businesses, mutuals, community of interest companies and other emerging service delivery models.
- The ability to commercially exploit the councils' ICT infrastructure to provide ICT services to a wider customer base in the public and private sectors.

6.2. This leads to the possible additional benefits of following a combined model including:

- Growth of external business income to help create a sustainable organisation that continues to provide employment opportunities

- Development of a single ICT organisation which attracts high ICT skills to the region

- Acts as a catalyst to develop ICT employment throughout the region built upon the joint ICT Services' cloud infrastructure and expertise.

7. Next Steps

7.1. A considerable amount of additional work is required in order to prepare the business case for the Proposals. This would include:

- Defining the project fully with project management and governance arrangements, work streams, defined stages, benefits realisation and project plans etc.

- Analysing the two services to establish a baseline regarding finance and budgets, assets, key technologies, staff, skills and asset valuations etc. of each authority.

- Considering people and culture issues and identifying plans and processes to address these.

- Defining the overall required outcomes of the combined ICT Services and the two councils.

- Identifying the potential commercial opportunities arising from the councils' ICT infrastructure;

- Define the role and requirements for an external strategic/commercial partner within the final organisation.

- Undertaking a detailed review of the potential legal and financial models for the delivery of the Proposals and the identifying a preferred model;

- Developing a procurement strategy for the appointment of the strategic/commercial partner and establishment of the joint venture;

- Establishing the detailed timetable for the delivery of the proposals;

- Identifying, assessing and managing key risks;

- Planning a joint communications, consultation and engagement plan to prepare both organisations for change.

7.2. At this stage it is proposed to appoint a professional adviser in order to assist the councils in developing the business case for the proposals up to the completion of an outline business case which will then be considered by both councils' Cabinets.

7.3. The costs of this appointment will be shared by the two councils. However a possible grant to cover external assistance in developing the detailed business case is available through the Department for Communities and Local Government's Transformation Challenge Award. The Department is looking to provide support under a major multi-authority awards scheme, for radical innovations involving two or more local councils combining their operations across all or a major part of their service delivery.

7.4. Subject to Cabinet approval, it is the intention to make an outline submission for funding ahead of the required deadline of 14th July 2013, otherwise the costs to this Council would be met from the Improvement Programme resources within the Strategic Investment Reserve.

8. Key challenges

8.1. A combined delivery approach will highlight some key challenges in areas including: technology; leadership; governance; people; assets; processes; culture; customer; growth.

8.2. Both organisations will need to be fully committed to the strategic outcomes of a combined ICT Shared Service and have the willingness and ability to make the necessary changes.

8.3. Appropriate governance arrangements will need to be established to ensure decision making is equitable and proportionate and reflects the respective positions of each Council.

8.4. Both parent councils will need to put in place a robust and intelligent client function to ensure that each authority receives the ICT service from the joint venture that it requires and in addition decisions will be required over how support services are provided to the proposed new organisation.

8.5. The new arrangements will be required to deliver the designated savings targets for both councils and will need to demonstrate on-going value for money; future cost avoidance and continued improvement in returns on assets employed.

8.6. The collaborative service process of change has the potential to be disruptive and will require strong leadership, management and will demand a high availability of skills such as business analysis. This change will be considered against a backdrop of maintaining a high quality delivery service to meet the 'business as usual' requirements of both councils.

8.7. These key challenges will be considered and addressed in the outline business case.

9. Key opportunities

9.1. A combined delivery approach in conjunction with a strategic/commercial partner will provide opportunities to deliver higher quality and lower cost services. These include:

- Economies of scale leading to improved sustainability and overall cost reduction.
- A convergence in the strategic direction leading to technical synergies, better contingency and use of all resources as well as improved staff development.
- Improved and new capabilities through an expanded service catalogue and an increased reuse of existing work leading to an enhanced reputation.
- A platform to deliver services in new and innovative ways to the emerging service delivery models, changing customer and market expectations.
- The ability to commercially exploit existing ICT infrastructure to provide ICT services to a wider customer base in the public and private sectors.

10. Financial implications

10.1. Bringing the two ICT Services to work together in a more collaborative way will lead to a significant reduction in the overall cost of service provision.

10.2. In addition, by combining the trading strengths of both ICT Services there is a greater possibility of growing income for the Councils thereby reducing the net cost of the service to the councils.

10.3. Detailed savings estimates will be made as part of the development of the detailed business case.

10.4. The financial implications for the proposals will be considered in detail as part of the outline business case.

11. Governance

11.1. The project governance arrangements for the delivery of the project will need to be considered by both Councils as part of the preparation of the outline business case and agreed by both Cabinets in due course. In addition, the business case will also consider the potential governance and decision making arrangements for the joint venture as part of the options analysis.

11.2. Until the full governance model is determined a Project Governance Board will be jointly agreed.

12. Reason for decision

12.1. This approach will deliver an alternative service delivery model for the ICT Service based on a shared service model with Durham Council and an external partner. The resultant service will:

- support the commercialisation of the cloud platform;
- deliver efficiencies to both Durham and Sunderland council in the delivery of an ICT service;
- develop a regional ICT Shared Service building on the ICT infrastructure of the two councils together with private sector resource and expertise that would have the ability to trade with other public sector bodies and private sector customers.

13. Alternative Options Considered

13.1. Other options considered are:-

- Option 1 - Do nothing. This option will not support the council take full advantage of the opportunities presented by the investment in cloud technology. Opportunities will be constrained by the resources currently available within the ICT Unit.

- Option 2 - Commission a Managed ICT Service from a commercial provider. This approach would not support the requirement to exploit the regeneration opportunities presented by the investment in cloud based technology.

- Option 3 - Develop a Joint Venture with a strategic partner without collaborating with Durham. This option would support the commercialisation of the cloud platform within the Sunderland area but would not being the wider regional opportunities presented by the collaboration with Durham Council.

- Option 4 - Develop a ICT Shared Service with Durham but without the procurement of strategic/commercial partner- this approach would achieve efficiencies and economies of scale between the two councils but not the ability to commercially exploit both councils' ICT infrastructure through third party trading.

14. Relevant Considerations

14.1. The financial implications for the proposed next stage are set out in the main body of the report.

14.2. The ICT Unit Alternative Service Delivery Model, part of the Business Transformation Project, is being managed within the council's standard project management methodology, all management products are being developed in consultation with a range of stakeholders on a project by project basis.

Sunderland City Council

Item No. 13

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
Washington Leisure Centre – tender, construction and contract award

Author(s):
Report of the Executive Director of Health Housing and Adult Services

Purpose of Report:
The purpose of this report is to provide Cabinet with an overview of the procurement process which has been undertaken in respect of the Design and Build ("D&B") contract for the new replacement Washington Leisure Centre ("the Project").

To provide a description of the successful bid including information on costs and details of the preferred bidder's design for the Project.

To secure Cabinet's approval to appoint Pellikaan as preferred bidder for the D&B Contract and to authorise the subsequent award of the D&B Contract.

Description of Decision: Cabinet is asked to:

- Note the outcome of the procurement process and to approve the appointment of Pellikaan as preferred bidder for the D&B Contract on the terms set out in Section 5 of this report;

- Authorise the Executive Director of Commercial and Corporate Services and the Director of Health, Housing and Adult Services to award the D&B Contract for the Project to Pellikaan on the terms set out in Section 6 of this report following satisfaction of the terms of the preferred bidder appointment;

- Authorise the Executive Director of Commercial and Corporate Services and the Director of Health, Housing and Adult Services to take all necessary steps to give effect to the matters set out in this report.

Is the decision consistent with the Budget/Policy Framework? *Yes

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision:
The report that went to Cabinet on 10th October 2012 set out the reasons why a significant upgrade / replacement to Washington Leisure Centre is required.

The bid returned by Pellikaan on the 3rd May contains a mix of existing and new facilities (as detailed in section 4) which supports the original business case i.e. to replace the existing facilities and also provides additional facilities e.g. 6 x 3G external floodlight football pitches, additional water flume / water features, increase in the wellness area to 100 spaces and the inclusion of approximately 100 space car parking spaces.

Leisure Facilities, Sport, Physical Activity and Wellness play a key part in helping us live longer, healthier and more active lives, regenerating estates, helping tackle crime, engage those who are 'hard to reach' and raise achievement in our schools, colleges and universities. At a local level, these services have a unique role in being able to make a positive impact on all of the City Council's Strategic Objectives of People, Place and Economy

More specifically the city's leisure facilities contribute to the following Key Outcomes;

- Improving families, children and adults' health and wellbeing
- Building and sustaining cohesive, stronger and sustainable communities
- Reducing Inequalities

Underpinning the Council's priorities and outcomes set out within the Sunderland Strategy is a vision for Sport and Physical Activity where everyone in Sunderland will have affordable access to quality sport and physical activity opportunities to improve their health and well-being at first class, community facilities throughout the city

Washington Leisure Centre is an ageing facility and the area will benefit from a replacement leisure facility to improve resident satisfaction.

The aging facility would continue to be a drain on the asset management capital budget. The approved capital investment will secure the long term sport & leisure facility provision for Washington and contribute towards the wider strategic provision of facilities in Sunderland.

Alternative options to be considered and recommended to be rejected:

The alternative options open to Cabinet are: not to appoint a preferred bidder, or not to proceed to award the D&B Contract. However, as the successful bid meets the Council's objectives in respect of the Project as outlined in the October 2012 report to Cabinet, and in view of the time and money invested in the procurement process to date and the importance of the Project, Cabinet are recommended to reject the alternative options.

Impacts analysed:

Equality [x] **Privacy** [ ] **Sustainability** [ ] **Crime and Disorder** [ ]

Is this a "Key Decision" as defined in the Constitution? Yes/ **Is it included in the 28 Day Notice of Decisions? Yes/**	**Scrutiny Committee:**

CABINET **19 JUNE 2013**

REPORT OF THE EXECUTIVE DIRECTOR OF HEALTH, HOUSING AND ADULT SERVICES

Washington Leisure Centre – tender, construction and contract award

1. Purpose of the Report

1.1 The purpose of this report is to provide Cabinet with an overview of the procurement process which has been undertaken in respect of the Design and Build ("D&B") contract for the new replacement Washington Leisure Centre ("the Project").

1.2 To provide a description of the successful bid including information on costs and details of the preferred bidder's design for the Project.

1.3 To secure Cabinet's approval to appoint Pellikaan as preferred bidder for the D&B Contract on the terms set out in this report.

2. Description of Decision

2.1 Cabinet is asked to:

(i) Note the outcome of the procurement process and to approve the appointment of Pellikaan as preferred bidder for the D&B Contract on the terms set out in Section 5 of this report;

(ii) Authorise the Executive Director of Commercial and Corporate Services and the Executive Director of Health, Housing and Adult Services to award the D&B Contract for the Project to Pellikaan on the terms set out in Section 6 of this report following satisfaction of the terms of the preferred bidder appointment;

(iii) Authorise the Executive Director of Commercial and Corporate Services and the Executive Director of Health, Housing and Adult Services to take all necessary steps to give effect to the matters set out in this report.

3. Background

3.1 The report that went to Cabinet on 10th October 2012 set out the reasons why a significant upgrade / replacement to Washington Leisure Centre was required.

3.2 On the basis of that report, Cabinet approved the commencement of an appropriate procurement process to appoint a contractor to design and build a new replacement leisure facility.

3.3 Following the development of the specification and the instruction to bidders the Council advertised the project in the Official Journal of the European Union 'OJEU'. Several bidders expressed an interest in the project and they were invited to complete a Pre-Qualification Questionnaire 'PQQ'.

3.4 The PQQ evaluation was undertaken after cabinet approval in October and throughout November/December 2012, as a result three selected bidders were issued with an Invitation to Participate in Dialogue document (ITPD) with the Council. The bidders invited to take part in the dialogue were:-

- Barr Limited
- John Graham Construction Limited
- Pellikaan Construction Limited

3.5 The dialogue commenced on 18th January 2013 and all three bidders attended an initial dialogue meeting with the Council. Following that meeting, Barr Limited withdrew from the process citing concerns around affordability. In March 2013, despite working up a proposal in some detail, John Graham Construction Limited also withdrew from the dialogue process, again citing affordability concerns.

3.5.1 The dialogue continued with the remaining bidder, Pellikaan Construction Limited, and culminated in a final presentation on 17th April at which Pelikaan set out the key features of their bid and confirmed that it met the Council's minimum requirements and was affordable. On the basis of the information presented at the final presentation, the Council was confident that it had identified a solution which met its needs, and that it had resolved all material issues relating to that solution, in particular those that impacted on price and risk had now been scoped and agreed.

3.5.2 The dialogue was therefore closed on 18th April 2013 and a call for final tenders was made by issuing an Invitation to Submit Bids to Pelikaan.

3.6 Pellikaan's bid was received prior to the deadline on 3rd May 2013. As the first stage of the evaluation process, the bid was required to meet the following thresholds in order to be considered compliant:-

- to meet the affordability envelope
- to accept the Council's draft contract in its entirety
- to meet certain health and safety standards and
- to confirm the proposed Project has a BREEAM rating of 'Very Good' as a minimum.

3.7 Once the above thresholds were met, Pellikaan's bid was evaluated by the project team against the evaluation criteria set out in the ITPD issued to bidders as follows:-

Headline Criteria and Weighting	Sub-criteria	Sub-criteria Weighting (%)
Design 65%	Architects' Response to Design Brief	20
	Desirables – Sporting facilities listed in the order of preference	15
	Materials and Specifications	10
	Area Layout Details	10

Headline Criteria and Weighting	Sub-criteria	Sub-criteria Weighting (%)
	Mechanical and Electrical Engineering Services	10
Delivery 12%	Design Management	2
	Programme	10
Social and Economic 3%	Not broken into sub-criteria	3%
Pricing 20%	Not broken into sub-criteria	20%
Totals 100%		**100**

4. The New Facility

4.1 The submission from Pellikaan locates the new facility towards the southern edge of the site boundary with the benefit of offering no disruption to the current facility and its service offering during the build programme. The site configuration has allowed the new centre to be located with adjacencies to both the Wheeled Sports Park and the Village green which reside within Princess Anne Park. Contained within the external provision six 3G outdoor floodlit 5 a side football pitches, approximately 100 car parking spaces, appropriate access for services and the inclusion for appropriate DDA car parking.

4.2 A key aspect of Pellikann's design is an ambition to remove the existing North, South and East West high level walkways which currently frame the existing facility with an aesthetically pleasing design, which is subject to detailed technical design and the statutory approval processes. This has the effect of opening up the site enabling clear visibility from The Galleries and through to Princess Anne Park. Should the above proposal be technically unachievable, the contractor will be requested to revert back to the original client requirement that is to re-instate the gap within the existing high level footpath left as a result of demolishing the wellness centre which is an integral part of the structure.

4.3 The facilities provided include:

- 6 lane 25m Pool and Learner Pool including leisure features and two hydro slides
- 4 court Sports Hall
- Additional multi purpose hall designed to accommodate Trampolining Training to international standard
- 2 glass backed Squash Courts
- Sauna and Steam Rooms with an additional relaxation area
- Wellness Centre with 100 station gym, separate spinning facility, exercise studio and 2 consultation rooms
- Soft play provision with connection from the ground to first floor
- Provision of space and appropriate services to accommodate catering/retail activity
- 6 external 3G small sided football pitches

5. Appointment of Preferred Bidder

5.1 Pellikaan and the Council shall agree and sign a letter which sets out the terms on which Pellikaan is appointed as preferred bidder and the issues which need to be resolved prior to contract award ("the Selected Bidder Letter").

5.2 The Council shall only proceed to contract award once the outstanding issues as set out in the Selected Bidder Letter are resolved. These issues include the requirement for the successful Bidder to obtain full planning permission for the Project.

6. Award of the D&B Contract

6.1 The D&B Contract is the industry standard Joint Contracts Tribunal Design and Build Contract 2011 Edition incorporating the Public Sector Supplement, which has been amended to include special conditions dealing with, among other things, social and economic benefits to be derived from the D&B Contract.

6.2 The Contract Sum of £9.8m is fixed under the Contract will increase where the Council requests changes to the Project, or where changes to the Project are required for certain reasons beyond the control of the Contractor. Agreed price fluctuations (inflationary rises) will also be added to the Contract Sum.

7. Reasons for the Decision

7.1 The report that went to Cabinet on 10th October 2012 set out the reasons why a significant upgrade / replacement to Washington Leisure Centre is required.

7.2 The bid returned by Pellikaan on the 3rd May contains a mix of existing and new facilities (as detailed in section 4) which supports the original business case i.e. to replace the existing facilities and also provides additional facilities e.g. 6 x 3G external floodlight football pitches, additional water flume / water features, increase in the wellness area to 100 spaces and the inclusion of approximately 100 space car parking spaces.

7.3 Leisure Facilities, Sport, Physical Activity and Wellness play a key part in helping us live longer, healthier and more active lives, regenerating estates, helping tackle crime, engage those who are 'hard to reach' and raise achievement in our schools, colleges and universities. At a local level, these services have a unique role in being able to make a positive impact on all of the City Council's Strategic Objectives of People, Place and Economy

7.4 More specifically the city's leisure facilities contribute to the following Key Outcomes;

- Improving families, children and adults' health and wellbeing
- Building and sustaining cohesive, stronger and sustainable communities
- Reducing Inequalities

7.5 Underpinning the Council's priorities and outcomes set out within the Sunderland Strategy is a vision for Sport and Physical Activity where everyone in Sunderland will have affordable access to quality sport and physical activity opportunities to improve their health and well-being at first class, community facilities throughout the city

7.6 Washington Leisure Centre is an ageing facility and the area will benefit from a replacement leisure facility to improve resident satisfaction.

7.7 The aging facility would continue to be a drain on the asset management capital budget. The approved capital investment will secure the long term sport & leisure facility provision for Washington and contribute towards the wider strategic provision of facilities in Sunderland.

8. Alternative Options

8.1 The alternative options open to Cabinet are: not to appoint a preferred bidder, or not to proceed to award the D&B Contract. However, as the successful bid meets the Council's objectives in respect of the Project as outlined in the October 2012 report to Cabinet, and in view of the time and money invested in the procurement process to date and the weight of public expectation, Cabinet are recommended to reject the alternative options.

9. Impact Analysis

9(a) Equalities -

The project team agreed communication and consultation principles prior to the start of the procurement exercise. The Inclusive Communities Forum, which includes chairs of the Equality Forums where they are in place (Disability (DIAG), Faith (SIFF), LGBT (LGBT Practitioners Forum) were invited to provide comments for inclusion in the specification and throughout the competitive dialogue process. All comments received were included in the specification for the Project.

The final design meets DDA guidelines and building regulations, extra measures will be included by means of the equipment e.g. DDA hoists for pool side and toilets, specialist DDA equipment for the wellness (Gym) area.

The equality assessment template has been drafted and is appended to this report. The equality assessment template will be developed as the project progresses, the Strategy, Policy, Performance Management team are engaged in the governance to offer assurance throughout the project.

The equalities feedback will be included within the project requirements.

9(b) Privacy Impact Assessment (PIA) – Not applicable for an infrastructure development.

9(c) Sustainability

The BRE environmental assessment model (BREEAM), assessment model will be used through planning to help ensure the new build is sustainable by objectives. The Contractor has satisfied the BREEAM assessor that the building will achieve a minimum "Very Good" BREEAM rating.

9(d) Reduction of Crime and Disorder – Community Cohesion / Social Inclusion – None

10. Other Relevant Considerations / Consultations

(a) Financial Implications

i) The Contract Sum of £9.8million fixed under the Contract will increase where the Council requests changes to the Project, or where changes to the Project are required for certain reasons beyond the control of the Contractor.

ii) The remaining sums making up the difference between the £11.3m capital provision and £9.8m contract sum are:

- Additional contingency provisions for the main contract
- Enabling works to relocate the Wheeled Sports Park,
- Design fees,
- Internal equipment, e.g. Wellness Centre, Soft Play and other loose equipment (which will be procured separately during the build programme)

iii) Any variations will need to be contained within the overall budget for the project of £11.3m which provides for contingency provisions or otherwise reported as part of capital reviews in order to contain costs within the Council's overall capital programme resources.

iv) The net delegated revenue budget required to support Washington Leisure Centre is currently £493,569 per annum and is anticipated to reduce once the new facility is opened, primarily as a result of the additional income generating facilities being included in the new facility. These savings have been taken into account in medium term financial planning.

Capital

(b) Risk Analysis - The Risk and Assurance Logs were prepared, updated and monitored throughout the project this process will continue until the building is constructed.

(c) Employee Implications – None

(d) Legal Implications – The procurement procedure described in this report has been conducted in a manner which is consistent with the Council's obligations under The Public Contracts Regulations 2006 (as amended).

Pellikaan may require site access during the construction phase from a non-adopted highway owned by Prudential. Property Services are currently negotiating access with Prudential.

(e) Policy Implications – None

(f) Health & Safety Considerations – A Construction Design Management (CDM) Coordinator will be appointed at the earliest opportunity to ensure the project is compliant with CDM legislation and to ensure the successful bidder

takes responsibility for all health and safety considerations during design, construction and demolition.

(g) **Property Implications –** The property implications were considered prior to the February 2012 cabinet approval, the property implication remains unchanged and supported.

(h) **Implications for Other Services –** None

(i) **The Public**
The following steps have been used to consult with the public from September 2012.

1. Distribute and collate comment cards to all users of the existing Leisure Facility.
2. Focus groups held with local Washington Schools
3. Focus groups held with the inclusive community group and individual groups that make up their network e.g. DIAG, LGBT etc….
4. **Washington State of the Area Event was used to communicate the proposed development and respond to residents' queries.**

The public will be consulted on programming prior to opening of the new centre.

Business continuity for existing users has been considered as part of this project; the existing facility will remain fully operational during the construction of the new leisure facility and the service will transfer on completion of the new facility.

(j) **Compatibility with European Convention on Human Rights** - None

(k) **Project Management Methodology** – The Council standard project management methodology will be followed.

(l) **Children's Services** - None

(m) **Procurement** – The Project was been advertised on the Official Journal of the European Union (OJEU) and the competitive dialogue process has been conducted in accordance with the Public Contracts Regulations 2006 (as amended).

11. Glossary

12. List of Appendices

Appendix 1 – Equality Impact Assessment

13. Background Papers

13.1 The following background papers were relied upon to complete this report:
Cabinet Report – Washington Leisure Centre Replacement 10 October, 2012

Sunderland City Council

EQUALITY ANALYSIS

Please refer to Part 2 of the Equality Analysis Guidance

Name of Policy/Decision/Project/Activity:

Washington Leisure Centre

Equality Analysis completed by:

Name / Job Title: Alison O'Neill (Assistant Head of Community Services- Sport and Leisure facilities)

Date: 15th May 2013

Responsible Officer:

Name /Job Title: Julie Gray

Date:17th May 2013

Is this a:	Policy	( )	Strategy	( )	Function	( )	Service	( )	Project	(X)	Other	( )
Is it:	New/Proposed	(X)	Changing/Being Reviewed	( )	Other	( )						

1. Purpose and Scope

Purpose

In this section outline briefly what the policy, decision or activity is, what the intended outcomes/benefits (linked to the Corporate Outcomes Framework) are and over what period of time will the outcomes be achieved. Why does it need to be implemented or revised?

In recognition of the age and condition of the existing Washington Leisure Centre, Cabinet, at its meeting on 15 February 2012 and as part of the Council's Capital Programme for 2012/13, approved resource to provide replacement sport and leisure facilities in Washington.

The new replacement Washington Leisure Centre supports the Council's stated aim of 'a city where everyone is as healthy as they can be and enjoys a high standard of living.' The provision will actively support the Council in working towards a number of Corporate Outcomes related to our strategic priorities of People, Place and Economy. In reproviding a new Washington Leisure Centre, the Service seeks to ensure that Sunderland is:

- A city where everyone is as healthy as they can be and enjoys a high standard of living
- A city with high levels of skills, educational attainment and participation
- An attractive, modern city where people choose to invest, live, work and spend their leisure time

The key drivers for the provision of a new replacement Washington Leisure Centre are,

- Health improvement – increasing participation in cultural, sport and physical activity to benefit people's health and overall wellbeing
- Community resilience – bringing communities together, strengthening community identity, sense of belonging and local pride; engaging people in respecting Sunderland's heritage but not being confined by it
- Sunderland Way of Working – contributing to the Council's overall efficiency by developing more commercial and capacity building approaches

In October 2004 Cabinet adopted a range of policy principles to inform arrangements for future leisure facility investment and development. These principles were founded on the basis of the Council achieving optimum return on any investment in facilities and to promote equitable community access and use.

Since 2004 the Council and partners have invested more than £60m in developing new, modern sport and leisure facilities to benefit local residents and their overall health and wellbeing.

Each of the city's five areas now has a public 25m swimming pool, a sports hall and Wellness Centre. We have invested in Sunderland Aquatic Centre, the region's only Olympic sized swimming pool, and two new Community Pools at Hetton and Silksworth, developed 7 Wellness Centres, upgraded football pitches and local facilities and transformed play areas for children and young people across the city.

The existing Washington Leisure Centre is approaching the end of its lifecycle and the intention is therefore to replace it with a new building and facilities that will include a swimming pool with slide and leisure features, sports hall, squash courts and wellness centre offering a wide range of activities for the whole family.

The Service Plan for 2013/14 reinforces the aim of seeking to provide a range of high quality facility based sport and leisure programmes and activities within the context of minimising the overall operating subsidy to the Council.

The proposed timescale associated with the new building being open for use is May 2015 with a projected facility lifespan of in excess of 30 years. Whilst the benefits of the new facility will not begin to be realised until it opens, there will be a programme of resident consultation and communication to ensure that existing and potential new customers are engaged in arrangements to programme activities so that provision is aligned to meet need and generate income.

Scope

In this section consider who or where is the target for the policy or activity, this could be specific groups of people or organisations, individual wards, neighbourhoods or communities or the entire city. Links to, and overlap with, wider, local, sub-regional, regional or national priorities or activities should also be considered.

The clubs that currently operate in the facility are; Trampolining, Kickboxing, Taekwando, Judo, Aikido

Block bookings are; 5- a –side football, football league, badminton, weightwatchers, C.O.P.D., Cardiac Rehabilitation, Dance Jam, Fitness

Given the deteriorating condition of the facility a number of bookings have migrated to other facilities which offer better facilities. It is anticipated that former bookings will return and a number of new bookings will be secured.
The target audience for the new replacement Washington Leisure Centre will be existing users who comprise Sunderland residents from the locality as well as non residents from the sub region. Market segmentation for the Washington area is attached.

In the case of trampolining The Apollo Trampoline Club currently operates from Washington Leisure Centre utilising 21 hours of hall time per week. It is the most recognised club in the North East and has produced Olympic Athlete Kat Driscoll together with a number of other young international competitors. The centre, as a result of the success of the club, is considered to be of regional importance. Facility design has taken account of this.

In the case of squash and badminton, dialogue has taken place with the Governing Body to ensure a development plan is in place which provides opportunities for participation at a range of ability levels.

There will be a new outdoor 5 a side floodlit football provision with a minimum of 6 artificial turf pitches being provided. This will enable existing indoor bookings to play outside all year round and will attract new participants and bookings.

The replacement pool will incorporate 2 slides and leisure features and will be the only leisure pool in the city. Pool users will be drawn from across the city and beyond.

Whilst the opening of the new facility will come approximately 2 years after the closure of Crowtree there is the potential for displaced bookings from Crowtree to move to Washington ie gymnastics and squash.

Intelligence and Information

What sources of information have been used to inform this assessment/analysis? This should include but is not limited to consultations, resident/service user feedback and statistical data and intelligence.

Community Consultation

Sunderland Partnership Inclusive Communities Group

Consultation was undertaken with existing users of the Leisure Centre with regards the type of provision they would like to see in the new facility, the exercise was not targeted at equality groups specifically. The user's main requirements have been included in the design as follows:

1) Sauna/Steam
2) Squash
3) Café (provision for)
4) Pool Bigger or the same size
5) Soft Play
6) Squash
7) Learner Pool
8) Water Slide

The DIAG were asked to visit the other Council operated Leisure facilities to help provide an insight into potential issues faced by customers during use. The Washington Leisure Centre project would seek to incorporate any lessons learned. Feedback from DIAG was as follows,

Approach to Centre
"The approach to the Silksworth Centre is rather steep for wheelchair users. That at Hetton is much easier, if not ideal.

Initial impressions
The layout and ambience at Hetton was superior and the initial welcome more relaxed and positive. More thought seemed to have been given to the visit at Hetton and there was a greater awareness of the needs of those making the visit. This is an important consideration, as the initial response of Centre staff to a new customer, disabled or not, will colour the assessment of the customer and may well be crucial in their decision to return.

Getting around
Doors were an issue in both centres. If doors cannot be automatic, then handles must be accessible and measures taken to make the doors easier to use. It could also be useful to consider the development of a form of tactile signage, not just Braille, at an appropriate (and consistent) height, this could also be combined using different colours to assist those with learning disabilities. A board with all the tactile signs could be at Reception, where a new customer could have them explained.

The tonal contrast was also superior at Hetton, eg the red chairs were far easier for a person with limited vision to identify, rather than a sea of 'beigeness'.

Facilities and attitudes
There was a marked difference in the attitude towards the use of steps into the pool. At Silksworth, the steps are put into the water when needed, rather than removed when all the lanes are needed. This can make the potential swimmer feel that they are being a nuisance and this may create a reluctance to return.

There was also a marked difference in the gym facilities and, here again, Hetton came out on top. Silksworth seemed quite claustrophobic, dim and with inadequate space between equipment, especially for wheelchair users. Hetton was lighter, brighter and much better ventilated. Little information was given about how equipment could be used by people with disabilities, whereas at Hetton, a far more proactive attitude prevailed eg care taken to explain the key system to someone with visual impairment and demonstrating how equipment can be readily adapted for use by someone in a wheelchair.

To sum up, there are some notable examples of good practice, which should be promoted in all Centres. It is sad that there seems to be little awareness of what is available and perhaps more could be done to convince the public that these facilities are accessible and so promote sport and exercise for all. It is important that the attitude of all staff is positive and proactive. If it has taken a lot of courage to attend in the first place, it is all too easy to be put off by an ill-considered remark or attitude."

2. Analysis of Impact on People

This section offers an opportunity to assess the intended and potential impact of the policy, decision or activity on the people of Sunderland. This includes specific consideration of the impact on individuals, groups with protected characteristics and communities of interest within the city. Please briefly outline any positive, negative or neutral impacts on the specific groups below. In this assessment it is important to remember the Council is required to give due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Characteristic	List of Impacts		
	Positive	Neutral	Negative
Age	Replacement of and increase in Wellness facilities which will ensure participation rates are maintained and grow. Target.	All facility types will be replaced as a minimum A range of facilities will be included which are non detrimental to age.	The potential to have fewer facilities of certain types. To be confirmed and determined once the bid evaluation process is

	Since the Sunderland Exercise Referral and Weight Management programme commenced in November 2008 a total of **14,666** patients have been referred and **10,709** have been supported through some or all of the15 week physical activity programme. 2499 is the number of referrals received from Washington over the period, November 2008 to March 2013. Exercise on referral rates would be expected to grow given the new facilities. New outdoor football facilities which will provide for all ages but probably most significantly males 20-40 New Leisure Pool provision that will attract younger participants and particularly families with young children		complete.
Disability	Feedback from the DIAG consultation has been used to inform the design elements of the new facility to the extent that they will have a positive impact on	People with a disability could be affected by the design and facilities. Access to facilities by those with a disability will not be negatively affected compared to now and measures have	Analysis of existing facilities by the DIAG which will be addressed as part of the new building design - eg 1) doors are difficult to open,

	disabled users. Non design issues raised by the DIAG will be addressed through the implementation of a staff training programme on the opening of the facility. As the design develops the signage, colour schemes etc. will be considered in the context of meeting the requirements for the visually impaired and other disability groups.	been taken to improve disabled access. People with a disability could be affected by the design and facilities	ideally should include for push button opening doors or easier opening doors 2) Approach to centres for wheel chair users can be steep 3) Tactile signage in addition to Braille at the appropriate height should be included in the design, with different colours for those with learning disabilities. Locate a sign at reception to explain to users 4) Brightly coloured furniture is easier to identify against background 5) Space required between equipment for wheelchair users
.Gender/Sex	Separate male and female changing facilities are included in the design on the upper floor for Wellness Centre users	A village concept is considered to be the appropriate design solution for pool changing. This is complemented by 2 separate group changing facilities which have been included in the pool area to accommodate specialist groups as below.	Negative comments about the move from separate male and female change to changing village for pool
Marriage and Civil		None anticipated.	

Partnership			
Pregnancy and maternity	The inclusion for a bespoke baby change within the building	See Gender/Sex section above	
Race/Ethnicity		See Gender/Sex section above	
Religion/belief		See Gender/Sex section above	
Sexual Orientation		None anticipated	
Trans-gender/gender identity	Transgender/gender will be provided for by single change /group change within a changing village	See Gender/Sex section above	

Other individuals or groups impacted on:

The policy or action may also have an impact on other groups or individuals which are not covered by the statutory requirements. Please outline any additional individuals or groups which have not already been covered. This could include socio-economic groups, voluntary and community sector, carers or specific communities which face additional challenges (such as former coal mining areas or areas of high deprivation)

There is no impact on any other groups as the project is a replacement facility

Gaps in intelligence and information:

Having undertaken the analysis are there any areas of intelligence or information which need to be improved? Please outline and areas where the current information is not complete enough to take a decision. Addressing this gap should be covered in the action plan.

Customer user intelligence is taken from the Leisure Management booking system which records user groups by type, booking types and attendances. The service also has a wealth of informal customer intelligence as a result of building up customer relationships with long standing bookings.

As part of the consultation, existing indoor football bookings were contacted to ascertain whether they would be amenable to taking up a booking on new outdoor artificial pitches.
Existing users were also invited to complete questionnaires to express facility preferences and priorities and these were taken into account in arriving at decisions on facility mix and provision.
Consultation with the DIAG informed design on issues that related specifically to disabled users.

Policy/Decision/Project/Activity Title:

Responsible Officer: Alison O'Neill

3. Summary of Impacts and Response to Analysis

Please provide a summary of the overarching impacts that have been highlighted through the analysis process through the three questions below. It is important to recognise that individuals may belong to one or more of these characteristic groups and the combined impact could be greater than any single impact.

Who will the policy/decision/project/activity impact on and who will benefit?

The project will impact upon all residents with potential benefits for all groups. As far as equality groups are specifically concerned the opportunity has been taken to consult with the DIAG which was asked to visit the other Council operated Leisure facilities to help provide an insight into potential issues faced by customers during use. The Washington Leisure Centre project has sought to incorporate lessons learned and has considered, for example, the external approach to the building, disabled parking, DDA compliant walkways, DDA changing, DDA steps into the pool.

the new build is a replacement facility and as such will have no detrimental effect on equality groups.

The project team have asked the DIAG to review existing facilities in operation and have accepted their feedback as positive and have taken measures to ensure all of their feedback has been included with the design and the external approach to the building e.g. disabled parking, DDA compliant walkways, DDA changing, DDA steps into the pool.

As the design develops the signage, colour schemes etc. will be developed to ensure they meet requirements for the visually impaired and other disability groups.

Who will not benefit and why not?

The project is a replacement facility with enhanced provision. It is being built in accordance with building and facility standards relevant to 2013 compared to the existing facility built in the 1970's. Given this and the combined with the intelligence from customer questionnaires, customer consultation and DIAG feedback it is not anticipated there will be groups or individuals that won't benefit.

Who should be expected to benefit and why don't they?

n/a

4. Response to Analysis, Action Plan and Monitoring,

In this section please outline what actions you propose to take to minimise the negative, and maximise the positive, impacts that have been identified through the analysis. By considering and implementing these actions the policy or action can be refined to make sure that the greatest benefits are achieved for the people of Sunderland. The performance monitoring process should also be set out to explain how ongoing progress is going to be followed to make sure that the aims are met.

From the analysis four broad approaches can be taken, (No major change, continue with the policy/action despite negative implications, adjust the policy/decision/action or stop the policy/action). Please indicate, using the list below, which is proposed.

No Major Change	(**X**)
Continue Despite Negative Implications	( )
Adjust the Policy/Decision/Project/Activity	( )

Stop ( )

Action Plan

ACTION	WHO	WHEN	MONITORING ARRAGEMENTS
Meeting with Sunderland Partnership Inclusive Communities Group	Ian Parkin/Su Yip	12th July 2012	Introduction to the project, request for consultation throughout the procurement exercise, group agreed to distribute questionnaire and provide feedback.
Meeting with the DIAG	Su Yip	6th August 2012	DIAG agreed to receive questionnaire, visit and appraise existing City leisure facilities and provide evidence.
Detail the footpaths in association to the skate park works to ensure the footpaths are DDA compliant	Project Board	Jan 2013	Complete
Ensure the contractor addresses the approach on the North/South / East West footpaths to ensure the footpaths are DDA compliant as part of the new facility development.	Project Board	June 2013	Complete
Develop the employer's requirements to ensure all DDA access requirements e.g. change, toilets, access to tool etc… are included in specification	Project Board	Jan 2013	Complete
Facility programming. Consultation with service users to ensure an	Facility Manager/Alison O'Neill	2014	Produce Consultation plan

involvement in the development of programme design of the new facility.			
Ensure pricing framework is consistent with other Council operated facilities and takes account of Welfare Reform	Alison O'Neill		
Way finding and signage	Project Board	Sept 2013	Project team to work with equality groups to ensure the signage is fit for purpose and there are adequate way finding
Staff training to take account of feedback from DIAG re. awareness of disability groups and sensitivities	Facility Manager	2015	To develop a training programme
Facility Programming – engagement with service users to ensure new facility information on programmes and activities for all target groups is shared.	Alison O'Neill	2014	Produce Communication strategy

Sunderland City Council

Item No. 14

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
FUTURE LIBRARY SERVICES

Author(s):
Report of the Executive Director of Health Housing and Adult Services

Purpose of Report:
To appraise Cabinet of the results from the recent consultation programme.

To propose a new service model to deliver a new vision for library services extending the reach deeper into our communities. The proposal takes account of the consultation programme results, and releases significant efficiencies.

To propose the approach to the final stage of consultation on the future service model and implementation milestones.

Description of Decision: Cabinet is asked to:
Cabinet is recommended to:

(i) Note the information about the current service, the financial context, and the recent consultation programme.

(ii) Agree the proposed future service model, including expansion of outreach to take the service into community venues that are currently well used by local residents, the development of Library Service hubs and community Libraries and the capital investment required for e-services and refurbishment of the City Library and Arts Centre.

(iii) Agree to a further programme of consultation to seek the views of and engage with the following audiences to support the comprehensive and efficient delivery of the future service model:
- Current users of the buildings proposed for closure in the new service model
- Current users of provision proposed to be designated as community libraries
- Non-users, staff and partners impacted by the proposed future service model
- Potential outreach partners in the voluntary, community, private and public sectors
- Non-users and in particular children, young people and families

Is the decision consistent with the Budget/Policy Framework? *Yes

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision:
The proposed future service model ensures library services will continue to be accessible to all residents of the City whilst delivering the required significant efficiencies from the budget. Library services will be modernised through the use of technology and retained static provision where demand is high. Services will be delivered through library hubs, community libraries and community outreach programmes enabling services to be taken to communities, in particular, those that need the most support to engender reading and learning. The Council has used evidence taken from the consultation programme, population, usage and performance and service costs to inform the future service model.

The further consultation period is recommended to enable engagement with a wide range of stakeholders on the specific details of the proposed service model.

Alternative options to be considered and recommended to be rejected:
Do nothing – this is not considered a viable option given the significant decline in use of traditional static based Library Services and the need to reduce costs.

Reduce number of static Libraries further – given the outcome of the consultation and the current demand for the static provision proposed to be retained further reduction of the portfolio was not considered appropriate. In the event that demand levels and the economic environment alter then this aspect of the service can be considered further.

Impacts analysed:

Equality [x] **Privacy** [ ] **Sustainability** [x] **Crime and Disorder** [ ]

Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the 28 Day Notice of Decisions? Yes**	**Scrutiny Committee:**

CABINET **19 JUNE 2013**

FUTURE LIBRARY SERVICES

REPORT OF THE EXECUTIVE DIRECTOR OF HEALTH, HOUSING AND ADULT SERVICE

1. PURPOSE OF REPORT

1.1. To appraise Cabinet of the results from the recent consultation programme.

1.2. To propose a new service model to deliver a new vision for library services extending the reach deeper into our communities. The proposal takes account of the consultation programme results, and releases significant efficiencies.

1.3. To propose the approach to the final stage of consultation on the future service model and implementation milestones.

2. DESCRIPTION OF DECISION

2.1. Cabinet is recommended to:

(i) Note the information about the current service, the financial context, and the recent consultation programme.

(ii) Agree the proposed future service model, including expansion of outreach to take the service into community venues that are currently well used by local residents, the development of Library Service hubs and community Libraries and the capital investment required for e-services and refurbishment of the City Library and Arts Centre.

(iii) Agree to a further programme of consultation to seek the views of and engage with the following audiences to support the comprehensive and efficient delivery of the future service model:

- Current users of the buildings proposed for closure in the new service model
- Current users of provision proposed to be designated as community libraries
- Non users, staff and partners impacted by the proposed future service model
- Potential outreach partners in the voluntary, community, private and public sectors
- Non-users and in particular children, young people and families

3. BACKGROUND

3.1. A report on future library services was presented to Cabinet on 13 February 2013. This report provided an overview of library services in Sunderland and feedback from an initial engagement exercise. The report outlined a proposed new vision for future library services and proposed an approach for consultation on the vision and to inform the future service offer. The vision was based on initial discussions with users, peers, and staff about how the service could be

modernised to extend the reach of services and make them more accessible to a wider range of residents in the city through both technology and a less traditionally based set of static provision.

3.2. At the meeting Cabinet Members agreed the report including a two stage consultation approach with both users and non-users to inform the future service design.

4. POLICY, FINANCIAL AND SERVICE CONTEXT

4.1. Importantly, the vision and the proposed modernised service model supports the delivery of our economic, social and educational policy. In particular, that Library Services in future will ensure they contribute to the council's corporate outcomes framework and focus on access to quality learning environments through readily available reading material, information services, training and education opportunities.

4.2. An example of this policy drive is the Marmot Report. Cabinet will recall that the Marmot Report supports the council's view that equal opportunities in early years provision supports child development. The council has invested in early years and nursery provision over recent years and believes this investment has contributed to the significant increase in educational attainment the city has seen over recent years. The 'New Vision for Library Services' enables the council to support a range of policy recommendations in the Marmot Report:

- Ensure expenditure on early years development is focused progressively across the social gradient
- Support families to achieve progressive improvements in early child development, including developing programmes for the transition to school
- Provide good quality early years education and childcare proportionately across the gradient. This provision should be combined with outreach to increase the take-up by children from disadvantaged families

4.3 The Marmot report also highlights the importance of reducing social isolation and signposts evidence that participation in the local community:

- acts as a protective factor against dementia and cognitive decline over the age of 65, and
- additionally impacts on the risk of mortality by aiding recovery when becoming ill.

4.4 The council has made efficiency savings of approximately £100m over the last 3 years. It now faces a similar, further amount in savings to be made over the next 3 years with the library service to contribute £ 850,000. This means that it becomes even more important that the resource available is targeted, to meet need, at both a range of universally accessed services, and is focussed at residents in the city to support them to take an active part in community and city life.

4.5 In developing the new vision, and in listening to residents in the consultation, the review is proposing a new service that continues to allow significant universal access, whist using focussed resources to engage those residents who need or would most benefit from increased access and support. The proposals also take account of those more confident readers, demand for new forms of reading material and the retention of professional library staff.

4.6 The library service is currently delivered through 20 static service points located across the city. Additional services delivered include:

- Mobile Library
- Libraries Information Access Zone (LIAZe)
- Books on Wheels (delivered in partnership with the WRVS)
- Patients Library Service (partnership with Health)
- Schools Library Service (Traded Service provided to Schools in the City)
- Customer Services Centres (delivered in partnership with the Customer Service Network)

4.7 The table in Appendix 3 shows current usage of the 20 static libraries detailing visits, issues, active membership and ICT usage for 2012/2013.

4.8 Due to improvements in technology, changes in leisure and reading habits and the wider availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally. In Sunderland issues have fallen from 1,307,712 in 2007/08 to 936,236 in 2012/13 (a 28% reduction).

4.9 Research has also shown that currently library services are most likely to be used by older residents, females and households with children but are not currently accessed by some groups who would most benefit, including young people, male residents and those at risk of social exclusion.

5. CONSULTATION METHODOLOGY AND FINDINGS

5.1. Following agreement at Cabinet in February a wide ranging programme of consultation has been undertaken to consult on the proposed vision for future library services and to understand in more detail the needs and preferences of current and potential customers in how library services can be provided in the future within the resources that are available.

5.2. The consultation programme included a survey which was undertaken from 27 February to 25 March 2013. This was available online and in hardcopy and was promoted widely including via the council's consultation calendar and website, static libraries, the Books on Wheels service and LIAZe, to library groups and learning courses, via communication with the Voluntary and Community Sector through the VCS Area Networks and Equality Forums, to the citizens panel and via a range of non library venues including Shopping and Leisure Centres.

5.3. Engagement sessions have been held with Members, VCS Area Networks, Equality Forums and Library Staff. Additional feedback has been received through a Peer Support programme facilitated by the Local Government Association.

5.4. Consultation Findings

5.4.1 The consultation process has captured the imagination and interest of the city's residents with over 2,700 people either completing forms or as part of focus groups.

The key headline messages are:

The majority of survey respondents (95%) say they or their household uses library services. Library users are more likely to be female and aged 55+ years. 52% of library users say that they only use one library and 48% use more than one library. Secondary libraries tend to be those in close proximity and/or the City Library and Arts Centre.

Services and activities
In terms of services and activities, books and information is perceived as the main function of and reason for use and non-use of libraries and the most important aspect for the future. This is followed by access to computers and the internet and the library as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

There are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst current non-users, families and young people:

- **Computers and online technology** - non-library users, those aged under 45 years and those with children are keener to access library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services holds a greater appeal to non-users interested in future library services. Online services for renewals and reservations and online reference and information resources are also of greater interest to them and to those aged between 45 and 54 years of age. Computers and the internet are particularly important to under 25's. Indeed, aspects such as e-books, online services, Wi-Fi, improved ICT equipment and resources are all identified as services of interest.

- **Social activities and opportunities** - activities for children and families are another area of opportunity. These are particularly important to those aged 25 to 44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through Children's Centres than other groups. Other social activities and opportunities of interest include activities in general, art and craft related activities, non-accredited learning courses, reading groups and a café/eating area.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted and will be important moving forward.

Opening times
Weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those with children whilst late morning is more popular with those aged 55+. The most popular slots for non-users are weekday evenings (6pm to 8pm).

The vision
The majority (93%) of respondents agreed with the proposed vision for library services although non-users less so (75%). Suggested improvements included the need for the vision to include everyone, the importance of accessibility and inclusion and the need for it to be more meaningful and understandable. The future vision has been revised to take these comments into account.

Other means of accessing library services
The most favoured alternative means of accessing library services are through Community Centres and online and least favoured is post offices. Overall, non-users, those with children and younger respondents tend to be more amenable to accessing library services in different ways, however the propensity to do so decreases with age.

There are aspects raised about library services being delivered in other ways, including the loss of the ambiance/environment a library provides, concerns over accessibility of other venues, appropriateness of other venues and a dilution of quality and loss of librarian expertise. Computer literacy and lack of access is also raised. It is proposed the new service will design in solutions to a number of these aspects.

Volunteering
The majority of respondents are not willing to volunteer to support library services but a sizeable minority are and opportunities will be explored with those individuals/groups who registered an interest. The opportunity to engage young people through volunteering is also highlighted.

Charging for library services
Of the options presented, respondents are most amenable to paying for events and activities for adults and for children. Charging is also identified as a possible means of meeting the budget challenge, the most popular suggestions being around internet use, although it should be noted that respondents were divided when asked about charging for internet use and under 25’s are less willing to pay for this. Other suggestions include charges for author visits and genealogy research.

Making savings
The most popular suggestions are around changing opening days and times, closing smaller or lesser used libraries, charging for some services and making savings in terms of stock management. A number of respondents, however, stress the importance of libraries to the community and individuals, which echoes other comments, and do not believe any savings should be made.

Overall the library service seems to be a valued service by those who use it. Going forward there remain opportunities to meet the needs of the existing client base whilst at the same time appealing to non-users, younger people and families and children, and a greater understanding of latter groups is a suggested area for further exploration.

6. PROPOSED NEW SERVICE MODEL

6.1. Service Vision

6.2. Following consultation on the service Vision, the proposed vision of the new library service is:

'***Future library services will provide high quality, accessible reading, information and learning for all, therefore, supporting the development of individuals and communities to play an active role in the city and to enable them to achieve their full potential'.***

6.2.1 Given the consultation results agree the need to modernise, it is considered that this will mean a significant focus on outreach provision. Although services will still be delivered in some current static libraries, as was requested in the consultation process, the intention is to take services out into communities, in particular, to those communities that need the most support to encourage / engender reading and learning, whilst continuing to ensure accessibility for older people and responding to issues of social isolation. Services will be delivered in Children's Centres, Community Centres, other neighbourhood venues and schools that local people access and that are accessible to them.

6.2.2 The new service will be less about lending books, and more about access to lifelong learning opportunities, social engagement, and activities. It will embrace modern technological and e-based service developments. This means access to reading, information and learning material will be available in a number of formats so that choice and accessibility is much wider and more convenient for those who have competing pressures on their time.

6.2.3 The proposal recognises the need to increase access to services and increase the number of residents accessing a range of learning, information, reading and ICT services. Whilst traditional, static provision will reduce, the proposed new approach will increase the number of service access points and is expected to increase the number of service users.

6.3. New Service Model

6.4. Library Hubs, Community Libraries and Community Outreach

6.4.1. The proposed new service model will deliver a Library Hub in each of the five areas of the city supported by Community Libraries and a programme of community outreach activities which will take services into neighbourhood settings. The service model will provide a reduced number of static libraries but through partnerships with locations such as Community Centres, Children's Centres and other neighbourhood venues will increase the overall number of locations where library services are accessed and therefore the opportunity to engage with more users.

6.4.2. The new model reflects that some of the existing Library buildings are either well or reasonably well used by their communities and that within the consultation process residents asked that a quality supply of books was maintained. The model enables this, whilst targeting outreach resources into areas of the city where Library services have seen a steady decline over a number of years.

6.4.3. The model used therefore enables resources to be targeted to work alongside existing community based provision that the council knows are well used by residents. Focussing this in parts of the city the council wants and needs to see an increase in learning and reading and addressing social isolation issues.

6.4.4. Library Hubs

In moving forward the library service will ensure consistency in service provision across the five areas of the city through establishing a library hub in each area. These hubs will enable service provision to be tailored to local community needs and provide a base from which community outreach programmes can be supported.

It is proposed the following libraries will become Library Hubs:

East: City Library and Arts Centre
West: Sandhill Centre Library and Customer Service Centre
North: Bunny Hill Library and Customer Service Centre
Coalfields: Houghton Library and Customer Service Centre
Washington: Washington Town Centre Library and Customer Service Centre

All library hubs will be open for more than 40 hours a week over six days. Arrangements for evening opening will reflect local demand but will ensure there is access to services each weekday evening across the city.

The hubs have been selected on a natural geographical spread, current usage and performance, asset management assessment and the range of services that are available within these settings that provide a range of partnership opportunities. This means that residents can complete multiple transactions with both the council and partners in one visit.

Services provided from hubs will include access to:

- A wide selection of reading material for free loan in a range of formats for adults, children and young people in a variety of accessible formats
- a comprehensive range of information resources and services
- reservation services
- ICT and the Internet and online information resources
- health information and resources
- impartial and confidential information, advice and guidance (and referral as appropriate)
- learning opportunities and information
- the Council's Customer Services
- some local history information
- community information
- Trained library and information staff providing high quality services
- Space for community activity, debate, displays and events
- Visitor Information

6.4.5. Community Libraries

In addition to the library hubs identified above, library services will also be delivered from community libraries, each providing access to core library services, reflecting a geographic distribution of static libraries across the City.

It is proposed the following libraries will become Community Libraries:

East: Ryhope Library and Customer Service Centre
West: Kayll Road Library
North: Fulwell Library
Coalfields: Hetton Library and Customer Service Centre, and Shiney Row Library and Customer Service Centre
Washington: Millennium Centre Library

The model proposes that Community Libraries will open for 15 hours a week for the services listed below with opening hours reflecting local community needs, based on the times residents said they are most likely to use the static provision. This approach reflects the consultation findings when feedback identified the most popular way to reduce costs was to change opening times/days. It is possible that these Libraries will also be open for additional hours each week either through voluntary activity, or to provide access to learning and reader development programmes, managed by outreach staff. These arrangements will be determined by local need.

A wide range of factors have been taken into consideration when determining which libraries will become Community Libraries. These have included detailed examination of population and proximity, current usage and performance, asset management costs and service costs as set out in appendix 4.

Services provided from community libraries will include access to:

- A selection of reading material for free loan for adults, children and young people in a variety of accessible formats
- a range of information resources and services
- reservation service
- ICT and the Internet and online information resources
- selected reader development activities and programme
- selected learning opportunities and information
- Resources that reflect the diversity and needs of the local community
- some local history information
- community information
- Trained library staff providing high quality services

6.4.6. It is worth noting that use of the 5 Library Hubs and 6 Community Libraries proposed in the new service model accounts for 87.75% of all Library visits in 2012/13.

6.4.7. Community Outreach

It is considered that Community Outreach will be the key to driving up use of Library Services in the future by providing an alternative and more relevant means of access to library services by targeting those groups most in need of services including children and families and those at risk of social isolation. Additionally the Community Outreach programme will be targeted at areas of the city where take-up from the target groups is currently low and where residents would most benefit from services and additional support. The targeting of resources will be defined by factors such as key stage 1 and 2 attainment, adult skills and qualifications, accessibility (including concentrations of groups such as older people), community infrastructure and capacity.

Working with partners including existing Community Centres and venues, Electronic Village Halls, Children's Centres and Leisure Centres, provision will be tailored to each community but will include:

- Library Community Outreach staff working with key partners across local neighbourhoods delivering reading and learning programmes in a range of non-traditional venues. Examples include the promotion and delivery of reader development activities (e.g. World Book Day / Night) and partnerships with schools to promote and deliver the Summer Reading Scheme.
- Partnerships with Community venues to provide community collections of stock. Stock will reflect the needs, usage and requirements of the local community and be updated on a regular basis.
- Partnerships with Children's Centres to provide community collections of stock tailored to support reading in young children and families and parents.
- These locations will also provide access to the reservation and collection service to be introduced. For those that need support, assistance will be available to access these services.

- The next stage of consultation will enable the council, with People Boards, to support identification of community venues, Children's Centres and other potential partners to build up the network of outreach centres. It is worth noting that as part of the consultation process a number of community partners indicated they would be interested in supporting the taking of services out into communities. A table outlining possible locations by area is set out in appendix 5.

6.4.8. Community Reservations

Community reservations will provide an alternative means of access to library stock. Working with partners library members will be able to request books online via the library catalogue and then collect them from a pre-nominated location. Staff in all future Libraries and outreach centres will be available to support users request on-line reservations.

In support of this programme it is proposed that the current reservation charges will no longer be levied for items borrowed with the exception of items borrowed from other authorities and the British Library under the Inter-Library Loans Service.

6.5. Static Library Service Coverage

6.5.1 A library network of 5 library hubs and 6 community libraries, excluding any outreach services, will form the basis of the Council's statutory provision and will mean that:

- 100% of residents are within 2 miles of a library
- 92% of residents are within 1.5 miles of a library
- 72% of residents are within 1 mile of a library

6.6. As was indicated in the consultation by residents, a key way to reduce cost is to close less well performing buildings. To enable increased access to services via outreach centres and community reservations whilst reducing cost, it is proposed to decommission 9 libraries based on current usage, performance, cost per visit and asset management assessment. A range of options are being explored for each site including use as outreach centres, other community usage, commercial opportunities and demolition. The Libraries proposed for closure are:

- Doxford Park
- Easington Lane
- East Herrington
- Fence Houses
- Hendon
- Monkwearmouth
- Silksworth
- Southwick
- Washington Green

Consultation will be undertaken with current users to establish the impact on them and to signpost to other opportunities through outreach and other provision, including the Books on Wheels service for those who indicate they are unable to access any static provision. The Council would also be open to discussions about the future sustainable use of these buildings and it has been recognised that two of the libraries proposed for closure are Carnegie Libraries, one of which is a Grade II Listed building. Advice has been obtained from Law and Governance Services that the legal titles to these libraries do not contain any reference to Carnegie or any funding having been given for the construction of the libraries. There is therefore nothing on the registered titles preventing a change of use of the buildings solely because they are Carnegie libraries.

6.7. Community Outreach Services

6.7.1. Mobile Library

The current mobile library vehicle is out of lease and the lease company have indicated that they can no longer sustain the high maintenance costs, which are increasing as a result of the age of the vehicle. In recent years the mobile service has continued to see a significant decline in usage and has regularly been off the road due to mechanical breakdowns and maintenance. Current mobile library usage shows that a high percentage of users also use static libraries whilst other users who have mobility issues are also taking advantage of the Books on Wheels service.

It is proposed that as the service is limited in its impact in supporting the new vision and is not cost effective, it should be ceased. Any current or potential users with mobility issues will be supported via the bespoke Books on Wheels Service, and through the new more extensive community outreach service.

6.7.2. LIAZe (Libraries Information Access Zone

The LIAZe vehicle is a mobile ICT unit that has traditionally worked in the community with hard to reach groups. The vehicle is owned by the Council. The service is costly to maintain, has limited usage and the programme could be delivered from other venues using laptops or static provision in libraries and community Electronic Village Halls by other staff or partners. It is therefore proposed that the service be ceased and users signposted to alternative provision.

6.7.3. Books on Wheels

The Books on Wheels service is a vital link to those who are unable to access services outside of their home. Delivered in partnership with the WRVS items are delivered directly to the homes of customers. Residents wishing to use the service are usually referred through Health, Housing and Adults Services or via static libraries. Although the service is open to all, currently the majority of Books on Wheels customers are senior females.

It is proposed that the Books on Wheels service be re-launched aiming to increase usage from a more diverse range of residents of all ages who may otherwise have difficulties accessing services.

It is also proposed that we work with WRVS to recruit additional Books on Wheels volunteers to support any increase in uptake.

6.7.4. Hospital

Health partners provide funding for the provision of a book trolley service at Sunderland Royal Hospital for patients in nominated wards for 11 hours each week. Both the library service and the Hospital contribute £1,000 for book stock each year. Due to changes in treatments and the reducing length of stay for patients there is very little uptake (less than 1,200 issues per year), of the service, however, there remains a value for those patients who do use it. The hospital is keen to maintain the service.

There is the opportunity to explore alternative options for service delivery that could include library service staff delivering a comprehensive training programme to volunteers who are already based in the hospital. They would then take over the day to day operation of the service liaising with library staff who would still undertake the overall management of the service. This will be pursued.

6.7.5. Sound and Vision

Audio-books remain an important service and will continue to be provided from all libraries. It is proposed to retain a small CD and DVD provision in the City Library and Washington Town Centre Library however, as part of the re-configuration of the City Library and Arts Centre this provision will be re-located. CD and DVD loan services will be withdrawn from other libraries. This provision is important to a small number of regular users and further consultation will take place to understand whether popularity can be increased.

6.8. ICT and the future ‘e’ offer

6.8.1. A critical part of modernising the service and operating a future service model will be the incorporation of sustainable modern technological and e-based services. Customers can already manage their accounts online 24/7, renewing books, checking the library catalogue, reserving materials and have access to a wide range of online information resources including online dictionaries, news archives and family history resources. These services will be enhanced to include:

- Access to e-book and e-audio book collections provided via the library website
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Access to enhanced online services including library membership
- Loan of digital devices for those without other access, administered through community groups as the council currently does with Electronic Village Halls

- Access to wi-fi services (where possible and appropriate)

6.9. Capital Investment Programme

6.9.1. In support of the implementation and delivery of the future library services model a programme of capital investment in library services will be undertaken. This will include:

- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Introduction of an e-book and e-audio book service
- Reconfiguration and refurbishment of the City Library and Local Studies Centre to improve access to services and to support the realisation of efficiencies

6.10. Charging Policy

6.10.1. Currently library services have a limited number of traditional income streams. The charging policy in place provides for concessions where applicable and broadly covers fees and charges for copy and print and room hire. It is proposed that all current fees and charges are reviewed sensitively and additional charges introduced for specialist activities such as genealogy research and some events particularly where artist fees apply.

6.10.2. It is proposed that the establishment of charges be delegated to the Executive Director of Health, Housing and Adult Services in consultation with the Portfolio Holder for Public Health, Wellness and Culture.

7. FURTHER CONSULTATION

7.1. Cabinet have agreed that a two stage consultation process be implemented. It is therefore proposed that the second stage of consultation commence on 20 June, subject to the approval of this report. This will include more detailed consultation and engagement on the proposed library service model including:

- Consultation on the proposed future service model of library hubs, community libraries and a programme of community outreach activities
- Making appropriate and adequate provision for those impacted by the changes and who are unable to access future library services
- Identifying appropriate community outreach centres to increase access to services with partners and People Boards

7.2. Consultation will be undertaken with users of static libraries affected by changes to opening hours or recommended for decommissioning, non-users, elected members, library staff, and potential partners in the voluntary, community, private and public sectors.

7.3. The key milestones are:

- Recommend to Cabinet new service proposals – June 2013
- Further consultation on proposals – June 2013 to July 2013
- Cabinet Report on final proposals and implementation – September 2013
- New Service introduced – October 2013

8. REASON FOR THE DECISION

8.1. The proposed future service model ensures library services will continue to be accessible to all residents of the city whilst delivering the required significant efficiencies from the budget. Library services will be modernised through the use of technology and retained static provision where demand is high. Services will be delivered through library hubs, community libraries and community outreach programmes enabling services to be taken to communities, in particular, those that need the most support to engender reading and learning. The council has used evidence taken from the consultation programme, population, usage and performance and service costs to inform the future service model.

8.2. The further consultation period is recommended to enable engagement with a wide range of stakeholders on the specific details of the proposed service model.

9. ALTERNATIVE OPTIONS

9.1 Do nothing – this is not considered a viable option given the significant decline in use of traditional static based Library Services and the need to reduce costs.

9.2 Reduce number of static Libraries further – given the outcome of the consultation and the current demand for the static provision proposed to be retained further reduction of the portfolio was not considered appropriate. In the event that demand levels and the economic environment alter then this aspect of the service can be considered further.

10. IMPACT ASSESSMENTS

A full equalities impact assessment has been developed and has been updated to reflect the findings from the phase 1 consultation and the proposals for the future service model. This is attached as Appendix 6 and evidence from further consultation will continue to inform the impact assessment.

The work completed to date has identified that there may be potential negative impacts on disabled users, children and young people and older people. However the Council has identified potential mitigations and will seek additional, detailed information from users during a further period of consultation so that measures can be put in place where necessary.

10.1.1. For disabled users – any customers who cannot make the journey to an alternative static library because of disability would be able to join the Books on Wheels service.

10.1.2. For children and young people – for schools currently visiting libraries proposed for closure alternative options will be explored and by working with partner organisations and schools, a programme of library activities for children will continue to be delivered in a range of settings.

10.1.3. For older people – there will continue to be a core static service in all areas of the city, however any customers who cannot make a journey to an alternative library or outreach collection because of disability would be supported by the Books on Wheels service.

11. PROJECT MANAGEMENT METHODOLOGY

11.1. The future library service review is being planned and implemented using the Council's standard project management methodology.

12. FUTURE FINANCIAL MODEL

12.1 The proposals as set out above deliver the required revenue efficiencies of £850,000 per annum. To support the delivery of these efficiencies a capital investment of £500,000 will be required and, provision for this has been made within the capital programme as agreed by Cabinet in February.

13. BACKGROUND PAPERS

13.1. Future Library Services – Cabinet Report – 13 February 2013

14. APPENDIX ITEMS

1. Copy of Consultation Questionnaire (Phase 1)
2. Analysis of the public consultation (Phase 1)
3. Key performance information by library
4. Library Criteria Document Narrative
5. Potential Outreach Centres/Partners
6. Equality Impact Assessment

Appendix 1

Sunderland City Council

Have your say on future library services

Sunderland's public library service
Each year Sunderland's public library service lends over 1 million items, handles over 163,000 enquiries, provides over 167,000 hours of public access computers and a range of services to residents of the city from both static libraries and through mobile and outreach services.

Why do things need to change?
Due to the recent strides in technology, changes in reading habits and the wide availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally.

Though Libraries are a statutory service under The Public Libraries & Museums Act 1964, in response to this declining demand and budget challenges many councils, nationally and regionally are reducing the number of libraries and/or changing the way libraries operate in the future in particular, targeting resources towards our residents who need the most support.

The way local councils across the country are funded is changing and there is much less money available. We therefore need to review the services we deliver and how we deliver them so that we have a library service that is fit for purpose, affordable and meets need.

We need your help
To help make sure that the library service meets the needs of all our communities in the most efficient way possible, we want to hear the views of library users, non-users, residents and partners. Your opinions and ideas will help us make these important decisions. A report will be presented to Cabinet in April 2013, which will make recommendations about future library services based on the findings from this consultation and other evidence such as usage patterns. We will then consult further on specific proposals during April and May.

We are particularly interested in your views if you do not use library services and the reasons why, so that we can be sure that services in the future have something to offer everyone.

Thank you for your help.

Councillor John Kelly
Portfoilo Holder for Public Health, Wellness and Culture

Library Services

Q1 Which, if any, of the following public library services do you and members of your household currently use? (Please cross ALL that apply)

- Bunny Hill ☐
- City Library & Arts Centre ☐
- Doxford Park ☐
- Easington Lane ☐
- East Herrington ☐
- Fence Houses ☐
- Fulwell ☐
- Hendon ☐
- Hetton ☐
- Houghton ☐
- Kayll Road ☐
- Monkwearmouth ☐
- Ryhope ☐
- Sandhill View ☐
- Shiney Row ☐
- Silksworth ☐
- Southwick ☐
- Washington Town Centre ☐
- Washington Green ☐
- Washington Millennium ☐
- Books On Wheels (housebound) ☐
- Mobile Library ☐
- LIAZe (mobile ICT bus) ☐
- Internet subscription services ☐
- Do not use (please go to Q6) ☐

Q2 Which one of the above libraries or library services do you and members of your household use most often? (Please write in)

☐

Q3 On average how often do you and members of your household use public library services? (Please cross one box only)

- Once per week or more ☐
- At least once per month ☐
- Occasionally ☐

Q4 What do you and members of your household use the library service for? (Please cross ALL that apply)

- Activities for adults. ☐
- Activities for children ☐
- Books ☐
- CDs ☐
- Computers/Internet ☐
- DVDs ☐
- Information ☐
- Learning/Study/ Research ☐
- Local/Family history ☐
- Reading groups ☐
- Social meeting place ☐
- Talking books ☐
- Volunteering ☐
- Other (please state) ☐

☐

Q5 How do you usually travel to access the library service you most often use? (Please cross ALL that apply)

- Walk ..... ☐
- Bike ..... ☐
- Car..... ☐
- Bus ..... ☐
- Metro ..... ☐
- Train ..... ☐
- Access services online..... ☐
- Other (please state) ..... ☐

Please go to Q7

Q6 If you and members of your household do not currently use public library services, what stops you from doing so? (Please cross ALL that apply)

- Lack of time ..... ☐
- Lack of interest ..... ☐
- I buy my own books ..... ☐
- I have an 'e-reader' ..... ☐
- Inconvenient opening times ..... ☐
- Inconvenient time of activities ..... ☐
- Poor location of library buildings . ☐
- I find everything I need online .... ☐
- Not aware of what is on offer ..... ☐
- Other (please state) ..... ☐

Q7 Which, if any, of the following library services would you be interested in using? (Please cross ALL that apply)

- Books on Wheels (for housebound/people with mobility problems)..... ☐
- Non accredited learning courses. ☐
- Children's activities and programme ..... ☐
- Help with reading (for children) ... ☐
- Help with reading (for adults) ..... ☐
- Adult craft related activities ..... ☐
- Family/Local history ..... ☐
- One-to-one support to improve your computer skills ..... ☐
- Reading groups ..... ☐
- Running a group that meets in a library ..... ☐
- Accessing books from a collection in a named community location ..... ☐
- Home postal deliveries (at a small charge) ..... ☐
- None of the above..... ☐
- Something else (please state)..... ☐

Q8 In the future, which FIVE of the following aspects of the library service will be most important to you? (Please cross up to the FIVE most important to you)

- Having a wide range of books and information to choose from... ☐
- Having access to computers and the Internet in the library ..... ☐
- Online services (being able to renew your books, reserve items) ..... ☐
- Online reference and information resources ..... ☐
- CD loans ..... ☐
- DVD loans..... ☐
- E-books and E-audio services .... ☐
- Being able to use the library space to read or study in..... ☐
- Being able to attend activities ..... ☐
- Being able to access the library as a community meeting space... ☐
- Children and family based activities ..... ☐
- Disabled access and facilities ..... ☐
- Digital access to local history records and information ..... ☐
- None of the above..... ☐
- Other (please state) ..... ☐

Q9 What services or activities would you be interested in that we do not currently offer? (Please write in)

Future Library Services

We have drafted a vision for future library services
"The Library Service will become a beacon of excellence in the community for reading, learning and information. Library Services will support the development of confident individuals and communities who can realise their full potential and contribute to the broader vision of the city".

Q10 Do you agree with the vision? (Please cross one box)

Yes ..... ☐ No ..... ☐

Q11 Is there anything in the vision that we need to add or change? (Please write in)

We are proposing to establish library hubs in the centre of local communities, some of which will provide a range of other services such as Customer Services. These hubs will provide an extended offer over the current provision with:-

- enhanced opening hours to reflect the local community needs
- a comprehensive range of reading materials in a variety of formats
- access to high quality learning environments, support and materials
- information and advice, customer service and digital services including ICT provision
- access to community space
- providing opportunities for volunteers to add value to the overall service offer
- providing support for community outreach programmes and other local service provision

Q12 Are there any other services/activities we could include in library hubs? (Please write in)

Q13 We are considering offering library services both online and from non-traditional venues. These may include the following. Would you be happy to access library services in this way? (Please cross one box only on each line)

	Yes	No	Not sure
Community Centres	☐	☐	☐
Health Centres	☐	☐	☐
Post Offices	☐	☐	☐
Leisure Centres	☐	☐	☐
Children's Centres	☐	☐	☐
Online	☐	☐	☐

Q14 Would you have any problems accessing library services in these ways? (Please write in)

Q15 Are there any other venues that you would use to access library services? (Please write in)

Q16 To help inform any decisions around service access, which days and times of the week are you MOST likely to access library services in the future? (Please cross ALL that apply)

	Monday	Tuesday	Wednes-day	Thursday	Friday	Saturday	Sunday
Early Morning 8.00-10.00 am	☐	☐	☐	☐	☐	☐	☐
Late Morning 10.00-12.00 pm	☐	☐	☐	☐	☐	☐	☐
Lunchtime 12.00-2.00pm	☐	☐	☐	☐	☐	☐	☐
Afternoon 2.00-6.00pm	☐	☐	☐	☐	☐	☐	☐
Early Evening 6.00-8.00pm	☐	☐	☐	☐	☐	☐	☐
Unlikely to visit	☐	☐	☐	☐	☐	☐	☐

Q17 Which, if any, of the following services would you pay a reasonable charge to use? (Please cross one box only on each line)

	Yes	No	N/A
Events and activities for children	☐	☐	☐
Events and activities for adults	☐	☐	☐
Posting books to your home	☐	☐	☐
Internet access	☐	☐	☐

Q18 Would you be willing to support your local library by volunteering to help in any of the following activities? (Please cross one box only on each line)

	Yes	No	Not sure
Assisting with events and activities	☐	☐	☐
Delivering books to housebound adults	☐	☐	☐
Helping people to learn basic computer skills	☐	☐	☐
Marketing and promoting the library service	☐	☐	☐
Cataloguing and digitising local history resources	☐	☐	☐
Supporting reading groups	☐	☐	☐

Q19 Are there any other aspects of the library service you would like to get involved in? (Please write in)

If you are interested in getting involved in libraries through volunteering or using library buildings, please complete the contact details at the end of this questionnaire.

Q20 In light of the budget challenges faced by Sunderland City Council where do you think savings should be made in library services?
(Please write in)

About You

Q21 Are you completing this questionnaire on behalf of... (Please cross ONE box only)

- Yourself (please go to Q24) ..... ☐
- A group or organisation (please go to Q22)..... ☐

Q22 What type or organisation do you represent? (Please cross one box only)

- A business based in Sunderland. ☐
- A Voluntary or Community Sector organisation..... ☐
- A partner organisation..... ☐
- Other (please state) ..... ☐

Q23 If you are a representative from a group, business or organisation, please write in which one below.

If you are completing this questionnaire on behalf of a group or organisation, please omit Q24 to Q35 and go to the 'Can you help?' section on the last page.

Q24 Which of the following describes you? (Please cross ALL that apply)

- A library customer..... ☐
- A Sunderland resident ..... ☐
- A Sunderland City Council employee ..... ☐
- Other (please state) ..... ☐

Q25 How often do you or members of your household read books, magazines, newspapers, e-books and other reading materials? (Please cross one box only on each line)

	Daily	Weekly	Monthly	Never
Books	☐	☐	☐	☐
Magazines	☐	☐	☐	☐
Newspapers	☐	☐	☐	☐
E-books	☐	☐	☐	☐
Other (please state)	☐	☐	☐	☐

Q26 How or where do you get your reading materials? (Please cross ALL that apply)

- Library ☐
- Buy from bookshop or supermarket ☐
- Buy online ☐
- Charity shop ☐
- From friends/family ☐
- From a book collection at your workplace ☐
- Do not use any reading materials ☐
- Other (please state) ☐

You do not need to complete the following questions, and you will not be affected in any way if you choose not to. Any information you do give will be used to see if there are any differences in views for different people, and to check if services are being delivered in a fair and accessible way. The information will not be held along side your name or personal details and it will remain confidential.

Q27 What is your postcode? (Please write in)

Q28 What is your gender? (Please cross one box only)

Male ☐ Female ☐ Prefer not to say ☐

Q29 How old are you? (Please cross one box only)

Under 16 ☐ 16-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75+ ☐

Q30 Do you consider yourself to be a person with a disability (a physical or mental impairment with a substantial long term effect on normal day to day activities)? (Please cross one box only)

- Yes (please go to Q31) ..... ☐
- No (please go to Q32) ..... ☐
- Prefer not to say ..... ☐

Q31 If yes, please select from the following options, which most closely match your disability? (Please cross all boxes that apply)

- Ability to hear ..... ☐
- Ability to see ..... ☐
- Learning or developmental disability ..... ☐
- Physical disability ..... ☐
- Impaired memory/concentration or ability to understand ..... ☐
- Mobility impairment ..... ☐
- Long-standing illness or diagnosed health condition ..... ☐
- Speech impairment ..... ☐
- Mental ill-health ..... ☐
- Prefer not to say ..... ☐

Q32 Do you have or look after/care for children aged 17 or under? (Please cross one box only)

- Yes ..... ☐
- No ..... ☐

Q33 What is your ethnic group? (Please cross one box only)

White

- English/Welsh/Scottish/ Northern Irish/British ..... ☐
- Gypsy or Irish Traveller ..... ☐
- Irish ..... ☐
- Any other white background ..... ☐

Asian/Asian British

- Bangladeshi ..... ☐
- Chinese ..... ☐
- Indian ..... ☐
- Pakistani ..... ☐
- Any other Asian background ..... ☐

Mixed/Multiple ethnic groups

- White and Black African ..... ☐
- White and Asian ..... ☐
- White and Black Caribbean ..... ☐
- Any other mixed/multiple ethnic background ..... ☐

Black/African/Caribbean/Black British

- African ..... ☐
- Caribbean ..... ☐
- Any other Black/African/Caribbean background ..... ☐

Other ethnic group

- Arab ..... ☐
- Any other ethnic group (please state) ..... ☐

Q34 What is your religion or belief? (Please cross one box only)

- Christianity (including Church of England, Catholic, Protestant and all other Christian denominations) ..... ☐
- Hinduism ..... ☐
- Judaism ..... ☐
- Islam ..... ☐
- Sikhism ..... ☐
- Buddhism ..... ☐
- Other religion or belief ..... ☐
- No religion or belief ..... ☐
- Prefer not to say ..... ☐

Q35 What is your sexual orientation? (Please cross one box only)

- Heterosexual/straight ..... ☐
- Gay/Lesbian ..... ☐
- Bisexual ..... ☐
- Other ..... ☐
- Prefer not to say ..... ☐

Please continue to the last page.

Can you help?
You do not need to complete this section to have your say. If, however, you are interested in supporting activities and events, setting up or joining a group, using the library building or as an organisation hosting library collections, please give your details below. If you prefer, you can send them separately - by email to to libraries@sunderland.gov.uk or hand in at any library. This is not a commitment on your part at this stage, just a request for further information when it becomes available.

Name

Name of organisation (if applicable)

Telephone

Email

What might you be interested in getting involved in?

Thank you for completing this questionnaire. Please return it to your local library by Friday 22 March 2013.

APPENDIX 2

Findings from consultation on future library services 2013 – Phase 1

Introduction

Following a meeting on 13 February 2013 Cabinet agreed to a two stage consultation process on a Vision and approach to develop a new modern Library service for Sunderland within a reduced Council budget.

This document provides information about the objectives of the consultation process and the results from the first phase of consultation

The overall aim of the consultation processes is to ensure that we obtain a clear view from our communities about what provisions will best suit their needs.

The objectives of the consultation are to:

- Articulate and refine the overall Vision
- Identify appropriate locations to increase access to services via a community outreach approach which incorporates activities delivered in non-traditional library settings across the city
- Determine the Library Hubs, overall offer and opening hours
- Make appropriate and adequate provision for those otherwise unable to access services in their community
- Advise on reader development activities for all ages and further learning opportunities and related programme
- Enhance services to schools, for example to include increased structured class visits and library instruction
- Develop a network of volunteers to add value to the overall service offer.

As part of the consultation a survey was undertaken from 27 February to 25 March 2013, a copy of which is included in Appendix One. It was available in online and hardcopy format and promoted widely, including:

- Via static libraries, the mobile library and LIAZe
- Via the council's Consultation Calendar, www.sunderland.gov.uk
- To library groups and learning courses through specialist librarians
- Via communication with the voluntary and community sector including VCS Area Networks and Equality Forums
- To the citizens' panel, Community Spirit
- Via Children's Centres including parent's groups
- Via Leisure centres and retail outlets.

Discussion groups were also undertaken with Voluntary and Community Sector (VCS) Network Groups consisting of representatives from a range of local organisations and groups from each area of the city. All areas of the city were covered. The groups were asked about usage and future services and improvements.

A survey was also undertaken with young people via schools completed by 246 young people and a discussion group held with the Children's Trust Advisory

Network (CTAN), attended by 15 young people aged 13 to 21 years. A workshop was also held with council members which took the form of a presentation, discussion and questions and was attended by 27 council members.

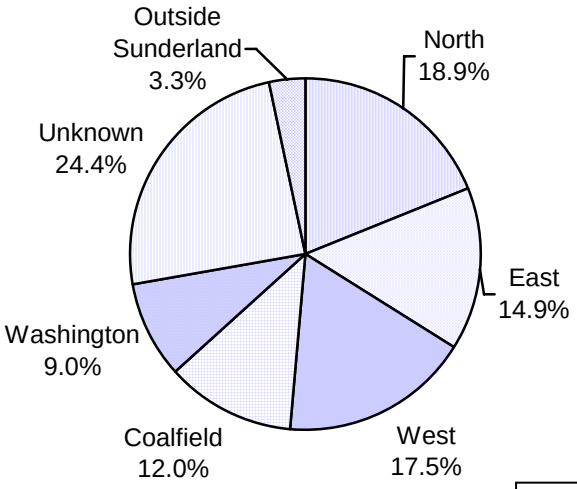
This report summarises the main findings from the consultation. It also draws in where appropriate qualitative information from previous survey and focus group work[1]. This first section provides a profile of survey respondents.

A total of 2785 respondents completed the survey. Ninety-four percent are answering on behalf of themselves, 2% on behalf of a group or organisation and 4% do not say.

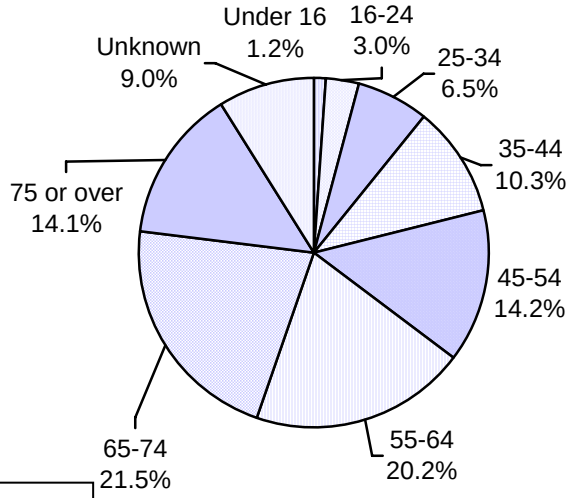
The profile of those who did not solely reply on behalf of a group or organisation is shown in Graphs 1 and Table 1. Compared to the Sunderland profile, when unknowns are excluded, there are somewhat fewer respondents aged under 44 years and somewhat more aged 55+ years and there are more females and fewer males, although this perhaps reflects the profile of library users. It is over-represented in North Sunderland and under-represented in Washington.

Graphs 1

Area



Age



Base: 2737

Table 1					
Gender	**%**	**Sexuality**	**%**	**Religion or belief**	**%**
Male	33	Heterosexual/straight	77	Christianity	66
Female	58	Gay/Lesbian	0.7	Hinduism	0.1
Prefer not to say	0.7	Bisexual	0.4	Islam	0.1
Unknown	9	Other	0.1	Judaism	0.2
		Prefer not to say	7	Buddhism	0.3
		Unknown	14	Sikhism	0

[1] Based on focus group work with users and non-users during the Summer 2012 and survey and focus group work as part of the 2011 and 2012 Budget Consultation.

Disability	%	Have, look after/care for children aged 17 or under		Other religion or belief	2
Yes	16	Yes	24	No religion or belief	14
No	69	No	63	Prefer not to say	5
Prefer not to say	3	Unknown	12	Unknown	12
Unknown	12				
Nature of Disability (Base:444)	%		%		%
Impaired memory/concentration or ability to understand	7	Mobility impairment	42	Ability to hear	21
Mental ill-health	9	Learning or developmental disability	6	Long standing illness or diagnosed health condition	43
Prefer not to say	3	Physical disability	40	Ability to see	10
Speech impairment	1				
Ethnicity	**%**	**Ethnicity**	**%**	**Ethnicity**	**%**
White- English/Welsh/ Scottish/ Northern Irish/British	88	Indian	0.2	Any other mixed/multiple ethnic background	0.1
White- Gypsy or Irish Traveller	*	Pakistani	0.1	African	0.3
White - Irish	0.3	Another Asian background	*	Caribbean	*
Other White background	0.8	White and Black African	0.1	Any other Black/African/Caribbean background	0.1
Bangladeshi	0.1	White and Asian	0.1	Arab	*
Chinese	0.1	White and Black Caribbean	*	Any other ethnic group	0.3
				Unknown	10

Ward	%	Ward	%	Ward	%
Barnes	4	Sandhill	2	Washington East	2
Castle	2	Shiney Row	3	Washington South	2
Copt Hill	3	Silksworth	5	Washington West	2
Doxford	3	St Anne's	2	Unknown – Sunderland	5
Fulwell	7	St Chad's	3	South Tyneside	1
Hendon	3	St Michael's	4	Gateshead	0.3
Hetton	2	St Peter's	5	Durham	1
Houghton	3	Southwick	3	Newcastle	0.3
Millfield	2	Redhill	2	Northumberland	0.1
Pallion	2	Washington Central	2	Other out of the area	0.1
Ryhope	2	Washington North	1	Unknown	21

*denotes less than 0.1

Table 2 overleaf provides the MOSAIC[2] profile of respondents and compares with the overall Sunderland profile. As can be noted, the main differences are in terms of under-representations of:

- Residents with sufficient incomes in right-to-buy social houses
- Families in low-rise social housing with high levels of benefit need

and over-representations of:

- Middle income families living in moderate suburban semis
- Owner occupiers in older-style housing in ex-industrial area.

Table 2		
Mosaic group	**Respondent Profile %** (Base:1921)	**Sunderland Profile%**
1 Residents of isolated rural communities	0.1%	0.1%
2 Residents of small and mid-sized towns with strong local roots	5.8%	4.0%
3 Wealthy people living in the most sought after neighbourhoods	0.3%	0.4%
4 Successful professionals living in suburban or semi-rural homes	4.3%	3.6%
5 Middle income families living in moderate suburban semis	18.7%	11.8%
6 Couples with young children in comfortable modern housing	2.1%	3.2%
7 Young, well-educated city dwellers	2.5%	3.3%
8 Couples and young singles in small modern starter homes	1.7%	2.6%
9 Lower income workers in urban terraces in often diverse areas	5.9%	7.9%
10 Owner occupiers in older-style housing in ex-industrial area	15.6%	11.1%
11 Residents with sufficient incomes in right-to-buy social houses	15.5%	20.7%
12 Active elderly people living in pleasant retirement locations	4.4%	2.1%
13 Elderly people reliant on state support	9.3%	8.1%
14 Young people renting flats in high density social housing	2.2%	3.6%
15 Families in low-rise social housing with high levels of benefit need	11.4%	17.5%

[2] MOSAIC is a lifestyle classification system that categorises households and postcodes into 69 types aggregated into 15 groups.

Of the 2494 respondents who replied, 85% say they are library customers, 82% say they are Sunderland residents, 7% are Sunderland City Council employees and 5% replied 'other'.

Summary of findings

This section summarises some of the key messages from the consultation.

The majority of survey respondents (95%) say they or their household uses library services. Library users are more likely to be female and aged 55+ years. Fifty-two percent of library users say that they only use one library and 48% use more than one library. Secondary libraries tend to be libraries in close proximity and/or the City Library and Arts Centre.

Services and activities
In terms of services and activities, books and information is perceived as the main function of and reason for use and non-use of libraries and the most important aspect for the future, by far. This is followed by access to computers and the internet and the library as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

There are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst non-users, families and young people:

- **Computers and online technology** - non-library users, those aged under 45 years and those with children are somewhat more amenable to accessing library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services hold a greater appeal to those interested in future library services. Online services for renewals and reservations and online reference and information resources are also of greater interest to them and 45 to 54 year olds. Whilst computers and the internet are particularly important to under 25's. Indeed, aspects such as e-books, online services, wifi, improved ICT equipment and resources are all identified as services of interest.
- **Social activities and opportunities** - activities for children and families are another area of opportunity. These are particularly important to those aged 25 to 44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through children's centres than other groups. Other social activities and opportunities of interest include activities in general, art and craft related activities, non-accredited learning courses, reading groups and a café/eating area.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted.

Opening times
In terms of opening times, weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those

with children whilst late morning is more popular with those aged 55+. The most popular slots for non-users are weekday evenings (6pm to 8pm).

The vision
The majority (93%) of respondents agree with the proposed vision for library services although non-users less so (75%). Suggested improvements include the need for the vision to include everyone, the importance of accessibility and inclusion and the need for it to be more meaningful and understandable.

Other means of accessing library services
The most favoured alternative means of accessing library services are through Community Centres and online and least favoured is post offices. Overall, non-users, those with children and younger respondents tend to be more amenable to accessing library services in different ways and propensity to do so decreases with age.

There are however a number of aspects raised about library services being delivered in other ways, including the loss of the ambience/environment a library provides, concerns over accessibility of other venues, appropriateness of other venues and a dilution of quality and loss of librarian expertise. Computer literacy and lack of access is also raised.

Volunteering
The majority of respondents are not willing to volunteer to support library services but a sizeable minority are and opportunities will be explored with those individuals/groups who registered an interest. The opportunity to engage young people through volunteering is also highlighted.

Charging for library services
Of the options presented, respondents are most amenable to paying for events and activities for adults and for children. Charging is also identified as a possible means of meeting the budget challenge, the most popular suggestions being around internet use, although it should be noted that respondents were divided when asked about charging for internet use and under 25's are less willing to pay for this. Other suggestions include charges for author visits and genealogy research.

Making savings
In terms of suggestions as to where savings might be made, the most popular are around changing opening days and times, closing smaller or lesser used libraries, charging for some services and making savings in terms of stock management. A number of respondents, however, stress the importance of libraries to the community and individuals, which echoes other comments, and do not believe savings should be made.

Overall the library service seems to be a much valued service by those who use it, not only to individuals but communities. Going forward there are some challenges and opportunities in terms of meeting the needs of the existing client base and at the same time appealing to non-users, younger people and families and children, and a greater understanding of latter groups is a suggested area for further exploration.

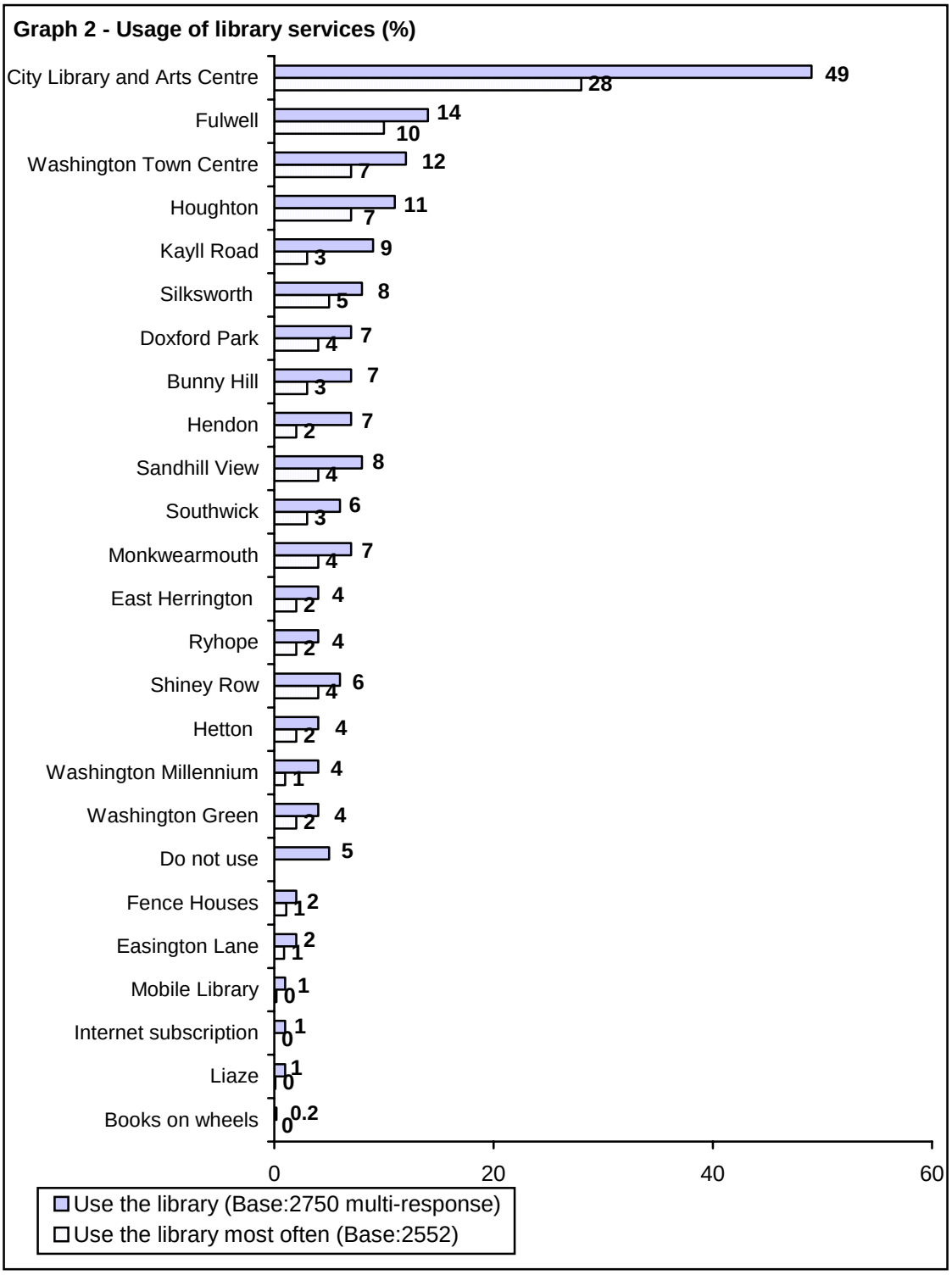
Findings

This section of the report discusses the findings from the survey[3] and also considers some of the key themes raised at the workshops.

Usage

Respondents were asked which library services they and members of their household use and which one they use most often. Responses are shown in Graph 2. As can be noted, 95% of respondents say they or members of their household use at least one library, a fact which needs to be borne in mind when considering the consultation findings. City Library and Arts Centre is by far the most well used library, which corresponds with visitor figures. Fulwell is the second most used library by respondents, although is fourth in terms of visitor figures, behind Washington Town Centre and Houghton.

[3] Percentages given are based on the valid number of respondents to a particular question. 'Other' and qualitative responses are discussed throughout the report, full listings are available on request.



The profile of respondents who say they or their household uses libraries / library services is summarised below[4]:

- 64% are female and 36% male
- 11% are under 35 years, 27% 35-54 years, 47% are aged 55-74 years, and 16% aged 75+
- 19% say they have a disability
- 28% have or look after/care for children
- 97% are English/Welsh/Northern Irish/British and the remainder are from other ethnic groups

[4] Excludes unknowns from bases.

- 75% are Christian, 16% have no religion or belief, 6% prefer not to say and 5% have another religion or belief
- 90% are heterosexual, 9% prefer not to say, 1% are gay and 1% bisexual
- 26% are from North Sunderland, 20% East Sunderland, 23% West Sunderland, 16% Coalfield, 11% Washington and 4% outside of Sunderland.

The tables in Appendix 2 provide a profile of respondents by the library used most often in addition to their usual mode of travel to that library. They also detail which, if any, other libraries respondents use. This is summarised in Table 3.

Overall, 52% of library users say that they only use one library and 48% use more than one library. Table 3 shows the proportions of library users by library used most often who only use that library and who also use other libraries. As can be noted, respondents are most likely to also use other libraries if they use Kayll Road as their main library (71% use other libraries). They are least likely to use other libraries if they use Easington Lane (17% use other libraries), although the number of respondents is particularly low.

Table 3

	Only use this library	**Use other libraries**
North Sunderland libraries		
Bunnyhill (Base:70)	51%	49%
Fulwell (Base:260	45%	55%
Monkwearmouth (Base:90)	54%	46%
Southwick (Base:75)	49%	51%
East Sunderland libraries		
City Library and Arts Centre (Base:712)	51%	49%
Doxford Park (Base:94)	49%	51%
Hendon (Base:60)	48%	52%
Ryhope (Base:53)	47%	53%
West Sunderland libraries		
East Herrington (Base:50)	52%	48%
Kayll Road (Base:70)	29%	71%
Sandhill View (Base:94)	50%	50%
Silksworth (Base:130)	62%	38%
Coalfield libraries		
Easington Lane (Base:24)	83%	17%
Fence Houses (Base:28)	57%	43%
Hetton (Base:56)	52%	48%
Houghton (Base:188)	58%	42%
Shiney Row (Base:91)	56%	44%
Washington libraries		
Washington Town Centre (Base:179)	56%	44%
Washington Green (Base:48)	50%	50%
Washington Millennium ((Base:33)	45%	55%

Books on wheels, Mobile library services, LIAZe and Internet Subscription Services excluded due to small numbers. Note very small base sizes for some libraries.

For libraries in Washington, Coalfield and North Sunderland, the most popular secondary libraries tend to be another library in the same area and City Library and Arts Centre. For libraries in East and West Sunderland, it tends to be City Library and Arts Centre and libraries in either East or West Sunderland.

The maps in Appendix 3 show library used most often by respondent postcode.

Of the 2600 respondents who replied, 54% say they use library services once per week or more, 31% use them at least once per month and 14% use occasionally.

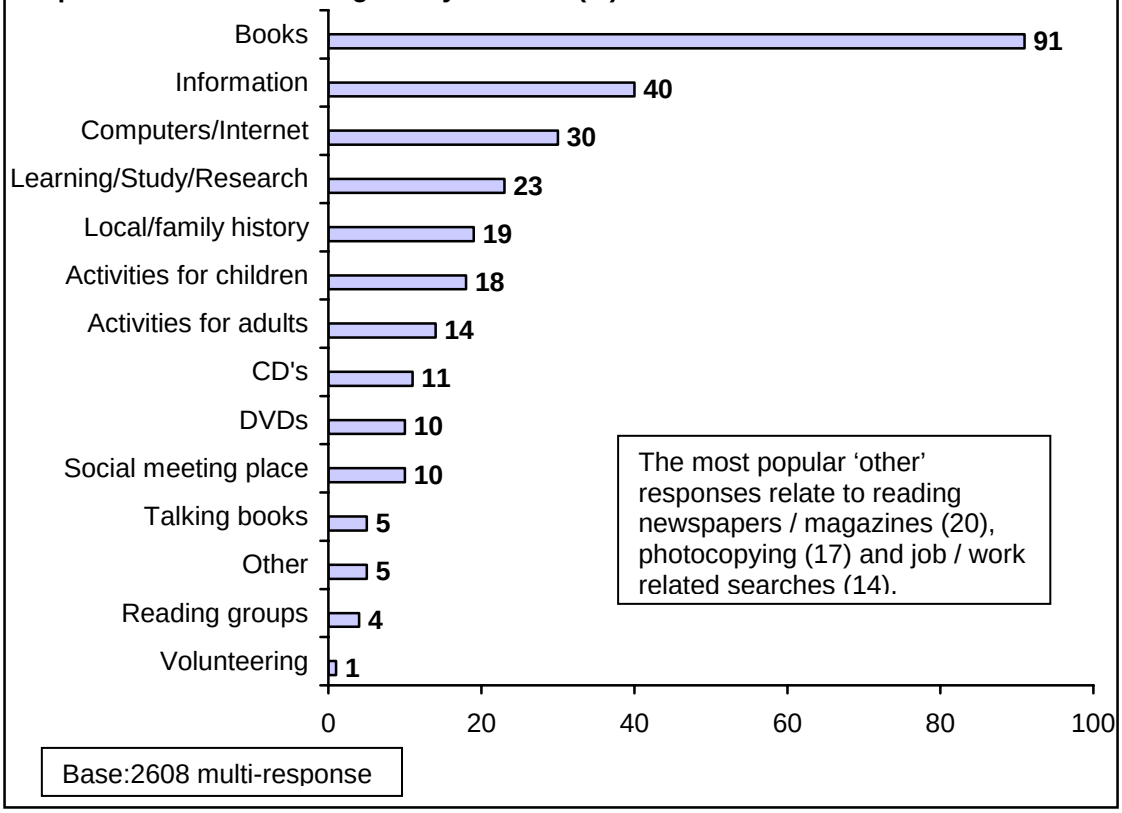
Frequency of use by different groups of respondents

When responses are considered across different groups of respondents, the following differences can be observed:

- Respondents aged 75+ are more likely to use the library once per week or more than younger respondents (66% compared to 53%). They are least likely to be occasional users (6%) and indeed older respondents (age 55+years) are less likely to be occasional users than younger respondents (9% compared to 21%). Respondents aged 35-44 years are the least frequent users of all age groups with 40% visiting once per week or more, 36% at least once per month or more and 23% occasionally.
- Males are slightly more likely than females to visit once per week or more (59% vs 53%).
- Respondents with a disability are more frequent users than those without a disability – 62% use once per week or more, 28% once per month or more and 10% use occasionally compared to 52%, 34% and 15% non-disabled respondents, respectively.
- Respondents with children are less frequent visitors than those with no children - 44% use once per week or more, 39% once per month or more and 18% use occasionally compared to 58%, 29% and 13%, respectively.

Graph 3 shows the reasons for using library services. As can be noted, 'books' is by far the most popular reason selected (91%). This is followed by 'information' (40%) and 'computers/internet' (30%). The qualitative work and survey with young people also shows that books and reading and computers are the most popular uses.

Graph 3 - Reasons for using library services (%)



Reason for use by different groups of respondents

When responses are considered across different groups of respondents, the following differences can be observed:

- The top three reasons for use are consistent with the overall findings for males and females. Females are however slightly more likely than males to use for:
    - books (93% vs 88%)
    - children's activities (22% vs 11%)
    - a social meeting place (11% vs 6%)
    - activities for adults (15% vs 11%)
    - reading groups (5% vs 2%).

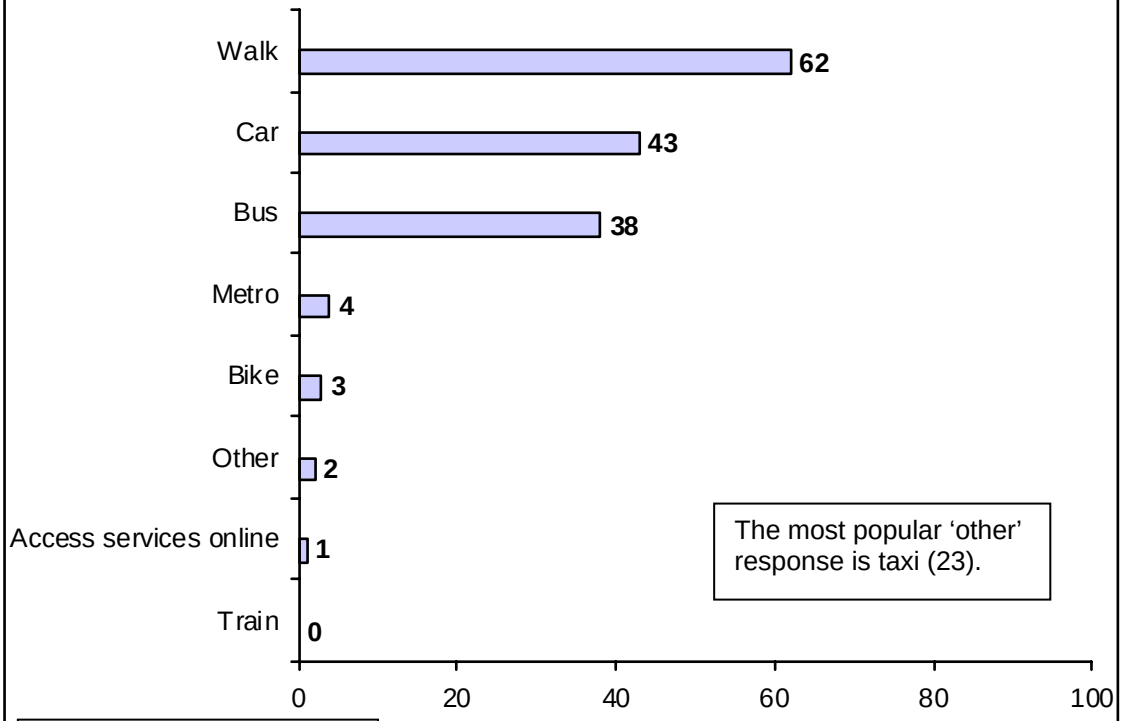
  Males are more likely than females to use for computers/internet (36% vs 26%) and are slightly more likely to use for CDs (14% vs 10%).
- Responses vary somewhat by age:
    - Books are the top reason for use across all age groups although those aged under 25 years are less likely to use libraries for books than other age groups (77% compared to 92%).
    - Computers/internet feature as one of the top three reasons for all age groups except 65-74 year olds. They are used more by those aged under 55 than older respondents (40% vs 24%). They are least used by those aged 75+ (17%) and most used by under 25's (52%). Under 25's are also more likely to use DVDs than older age groups (17% vs 9%).
    - Respondents aged under 45 are less likely than older age groups to use libraries for information (31% vs 42%) and indeed while information features in the top three uses for respondents aged 45+, it is activities for children that features for those aged under 45 years - they are more likely to use libraries for activities for children than older respondents (42% vs 11%).
    - Local/family history is more popular among 55 to 74 year olds than other age groups (25% vs 15%).
    - CDs are more popular among 45 to 54 year olds than other age groups (17% vs 10%).
    - Learning/study/research is less popular among older respondents – 27% of under 65's use compared to 20% of 65 to 74 year olds and 13% of those aged 75+.
    - Activities for adults are more popular among those aged 45 to 74 years (17%) than other age groups (8%).
    - Those aged 75+ are slightly more likely to use for reading groups than younger respondents (6% vs 4%)
- The top three reasons for use are consistent with the overall findings for disabled and non-disabled respondents, although:
    - Respondents who are not disabled are more likely to use libraries for activities for children than disabled respondents (20% vs 10%).
    - Disabled respondents are slightly more likely than non-disabled respondents to use libraries for reading groups (6% compared to 4%), as social meeting places (12% vs 9%) and for talking books (8% vs 4%).
- As might be expected, respondents who have children are more likely to use libraries for activities for children than those without children (49% vs 7%), and indeed this is the second top reason for use amongst those who have children. They are also slightly more likely to use the library for books (94% vs 90%) but less likely to use the library for information (33% vs 43%) and talking books (3% vs 6%) than those with no children.

Reason for use by different groups of respondents

- Again the top three reasons for use are consistent with the overall findings by area. Washington respondents are slightly more likely to give reading groups as a reason for use than those from other areas (9% vs 3%).

Graph 4 shows the usual mode of travel used for the library visited most often by respondents. As can be noted, 'walk' is most popular (62%) followed by 'car' (43%) and 'bus' (38%). Mode of travel is also shown by each library in Appendix 1. For the majority of libraries a similar patter is observed. The main exceptions are City Library and Arts Centre where bus is the most popular mode and Washington Town Centre where car is most popular.

Graph 4 - Mode of travel to library services used most often (%)



Base:2617 multi-response

Mode of travel by different groups of respondents

When responses are considered across different groups of respondents, the following differences can be observed:

- Although walking is the most popular mode of travel by all age groups, propensity to walk decreases with age:

Under 35	35-54	55-74	75+
75%	68%	60%	51%

  Those aged 25 to 54 years are less likely than other age groups to use the bus (29% vs 42%) and those aged 65+ are most likely (45%).
- Again, although walking is the most popular mode of travel, respondents with a disability are less likely than non-disabled respondents to walk to the library they use most often (51% compared to 67%) and more likely to take the bus (43% compared to 35%). They are also more likely to choose 'other' than non-disabled respondents (6% vs 1%) and in a number of these cases, they state 'taxi'.

Mode of travel by different groups of respondents

- Respondents with children are more likely than those without children to walk (71% vs 60%) and take the car (50% vs 41%) and less likely to take the bus (28% vs 41%).
- The top three modes of travel by area are shown below:

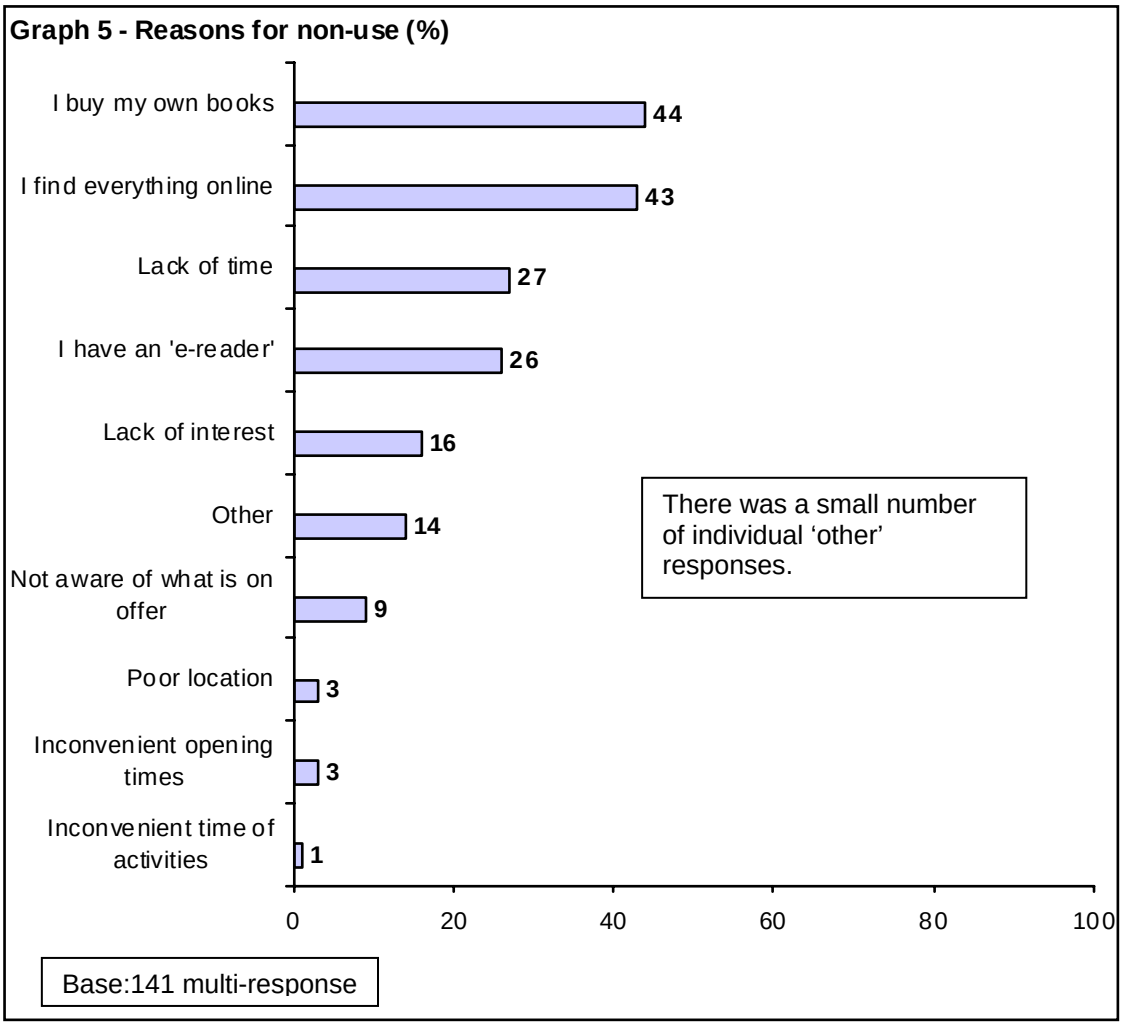
North	East	West	Coalfield	Washington
Walk (74%)	Walk (61%)	Walk (58%)	Walk (72%)	Car (59%)
Bus (38%)	Car (39%)	Bus (45%)	Car (51%)	Walk (55%)
Car (31%)	Bus (36%)	Car (41%)	Bus (28%)	Bus (34%)

In terms of the non-library user households who replied, their profile is as follows[5]:

- 52% are female and 46% male
- 26% are under 35 years, 35% 35-54 years, 29% 55-74 years and 10% age 75+ years
- 8% say they have a disability
- 22% have or look after/care for children
- 97% are English/Welsh/Northern Irish/British and the remainder are from other ethnic groups
- 71% are Christian, 23% have no religion or belief, 4% prefer not to say and 3% have another religion or belief
- 89% are heterosexual, 6% prefer not to say, 5% are gay/lesbian
- 19% are from North Sunderland, 13% East Sunderland, 22% West Sunderland, 20% Coalfield, 24% Washington and 3% outside of Sunderland.

The most common reasons given for non-use are ‘I buy my own books’ (44%) and ‘I find everything online’ (43%), as shown in Graph 5. Correspondingly, qualitative work with the VCS Networks and previous qualitative work also show the main reasons given for non-use to be people purchasing books cheaply from other places or passing around family and friends. New technology in the form of the internet, electronic readers, e-books and music downloads is also highlighted as a reason.

[5] Excludes unknowns from bases.



Note: Sub-group analysis is not presented due to the small numbers involved.

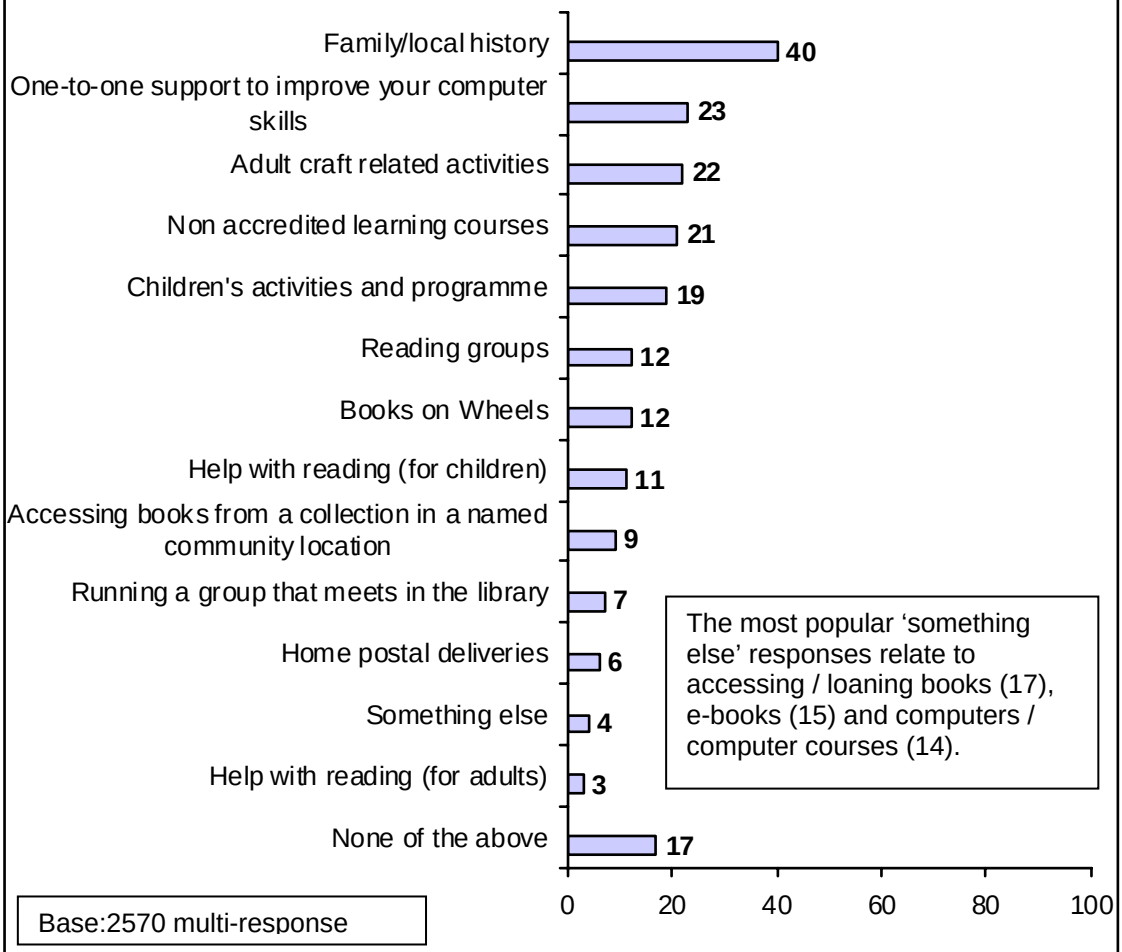
In terms of young people, additional reasons for non-use highlighted include the perception that libraries are boring and that friends would not go and also previous negative experiences with librarians.

Future use and services

Service and activities

Respondents were asked which of a range of library services they might be interested in using. As can be noted in Graph 6, the most popular is 'family/local history' (40%). The next most popular aspect is 'one-to-one support to improve your computer skills' (23%) and this is an area of importance that was highlighted at a VCS discussion in terms of the crucial support library staff provide in helping people to access services online. It was felt that if libraries close, those most in need may lose support to complete benefit forms and indeed computer access.

Graph 6 - Library services interested in using (%)



Library services interested in using by different groups of respondents

When responses are considered across different groups of respondents, the following differences can be observed:

Family/local history
Family/local history (40% overall) is more popular among:

- 45-74 year olds compared to other age groups (47% vs 32%)
- those without children compared to those with (43% vs 37%).

Computer support
One to-one computer support (23% overall) is more popular among:

- those aged 45+ compared to younger respondents (27% vs 14%)
- respondents with a disability compared to those without (28% vs 23%)
- those without children compared to those with (26% vs 18%).

Groups and activities
Adult craft related activities (22% overall) are more popular among:

- females compared to males (28% vs 13%)
- those younger than 75 years (23% vs 15%).

Non-accredited learning (21% overall) is more popular among:

- 45-64 year olds compared to other age groups (28% vs 17%).

Reading groups (12% overall) are more popular among:

- 25 to 34 year olds compared to other age groups (20% vs 12%)
- females compared to males (15% vs 7%).

Library services interested in using by different groups of respondents

Running a group that meets in a library (7% overall) is more popular among:

- 25-34 year olds than other age groups (15% vs 6%)
- females compared to males (8% vs 4%).

Children activities

Children's activities and programme (19% overall) is more popular among:

- those with children compared to those without (51% vs 7%)
- those aged 25- 44 years compared to other age groups (47% vs 12%) and is least popular with those aged 75+ (3%)
- females compared to males (23% vs 12%)
- non-disabled respondents compared to disabled respondents (22% vs 11%).

Help with reading for children (11% overall) is more popular among:

- those with children compared to those without (26% vs 5%)
- those aged 25 to 44 years compared to other age groups (28% vs 7%)
- females compared to males (13% vs 7%).

Outreach

Books on wheels (12% overall) is more popular among:

- respondents with a disability (29% vs 8%)
- females compared to males (13% vs 9%)
- those aged 75+ compared to younger respondents (23% vs 10%).

Accessing books from a collection in a named community location (9% overall) is more popular among:

- those aged 55+ than younger respondents (11% vs 7%).

None of the above

The following are more likely to say 'none of the above' (17% overall):

- males compared to females (23% vs 13%)
- those without children compared to those with (19% vs 10%)
- the oldest (23%) and youngest (25%) respondents compared to other age groups (15%).

The most popular services for each of the groups are summarised below:

Under 25's	**25 to 34**	**35-44**	**45-54**
Family/local history	Children's activities	Children's activities	Family/local history
None of the above	Help with reading for children	Family/local history	Adult craft activities (joint)
Children's activities	Family/local history	Help with reading for children	Non-accredited learning courses (joint)
Adult craft activities	Adult craft activities	Adult craft activities	One-to-one computer support

55-64	**65-74**	**75+**
Family/local history	Family/local history	Family/local history
Non-accredited learning courses	One-to-one computer support	One-to-one computer support
One-to-one computer support	Adult craft activities	Books on wheels
Adult craft activities	Non- accredited learning courses	None of the above

Library services interested in using by different groups of respondents

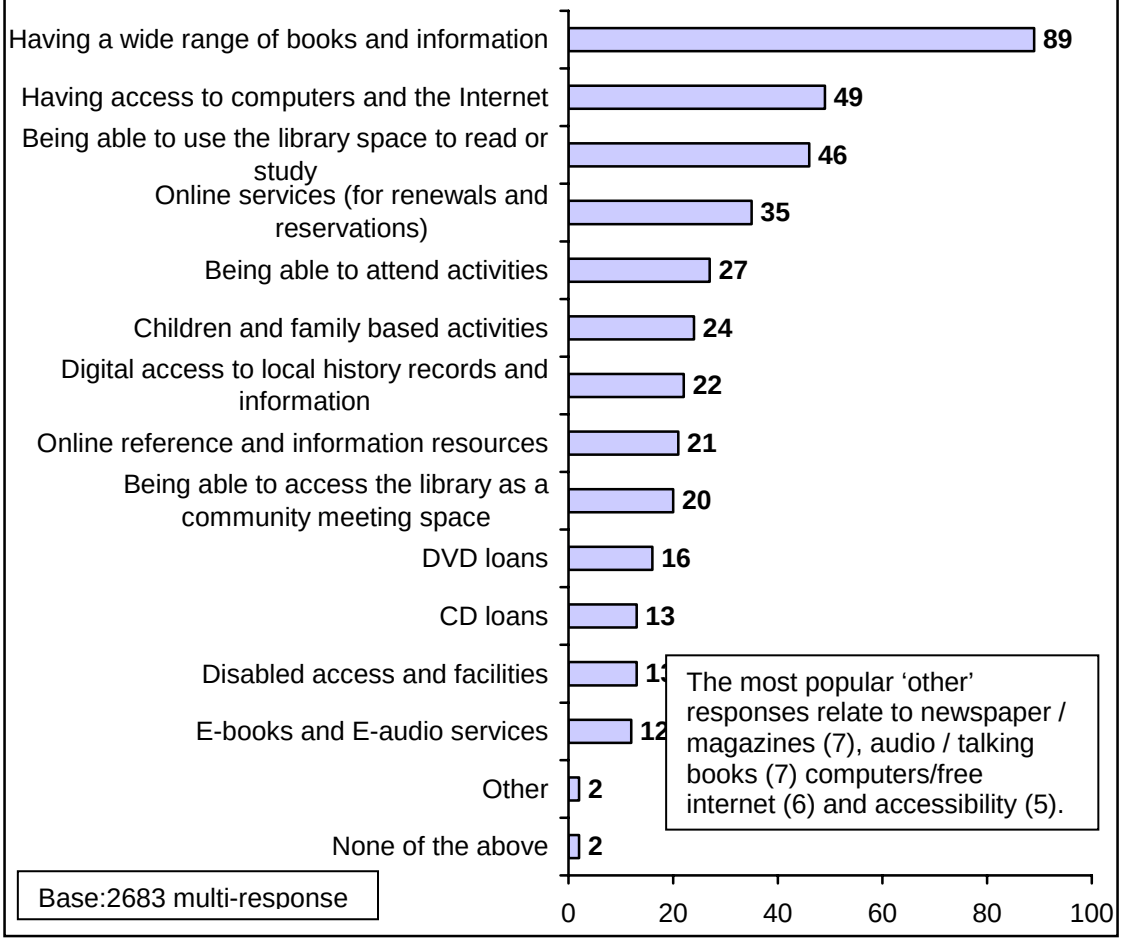
Males	Females	Respondents with a disability	Those with children
Family/local history	Family/local history	Family/local history	Children's activities
One-to-one computer support	Adult craft activities	Books on wheels	Family/local history
None of the above	Children's activities	One-to-one computer support	Help with reading for children
Non- accredited learning courses	One-to-one computer support	Adults craft activities	Adult craft activities

North	East	West	Coalfield	Washington
Family/local history	Family/local history	Family/local history	Family/local history	Family/local history
One-to-one computer support	Adult craft activities	One-to-one computer support	One-to-one computer support	Adult craft activities
Children's activities	One-to-one computer support (joint)	Adult craft activities	Adult craft activities	One-to-one computer support
Adult craft activities	Non- accredited learning courses (joint)	Non- accredited learning courses	Children's activities	Non- accredited learning courses

Non-users
Non-library users are more likely than library users to say that none of the options are of interest to them (45% vs 15%). The most popular option amongst non-users is 'family/local history'. Percentages are fairly low for the remaining options.

Respondents were also asked which five of a range of aspects of the library service will be most important to them in the future and responses are shown in Graph 7. Corresponding with the main reasons for using library services, the most popular by far is 'having a wide range of books and information' (89%). This is followed by 'having access to computers and the Internet' (49%) and 'being able to use the library space to read or study' (46%). The survey with young people shows that children and family activities and computers/internet are the most popular areas of interest.

Graph 7 - Aspects of the library service most important in the future (%)



Aspects of the library service most important in the future by different groups of respondents

Having a wide range of books and information is the top aspect across all sub groups considered (89%) but:

- it increases with age with 76% of under 35's, 87% of 35 to 54 year olds and 92% of over 55's selecting it
- more females select it than males (91% vs 86%)
- slightly fewer respondents from Washington select it than from other areas (84% vs 90%)

There are a number of differences in perceived importance of other aspects across sub-groups, the most notable being:

Traditional services

Being able to use the library space to read and study in (46% overall) is more important to:

- males compared to females (52% vs 44%)
- under 35's than older age groups (54% vs 46%).
- respondents in North Sunderland compared to those in other areas (53% vs 44%).

DVD loans more important to:

- under 25's than older respondents (23% vs 15%).

CD loans more important to:

- males compared to females (15% vs 11%).

Aspects of the library service most important in the future by different groups of respondents

Computers and online technology

Having access to computers and the internet (49% overall) is more important among:

- younger respondents:

Under 25	25-64	65-74	75+
63%	51%	45%	33%

- males compared to females (54% vs 46%).

Online reference and information resources (21% overall) is more important to:

- those aged 45-54 years than other age groups (31% vs 19%) and least important to those age 75+ (15%)
- males compared to females (27% vs 18%).

Online services for renewals and reservations (35% overall) are more important to:

- 45-54 year olds (43% vs 34%) and least important to those aged 75+ (28%)
- non-disabled respondents compared to those with a disability (39% vs 28%).

Digital access to local history records and information (22% overall) tends to be more important to:

- 45 to 74 year olds (25%) and less important to those aged under 35 years (13%)
- males compared to females (27% vs 19%).

E-books and e-audio services (12% overall) tend to be more important to 25 to 64 year olds than other age groups (12% vs 6%).

Social activities

Children and family based activities (24% overall) are more important to:

- those with children than those without (57% compared to 11%).
- those aged 25 to 44 years than other age groups (51% vs 18%) and somewhat less important to those age 75+ (6%)
- females compared to males (29% vs 16%)
- non-disabled respondents compared to those with a disability (27% vs 16%)

Being able to attend activities (27%) is more important to:

- those with children than those without children (38% vs 23%)
- 25 to 34 year olds than other age groups (42% vs 25%)
- females compared to males (33% vs 15%).

Being able to access the library as a community meeting space (20% overall) is more important to:

- those aged 55+ (22%) than younger respondents (16%)
- females compared to males (22% vs 16%).

Accessibility

The importance of disabled access and facilities:

- tends to increase with age – selected by 8% of under 55 year olds, 14% of 55 to 74 year olds and 21% of those aged 75+
- is higher amongst respondents with a disability (37%) than those without a disability (7%).

Aspects of the library service most important in the future by different groups of respondents

The most popular aspects for each of the groups are summarised below:

Under 25's	25 to 34	35-44	45-74	75+
Books and information	Books and information	Books and information	Books and information	Books and information
Access to computers/ internet	Space to read or study	Children and family activities	Access to computers/ internet	Space to read or study
Space to read or study	Access to computers/ internet	Access to computers/ internet	Space to read or study	Access to computers/ internet
Online services	Children and family activities	Space to read or study	Online services	Online services

Respondents with a disability	Those with children
Books and information	Books and information
Access to computers/ internet	Children and family activities
Space to read or study	Access to computers/ internet
Disabled access and facilities	Space to read or study

There are no differences to the overall top four aspects for males and females.

With the exception of North Sunderland, where being able to use the library as a space to study or read is slightly more popular than having access to computers or the internet, the top four aspects are the same across the five areas of Sunderland.

Non-users

Non-library users are more likely than library users to say that none of the options are important to them in the future (29% vs 1%). The most popular options for non-users are:

- Having a wide range of books and information to choose from
- Online services
- Online reference and information resources
- Having access to the computers and internet in the library

If we exclude users and non-users who select 'none of the above' from the base for percentages, there is a greater proportion of non-users who select:

- Online reference and information resources (36% vs 21%)
- E-books and e-audio services (32% vs 11%)
- DVD loans (32% vs 16%).

Respondents were asked what services or activities they would be interested in that are not currently offered. The most popular suggestions relate to:

- E-books (64 respondents)
- Activities for children such as craft, story telling, reading groups, after school etc (53 respondents)
- Coffee shop/refreshments area (47 respondents)
- More computers/internet and computer courses/support (45 respondents)
- Arts and craft activities and classes (30 respondents)
- Book clubs/reading groups (25 respondents)
- Family and local history services and courses (22 respondents)

- Wider range/ more rotation of books (21 respondents)
- Miscellaneous courses including literacy, language and photography (19 respondents)
- WiFi (16 respondents)
- Online services such as reservations, renewals, access to archives etc (16 respondents)
- Information/advice/guidance services (13 respondents)

A further 34 respondents think that all services offered currently meet their needs/they are happy with current services, 77 respondents answered none/not applicable and 11 responded don't know.

The above suggestions echo themes arising in previous qualitative work and the discussions with young people and the VCS Networks, in terms of:

- The need for more engagement with young people through schools and more groups, events and activities for children and young people
- The opportunity to encourage future use through technology including more up to date ICT facilities, electronic readers and e-books
- The need for social spaces and cafe facilities.

Vision

Respondents were provided with a draft vision (below) for future library services and asked whether or not they agree with it.

> "The Library Service will become a beacon of excellence in the community for reading, learning and information. Library Services will support the development of confident individuals and communities who can realise their full potential and contribute to the broader vision of the city".

Of those (2622) who responded, 93% say they agree with the vision and 7% disagree.

Vision by different groups of respondents

- There are no significant differences by sub-groups considered in terms of agreement with the vision, with the exception that those aged 65+ years are slightly more likely to agree than other age groups (96% compared to 92%).
- Non-users of libraries are however less likely to agree with the vision (75% 'yes' and 25% 'no').

needed to it. There are however a number of other comments given, the main themes of which are discussed below. Full listings of comments including some suggestions for alternative wording/visions are available on request.

The most common theme arising surrounds concern over the use of the term 'confident' (70 respondents), with perceptions that the vision should include everyone, for example:

- *Change the word 'confident' to 'ALL'. Every individual needs support in development not just confident individuals*
- *What about the non-confident individuals, the isolated, disadvantaged?*

There are also a number of comments (65 respondents) about the importance of accessibility and inclusion in terms of physical location and services available, with some suggestions that the term ‘accessible’ should be included. In addition to comments about the need for libraries to be accessible to all, specific people are mentioned such as those who are housebound, with disabilities and older. On a related theme, 50 respondents highlight the importance of keeping libraries open and 34 respondents comment on the social/community value and opportunities of libraries.

Sixty-four respondents give comments around the vision being too vague and in management speak and the need for it to be more meaningful and understandable, for example:

- *Would be helpful if written in plain English, to enable your vision to be understood by all.*
- *I don't understand your vision. You are not really saying what you are going to do, you are just talking like 'marketing people' and not spelling it out!*

and there are also concerns by some (11 respondents) about how achievable it is.

The value/importance of libraries to children and young people and need to appeal to them (28 respondents) is also highlighted, with some suggestions that children should be specifically mentioned in the vision. The value and importance of library staff (17 respondents) and need for new/more up to date technology (16 respondents) are also highlighted.

Library Hubs

Respondents were also provided with a description of library hubs (below) and asked if there were any other services or activities that could be included.

> We are proposing to establish library hubs in the centre of local communities, some of which will provide a range of other services such as Customer Services. These hubs will provide an extended offer over the current provision with:-
>
> - enhanced opening hours to reflect the local community needs
> - a comprehensive range of reading materials in a variety of formats
> - access to high quality learning environments, support and materials
> - information and advice, customer service and digital services including ICT provision
> - access to community space
> - providing opportunities for volunteers to add value to the overall service offer
> - providing support for community outreach programmes and other local service provision

The most popular suggestions of other services/activities which hubs could offer relate to:

- New technology including aspects such as wifi, more improved ICT equipment, e-books and online resources (34 respondents)
- Activities and provision for children/young people (33 respondents)
- A café/eating area which allows for relaxation and reading (32 respondents)
- Miscellaneous classes and courses including aspects such as arts and craft, IT, cookery and education (28 respondents)
- The importance of having adequate, professional, well trained staff (21 respondents)
- Information/advice/guidance services (19 respondents)
- Provision of books including new books (17 respondents)
- Help looking for jobs and setting up businesses (15 respondents)
- Spaces for groups to meet, share interests and socialise including reading groups (15 respondents).

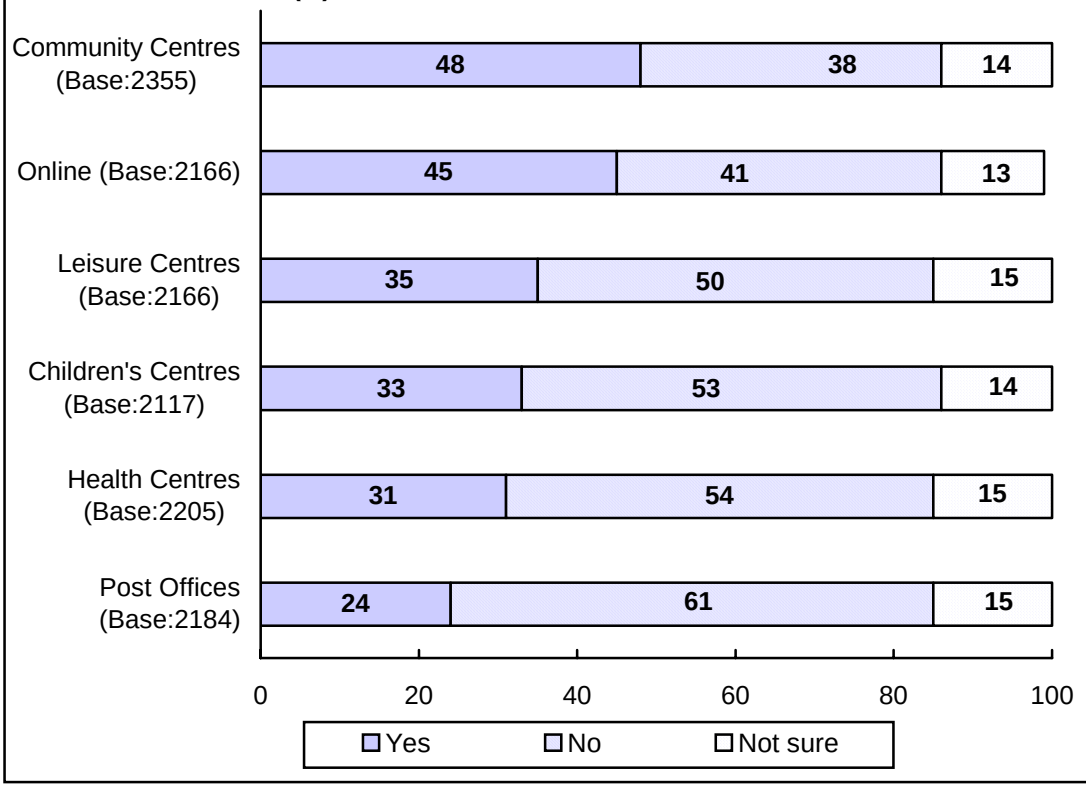
A further 179 respondents say that there are no other services/activities, 35 responded don't know/not applicable and 13 do not like the idea of hubs/prefer things the way they are.

Other means of accessing library services

Respondents were asked whether or not they would be happy to access library services online and from a range of non-traditional venues. As can be noted in Graph 8, the most favoured options are community centres (48%) and online (45%), although opinions are divided. At one of the VCS Networks there was support for developing collections of books in community venues and expanding customised provision in Community Centres.

Around one-third of respondents are happy to access services from leisure centres, children centres and health centres but around half are not. Least favoured is post offices with only 24% of respondents saying they are happy to access services there and 61% who are not.

Graph 8 - Willingness to access library services online and from non-traditional venues (%)



Willingness to access library services online and from non-traditional venues by different groups of respondents

There are a number of differences in willingness to access library services in different ways across sub-groups, the most notable are discussed next. It is worthy of mention that in all instances older respondents are less receptive than younger respondents whilst non-users are more receptive than existing users.

Community Centres

- Older respondents are less willing to access library services through Community Centres than younger age groups, with those aged under 55 being most likely:

	Under 55	55-64	65-74	75+
Yes	56%	49%	43%	37%
No	30%	36%	42%	50%

- Respondents with children are more likely than those without children to say yes (55% vs 47%) and less likely to say no (31% vs 39%).
- Respondents from Washington are more favourable towards services through Community Centres than those from other areas (59% say ‘yes’ and 26% say ‘no’ compared to 50% and 37% respectively).
- Females are more likely to say ‘yes’ than males (16% vs 11%).

Online

- Older respondents, aged 65+ are somewhat less willing to access library services online than younger age groups, with those aged under 45 being most likely:

	Under 45	45-64	65-74	75+
Yes	60%	48%	34%	22%
No	28%	36%	52%	68%

Willingness to access library services online and from non-traditional venues by different groups of respondents

- Males are slightly more in favour of accessing services online than females – 50% say 'yes', 40%, 'no' and 10% 'not sure' compared to 43%, 42% and 15% respectively.
- Those with a disability are less in favour – 39% say 'yes' compared to 46% of those without a disability and 46% say 'no' compared to 40%.
- Respondents with children are more willing to access library services online than those without (52% say 'yes' and 34% say 'no' compared to 43% and 44% respectively).
- Responses vary by area with those in East and Washington being more in favour, and those from Coalfield less in favour:

	Washington	East	North	West	Coalfield
Yes	55%	54%	45%	43%	39%
No	34%	34%	43%	43%	47%

Leisure Centres

- Although the majority are still unwilling to use Leisure Centres to access library services, males are slightly more likely to say 'yes' than females (39% vs 34%) and females 'not sure' (17% vs 12%).
- Propensity to access library services through leisure centres decreases with age:

	Under 25	25-54	55-74	75+
Yes	50%	44%	31%	25%
No	34%	41%	54%	64%

- Those with a disability are less willing to access library services through leisure centres than those without a disability (29% say 'yes' and 53% say 'no' compared to 37% and 48% respectively).
- Respondents with children are more willing to access library services through leisure centres than those without (43% say 'yes' and 42% say 'no' compared to 33% and 52% respectively).
- Respondents in Washington are more willing to use leisure centres than those living in other areas of Sunderland (46% say 'yes' and 37% say 'no' compared to 37% and 49% respectively).

Children's centres

- Under 45's are more willing to use Children's centres than over 45's and propensity to use them decreases with age amongst older respondents:

	Under 45	45-54	55-74	75+
Yes	54%	37%	23%	15%
No	35%	47%	62%	71%

- As might be expected the majority of those with children are willing to use Children's Centres – 52% say 'yes', 37%, 'no' and 11% 'not sure'. Whereas those without children are less likely – 25% say 'yes', 60%, 'no' and 15% 'not sure'.
- Although the majority are still unwilling to use Children's centres to access library services, females are more likely to say they are willing than males (36% say 'yes' and 50% say 'no' compared to 29% and 57% respectively).
- Those with a disability are less in favour – 27% say 'yes', 55%, 'no' and 18% 'not sure' compared to 35%, 52% and 13% respectively.
- Respondents in Coalfield are less willing to use Children's centres than those in other areas – 26% say 'yes' and 60% say 'no' compared to 36% and 50% respectively.

Willingness to access library services online and from non-traditional venues by different groups of respondents

Health centres (31%yes, 54% no)

- Older respondents are least receptive to using health centres to access library services. Those aged under 25 years are less likely to say 'no' (39%)and more likely to say 'not sure' (22%) than older respondents:

	Under 25	**25-54**	**55-64**	**65-74**	**75+**
Yes	39%	36%	31%	27%	24%
No	39%	48%	54%	60%	66%

Post offices

- Although the majority in all age groups are unwilling to use post offices to access library services, those aged 55+ are less in favour and those aged 75+ least in favour:

	Under 55	**55-74**	**75+**
Yes	28%	22%	18%
No	55%	63%	69%

Non-users

- Non library users are more likely than users to say that they are willing to access library services through all of the non-traditional venues and online:

	Yes		**No**	
	Non-user	**User**	**Non-user**	**User**
Online	77%	43%	13%	43%
Community centre	57%	48%	22%	39%
Leisure centres	48%	35%	32%	51%
Children's centres	48%	32%	33%	54%
Health centre	42%	30%	39%	55%
Post office	32%	23%	48%	62%

Respondents were asked to say if they would have any problems in accessing library services online and from non-traditional venues. Seven-hundred and forty-four respondents say 'no' or 'none', although some of these do still raise some concerns.

There are 264 respondents who say that they prefer a traditional library setting. Comments relate to the ambience, environmental and experiential factors associated with a dedicated library, for example:

- *No although you cannot beat the feeling and atmosphere of a dedicated library space*
- *Libraries offer a quiet environment for reading, homework etc with few or any distractions, which may be impacted upon if elsewhere.*

Two-hundred and thirty-eight respondents are concerned about the accessibility of other venues mentioned. Specific aspects include opening times, distance / proximity, parking, public transport links, disability, lack of such facilities close by, accessibility of buildings and facilities within, risk of other venues closing down and safety.

One hundred and forty-four respondents are concerned about the appropriateness of other venues in terms of aspects such as noise and inability to provide the right atmosphere, space and inability to offer a wide range of books/service. Within this, some are concerned about exposure to illness from

health centres specifically and safeguarding issues in Children's Centres. Safeguarding was also raised by Members in relation to delivering services in conjunction with schools. Related to the above are concerns about a dilution and reduction of quality in the current service (62 respondents) and the importance/value of trained library staff, expertise and interaction (32 respondents). Examples of the above aspects include:

- *Yes it is not practical, the choice of books would be too small and the above proposed places are not relaxing if you wish to read in peace.*
- *When using a library for borrowing books, these venues listed above would, I assume, have limited resources. Browsing for books is a very important part of the library experience and I think this could put some groups of people off.*
- *Part of going to the library for me, is a social interaction with the library assistant, asking advice on the range of books available, when my favourite authors have new publications, if I use the computer I sometimes need assistance.. This personal and expert advice could not be given at a generalized venue.*

In terms of other barriers, 112 respondents say they do not have computers / internet and/or are not computer literate.

There are also 81 respondents who say 'yes' they would have problems accessing services in these ways but do not give reasons.

In terms of other venues that people might like to access library services from, 565 respondents say that there are not any other venues. A further 141 respondents say that they would prefer to access library services from libraries, with comments around the unique atmosphere/environment in libraries and the need to keep existing libraries. The most popular suggestions given are schools (62 respondents), supermarkets, shops and shopping centres (38 respondents), churches, church halls and places of worship (37 respondents), hospitals/health centres (15 respondents), pubs/cafes (20 respondents), mobile library services (15 respondents), museums (10) and college/university (9 respondents).

Opening hours

Respondents were asked which days and times of the week they would be most likely to access library services. As can be noted from Table 4, the most popular day of the week is Monday, with 81% of respondents preferring to visit this day. There are also similar proportions choosing to visit Tuesday to Friday (between 72% and 76%). Saturday is slightly less popular at 61% and Sunday is somewhat less popular at 22%, although libraries are not currently open on Sundays. The most popular times to visit are late mornings Monday to Saturday (10am to 12 noon) and afternoons (2pm to 6pm) Monday to Friday.

Table 4								
	Monday %	**Tuesday %**	**Wednes-day %**	**Thursday %**	**Friday %**	**Satur-day %**	**Sunday %**	**% who prefer to visit at this time**
Early morning 8am to 10am	18	16	16	15	16	16	5	28
Late morning 10am to 12 noon	45	43	41	39	41	41	12	68
Lunchtime 12 noon to 2pm	26	26	25	25	25	23	9	41
Late afternoon 2pm to 6pm	43	41	42	40	43	28	12	61
Early evening 6pm to 8pm	21	18	20	19	19	11	7	28
% who prefer to visit this day	81	76	75	72	76	61	22	
Unlikely to visit	5	6	6	6	6	9	18	

Base:2656 multi-response

Opening hours by different groups of respondents

The following differences can be observed in respect of preferences for different days amongst the sub-groups considered.

Wednesday opening (75% overall)

- The youngest and oldest respondents are slightly less likely than respondents in other age groups to access services on a Wednesday:

Under 25	**25-74**	**75+**
71%	76%	70%

Thursday opening (72% overall)

- Respondents age 75+ are slightly less likely than respondents in other age groups to access services on a Thursday (65% vs 73%).

Friday opening (76% overall)

- Respondents aged 45-54 years are slightly more likely than respondents in other age groups to access services on a Friday (81% vs 75%).

Opening hours by different groups of respondents

Saturday opening (61% overall)

- Respondents with a disability are less likely to access library services on a Saturday than those without a disability (58% vs 63%).
- Respondents with children are more likely to access library services on a Saturday than those without children (67% vs 60%).
- Saturday opening is more popular amongst respondents aged 25 to 54 years and least popular with those aged 75+:

Under 25	25 to 54	55-64	65-74	75+
62%	73%	60%	55%	49%

- Saturday opening is less popular with Coalfield residents than those from other areas (56% vs 63%).

Sunday opening (22% overall)

- Respondents with children are more likely to access library services on a Sunday than those without (29% vs 20%).
- Sunday opening is less popular with Coalfield residents than those from other areas (18% vs 24%).
- Sunday opening is more popular amongst respondents aged under 55 years than older respondents:

Under 55	55-64	65-74	75+
33%	17%	15%	8%

The following differences can be observed in respect of preferences for different times of the day amongst the sub-groups considered.

Early morning – 8am to 10am (28% overall)

- Respondents with a disability are less likely to access library services during early morning than those without (23% vs 28%).
- Respondents aged under 55 years are more likely to visit early morning than older respondents and those aged 75%+ are least likely:

Under 55	55-64	65-74	75+
34%	28%	22%	15%

Late morning – 10am to 12pm (68% overall)

- Respondents aged 55+ are more likely to access library services late morning than younger respondents (72% vs 62%).
- Respondents with children are less likely to access library services late morning than those without children (65% vs 69%).
- Respondents are less likely to visit late morning from East Sunderland than other areas (62% vs 69%).

Lunchtime – 12pm to 2pm (41% overall)

- Females are more likely to access library services at lunchtime than males (42% vs 36%).
- Respondents with a disability are less likely to access library services at lunchtime than those without a disability (35% vs 41%).
- Respondents are slightly more likely to visit at lunchtime from East Sunderland and less likely from North Sunderland and Coalfield:

North	East	West	Washington	Coalfield
35%	43%	39%	42%	35%

- Respondents aged under 25 years are more likely to visit at lunchtime and the oldest respondents are least likely:

Under 25	25–54	55-64	65-74	75+
55%	47%	41%	34%	28%

Opening hours by different groups of respondents

Afternoon – 2pm to 6pm (61% overall)

- Respondents with a disability are less likely to access library services during the afternoon than those without a disability (57% vs 63%).
- Respondents with children are more likely to access library services on an afternoon than those without children (66% vs 60%).
- Respondents aged under 25 years are more likely to visit during the afternoon than older respondents:

Under 25	25–34	35-44	45-74	75+
73%	59%	65%	59%	66%

Early evening opening – 6pm to 8pm (28% overall)

- Respondents with a disability are less likely to access library services early evening than those without a disability (23% vs 30%).
- Respondents with children are more likely to access library services early evening than those without children (32% vs 27%).
- Respondents aged under 55 years are more likely to visit during the early evening than older respondents and those aged 75+ are least likely:

Under 44	45-54	55-64	65-74	75+
37%	44%	29%	18%	10%

- Respondents from East Sunderland are slightly more likely to visit early evening than those from other areas (32% vs 28%).

Non users

- Of the 142 non-users, 34% of non users are unlikely to visit any day compared to 0.8% of users, 8% did not reply and 58% selected one or more day.
- Of the 82 respondents who indicate a preferred day*, non-users indicate a greater preference than users for early evening (48% vs 28%) and early morning (37% vs 28%) and less of a preference for afternoons and late mornings. They also show more of a preference than users for Sundays (40% vs 22%) and less for weekdays overall. The most popular slots for non-users are weekday evenings and least popular is early morning Tuesday to Friday.

* Bases for percentages for users and non-users in this instance exclude those unlikely to visit.

The top five day/time slots by library used most often and locality of the library used most often are shown in Appendix 4 These are however based on existing users and as shown above, preferences do vary amongst different groups of respondents and non-users.

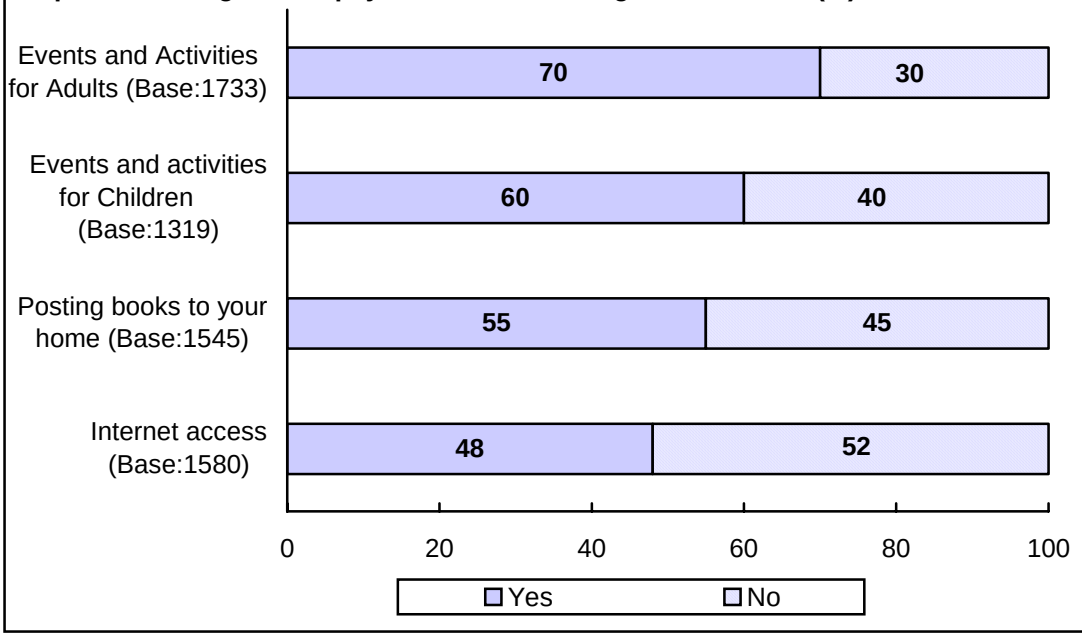
The opportunity to review opening hours was also discussed in previous qualitative work and there are mixed views on the most appropriate opening times. The need for careful liaison with local people was highlighted.

Qualitative discussion with young people suggests that after school and Saturday afternoons would be suitable for them. The survey with young people also showed that after school was popular and school holidays. Monday's Fridays and Saturdays seem to be the most popular days and Sunday least popular, with equal proportions preferring weekend afternoons and mornings.

Charges

Respondents were asked if they would be willing to pay a reasonable charge to use some services. As can be noted in Graph 10, respondents are most willing to pay for events and activities – 70% for adults and 60% for children and are more divided over paying for 'posting books to your home' and 'internet access'.

Graph 10 - Willingness to pay a reasonable charge for services (%)



High levels of non-response to this question should be noted (circa 800) and N/A's have also been excluded from bases (circa 450).

Payment of reasonable charges by different groups of respondents

The most notable differences in willingness to pay reasonable charges across sub-groups are discussed next.

Events and activities for adults

- Females are more willing to pay for events and activities for adults than males (74% vs 65) whereas under 25s are less willing to pay than other age groups (58%vs 71%).
- Opinions again vary by area with those living in North Sunderland and Coalfield being least in favour of charges (68% and 66%) and those in Washington, West and East being more in favour (76%, 75% and 78%) respectively.

Events and activities for children

- Females are more willing to pay for events and activities for children than males (65% vs 53%). 25- 44 year olds are also more willing to pay than other age groups (75% vs 54%) as are respondents with children compared to those without (77% vs 48%).
- 75+ year olds are less willing to pay than other age groups (32% vs 62%) as are respondents with a disability compared to non-disabled respondents (54% vs 62%).
- Opinions vary by area with those living in North Sunderland and Coalfield being least in favour of charges (58% and 59%) and those in Washington and East being more in favour (74% and 69% respectively).

Posting books to your home

- Respondents in Coalfield are less in favour of paying for posting books to your home than those from other areas (48% vs 59%).

Payment of reasonable charges by different groups of respondents

Internet access

- Younger respondents are less willing to pay for internet access – 37% of under 25's are willing to pay compared to 49% of older respondents.

Non-users

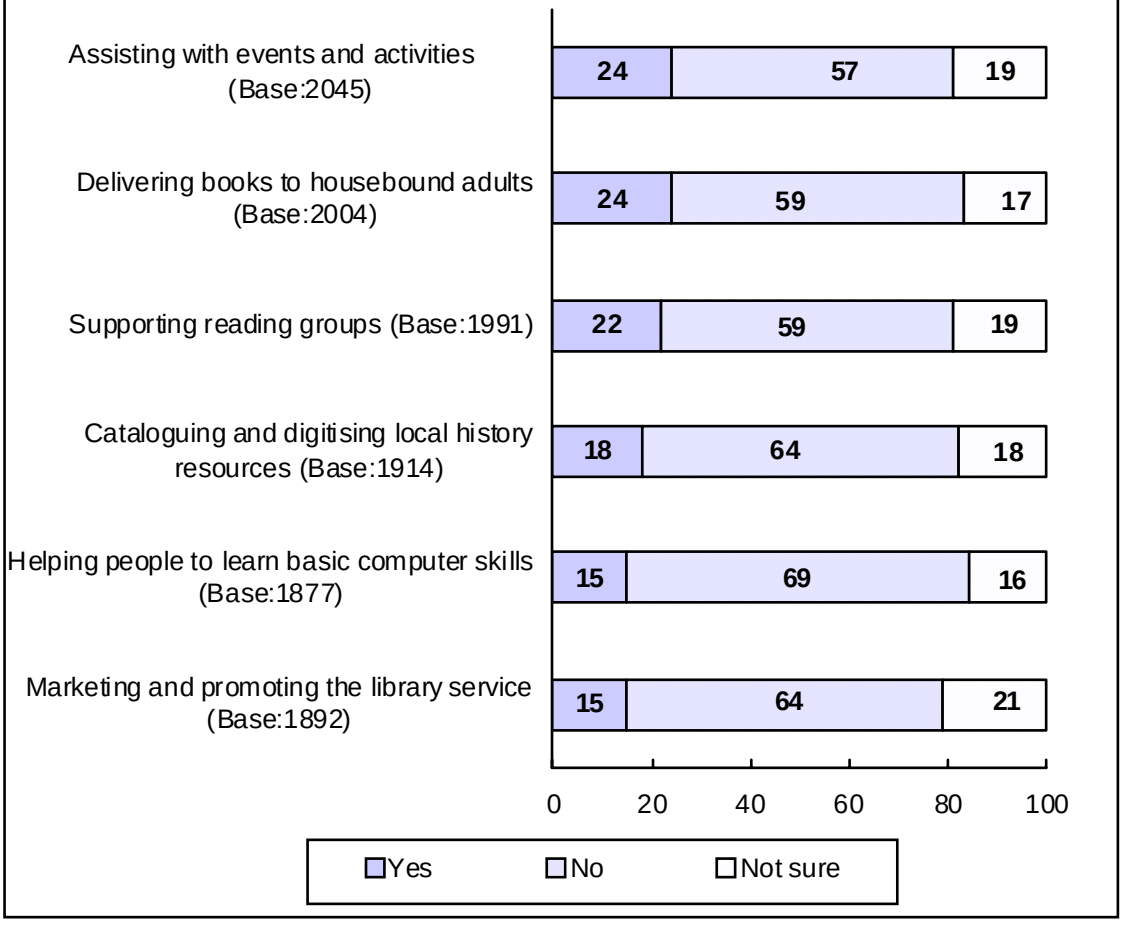
- Non-users are less willing than users to pay for events and activities for adults – 61% vs 71%.

Chargeable aspects suggested in the qualitative work with the VCS Networks include author visits, improved room hire and genealogy research. One concern about charging however is that those most in need might not be able to afford to pay for some services.

Volunteering

A range of different ways in which people might support libraries through volunteering were presented and respondents were asked whether or not they might be willing to help. Whilst the majority are not willing in each case, there is a sizeable minority who are divided between 'yes' and 'not sure', the most popular being 'assisting with activities and events' and 'delivering books to housebound adults' (24% yes each).

Graph 11 - Willingness to support local libraries by volunteering (%)



Note: High levels of non-response to this question should be noted (circa 830)

The contact details of those respondents who are interested in getting more involved have been collected so that they can be contacted

Willingness to support local libraries by volunteering by different groups of respondents

The most notable differences in willingness to volunteer across sub-groups considered are discussed next. In all instances older respondents are less willing to volunteer.

Assisting with events and activities

- Although the majority are still unwilling to assist with events and activities, females are more likely to say they are willing than males (27% vs 20% say 'yes' and 53% vs 62% say 'no').
- Older respondents are less willing to assist with events and activities than younger age groups:

	Under 25	25-34	35-64	65-74	75+
Yes	42%	35%	25%	19%	12%
No	41%	51%	53%	62%	76%

- Respondents with children are more likely to be willing to assist with events and activities than those without (29% vs 22%) and less likely to say 'no' (53% vs 58%).

Delivering books to housebound adults

- Respondents aged 75+ are somewhat less likely to be willing to deliver books to housebound adults than younger age groups. Only 14% say 'yes' and 77% say 'no' compared to 25% 'yes' and 57% 'no'.
- Respondents with a disability are also less likely to be willing to deliver books to housebound adults than non-disabled respondents – 18% say 'yes' and 66% say 'no' compared to 26% 'yes' and 56% 'no'.

Supporting reading groups

- Although the majority are still unwilling to assist with supporting reading groups, females are more likely to say they are willing than males (24% say 'yes' and 56% say 'no' compared to 17% and 65% respectively).
- Those aged 65-74 years are slightly less likely to be willing to support reading groups than other age groups – 17% say 'yes' and 62% say 'no' compared to 23% 'yes' and 59% 'no'.

Cataloguing and digitising local history resources

- Respondents age 75+ are somewhat less likely to be willing to catalogue and digitise local history resources than younger age groups. Only 10% say 'yes' and 81% say 'no' compared to 19% 'yes' and 62% 'no'.

Helping people to learn basic computer skills

- Although the majority are still unwilling to help people to learn basic computer skills, males are more likely to say they are willing than females (19% vs 13% say 'yes' and 64% vs 71% say 'no').
- Propensity to help people to learn basic computer skills decreases with age, with younger respondents being more likely and older respondents less likely:

	Under 25	25-34	35-64	65-74	75+
Yes	30%	22%	17%	10%	4%
No	47%	57%	67%	75%	89%

Willingness to support local libraries by volunteering by different groups of respondents

Marketing and promoting the library service

- Propensity to market and promote the library service also decreases with age, with younger respondents being more likely and older respondents less likely:

	Under 25	**25-34**	**35-64**	**65+**
Yes	30%	21%	16%	8%
No	50%	57%	62%	72%

Respondents were also asked whether there are any other aspects they would like to get involved in. The most popular suggestions relate to:

- Children's activities, many relating to reading with children (19 respondents)
- Shelving/indexing (11 respondents)
- Arts and crafts (10 respondents)
- Acquiring and selling books (9 respondents)
- Adult reading/education (8 respondents)

Others include protecting libraries campaigns, local history and reading groups.

Four hundred and eleven respondents say 'no' with reasons by some which largely relate to age/disability and lack of time/other commitments. Forty-three respondents have concerns about volunteering, principally that it should not be at the expense of professional library staff jobs. This reflects previous qualitative work where there were mixed views on the use of volunteers with some concerns that they should not replace staff.

Young people as volunteers in libraries is also suggested in the qualitative work with young people and the VCS Network groups, one suggestion being to teach older generations in the use of technology. Young people as volunteers was seen as a possible means of encouraging library use among peers and engendering a better understanding of young people amongst librarians.

Meeting the budget challenge

In the context of the budget challenge faced, respondents were asked for suggestions of where they think savings could be made.

The greatest number of replies (244) are from respondents who do not believe library services should be cut, with reasons cited such as their value to the community and individuals, for example

- *Nowhere. Keep everything. It's a vital part of our community and a lifeline for many people*

or with suggestions of other areas where savings should be made.

A number of responses relate to changing opening days/times to make savings (229 respondents) including some specific suggestions of how this might look. A full listing of responses is available on request.

One-hundred and thirty-three respondents suggest that some libraries could be closed. Suggestions largely relate to closing smaller or lesser used libraries but others include closing libraries close to each other and older buildings. Within this there are also suggestions about moving them into other buildings, using

more mobile services to complement a reduced number of libraries and investing more in the remaining libraries.

There are 116 suggestions around charging, the most popular relate to computer/internet use, some distinguishing that there should be charges for social networking as opposed to research/work related use. Other suggested aspects include charges for late returns, book loans, activities, membership, history/local searches and reservations.

A number of suggestions are around where savings could be made in stock (98 respondents). This primarily includes book stock (42 respondents), with suggestions around sharing more stock, reducing particular types of stock and more selective purchasing. It also includes reducing/removing CDs and DVDs (33 respondents) and magazines/newspapers (8 respondents).

A number of responses relate to reducing wages and back office costs (not necessarily in libraries) including management positions / wages (48 respondents), councillors wages / expenses (25 respondents), back office/administrative costs (22 respondents), staffing (15 respondents) and perceived waste (7 respondents).

Some responses relate to making greater use of library buildings through room/space hire for groups and courses and co-location with other services and agencies (41 respondents). Previous qualitative work suggests support for putting library services into other buildings or using current library buildings to provide additional services whilst ensuring accessibility, although concerns identified on pages 22 to 26 of this report should be noted. It also suggests support for working with other agencies and partners and opportunities for private sector involvement such as sponsorship of PC suites or books for example.

Other popular responses include:

- Making savings though reduced lighting/heating (39 respondents)
- Online services, self service and e-books (28 respondents)
- Accept book donations and have books sales (19 respondents)
- Café provision to generate income (16 respondents)
- Use of volunteers (11 respondents).

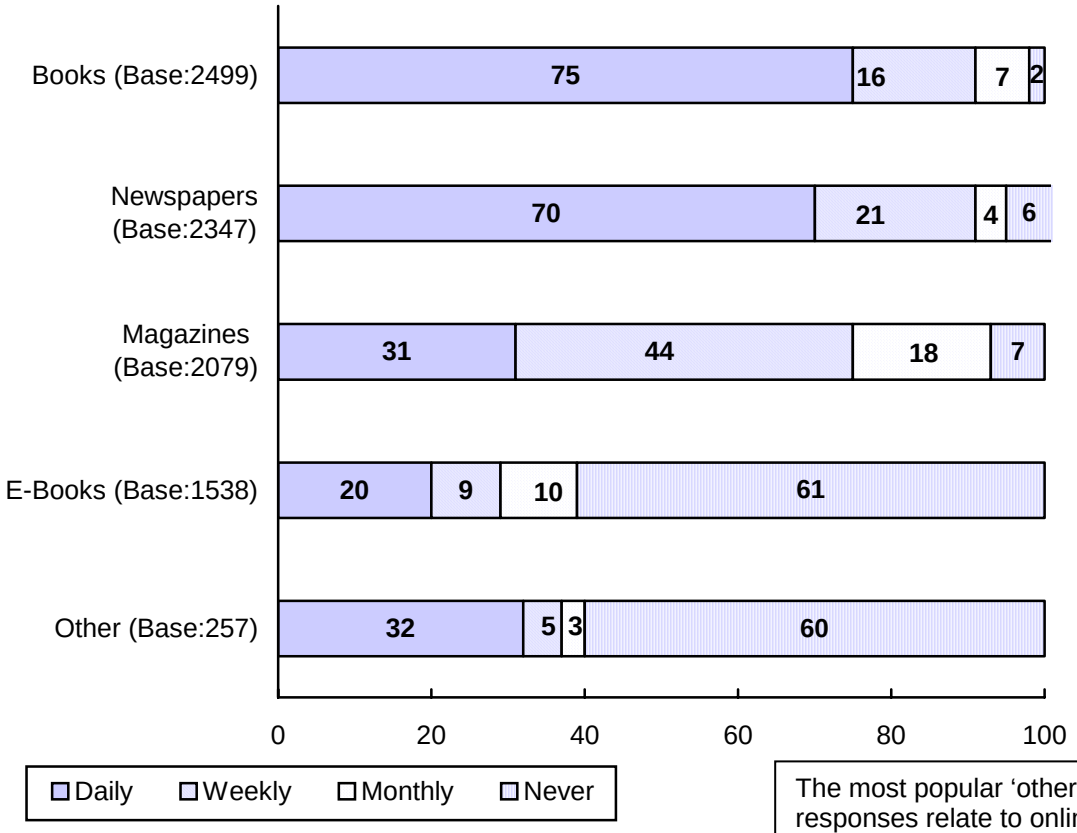
One hundred and fifty-five respondents replied ‘don’t know’ with some saying they do not have enough information to comment.

Another common theme raised through the previous qualitative work and the VCS Networks is the need to better promote library services and improve awareness of what is available and in particular what is on offer beyond traditional services.

Reading materials

Respondents were asked how often they and members of their household read a range of reading materials. Responses are shown in Graph 12. The most frequently read materials are books and newspapers (75% and 70% read daily, respectively). E-books are least popular with 61% never reading them.

Graph 12 - Frequency of reading various reading materials (%)



The most popular 'other' responses relate to online / internet based reading materials (77).

Frequency of reading various materials by different groups of respondents

The most notable differences in frequency of reading across sub-groups considered are discussed next.

Books

- Females are more likely to read books on a daily basis than males (79% vs 70%) and males are more likely to read them weekly/monthly (27% vs 20%).
- Under 25's are less likely to read books than other age groups (10% 'never' compared to 2% 'never'). They are also less likely to read them daily (54% vs 76%). Respondents aged 65+ are most likely to read them daily (80%).

Magazines

- Males are more likely to read magazines on a daily basis than females (36% vs 28%) and females are more likely to read them weekly/monthly (65% vs 56%).
- Under 25's are less likely to read magazines (16% 'never' compared to 7% 'never'). Respondents aged 35 to 44 years seem less likely to read them daily (26% vs 32%) and more likely to read them monthly (26% vs 18%) than other age groups.

Frequency of reading various materials by different groups of respondents

Newspapers

- Males are more likely to read newspapers on a daily basis than females (74% vs 67%) and females are more likely to read them weekly/monthly (27% vs 20%).
- Under 25's are less likely to read newspapers than other age groups (25% 'never' compared to 5% 'never'). They are also less likely to read them daily (49% vs 71%). Respondents aged 35 to 44 years also seem less likely to read them daily than other age groups (54% vs 72%) and more likely to read them weekly (32% vs 19%) than other age groups. Respondents aged 65+ are most likely to read newspapers daily (79%).
- Respondents with children are less likely to read newspapers on a daily basis than those without children (66% vs 71%) and are more likely to read them weekly / monthly (29% vs 22%).
- Respondents from Washington are less likely to read newspapers than those from other areas (11% never compared to 5% never). Responses also vary somewhat for daily and week consumption by area:

	North	East	West	Washington	Coalfield
Daily	73%	67%	80%	64%	64%
Weekly	19%	23%	15%	18%	26%

E-books

- Respondents aged 75+ are least likely to read e-books. Daily reading of e-books is higher amongst 35-64 year olds than other age groups:

	Under 25	25-34	35-64	65-74	75+
Daily	13%	19%	25%	16%	4%
Never	69%	60%	55%	66%	86%

- Respondents with a disability are less likely to read e-books than those without (69% 'never' compared to 61% 'never'). They are also less likely to read them daily (14% vs 20%).
- Respondents with children are more likely to read e-books than those without (56% 'never' compared to 64% 'never'). They are also more likely to read them daily (24% vs 18%).

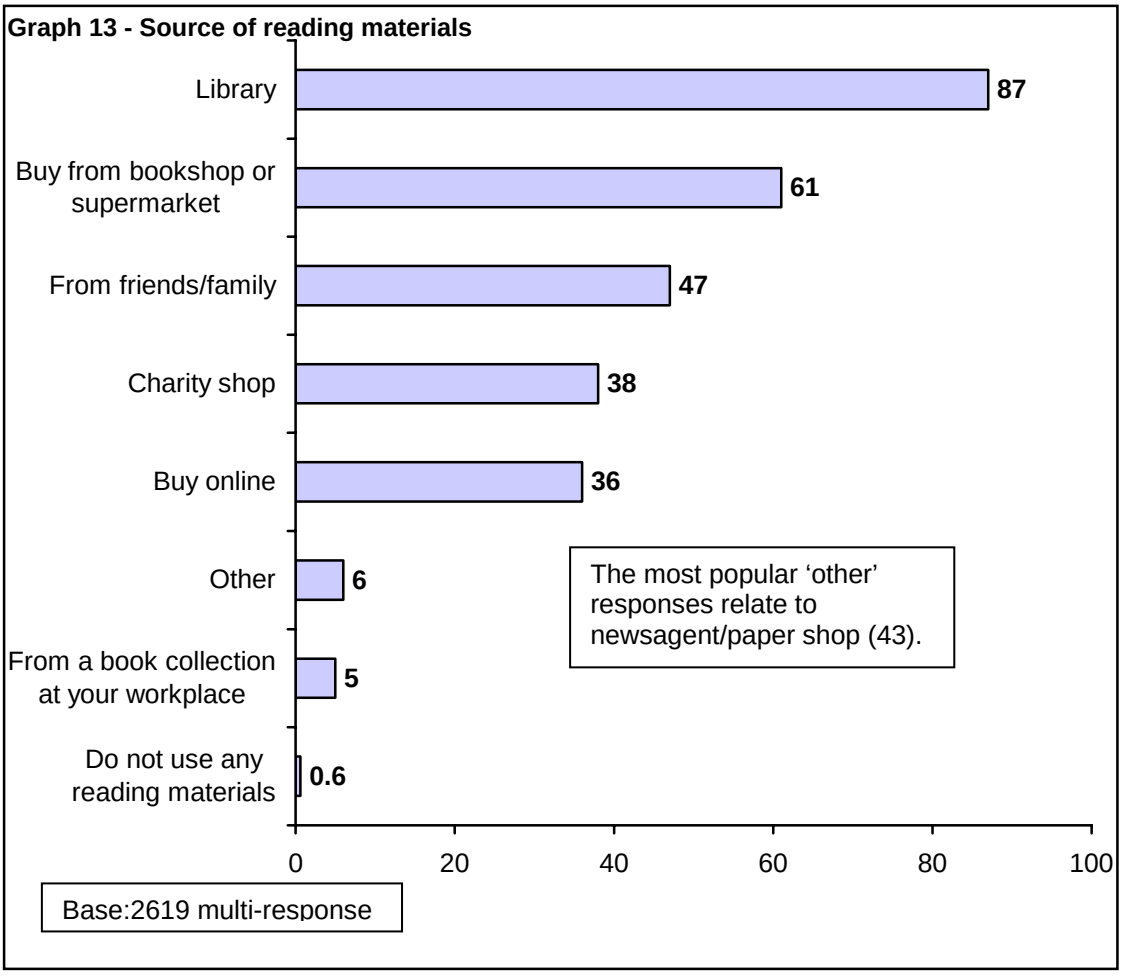
Non-users

- Non-library users are less likely than library users to read books, magazines and newspapers:
  - 17% never read books compared to 1%
  - 11% never read magazines compared to 7%
  - 12% never read newspapers compared to 6%

  and less likely to read them daily and more likely to read them monthly. Non-users are however more likely than library users to read e-books:

	Daily	Weekly	Monthly	Never
User	19%	9%	10%	62%
Non-user	28%	10%	14%	48%

In terms of sourcing reading materials, the most popular place is 'library' (87%) followed by 'buy from a bookshop or supermarket' (61%), as shown in Graph 13.



Source of reading various materials by different groups of respondents

When responses are considered across different groups of respondents, the following main differences can be observed:

- Female respondents are more likely than males to
  - buy from a charity shop (41% vs 34%)
  - obtain from friends/family (53% vs 37%).
- Respondents with a disability are more likely than those with no disability to obtain reading materials from a library (90% vs 87%) and less likely to:
  - Buy from a bookshop or supermarket (58% vs 63%)
  - Buy online (25% vs 40%).
- Respondents with children are more likely than those without to:
  - Buy from a bookshop or supermarket (67% vs 59%)
  - Buy online (49% vs 32%)
  - Obtain from friends/family (53% vs 46%)
  - Obtain from a book collection at your workplace (7% vs 4%)

  and are less likely to buy from a charity shop (33% vs 40%).
- Responses vary somewhat by age:
  - Respondents aged under 25 years are more likely than other age groups to say that they do not use any reading materials (6% vs 0.4%).
  - Respondents aged under 35 years are less likely to obtain reading materials from a library than older respondents (75% vs 89%).

Source of reading various materials by different groups of respondents

- Respondents aged 25 to 64 years are more likely to obtain from a bookshop or supermarket than other age groups:

Under 25	25-64	65-74	75+
54%	63%	59%	50%

- Respondents aged 25 to 44 years are more likely to obtain reading materials online than other age groups and propensity declines with age from 45 years onward, with those aged 75+ being least likely:

Under 25	25-44	45-54	55-64	65-74	75+
45%	58%	48%	39%	22%	8%

- Respondents aged 35+ years are more likely to obtain reading materials from a charity shop than younger respondents (40% vs 27%)
- Respondents aged 35 to 54 years are more likely to obtain from a book collection at your workplace (8% vs 3%) and those aged 75+ are least likely (1%).

Non-users

- Non-library users are more likely than library users to:
  - Buy books online (62% vs 35%)
  - Say they do not use any reading materials (8% vs 0.2%).

Appendix 3

Library	Active Membership 2012/13 *	Issues 2012/13	Visits 2012/13 **	ICT Usage 2012/13
Bunnyhill	1,395	41,701	40,015	10,330
City Library	14,022	262,905	544,232	42,603
Doxford Park	782	26,246	16,473	2,850
East Herrington	594	21,301	14,644	801
Easington Lane	254	8,691	6,485	481
Fence Houses	163	7,457	4,400	256
Fulwell	2,231	60,445	47,848	4,529
Hendon	721	26,496	26,458	5,400
Hetton	1,233	34,454	32,278	4,834
Houghton	2,480	58,053	75,439	7,740
Kayll Road	1,461	39,132	23,057	6,359
Monkwearmouth	332	23,366	20,916	1,455
Ryhope	1,033	25,726	26,992	3,179
Sandhill	942	36,943	30,404	10,058
Shiney Row	1,344	42,974	31,783	3,047
Silksworth	780	32,001	15,080	2,998
Southwick	762	25,554	18,610	6,834
Washington Green	240	17,306	7,649	208
Washington Millennium	858	31,687	26,955	7,305
Washington Town	5,534	103,506	104,187	17,904
Mobile	459	10,292	4,192	N/A
LIAZe	N/A		2,408	1,809
TOTALS	**37,620**	**936,236**	**1,120,505**	**140,980**

***** Active usage is defined as a customer who has borrowed an item within the past year and is recorded against library of registration.
** Visits counts are based on 3 sample weeks taken across the year and include all visitors accessing library services

Appendix 4

Library Criteria Document Narrative:

The purpose of the Library Criteria Document is to allow an objective comparison of all the libraries in Sunderland.

The document consists of a ranked table of libraries; each library was assessed on a number of different criteria, including Performance, Cost, Asset Management and Population. For Libraries identified as Hubs this ranking system was used in parallel with a set of other criteria based on co-location with other council and partner services.

In order to determine the "fit for purpose" rating for each library the scores were tallied from the assorted criteria to determine overall ranking. The criterion for performance was given a triple rating because it was felt that how well a library performed should have the greatest impact on the future of that library.

For each criterion the libraries were compared to one another and ranked between 1-20. These scores were then collated and totalled to produce a league table which reflects the "fit for purpose" rating of each library.

Within each criterion there were a number of further variables:

Performance

Within the Performance section each library was assessed against the following variables:

- Active Borrowers- number of borrowers per library
- Issues- number of issues per library
- Enquiries- number of enquiries per library
- Visits- number of customer visits per library
- ICT Hours- number of ICT hours spent per library

The scores were then ranked from 1-20 to determine the "fit for purpose" rating in terms of performance.

Cost

In order to rank each library in terms of cost, the budget data was cross referenced with the performance management data to determine the unit cost for each variable. The scores were then ranked from 1-20 to determine the "fit for purpose" rating in terms of cost.

Asset Management

Each library was assessed by Property Services as part of the Smarter Working Project. As part of this assessment each library was given a back-log maintenance cost based on the physical condition of the building. Each library was then ranked from 1-20 to determine the “fit for purpose” rating in terms of Asset Management.

Population

A population cross-section of the area for each library was developed using information from the 2011 census data. This data was used to determine what percentage of the population lived within a two mile radius of each facility. Each library was then ranked from 1-20 to determine the “fit for purpose” rating in terms of population.

Appendix 5

Possible Outreach Centres

Coalfields Area

Organisation	Address	Area
Bethany Christian Centre	Hetton Road	Hetton Road Estate
Centre Point	Brickgarth	Easington Lane
Easington Lane Community Access Point	Brickgarth	Easington Lane
Hetton & Eppleton Community Hall	Office Place	Hetton
Hetton Masonic Hall	Station Road	Hetton
Hetton Centre	Welfare Road	Hetton
Houghton Racecourse Community Access Point	Queensway	Hall Lane Estate
Houghton Racecourse Community Centre	Burdon Avenue	Houghton
SHARP – Shiney Row Advice & Resource Project	Beatrice Terrace	Shiney Row
Springboard	Princess Gardens	Hetton
YMCA	Herrington Burn	Houghton
YMCA	Front Street	Fencehouses
Penshaw Community Association	Wensleydale Avenue	Penshaw
Moorsley & District Community Assoc	Moorsley Road	High Moorsley

Washington Area

Organisation	Address	Area
Biddick Community Centre	Biddick Village Centre	Biddick
Donwell Village Hall	Donwell Village Centre	Donwell
Glebe Miners Welfare (Bridge Project)	Grasmere Terrace	Columbia
Harraton Community Association	Bonemill Lane	Fatfield
Oxclose Community Association	Brancepeth Road	Oxclose
Oxclose Young Peoples Project	Ayton Village Centre	Ayton
Rickleton Community Centre	Vigo Lane	Rickleton
Springwell Village Hall	Fell Road	Springwell
Sulgrave Community Association	Edith Avenue	Sulgrave
Washington Masonic Hall	Manor Road	Concord
Washington Mind	Village Lane	Washington Village
Washington NECA Centre	Barmston Way	Barmston
Washington Multi-Purpose Centre	Ayton Road	Ayton
Washington Village CA	Spout Lane	Washington Village

Sunderland East

Organisation	Address	Area
Creative Cohesion	Nile Street	Hendon
Living History NE	Church Walk	Hendon
The Arts Centre	Lombard Street	Hendon
Bangladeshi Community Centre	Tatham Street	Hendon
Ryhope Community Centre	Black Road	Ryhope
Blue Watch Youth Centre	Burdon Lane	Ryhope
Community Link Shop	Villette Road	Hendon
CHANCE	Rickaby Street	Hendon
St Marks Community Association	St Marks Terrace	Millfield
St Joseph's Parish Centre	Rutland Street	Millfield
Deptford & Millfield CA	Havelock Buildings, Hylton Road	Millfield
Grangetown Community Association	Stannington Grove	Grangetown
Doxford Park Community Centre	Mill Hill Road	Doxford Park

Sunderland North

Organisation	Address	Area
Thompson Park Community Centre	Newbold Avenue	Monkwearmouth
Sunderland Carers Centre	Thompson Park	Southwick
Sunderland North Comm Business Ctre	Southwick Road	Southwick
Sunderland North Community Business Centre	Kilarney Square	Downhill
Sunderland North Community Business Centre	Winchester House, Baxter Road	Town End Farm
Salvation Army – Austin House Family Centre	Shakespeare Street	Southwick
Southwick Neighbourhood Youth Project	Southwick Road	Southwick
Castletown Community Association	Grange Road	Castletown
Sunderland North Family Zone	Cranleigh Road	Hylton Castle
Town End Farm CA	Blackwood Road	Town End Farm
Red House Community Centre	Rutherglen Road	Red House
Springboard	Roker Avenue	Roker
Fulwell Community Centre	Chapman Street	Fulwell
Redby Community Centre	Fulwell Road	Fulwell
St Peters Church & Tearoom	St Peters Way	Monkwearmouth

Sunderland West

Organisation	Address	Area
Silksworth Community Association	Tunstall Village Road	Silksworth
Age Concern	Redwood Grove	Silksworth
Lakeside & Gilley Law Community Assoc	North Moor Lane	Gilley Law
Farringdon Jubilee Centre	Allendale Road	Farringdon
Farringdon Community Shop	Allendale Road	Farringdon
Farringdon Community Centre	Archer Road	Farringdon
Herrington Scout Group	Crow Lane	Middle Herrington
The Tansy Community Centre	Church Street	South Hylton
Ford & Pallion Community Shop	St Lukes Terrace	Pallion
Lambton Youth Centre	Falkland Road (Hylton Rd playing fields)	Ford Estate
Pallion Action Group	East Moor Road	Pallion
West Community Centre	Chester Road	Barnes
Springboard – Pennywell Comm Business	Portchester Road	Pennywell
Grindon Young Peoples Centre	Grindon Lane	Grindon
Community Association	Cortina Avenue	Barnes
Pennywell Community Centre	Portsmouth Road	Pennywell
Pennywell Neighbourhood Centre	Portsmouth Road	Pennywell
Pennywell Youth Project	Petersfield Road	Pennywell
Pennywell Residents Association	Academy 360	Pennywell
Plains Farm & Humbledon Initiative	Tudor Grove	Plains Farm
Thorney Close Action & Enterprise Centre	Thorndale Road	Thorney Close
Unity Multicultural	Whitehall Terrace	Pallion

EQUALITY ANALYSIS

Please refer to Part 2 of the Equality Analysis Guidance

Name of Policy/Decision/Project/Activity:
Future Library Services

Equality Analysis completed by:

Name / Job Title
Allison Clarke
Outreach & Development Manager

Date: 30 May 2013

Responsible Officer:

Name /Job Title:
Julie D Gray
Head of Community Services

Date: 30 May 2013

Is this a:	Policy ( ) Strategy ( ) Function ( ) Service (x) Project ( ) Other (x)
Is it:	New/Proposed ( ) Changing/Being Reviewed (x) Other ( )

1. Purpose and Scope

Purpose

In this section outline briefly what the policy, decision or activity is, what the intended outcomes/benefits (linked to the Corporate Outcomes Framework) are and over what period of time will the outcomes be achieved. Why does it need to be implemented or revised?

To outline a proposed future library service model which takes account of the first phase consultation programme results, the new vision for library services and releases significant efficiencies.

To propose the approach to the next stage of consultation on the future service model and the implementation milestones and impact.

In developing the new vision, and in listening to residents in the first phase of consultation, the review is recommending a new approach to the delivery of library services that continues to allow significant universal access, whilst using focussed resources to engage those residents who need or would most benefit from increased access and support. The proposals also take account of those more confident readers, demand for new forms of reading material and the retention of professionally qualified library staff. The recommended proposals outline the new model of delivery for a modern, quality, sustainable, comprehensive and efficient library service and outlines the proposed investment and development of the service in the future.

The drivers for the proposed change are the need to achieve efficiencies and service improvement and to remodel library services across the City to ensure the sustainability of provision. A minimum efficiency saving of £875,000 needs to be achieved. This proposal recognises the need to increase access to services and increase the number of residents accessing a range of learning, information, reading and ICT services. It is recommended that traditional, static provision will reduce, however, the proposed new approach is expected to increase access and number of users through enhanced outreach programmes, that support the Corporate Outcomes Framework, *1.5 A City that cares for its most vulnerable; 1.6 A city where opportunities meet people's aspirations; 2.3 lasting and resilient neighbourhoods.*

Communities and residents across the city have been consulted in phase 1 so that they could inform the proposals for a further consultation in phase 2.
The majority of survey respondents (95%) say they or their households uses library services. Library users are more likely to be female and aged 55+

years. 52% of library users say that they only use one library and 48% use more than one library. Secondary libraries tend to be libraries in close proximity and/or the City Library & Arts Centre. The equality analysis is being undertaken to determine the impact of the closures of libraries, the reduction in hours at further libraries and the cessation of the mobile library and LIAZe (Libraries Information Access Zone). The key stakeholders directly affected by the proposals are library users and non users and staff. The main group affected will be library users. Any potential negative impacts could be mitigated by ensuring that all current users have the opportunity to inform the proposals and are made fully aware of alternative services and opportunities that may be beneficial to them.

Proposed Changes and Service Re-Design
The new service delivery model proposes to introduce a City wide library strategy to be delivered from the refurbished City Library and four other hub libraries as well as six community libraries. The hubs have been selected on a natural geographical spread within the 5 areas, current usage and performance, asset management assessment and the range of services that are available within these settings that provide a range of partnership opportunities enabling residents to complete multiple transactions with both the council and partners in one visit. The proposed new service model will also deliver a programme of community outreach activities which will take services into neighbourhood settings. The proposed staffing structure will be reflective of the future service model and changes are likely to impact on all staff. The service model will provide a reduced number of static libraries but partnerships with locations such as Community Centres, Children's Centres and other neighbourhood venues offer the potential to increase the overall number of locations where library services are accessed, and therefore the opportunity to engage with more potential users. The most favoured alternative options identified in phase 1 were through Community Centres and online services.

It is proposed the following libraries will become Library Hubs:
East: City Library and Arts Centre
West: Sandhill Centre Library and Customer Service Centre
North: Bunny Hill Library and Customer Service Centre
Coalfields: Houghton Library and Customer Service Centre
Washington: Washington Town Centre Library and Customer Service Centre

All library hubs will be open for more than 40 hours a week over six days. Arrangements for evening opening will reflect local demand but will ensure there is access to services each weekday evening across the city.

A wide range of factors have been taken into consideration when determining which libraries will become Community Libraries. These have included detailed examination of population and proximity, current usage and performance, asset management costs and service costs.

It is proposed the following libraries will become Community Libraries:
East: Ryhope Library and Customer Service Centre

West: Kayll Road Library
North: Fulwell Library
Coalfields: Hetton Library and Customer Service Centre, and Shiney Row Library and Customer Service Centre
Washington: Millennium Centre Library

It is proposed that Community Libraries will open for 15 hours a week. This will be a reduction of hours for most libraries, but opening hours will reflect local community needs, based on the current patterns of usage and the times residents said they are most likely to use the static provision. It also reflects the consultation process which identified the most popular way to reduce costs was to change opening times/days. Programme that is delivered currently is likely to still be delivered though not necessarily in the library. Main transport links to libraries are highlighted in Library Factsheets (**EIA Appendix 1) for** those libraries that are proposed for closure, also identified in section 2 of this document. Older and disabled people may be more likely to use public transport or utilise Books on Wheels if they have mobility issues. Initial feedback re preferred opening days/times was gained from respondents in phase 1 consultation but phase 2 will concentrate on gathering further information from respondents on individual libraries where changes to opening hours are proposed. Together with current usage patterns this will then be used to inform future opening hours.

As was indicated in the consultation by residents (**Appendix 2**), a key way to reduce cost is to close less well performing buildings. To enable increased coverage through outreach centres and community reservations whilst reducing cost, it is therefore, proposed to decommission 9 libraries based on current usage, performance, cost per visit and asset management assessment and the phase 1 consultation. A range of options are being explored for each site including use as outreach centres, other community usage, commercial opportunities and demolition.

The Libraries proposed for closure are:
- Doxford Park
- East Herrington
- Easington Lane
- Fence Houses
- Hendon
- Monkwearmouth
- Silksworth
- Southwick
- Washington Green

See ***Appendix 3** - Key Performance Information by Library
See ***EIA Appendix 1** – Library Factsheets including Transport links and nearest Library
See ***Appendix 2** – Library Consultation Analysis Evaluation Phase 1
* Appendices as number referenced as in Future Library Services Cabinet Report

It is proposed to decommission the mobile library vehicle, which is old, out of lease, no longer repairable and very expensive for the low uptake and per customer cost. Customers who have previously used this service have been contacted already and have migrated to alternative services such as the Books on Wheels service. There will be more resource dedicated to Books on Wheels to mitigate the impact of these changes.

It is proposed to decommission the LIAZe (Libraries Information Access Zone) mobile ICT unit. This is the most expensive service for the low level of uptake. LIAZe has delivered programmes to varied groups and needs from a dedicated vehicle, so if the programme stopped it could impact on a number of groups. The vehicle is old and has maintenance issues and the ICT provision is no longer adequate and would need significant investment to refresh. The current provision could also be delivered in other ways, for example with the expansion of ICT facilities across the city targeted outreach programmes can be delivered through more efficient and effective outreach provision and partnerships.

It is proposed to retain, though significantly reduce the Sound & Vision offer of CD's and DVD's to reflect the changes in usage and demand. Loans of CDs and DVDs have been declining in recent years. There is intelligence on who has taken CD and DVD loans but no impact is anticipated as the service will continue to be available. However, ceasing loans of CDs and DVDs will allow expansion of the talking book provision which could have a positive impact on older and disabled library users.

It is worth noting that the 5 Library Hubs and 6 Community Libraries proposed in the new service received 87.75% of all Library visits in 2012/3.

Modernisation of Services
A critical part of modernising the service and operating a future service model will be the incorporation of sustainable modern technological and e-based services as consulted on in phase 1. These will include:

- Access to e-books and e-audio books with remote access
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Access to online information resources
- Access to enhanced online services including reservations and library membership
- Loan of appropriate digital devices for those without other access, administered through community groups as the council currently does with Electronic Village Halls
- Access to wi-fi services (where appropriate)

These modernisations will not be replacing existing provision but will improve access to services and enhance the service offer. Therefore no negative impact is anticipated.

The Schools Library Service operates as a traded service. It is anticipated that moving forward the relationship between the service, schools and the public

library service delivery should be more cohesive in improving literacy levels in schools.

Capital Investment Programme
In support of the implementation and delivery of the future library services model a programme of capital investment in library services will be undertaken. This will include:
- Reconfiguration and refurbishment of the City Library and Local Studies Centre to improve access to services and to support the realisation of efficiencies
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Introduction of an e-book and e-audio book service

The key milestones are:-
- Recommend to Cabinet new service proposals – June 2013
- Further consultation on proposals – June 2013 to July 2013
- Cabinet Report on final proposals and implementation – September 2013
- New Service Operational – October 2013
- Completion of Capital Investment Programme – March 2014

Scope
In this section consider who or where is the target for the policy or activity, this could be specific groups of people or organisations, individual wards, neighbourhoods or communities or the entire city. Links to, and overlap with, wider, local, sub-regional, regional or national priorities or activities should also be considered.

The library service's core offer includes access to:
- Books and Reading
- ICT
- Information
- Community outreach programme delivering activities for adults, children and families, including reader development, learning activities and social inclusion.

Due to improvements in technology, changes in leisure and reading habits and the wider availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally. In Sunderland issues have fallen from 1,307,712 in 2007/08 to 936,236 in 2012/13 (28% reduction).

Research has also shown that currently library services are most likely to be used by older residents, females and households with children but are not currently accessed by some groups who would most benefit, including young people and male residents.

Phase 1 of the consultation suggests there are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst non-users, families and young people:

Computers and online technology - non-library users, those aged under 45 years and those with children are somewhat more amenable to accessing library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services holds a greater appeal to non-users interested in future library services. Online services for renewals and reservations and online reference and information resources are also of greater interest to them and 45 to 54 year olds. Whilst computers and the internet are particularly important to under 25's, aspects such as e-books, online services, Wi-Fi, improved ICT equipment and resources are all identified as services of interest. There is also the opportunity to work with partners to deliver ICT courses specific to the needs of the community.

Social activities and opportunities - activities for children and families are another area of opportunity. These are particularly important to those aged 25-44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through Children's centres than other groups. Other social activities and opportunities of interest for all ages, include activities in general, art and craft related programme, non-accredited learning courses and reading groups. Programme that is delivered currently is likely to still be delivered within the community though not always from a static library.

Consultation with current users will explore the impact on them and opportunities in their area and across the city, through outreach and other provision. The council would also be open to discussions about the future sustainable use of the buildings proposed for closure.

Services and Activities
In terms of services and activities, books and information are perceived as the main function for both users and non users of libraries, and the most important aspect for the future. This is followed by access to computers and the internet, and the library seen as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted and will be important moving forward.

Opening Times - feedback from the first phase consultation shows that weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those with children, whilst late morning is more popular with those aged 55+. This is also supported by current library usage statistics. The most popular slots for non-users are weekday evenings (6pm to 8pm). Further consultation on opening hours will be addressed in the phase 2 consultation, to provide more detail of demand and impact on individuals who may be affected.

Other means of accessing library services - The most favoured alternative means of accessing library services are through Community Centres and online. Overall, non-users, those with children and younger respondents tend to be more amenable to accessing library services in different ways and propensity to do so decreases with age. There are aspects raised about library services being delivered in other ways, including the loss of the ambience/environment a library provides, concerns over accessibility of other venues, appropriateness of other venues and a dilution of quality and loss of librarian expertise.

The retained library services will continue to provide appropriate quality programme from static buildings and other community venues. Library services and outreach programme will continue to be delivered by knowledgeable library staff who may be supported on some occasions by volunteers.

Computer literacy and lack of access is also raised. The new service will design in solutions to a number of these aspects that will include improved ICT software and hardware in libraries and by working in partnership with learning providers that may include the City of Sunderland College, to deliver ICT support through libraries and other community venues.

Intelligence and Information

What sources of information have been used to inform this assessment/analysis? This should include but is not limited to consultations, resident/service user feedback and statistical data and intelligence.

Public Consultation (with users, non users, community groups, organisations, schools, voluntary groups, members, stakeholders, to all sections of the community, for example Disability groups, Faith Groups, LGBT etc). This includes detailed consultation as part of phase 1 undertaken during February/March 2013 as well as prior focus group work with users and non-users during Summer 2012 and survey and focus group work as part of Budget Consultation 2011 and 2012.

Some of the findings in the first phase of consultation are highlighted above and below. Of the protected groups, older age groups particularly identified some areas of concern. These have been highlighted in the table below and some mitigating actions have already been identified through the extension of outreach provision and services such as Books on Wheels. Further actions to ensure the service remains accessible will be determined through further consultation.

Analysis of phase one consultation by protected characteristic was difficult for some categories, as numbers completing some of the questions were low. (Qualitative engagement took place to try and counteract this). Although numbers were low, there did appear to be fewer library users amongst LGBT groups. This will be further investigated in stage two of the consultation.

Library Management System – membership and usage data from the Library Management System has been used to produce user statistics, user patterns and profiling of service areas, including the age of users, gender and times of usage as well as materials borrowed. Further breakdown of statistics would not necessarily be conclusive as customers are not obliged to inform us of any of the other protected characteristics, such as disability or sexuality. User profile data has been included in the Library Fact Sheets (**EIA Appendix 1**)

Asset Management – building budgets, condition and status

Mosaic Data and area profiling- what else is available in the community that could provide an opportune alternative library offer, for example post offices, leisure facilities or community centres.

Staff Consultation – all staff attended consultation workshops facilitated by the Head of Community Services. Staff had the opportunity to input their views on how they perceive a modern library service and how they feel this could be achieved in light of the efficiency target.
Staff who are on career breaks, maternity, sick etc were all invited to attend and kept appraised with other staff by weekly FAQ's.
Everyone who was unable to attend a formal session was contacted with a full explanation and the option to come back and ask questions.
Trade Unions have been and will continue to be engaged and Customer Services have been involved in the workshops to identify opportunities for staff should they be job matched.
The future staffing structure will be consulted on as part of the phase 2 consultation.
Further consultation with staff, HR and Trade Unions will continue as appropriate through consultation days, letters and FAQ's.

2. Analysis of Impact on People

This section offers an opportunity to assess the intended and potential impact of the policy, decision or activity on the people of Sunderland. This includes specific consideration of the impact on individuals, groups with protected characteristics and communities of interest within the city. Please briefly outline any positive, negative or neutral impacts on the specific groups below. In this assessment it is important to remember the Council is required to give due regard to:

• Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
• Advance equality of opportunity between people who share a protected characteristic and those who do not.
• Foster good relations between people who share a protected characteristic and those who do not.

Characteristic	List of Impacts		
	Positive	Neutral	Negative
Age	Increased access to online services is most likely to have a positive impact on young people and those under 45. Despite the reduction in static libraries and the withdrawal of the mobile library, the Books on Wheels service will be additionally resourced. Books are delivered direct to the home and volunteers spend time with customers to ensure continued social interaction as part of this service. It is also proposed that the Books on Wheels volunteers are recruited to by	On the basis that adults are likely to escort children to a library the breakdown of all of the specific groups is not listed in this section but included in **EIA Appendix 1** **Doxford Park** – 763 users across all ages are registered at this library with 261 users across all age bands actively using this library up to April/May 2013 **Easington Lane Library –**235 active users across all ages are registered at this library with 77 users from all age bands actively using this library up to April/ May	Phase 1 consultation identified that social activities are important for the 25-44 age group. A reduction in service points will impact upon the numbers of activities delivered in static libraries but will be mitigated by the extension of community outreach programmes to alternative venues including Children's Centres and sheltered accommodation or similar. Options are to be consulted on in Phase 2. Phase 1 consultation

	the WRVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services **Doxford Park Library –** there is the opportunity to work with partners to deliver learning from this service point. There is also the capacity to increase Books on Wheels. There is the potential to deliver programme for young people in partnership with the Community Association which shares the same site, particularly at school holidays. **Fence Houses Library** – there is the capacity to increase Books on Wheels and work in partnership with schools in the area and other local	2013 **East Herrington Library –**582 active users across all ages are registered at this library with 206 users from all age bands actively using this library up to April/May 2013 **Fence Houses Library** –161 users across all ages are registered at this library with 57 users across all age bands actively using this library up to May 2013 **Hendon Library** – 714 active users across all ages are registered at this library with 219 users across all age bands actively using this library up to Apr/May 2013. **Monkwearmouth Library –**342 active users across all ages are registered at this library with159 users across all age bands actively using this library up to April/May 2013 **Silksworth Library** –779	identified that older age groups are less likely to access library services from alternative venues. Further investigation will take place during phase 2 consultation to understand the best way to continue to meet need through any alternative or outreach provision. Options are to be consulted on in Phase 2. Older age groups raised concerns, during phase 1 consultation, regarding potential loss of the library environment, accessibility (including computer literacy) and dilution of librarian expertise. Understanding of the best ways to mitigate this will be sought through phase 2 consultation. On-line reservation systems to access stock through alternative venues could be a barrier

	organisations to provide collections as appropriate **Monkwearmouth Library** – there is the capacity to increase Books on Wheels particularly for users who live in the high rise flats. **Silksworth Library** – there is the capacity to increase the Books on Wheels Service.	active users across all ages are registered at this library with 222 users across the all age bands actively using this library up to April/May 2013. **Southwick Library** –762 users across all ages are registered at this library with 213 users across all age bands actively using this library up to April/May 2013 **Washington Green Library** 235 users across all ages are registered at this library with 152 users across all age bands actively using this library up to May 2013 Consultation and analysis of active users has shown that a number of users are using more than one library and/or not using the library at which they originally registered. This reflects individual changing patterns of usage and locations but phase 2 consultation will	for older people. Appropriate training for staff in alternative venues will mitigate against this and be identified as part of a revised induction programme, which will be introduced to support the new library staffing structure. **Mobile** Decommissioning of the Mobile Library may reduce accessibility for older people, but the Books on Wheels service will be re-launched to mitigate against this impact. Many customers who previously used the Mobile library have already migrated to Books on Wheels whilst the Mobile library has been off the road for repair. The majority of current mobile library users are also registered at static libraries as well. In instances where the mobile has visited residential homes, then book collections can be put in place

		enable individual users to indicate the impact on them dependant upon their main library of use.	A more detailed impact in terms of closures and reduced hours will be investigated as part of the phase 2 consultation. Support and advice will be offered to residents in respect of distance, transport and access to their nearest library or service offer. See **EIA Appendix 1**. Children and young people may find it more difficult to use alternative libraries which may be further away from their home or school. This would be mitigated by working more closely with schools and other community youth provision in the area. (Phase 2 consultation) Customers who will be impacted by the closure of a library in their community will be consulted with and will be invited to provide comments and input into how they may access services in the

			future. Open days at hubs in phase 2 of consultation will also enable individuals to discuss the impact and potential options. **Doxford Park Library** – of 763 customers registered at this library, there are 15.60% (119) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 37.48% (286) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres. There is currently some ICT programme

			delivered from this library. **Easington Lane Library** – of 235 people registered at this library, 20.43% (48) are registered in the senior age group with 28.51% (67) children. The nearest alternative static library would be Hetton. Due to the very low numbers of current usage as set out in **EIA Appendix 1** and due to the size of the current building the range of programme is limited to very small groups. **East Herrington Library** – of 582 customers registered at this library, there are 20.10% (117) of active users who fall into the 60+ age bracket. The most likely alternative site for users accessing public transport would be City Library and Arts Centre (CLAC). Users with mobility issues would likely choose Books on Wheels. Alternative community

			provision will be explored. There are 32.30% (188) active users who are registered children, who will be supported through the library programme in schools, or alternative provision in the community that could include Community Centres or Children's Centres. There is currently only very limited library programme provided from this library, due to the general lack of uptake of services in this area. **Fence Houses Library -** of 161 customers registered at this library, there are 17.39% (28) who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Houghton or Shiney Row Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community

			provisions will be explored. There are 39.13% (63) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include schools, post offices or Community Centres. There is very limited programme delivered from this library due to size, lack of demand and uptake. **Hendon Library** – of 714 customers registered at this library, there are 14.99% (107) of active users who fall into the senior age bracket. The transport links have been looked at, as the most likely alternative site would be CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored.

			There are 27.87% (199) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres. **Monkwearmouth Library** – of 342 customers registered at this library, there are 15.50% (53) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be CLAC, Fulwell or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 25.44% (87) active users who are registered children who will be supported through the library programme in schools or alternative

			provision in the community that could include Community Centres or Children's Centres. Programme delivered in this library is limited due to the lack of up take. The library has not been able to conform to DDA regulations, and is on a steep incline and a busy one way system which does not enable good access or parking. **Silksworth Library** – of 779 customers registered at this library, there are 19.13% (149) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 27.60% (215) active users who are registered

			children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres. There is currently library programme provided from this library. This also includes residents of the Beckwith Mews complex. Learning programme is limited from this site as there is not sufficient space or resources to enable courses to be delivered. **Southwick Library** – of 762 customers registered at this library, there are 18.50% (141) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be CLAC, BunnyHill, Fulwell or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be

			explored. There are 26.38% (201) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres. **Washington Green Library –** of 235 customers registered at this library, there are 25.96% (61) active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Washington Town Centre or Washington Millennium Centre Libraries or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 34.04% (80) active users who are registered children who will

			be supported through the library programme in schools or alternative provision in the community that could include schools, post offices or Community Centres. There is very limited programme delivered from this library due to size, and DDA compliance * It should be noted that the library of registration does not necessarily denote the library of regular usage. This is reflected in the breakdown of overall usage figures across all libraries as seen in **Appendix 3.** This reflects individual changing patterns of usage and locations, but phase 2 consultation will enable individual users to indicate the impact on them dependant upon their main library of use.
Disability	It is proposed that the Books on	Based on current usage, loans of	Decommissioning of the Mobile

	Wheels service be re-launched aiming to increase usage from a more diverse range of residents who may have difficulties accessing services otherwise. It is also proposed that the Books on Wheels volunteers are recruited to by the WRVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service Introduction of an e-book and e-audio book service could have a positive impact on people who are unable to read paper books due to visual or mobility impairments. All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services Where libraries are proposed for closure the user	CD's and DVD's are declining and therefore, it is proposed the service offer will reduce proportionally. There is no anticipated impact of reducing this service. This could be applied to other characteristics. Audio-books remain an important service provision and will continue to be delivered from all libraries and through Books on Wheels. A percentage increase in this area of stock will be addressed to meet the demand. The library service will continue to provide talking books, boomboxes and e audio for visually impaired readers and support VIP (Visually Impaired Reading Groups) The proposals mean • 100% of residents are within 2 miles of a library • 92% of residents are within 1.5 miles	Library may have a negative effect on disabled people but the Books on Wheels service will be re-launched to mitigate against this impact. Customers who will be impacted by the closure of a library in their community will be consulted with directly by being sent a letter which will enable them to provide comments and input into how they may access services in the future and inform them of proposed open days being planned. (Phase 2 consultation)

	base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources The use of volunteers is proposed, to work alongside and support library staff, not to replace them, to deliver library services, for example the delivery of crafts activities and story times. Training for volunteers will provide a full induction.	of a library • 72% of residents are within 1 mile of a library and therefore impact on disabled people is hoped to be neutral. However impact on accessibility, including transport issues, will be investigated in phase 2 consultation. **Doxford Park Library** – there is no data on users in this area in respect of disability. **Easington Lane** – there is no data on users in this area in respect of disability. **East Herrington Library** – there is no data on users in this area in respect of disability. **Fence Houses Library** – there is no data on users in this area in respect of disability. **Hendon Library** – there is no data on users in this area in respect of disability.	

		Monkwearmouth Library – there is no data on users in this area in respect of disability. **Silksworth Library** – there is no data on users in this area in respect of disability. **Southwick Library** – there is no data on users in this area in respect of disability. **Washington Green Library** – there is no data on users in this area in respect of disability.	
Gender/Sex	Consultation from phase 1 demonstrated that non-users may be more likely to use more e-enabled services. More males are non-users and therefore there is a potential positive impact through the increase of these services. All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and	**Full breakdown for each service point in EIA Appendix 1.** There tends to be a higher female membership compared to male. The gender ratio is not uncommon to other library take up. Though a customer may register at a library they can use any other libraries across the city, and quite often a number of libraries are used by one customer. Also the percentage of females to men generally does not	Phase 1 consultation identified that social activities are important for people who care for young children. This would often be females. A reduction in service points will impact upon the numbers of activities delivered in static libraries but will be mitigated by the extension of community outreach programmes to alternative venues including Children's

	e-based services.	identify if females borrow stock on behalf of males in their household or for children. **Doxford Park Library –** there are 189 registered adult females and 98 males. Due to the proximity of libraries in the area it is expected that some of these users will also use other service areas. **Easington Lane** – there are 62 adult females registered at this library compared to 37 males, see above for detail. **East Herrington Library** – there are 155 adult females registered at this library and 60 adult men. **Fence Houses Library** – there are 43 adult females registered at this library compared to 12 males. **Hendon** – there are 189 adult females registered at this library compared to 139 males, see first entry for detail. **Monkwearmouth**	Centres and sheltered accommodation or similar. Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources.

		Library – there are 99 registered adult females and 71 adult males. It is expected that a proportion of these users will access other service points already. **Silksworth Library –** there are 242 registered adult females and 106 males. Due to the proximity of libraries in the area it is expected that some of these users will also use other service areas. **Southwick Library –** there are 207 registered adult females and 162 males **Washington Green Library** – there are 48 adult females registered at this library compared to 19 females.	
Marriage and Civil Partnership	All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services.	A more responsive service will be delivered to all customers irrespective of relationship status. **Doxford Park Library** – there is no data on users in this area in respect of this characteristic.	Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer

		Easington Lane Library – there is no data on users in this area in respect of this characteristic. **East Herrington Library** – there is no data on users in this area in respect of this characteristic. **Fence Houses Library** – there is no data on users in this area in respect of this characteristic. **Hendon Library** – there is no data on users in this area in respect of this characteristic. **Monkwearmouth Library** – there is no data on users in this area in respect of this characteristic. **Silksworth Library** – there is no data on users in this area in respect of this characteristic. **Southwick Library** – there is no data on users in this area in respect of this characteristic. **Washington**	and programme within existing resources.

		Green Library – there is no data on users in this area in respect of this characteristic.	
Pregnancy and maternity	All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services	Any impact on this group would be minimised through more targeted local community programme, which will include programme provided through Children's Centres. **Doxford Park Library** – there is no data on users in this area in respect of this characteristic. **Easington lane Library** – there is no data on users in this area in respect of this characteristic. **East Herrington Library** – there is no data on users in this area in respect of this characteristic. **Fence Houses Library** – there is no data on users in this area in respect of this characteristic. **Hendon Library** – there is no data on users in this area in respect of this characteristic.	Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources

		Monkwearmouth Library – there is no data on users in this area in respect of this characteristic. **Silksworth Library** – there is no data on users in this area in respect of this characteristic. **Southwick Library** – there is no data on users in this area in respect of this characteristic. **Washington Green Library** – there is no data on users in this area in respect of this characteristic.	
Race/Ethnicity	The proposed future services model will enable an enhanced focus on residents and community groups and offer the opportunity to increase involvement from under represented groups. Community outreach will promote engagement in and influence on programme and activities both within libraries and through delivery	The library service provides a safe and neutral environment for all customers. The service also includes a range of cultural programme and materials to engage communities. It has already been identified that some groups, such as the Bangladeshi community, are less likely to access static provision.	Customers who will be impacted by the closure of a library in their community will be consulted with directly by being sent a letter which will enable them to provide comments and input into how they may access services in the future and inform them of proposed open days being planned. There will be targeted focus work with groups as in

	direct into the specific community groups. All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services. Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources **Hendon Library –** there is an established relationship with the Bangladeshi Centre where library services and programme can be delivered	Therefore a number of existing outreach programmes are delivered and these programmes will continue. **Doxford Park Library –** of the 399 people who disclosed their ethnicity, 373 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward. **Easington Lane Library** – of the 209 users who have disclosed their ethnicity, 196 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.	phase 1(Phase 2 consultation).

		East Herrington Library – the data available demonstrates a high percentage of white British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area, and work in the community and with other partners would inform programme and activity going forward. **Fence Houses Library –** of the 147 people who disclosed their ethnicity, 129 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward. **Hendon Library** – of the 494 users who have disclosed their ethnicity, 422 are white-British customers registered at this	

		library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward. **Monkwearmouth Library** - of the 324 users who have disclosed their ethnicity, 258 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward. **Silksworth Library** - of the 550 users who have disclosed their ethnicity, 508 are white-British customers registered at this library, with 31 'not disclosed'. This information is not statutory for library membership. Other local intelligence of the area and work in the community	

		and with other partners would inform programme and activity going forward. **Southwick Library** – of the 525 people who have disclosed their ethnicity, 480 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward. **Washington Green Library –** of the 221 people who disclosed their ethnicity, 189 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.	
Religion/belief	All residents will be able to benefit from	There is a broad range of stock and	Further targeted focus groups will

	the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources	diverse programme to support different religions and beliefs. The disclosure of this characteristic is not obligatory for library membership. **Doxford Park Library** – there is no data on users in this area in respect of this characteristic. **Easington lane Library** – there is no data on users in this area in respect of this characteristic. **East Herrington Library** – there is no data on users in this area in respect of this characteristic. **Fence Houses Library** – there is no data on users in this area in respect of this characteristic. **Hendon Library** – there is no data on users in this area in respect of this characteristic. **Monkwearmouth Library** – there is no data on users in this area in respect of this	be consulted with as appropriate as in Phase 1

		characteristic. **Silksworth Library** – there is no data on users in this area in respect of this characteristic. **Southwick Library** – there is no data on users in this area in respect of this characteristic. **Washington Green Library** – there is no data on users in this area in respect of this characteristic.	
Sexual Orientation	All residents will be able to benefit from the increased flexibility and local responsiveness of library services. The incorporation of sustainable modern and e-based services will make it easier for customers to borrow material on sensitive topics on personal issues without having to liaise with staff. Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by	No specific impact identified, through qualitative consultation. Quantitative consultation suggested higher non-library users in this group. Numbers were low so it is difficult to determine whether this is a true picture but this will be investigated further in future consultation. **Doxford Park Library** – there is no data on users in this area in respect of this characteristic. **Easington lane Library** – there is	Further targeted focus groups will be consulted with as appropriate as in Phase 1

	discussing and developing the appropriate community offer and programme within existing resources	no data on users in this area in respect of this characteristic. **East Herrington Library** – there is no data on users in this area in respect of this characteristic. **Fence Houses Library** – there is no data on users in this area in respect of this characteristic. **Hendon Library** – there is no data on users in this area in respect of this characteristic. **Monkwearmouth Library** – there is no data on users in this area in respect of this characteristic. **Silksworth Library** – there is no data on users in this area in respect of this characteristic. **Southwick Library** – there is no data on users in this area in respect of this characteristic. **Washington Green Library** – there is no data on users in this area	

		in respect of this characteristic.	
Trans-gender/gender identity	All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services The incorporation of improved technology and e-based services will make it easier for customers to borrow sensitive topics on personal issues without having to liaise with staff Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources	**Doxford Park Library** – there is no data on users in this area in respect of this characteristic **Easington lane Library** – there is no data on users in this area in respect of this characteristic **East Herrington Library** – there is no data on users in this area in respect of this characteristic **Fence Houses Library** – there is no data on users in this area in respect of this characteristic **Hendon Library** – there is no data on users in this area in respect of this characteristic **Monkwearmouth Library** – there is no data on users in this area in respect of this characteristic **Silksworth Library** – there is no data on users in this area in respect of this characteristic	

		Southwick Library – there is no data on users in this area in respect of this characteristic **Washington Green Library** – there is no data on users in this area in respect of this characteristic	
Other: Schools	Increased focus on literacy development through libraries and the Schools Library Service. All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources	**Doxford Park Library –** Secondary schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above. **Easington Lane Library** – Easington Lane Primary School have subscribed to the Schools Library Service which provides a library service and collections, professional support and advice to teachers and pupils in respect of literacy development and library programme in the community. **East Herrington Library ,** Farringdon Primary and Farringdon	**Doxford Park Library** – Mill Hill and Benedict Biscop Schools have opted out of the Schools Library Service from April 2013. **Washington Green Library -** both John F Kennedy and Barmston do not subscribe to the schools library service

		School are both subscribed to the Schools Library Service * which provides a library service and collections, professional support and advice to teachers and pupils in respect of literacy development and library programme in the community, which would ensure that children have access to library services **Fence Houses Library** – all of the local schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above. **Hendon Library** - all primary and secondary schools in this Ward are signed up to the Schools Library Service. As above. **Monkwearmouth Library –** all primary schools have signed up in the Monkwearmoth Ward to the Schools Library Service and also Monkwearmouth Comprehensive	

		School.* As above. **Silksworth Library –** all of the local schools in the area are signed up to the Schools Library Service and are very actively involved in the service. * As above. **Southwick Library y** - all of the local schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above.	
Other : Hospitals		No impact	
Other: Staff		Staff, unions and Human Resources & Occupational Development representatives will continue to be consulted with on a regular basis and the staff are being encouraged to apply for vacancies within the Customer Services Network.	
Other: ALL	Community Libraries - It is likely that these Libraries could open for additional hours each week to provide access to community groups which	Where libraries are proposed for closure the user base and community will be further consulted in phase 2 to minimise any impact, by	

	would be driven by local need. Community reservations will provide an alternative means of access to library stock. Working with partners including Community Centres, Health Centres, Children's Centres and Post Offices library members will be able to request books online via the library catalogue and then collect them from a pre-nominated location. Staff in all future Libraries and outreach centres will be available to support users to actively request on-line reservations. The service is currently available but needs to be effectively promoted internally and externally. Staff currently have the skills and knowledge to do this but may need a refresher as part of an overall revised Induction training. In support of this programme it is	discussing and developing appropriate community offer and programme that is relevant to the target groups (applies to all protected characteristics).	

	proposed that the current reservation charges will no longer be levied for items borrowed from future library services with the exception of items borrowed from other authorities and the British Library under the Inter-Library Loans Service. Phase 2 consultation on these proposals will give people protected under equality legislation further opportunity to comment on closures, opening hour changes and the impact they will experience as a result of the proposals. A letter will go to individuals and groups and will go out in hard copy and also be presented on the internet and through libraries. All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services		

Other individuals or groups impacted on:
The policy or action may also have an impact on other groups or individuals which are not covered by the statutory requirements. Please outline any additional individuals or groups which have not already been covered. This could include socio-economic groups, voluntary and community sector, carers or specific communities which face additional challenges (such as former coal mining areas or areas of high deprivation)

LIAZe has delivered programme to varied groups and needs from a dedicated vehicle but with the expansion of ICT facilities across the city outreach programmes can be delivered through more efficient and effective outreach provision and partnerships. Therefore removal of this service can be mitigated.

Gaps in intelligence and information:
Having undertaken the analysis are there any areas of intelligence or information which need to be improved? Please outline and areas where the current information is not complete enough to take a decision. Addressing this gap should be covered in the action plan.

Statistics are available for age, gender and disability but are not for the other groups. There is limited information gathered on the library management system, because the data held is that necessary for the delivery of the service. In addition the survey information had low numbers in non predominant groupings to analyse. Therefore, further investigations for other groups will have to be done through further engagement and consultation. Actions are highlighted below.

There is a lack of understanding, at this stage, of the direct impact of closures and the reduction of hours in community libraries. This will be investigated in phase 2 consultation. This will include investigation of the impact of the distance and travel links to the next library facility. Actions have been outlined below.

Further understanding of the impact on staff is needed.

Policy/Decision/Project/Activity Title:

Future Library Services
Responsible Officer: Julie Gray

3. Summary of Impacts and Response to Analysis

Please provide a summary of the overarching impacts that have been highlighted through the analysis process through the three questions below. It is important to recognise that individuals may belong to one or more of these characteristic groups and the combined impact could be greater than any single impact.

Who will the policy/decision/project/activity impact on and who will benefit?

There is a potential impact on all residents, both users and non-users of libraries. There are potential benefits for non-users of current library services through modernisation of services. Men and younger people are identified as people who will potentially have access to services in a way that is more suitable for them through the expansion of e-enabled options.

Who will not benefit and why not?

Concerns have been highlighted particularly for older people, but also for disabled people. This is largely in terms of maintaining current access and elements of the service that they want, for example library atmosphere and librarian expertise. However, currently identified actions will help to mitigate against this and further consultation and engagement will be carried out to further understand concerns of various groups.

Who should be expected to benefit and why don't they?
N/A

4. Response to Analysis, Action Plan and Monitoring,

In this section please outline what actions you propose to take to minimise the negative, and maximise the positive, impacts that have been identified through the analysis. By considering and implementing these actions the policy or action can be refined to make sure that the greatest benefits are achieved for the people of Sunderland. The performance monitoring process should also be set out to explain how ongoing progress is going to be followed to make sure that the aims are met.

From the analysis four broad approaches can be taken, (No major change, continue with the policy/action despite negative implications, adjust the policy/decision/action or stop the policy/action). Please indicate, using the list below, which is proposed.

No Major Change	(**x**)
Continue Despite Negative Implications	( )
Adjust the Policy/Decision/Project/Activity	( )
Stop	( )

Action Plan

ACTION	WHO	WHEN	MONITORING ARRAGEMENTS
Where libraries are proposed for closure the user base and community will be further consulted in phase 2 to minimise any impact, by discussing and developing appropriate community offer and programme that is relevant to the target groups (applies to all protected characteristics).			
Consult further on proposed opening hours as part of phase 2 to ensure they meet need and highlight any impact in conjunction with closures.			
As part of ongoing engagement, ensure the best			

ways to raise awareness of services (including revised services), is determined, including with non-user groups.			
Determine the best ways to provide alternative provision to older people, taking into account that they are less likely to access alternative venues.			
Investigate ways to mitigate against concerns regarding loss of staff expertise and skills and knowledge, loss of library atmosphere and access to alternative venues (physical, electronic and transport) as part of phase two consultation.			
Determine training that would be needed for staff in non-traditional venues and volunteers who are part of supporting the delivery of library services.			
Ensure outreach work provides suitable alternative social activities for 24-			

44 year olds and people with young children. Investigate suitable alternatives in phase 2 consultation.			
Ensure any travel and transport issues are understood as part of phase 2 consultation.			
Re-launch Books on Wheels and recruit more WVRS volunteers to help deliver any increase in demand. Ensure that staff continue to have the time to allow for some social interaction as part of the service delivery.			
Ensure alternative venues are secured to continue to deliver programmes previously delivered on LIAZe or in static provision.			
As part of ongoing consultation investigate whether there are reasons for higher non-library use amongst LGB residents.			
Further engagement with non-users to			

determine the best ways of increasing participation (e.g. socially excluded groups).			
Review the equality analysis one year after implementation to ensure any unforeseen impacts are identified and addressed and to understand whether the new offer is continuing to meet needs (including opening hours etc).			
Continue to review and develop relationships with represented groups.			
The impact on staff and staffing structures is under discussion.			
Opening Hours – reduction or changes in opening hours would be mitigated in the same way as closures by increasing opportunities to access a broader range of service through new technologies and ensuring that within each area framework the variation in hours			

takes account of all ages, for example, open some mornings for older people, and teatimes and evenings for younger/school children. Will be consulted as part of phase 2			

APPENDIX ITEMS

EIA APPENDIX 1 – Library Fact Sheets

BUNNYHILL LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday and Wednesday	9.30am – 7.30pm
Tuesday, Thursday and Friday	9.30am – 5.00pm
Saturday	9.30am – 4.00pm
Total Hours per week	**49**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning courses such as ICT for beginners and family history, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the whole of the North area
- Computers and Internet access for learning and drop in (14 public access pc's across the library
- Customer Services is staffed by Library staff
- Heritage
- Information Services
- Learning Programme
- Online Resources

General Information

- New build in 2006
- Shared facility with Health, Wellness, Children's Services
- Meeting rooms managed through facilities management
- Local buses stop at the centre and there is public car parking

Bunny Hill Performance	**NORTH**	
	2011/2012	**2012/13**
Total Visits	48,698	40,015
Number of transactions/issues	46,269	41,701
ICT Usage (Hours)	12,876	10,330
Total Reservations	2,027	1,844
Total Enquiries	13,108	6,944
Active Borrowers	1,822	1,395

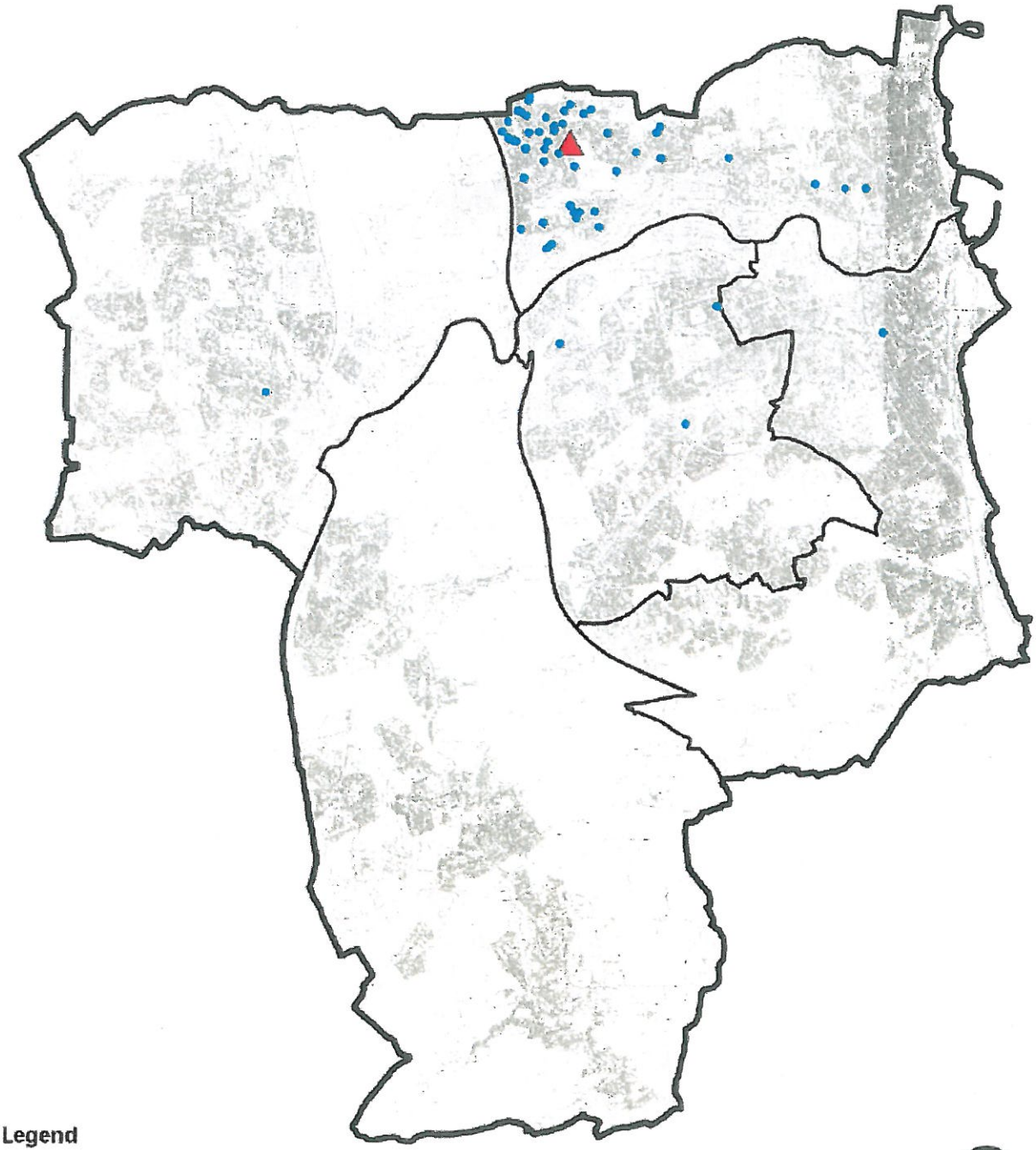
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Bunny Hill	7,013	4,045	4,760	1,948	440	220	327		**18,753**
	37%	22%	25%	10%	2%	1%	2%		**100%**

User Profile (May 2013)

BunnyHill	**Active user analysis by library of registration**				
-	**Female**	**Male**	**Unknown**	**Total**	**%**
Adult	380	201	3	584	42.23%
Books on Wheels	15	3	0	18	1.30%
Community Group	1	0	0	1	0.07%
Child	260	203	2	465	33.62%
Job Seeker	1	7	0	8	0.58%
Playgroup	4	0	3	7	0.51%
Senior	109	56	1	166	12.00%
Staff	1	1	0	2	0.14%
Student	5	0	0	5	0.36%
VIP	5	2	0	7	0.51%
Youth-12	56	21	1	78	5.64%
Youth-15	20	22	0	42	3.04%
Total	857	516	10	1383	100.00%

Bunny Hill - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Bunny Hill Library
- Respondents

Base: 59

CITY LIBRARY & ARTS CENTRE

Current Opening Hours

Monday and Wednesday	9.30am – 7.30pm
Tuesday,Thursday, Friday	9.30am – 5.00pm
Saturday	9.30am – 4.00pm
Total	**49**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes a varied learning programme, crafts, 1.2.1 ICT sessions, supporting and developing readers and writers groups, author visits and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access - ICT area and drop in (31 Public access pc's in total across the library)
- Heritage – Local Studies Centre provides learning, research and archive resources
- Sound & Vision
- Information Services
- Learning Programme
- Online Resources

General Information

- City Centre location, accessibility is good, though limited options to park outside
- Diverse range of services including Customer Services, Connexions
- Meeting rooms are available to hire and are regularly used by community groups, that include FACL and WEA – yoga/family history, Readers & Writers Groups, St Johns Hearing, Cancer Network, Birth Parent Group, Social History Group and RNIB
- The active borrower and usage profile is predominantly adult

City Library & Arts Centre Performance Data	EAST	
	2011/2012	2012/2013
Total Visits	597,259	544,232
Number of transactions/issues	318,481	262,905
ICT Usage (Hours)	44,322	42,603
Total Reservations	13,004	11,600
Total Enquiries	61,968	47,358
Active borrowers	16,380	14,022

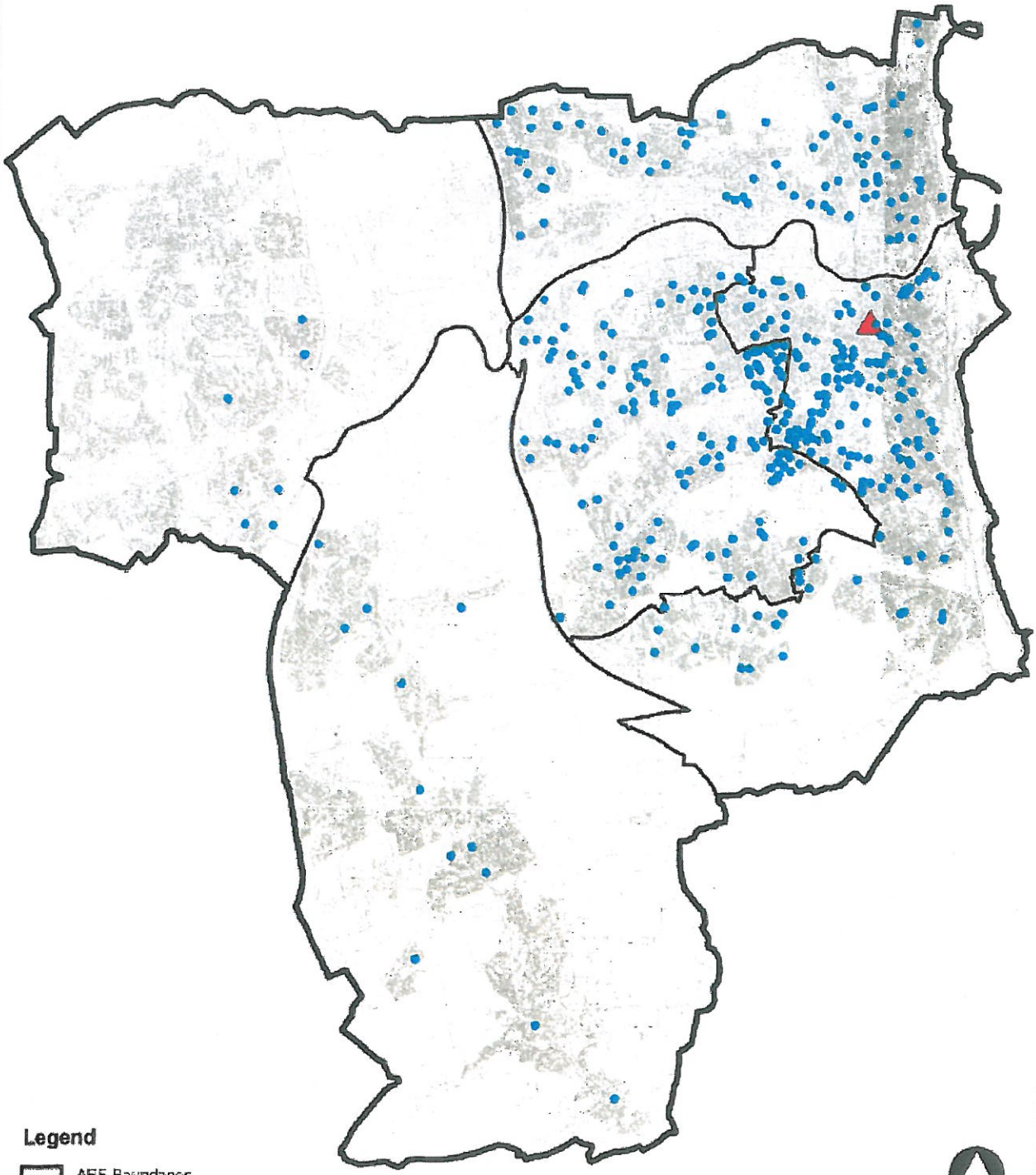
STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
City Library	35,274	83,558	15,850	6,980	2,353	3,418	1,084		**148,517**
	24%	56%	11%	5%	2%	2%	1%		**100%**

User Profile (May 2013)

City Library and Arts Centre	Active user analysis by library of registration				
	Female	Male	Unknown	Total	%
Adult	3820	3317	55	7192	50.72%
Books on Wheels	22	6	0	28	0.20%
Community Group	10	3	12	25	0.18%
Child	910	676	16	1602	11.30%
Corporate	0	0	1	1	0.01%
Home Tutor/Childminder	3	0	0	3	0.02%
Job Seeker	158	223	0	381	2.69%
Playgroup	4	1	1	6	0.04%
Senior	2260	1712	0	3972	28.01%
Staff	60	15	0	75	0.53%
Student	218	142	0	360	2.54%
VIP	76	34	1	111	0.78%
Youth-12	135	85	2	222	1.57%
Youth-15	128	74	1	203	1.43%
Total	7804	6288	89	14181	100.00%

City Library and Arts Centre - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- City Library and Arts Centre
- Respondents

Base: 480

DOXFORD PARK LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday	Closed
Tuesday and Wednesday	10.00am – 5.00pm
Thursday	1.00pm – 8.00pm
Friday	10.00am – 7.00pm
Saturday	10.00am – 4.00pm
Total	**36**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning sessions, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (10 Public access pc's in total across the library)
- Customer Services – basic enquiries undertaken by library staff
- Information Services
- Learning Programme
- Online Resources

General Information

- Shared building with Doxford Park Community Association
- Located close to Morrisons Supermarket with dedicated library car parking

Doxford Park Performance Data	EAST	
	2011/2012	2012/2013
Total Visits	21,778	16,473
Number of transactions/issues	32,223	26,246
ICT Usage (Hours)	3,661	2,850
Total Reservations	1,598	1,154
Total Enquiries	7,801	5,262
Active Borrowers	867	782

STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Doxford Park	4,768	2,227	3,291	1,198	121	288	0		**11,893**
	40%	19%	28%	10%	1%	2%	0%		**100%**

User Profile (May 2013)

Doxford Park	**Active user analysis by library of registration**						**Active user analysis by current items on loan**	
	Female	**Male**	**Unknown**	**Total**	**%**		**Total**	**%**
Adult	189	98	3	290	38.01%		68	26.05%
Books on Wheels	1	0	0	1	0.13%		0	0.00%
Child	161	122	3	286	37.48%		69	26.44%
Job Seeker	1	1	0	2	0.26%		3	1.15%
Senior	75	43	1	119	15.60%		111	42.53%
Staff	4	1	0	5	0.66%		5	1.92%
Student	0	2	0	2	0.26%		0	0.00%
VIP	3	1	0	4	0.52%		1	0.38%
Youth-12	21	13	0	34	4.46%		2	0.77%
Youth-15	14	6	0	20	2.62%		2	0.77%
Total	469	287	7	763	100.00%		261	100.00%

Ethnicity	**Active user analysis by library of registration**			
	Female	**Male**	**Unknown**	**Total**
Not Disclosed	9	4	0	13
Other Ethnic Group	1	0	0	1
Unknown	6	2	0	8
White - British	224	149	0	373
White - Irish	1	0	0	1
White - Other	2	1	0	3
Total	243	156	0	399
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

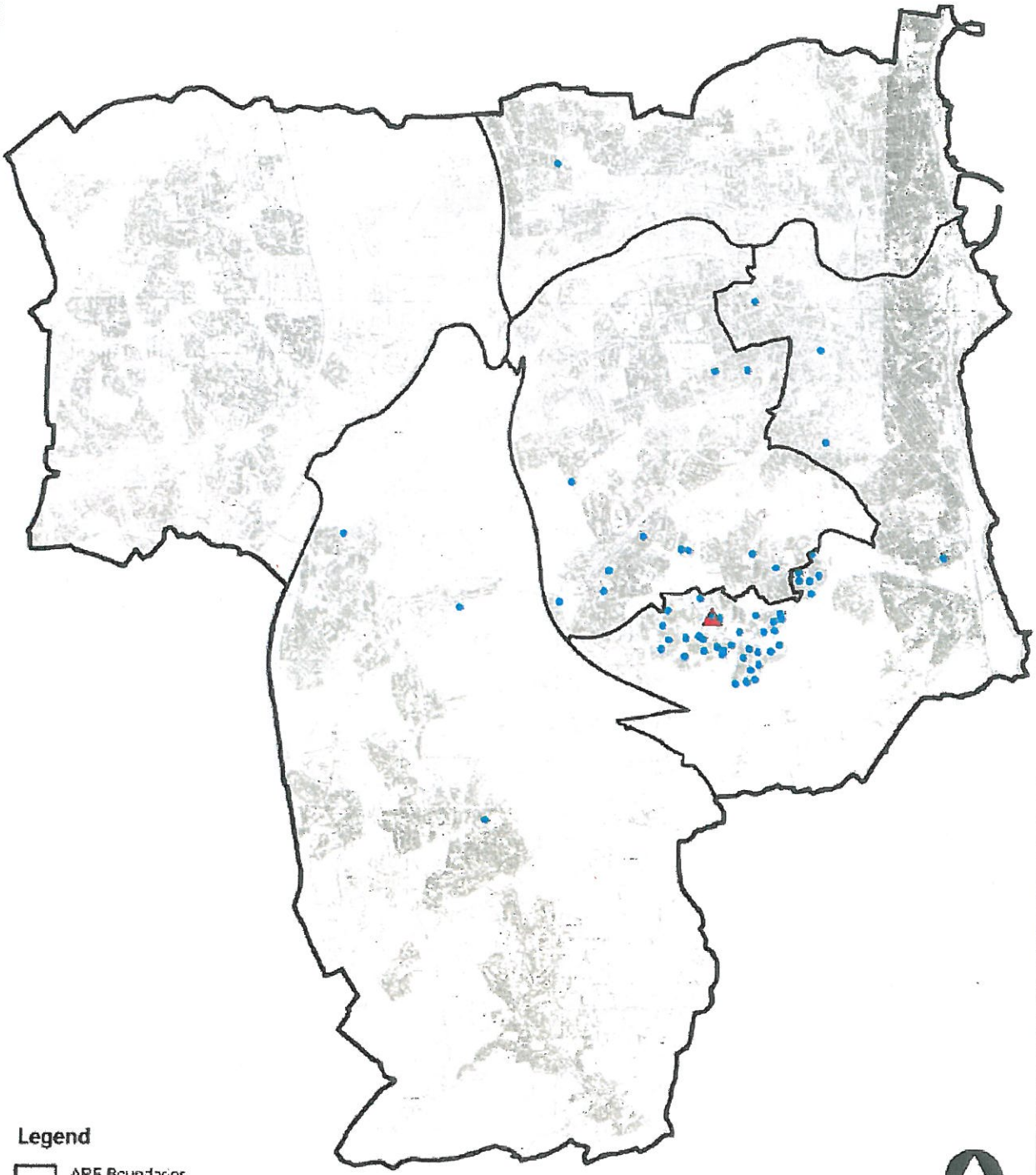
Branch	Nearest service point	Distance (in miles)
Doxford Park	Ryhope	2.4 miles
Doxford Park	Sandhill	2.6 miles

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
Doxford Park	4, 5, 5A,13, 37, 39

Doxford Park - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Doxford Park Library
- Respondents

Base 67

EASINGTON LANE LIBRARY

Current Opening Hours

Monday and Friday	9.30am – 12.30pm	1.30pm – 5.30pm
Tuesday	9.30am – 12.30pm	1.30pm – 5.00pm
Wednesday	Closed	
Thursday	9.30am – 12.30pm	
Saturday	9.00am – 12noon	
Total	**26.5**	

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytime
- Children and Young People Programme and Activity
- Computers and Internet access (2 Public access pc's)
- Information Services
- Online Resources

General Information

- Part-time opening hours with very low usage
- Front street local shopping location

Easington Lane Performance Data	Coalfields	
	2011/2012	2012/2013
Total Visits	9,487	6,485
Number of transactions/issues	10,233	8,691
ICT Usage (Hours)	310	481
Total Reservations	485	492
Total Enquiries	712	474
Active Borrowers	308	254

STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Easington Lane	3,417	1,615	1,879	912	17	0	0		**7,840**
	44%	21%	24%	12%	0%	0%	0%		**100%**

User Profile (May 2013)

Easington Lane	Active user analysis by library of registration						Active user analysis by current items on loan	
	Female	Male	Unknown	Total	%		Total	%
Adult	62	37	0	99	42.13%		16	20.78%
Child	43	24	0	67	28.51%		8	10.39%
Job Seeker	4	0	0	4	1.70%		3	3.90%
Playgroup	1	0	4	5	2.13%		1	1.30%
Senior	33	14	1	48	20.43%		40	51.95%
Sheltered Accom / Hostel / Home	1	0	0	1	0.43%		0	0.00%
Staff	0	0	0	0	0.00%		5	6.49%
Student	1	0	0	1	0.43%		1	1.30%
Youth-12	3	4	0	7	2.98%		0	0.00%
Youth-15	2	1	0	3	1.28%		3	3.90%
Total	150	80	5	235	100.00%		77	100.00%

Ethnicity	Active user analysis by library of registration			
	Female	Male	Unknown	Total
Asian or Asian British - Pakistani	0	1	0	1
Not Disclosed	6	4	0	10
Other Ethnic Group	2	0	0	2
White - British	130	66	0	196
Total	138	71	0	209
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

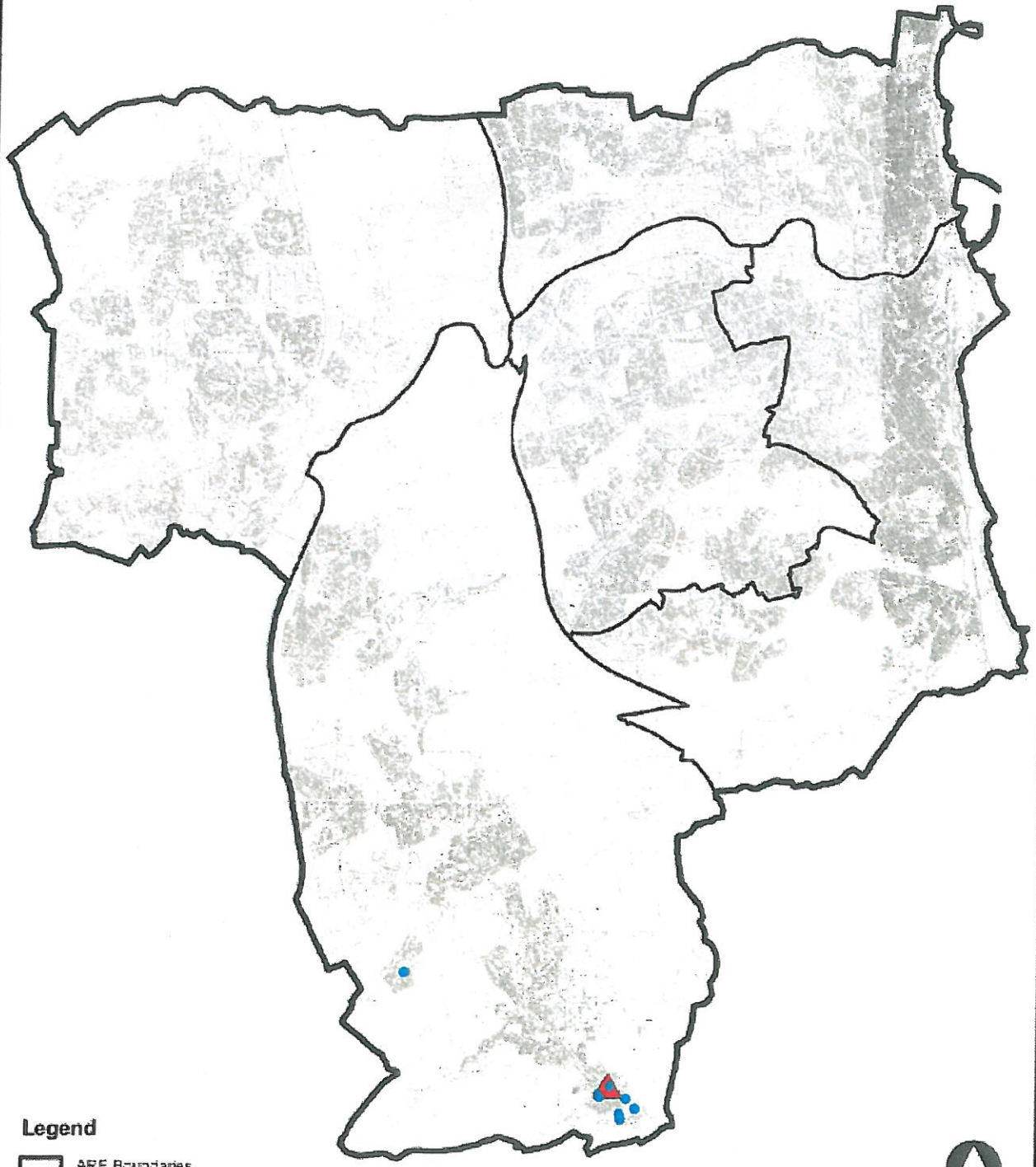
Branch	Nearest service point	Distance (in miles)
Easington Lane	Hetton	1.4 miles

Transport links: (information taken from timetables)

Branch	Transport links (Bus)
Easington Lane	168, M1, X1

Easington Lane - Library used most often by respondents/ members of their household

Sunderland City Council

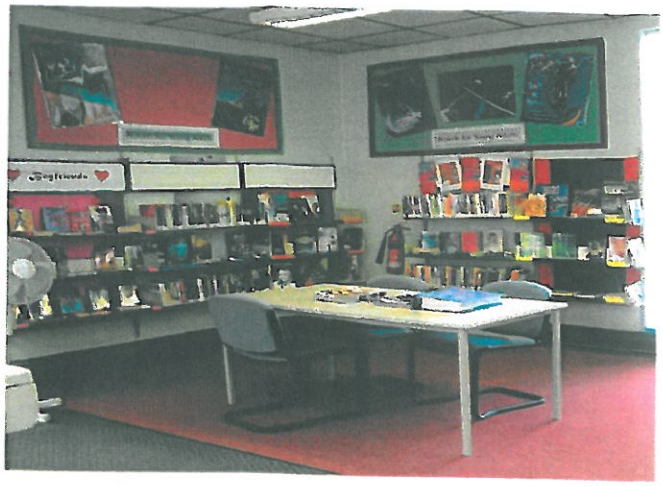


Legend

- ARF Boundaries
- Easington Lane Library
- Respondents

Base: 6

EAST HERRINGTON LIBRARY



Current Opening Hours

Monday, Thursday	9.30am – 12.30pm	1.30pm – 7.30pm
Tuesday, Friday	9.30am – 12.30pm	1.30pm – 5.00pm
Wednesday	Closed	
Saturday	9.00am – 12noon	
Total	**34**	

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children
- Children and Young People Programme and Activity
- Computers and Internet access 3 Public access pc's in total across the library
- Information Services
- Online Resources

General Information

- Very low level of usage
- Proximity to new enhanced services at Sandhill and Ryhope
- Off main road – in housing estate, though dedicated car park available and on main bus routes

East Herrington Performance Data	WEST	
	2011/2012	2012/2013
Number of transactions/issues	25,644	21,301
Total Visits	16,109	14,644
ICT Usage (Hours)	1,160	801
Total Reservations	1,409	1,187
Total Enquiries	3,028	2,071
Active Borrowers	657	594

STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
East Herrington	4,543	1,894	2,600	1,267	213	1	0		**10,518**
	43%	18%	25%	12%	2%	0%	0%		**100%**

User Analysis (May 2013)

East Herrington	Active user analysis by library of registration						Active user analysis by current items on loan	
	Female	Male	Unknown	Total	%		Total	%
Adult	155	60	2	217	37.29%		56	27.18%
Community Group	0	0	5	5	0.86%		1	0.49%
Child	99	86	3	188	32.30%		45	21.84%
Holiday-Senior	1	0	0	1	0.17%			0.00%
Job Seeker	1	1	0	2	0.34%		1	0.49%
Playgroup	0	0	2	2	0.34%			0.00%
Senior	74	43	0	117	20.10%		86	41.75%
Staff	0	1	0	1	0.17%		6	2.91%
Student	2	3	0	5	0.86%		1	0.49%
VIP	1	0	0	1	0.17%		4	1.94%
Youth-12	15	15	0	30	5.15%		5	2.43%
Youth-15	9	4	0	13	2.23%		1	0.49%
Total	357	213	12	582	100.00%		206	100.00%

Ethnicity	Active user analysis by library of registration			
	Female	Male	Unknown	Total
Chinese	0	1	0	1
Mixed - White and Black African	1	0	0	1
Not Disclosed	25	13	0	38
Other Ethnic Group	3	0	0	3
Unknown	5	6	1	12
White - British	272	161	0	433
White - Other	2	1	0	3
Total	308	182	1	491
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

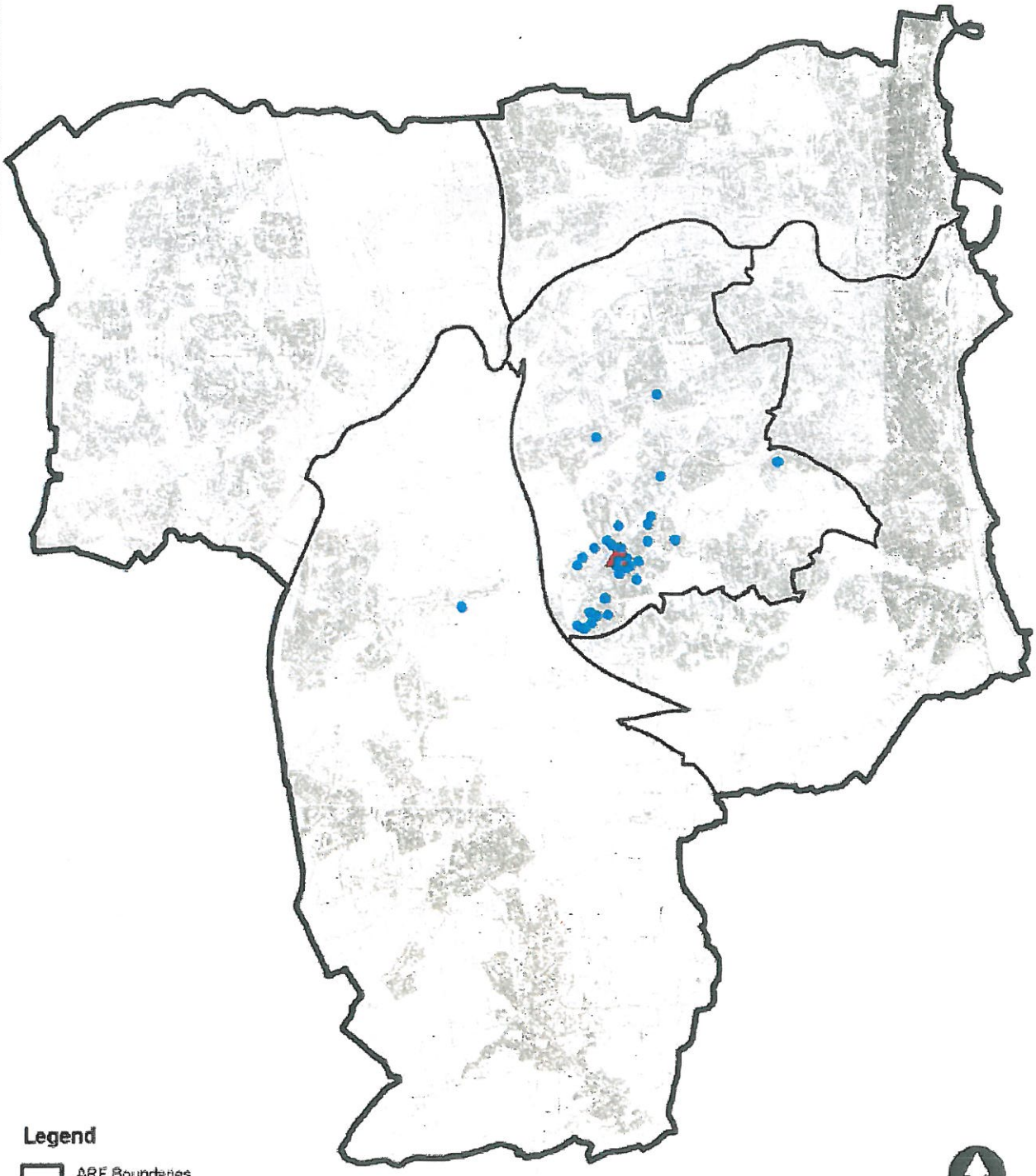
Branch	Nearest service point	Distance (in miles)
East Herrington	Sandhill	1.3 (miles)

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
East Herrington	Service no 3 (additional links from Durham Road and Silksworth Road

East Herrington - Library used most often by respondents/ members of their household

Sunderland City Council

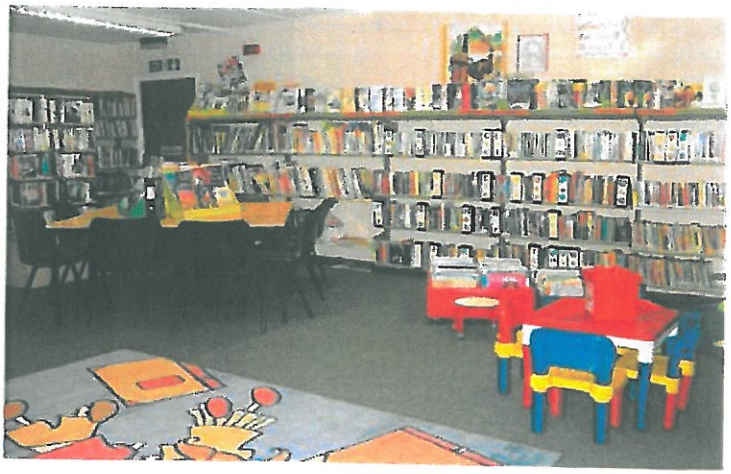


Legend

- ARF Boundaries
- East Herrington Library
- Respondents

Base: 39

FENCE HOUSES LIBRARY



Current Opening Hours

Monday and Thursday	1.00pm – 7.00pm
Wednesday and Friday	1.00pm – 4.00pm
Total	**18**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 2 public access pc's
- Information Services
- Online Resources

General Information

- Small library with no library development opportunities
- Part time hours with very low usage
- Portakabin design – was a temporary option in the 1970's now subject to sustainability concerns

Fence Houses Performance Data	Coalfields	
	2011/2012	2012/2013
Total Visits	4,300	4,400
Number of transactions/issues	7,708	7,457
Number of active members (borrowed an item in last year)	198	163
ICT Usage (Hours)	239	256
Total Reservations	740	460
Total Enquiries	68	90

STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Fence Houses	1,871	798	1,577	647	33	0	0		**4,926**
	38%	16%	32%	13%	1%	0%	0%		**100%**

User Profile (May 2013)

FenceHouses	Active user analysis by library of registration						Active user analysis by current items on loan	
	Female	Male	Unknown	Total	%		Total	%
Adult	43	12	0	55	34.16%		14	24.56%
Child	33	29	1	63	39.13%		15	26.32%
Community & Voluntary Group	0	0	0	0	0.00%		1	1.75%
Home Tutor / Child Minder	1	0	0	1	0.62%		1	1.75%
Playgroup	1	0	0	1	0.62%		0	0.00%
Senior	23	5	0	28	17.39%		21	36.84%
Staff	1	0	0	1	0.62%		5	8.77%
Student	1	0	0	1	0.62%		0	0.00%
Youth-12	4	5	0	9	5.59%		0	0.00%
Youth-15	2	0	0	2	1.24%		0	0.00%
Total	109	51	1	161	100.00%		57	100.00%

	Active user analysis by library of registration			
	Female	Male	Unknown	Total
Black or Black British - Caribbean	0	1	0	1
Not Disclosed	8	8	0	16
Other Ethnic Group	1	0	0	1
White - British	93	36	0	129
Total	102	45	0	147
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

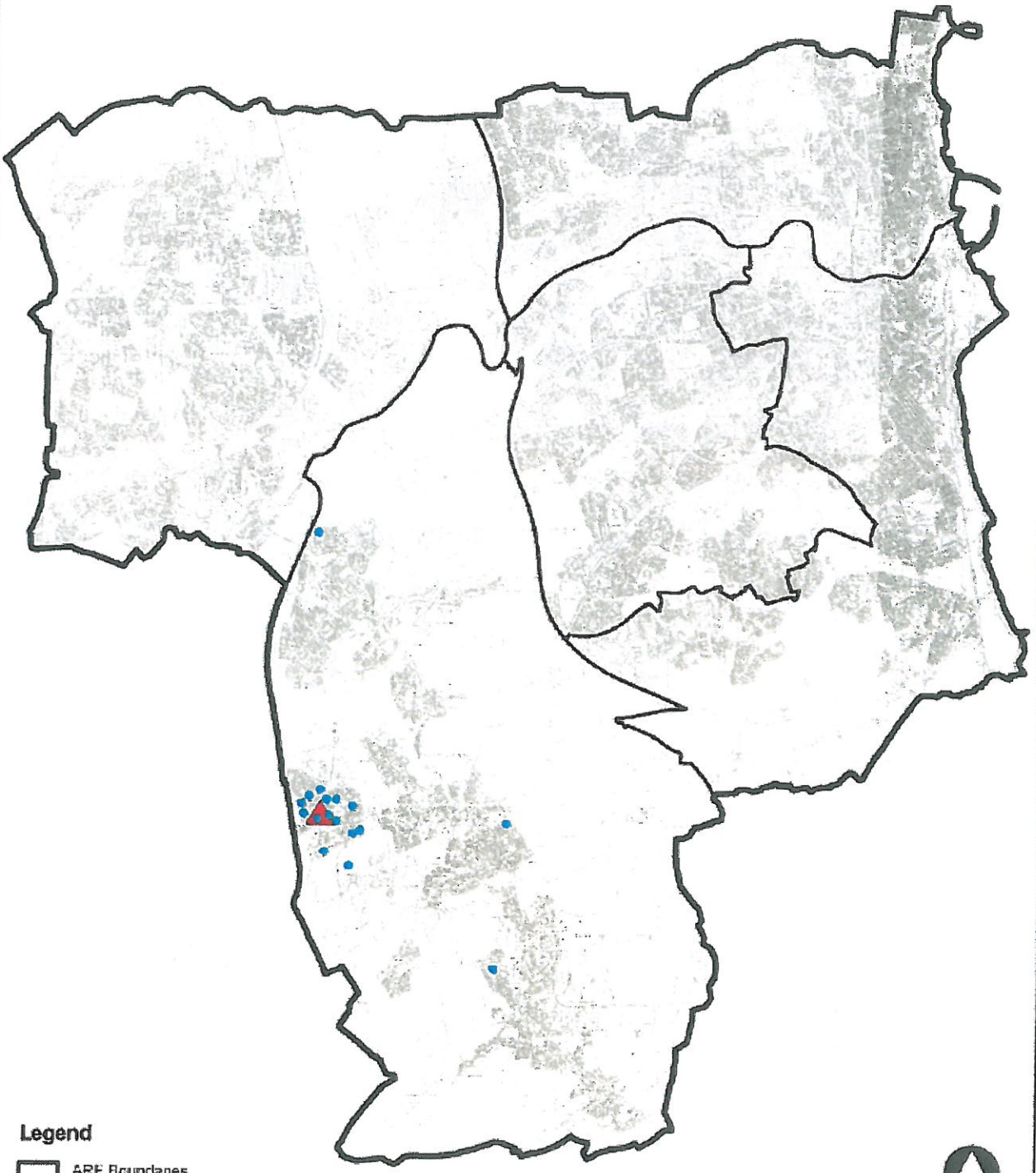
Branch	Nearest service point	Distance (in miles)
Fence Houses	Houghton	1.3 miles
Fence Houses	Shiney Row	2.4 miles

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
Fence Houses	71, X3, TB20

Fence Houses - Library used most often by respondents/ members of their household

Sunderland City Council

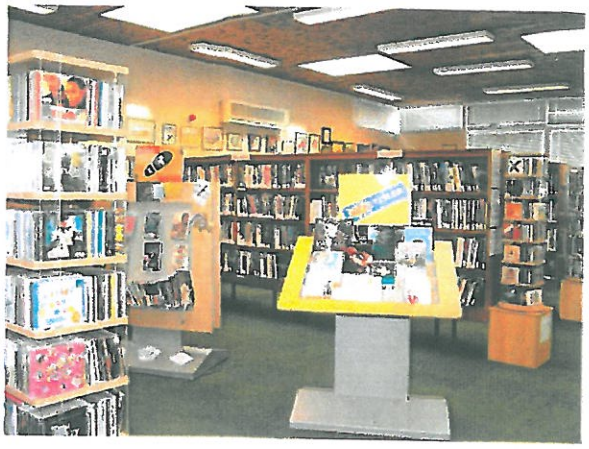


Legend

- ARF Boundaries
- Fence Houses Library
- Respondents

Base: 22

FULWELL LIBRARY



Current Opening Hours

Monday, Wednesday	9.30am – 12.30pm	1.30pm – 7.00pm
Tuesday, Friday	9.30am – 12.30pm	1.30pm – 5.00pm
Thursday	9.30am – 1.00pm	
Saturday	10.00am – 1.00pm	
Total	**36.5**	

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access (7 Public access pc's in total across the library)
- Information Services
- Learning Programme
- Online Resources

General Information

- Located near to local shops and schools, transport links, though poor car parking options
- Dated interior, in need of refurbishment
- High usage, issues and visits

Fulwell Performance Data	NORTH	
	2011/2012	2012/2013
Total Visits	54,766	47,848
Number of transactions/issues	77,370	60,445
ICT Usage (Hours)	4,482	4,529
Total Reservations	2,459	1,767
Total Enquiries	6,960	4,805
Active Borrowers	2,578	2,231

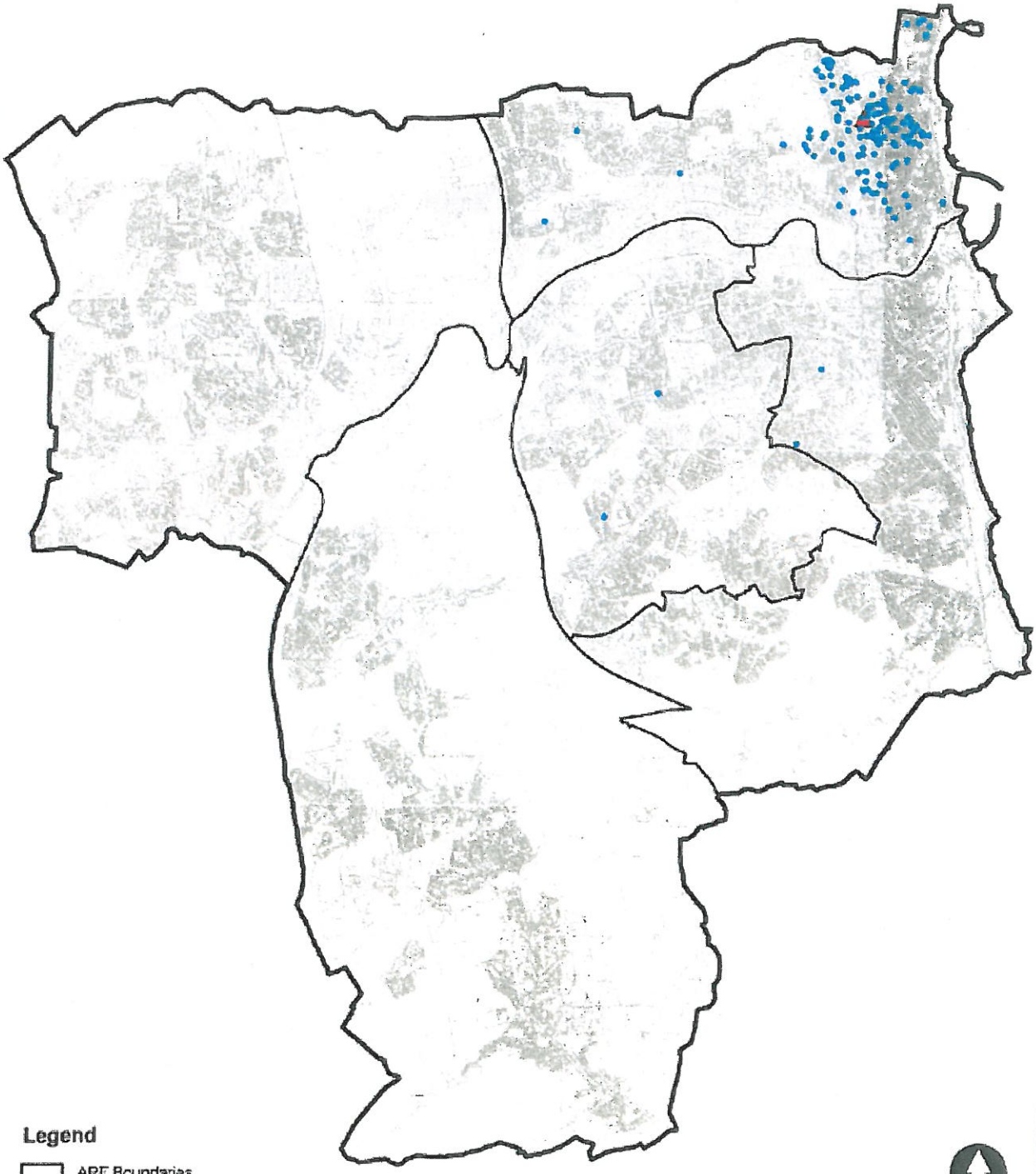
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Fulwell	8,945	6,886	4,390	2,125	554	399	225		**23,524**
	38%	29%	19%	9%	2%	2%	1%		**100%**

User Profile (May 2013)

Fulwell	Active user analysis by library of registration				
-	Female	Male	Unknown	Total	%
Adult	559	266	1	826	37.12%
Books on Wheels	18	2	2	22	0.99%
Community Group	2	0	2	4	0.18%
Child	267	246	3	516	23.19%
Holiday-Senior	0	1	0	1	0.04%
Job Seeker	2	1	0	3	0.13%
Playgroup	1	0	1	2	0.09%
Senior	455	255	1	711	31.96%
Staff	14	1	0	15	0.67%
Student	4	1	0	5	0.22%
VIP	5	6	0	11	0.49%
Youth-12	42	23	0	65	2.92%
Youth-15	29	15	0	44	1.98%
Total	1398	817	10	2225	100.00%

Fulwell - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Fulwell Library
- Respondents

Base: 199

HENDON LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday	9.30am – 7.00pm
Tuesday, Wednesday and Friday	9.30am – 5.00pm
Thursday	Closed
Saturday	10.00am – 12 noon
Total	**34**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (17 Public access pc's in total across the library)
- Customer Services - basic enquiries undertaken by library staff , 1 contact centre telephone
- Information Services
- Learning Programme
- Online Resources

General Information

- Grade II listed Carnegie building with limited opportunity for development
- Located close to local shops and transport links with off road parking only
- Meeting room available for hire

Hendon Performance Data	East	
	2011/2012	2012/2013
Total Visits	24,557	26,458
Number of transactions/issues	29,781	26,496
ICT Usage	6,736	5,400
Total Reservations	1,406	1,720
Total Enquiries	2,667	3,218
Active Borrowers	762	721

STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Hendon	5,799	3,168	2,925	1,507	138	1	0		**13,538**
	43%	23%	22%	11%	1%	0%	0%		**100%**

User Profile (May 2013)

Hendon	**Active user analysis by library of registration**						**Active user analysis by current items on loan**	
	Female	**Male**	**Unknown**	**Total**	**%**		**Total**	**%**
Adult	189	139	5	333	46.64%		74	33.79%
Books on Wheels	1	0	0	1	0.14%		1	0.46%
Community Group	2	0	0	2	0.28%		0	0.00%
Child	112	87	0	199	27.87%		36	16.44%
Holiday-Senior	1	0	0	1	0.14%		1	0.46%
Home Tutor / Childminder	0	1	0	1	0.14%		1	0.46%
Job Seeker	2	4	0	6	0.84%		4	1.83%
Playgroup	2	0	0	2	0.28%		0	0.00%
Senior	72	35	0	107	14.99%		93	42.47%
Staff	0	1	0	1	0.14%		4	1.83%
Student	3	3	0	6	0.84%		1	0.46%
VIP	1	0	0	1	0.14%		0	0.00%
Youth-12	21	13	0	34	4.76%		2	0.91%
Youth-15	14	6	0	20	2.80%		2	0.91%
Total	420	289	5	714	100.00%		219	100.00%

Ethnicity	**Active user analysis by library of registration**			
	Female	**Male**	**Unknown**	**Total**
Asian or Asian British - Bangladeshi	3	1	0	4
Asian or Asian British - Indian	1	0	0	1
Black or Black British - African	4	2	0	6
Black or Black British - Caribbean	1	0	0	1
Chinese	2	1	0	3
Mixed - White and Black African	1	0	0	1
Not Disclosed	19	7	0	26
Other Ethnic Group	3	1	0	4
Unknown	9	8	0	17
White - British	250	172	0	422
White - Irish	0	1	0	1
White - Other	3	5	0	8
Total	296	198	0	494
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

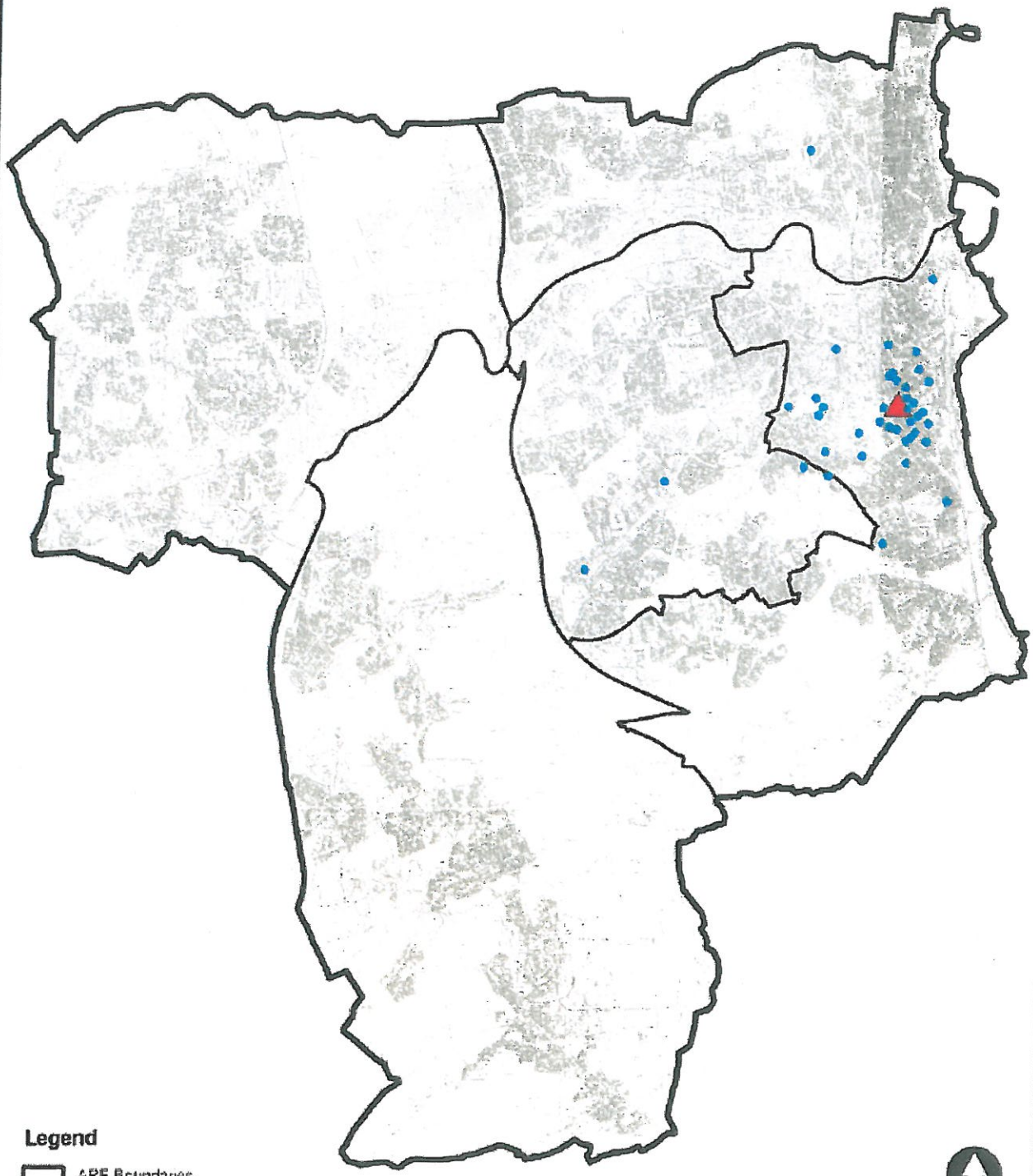
Branch	Nearest service point	Distance (in miles)
Hendon	City Library & Arts Centre	0.8 miles
Hendon	Kayll Road	1.9 miles

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
Hendon	10, 11, 39, 42 (Other links from Ryhope Road)

Hendon - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Hendon Library
- Respondents

Base: 46

HETTON CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday and Thursday	9.30am – 7.00pm
Tuesday, Wednesday and Friday	9.30am – 5.00pm
Saturday	9.00am – 12 noon
Total	44.5

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (8 Public access pc's in total across the library) 20 PC's in learning room for courses
- Customer Services – CSC public access phone/ CS is staffed by library staff
- Information Services
- Learning Programme
- Online Resources

General Information

- Located in Hetton Centre, car parking, near to main transport links
- Shared location with wide range of services
- Set back from main road but close proximity to Hetton Community Pool and Wellness Centre

Hetton Performance Data	Coalfields	
	2011/2012	2012/2013
Total Visits	38,492	32,278
Number of transactions/issues	36,468	34,454
ICT Usage	5,672	4,834
Total Reservations	1,727	2,247
Total Enquiries	3,888	3,124
Active Borrowers	1,303	1,233

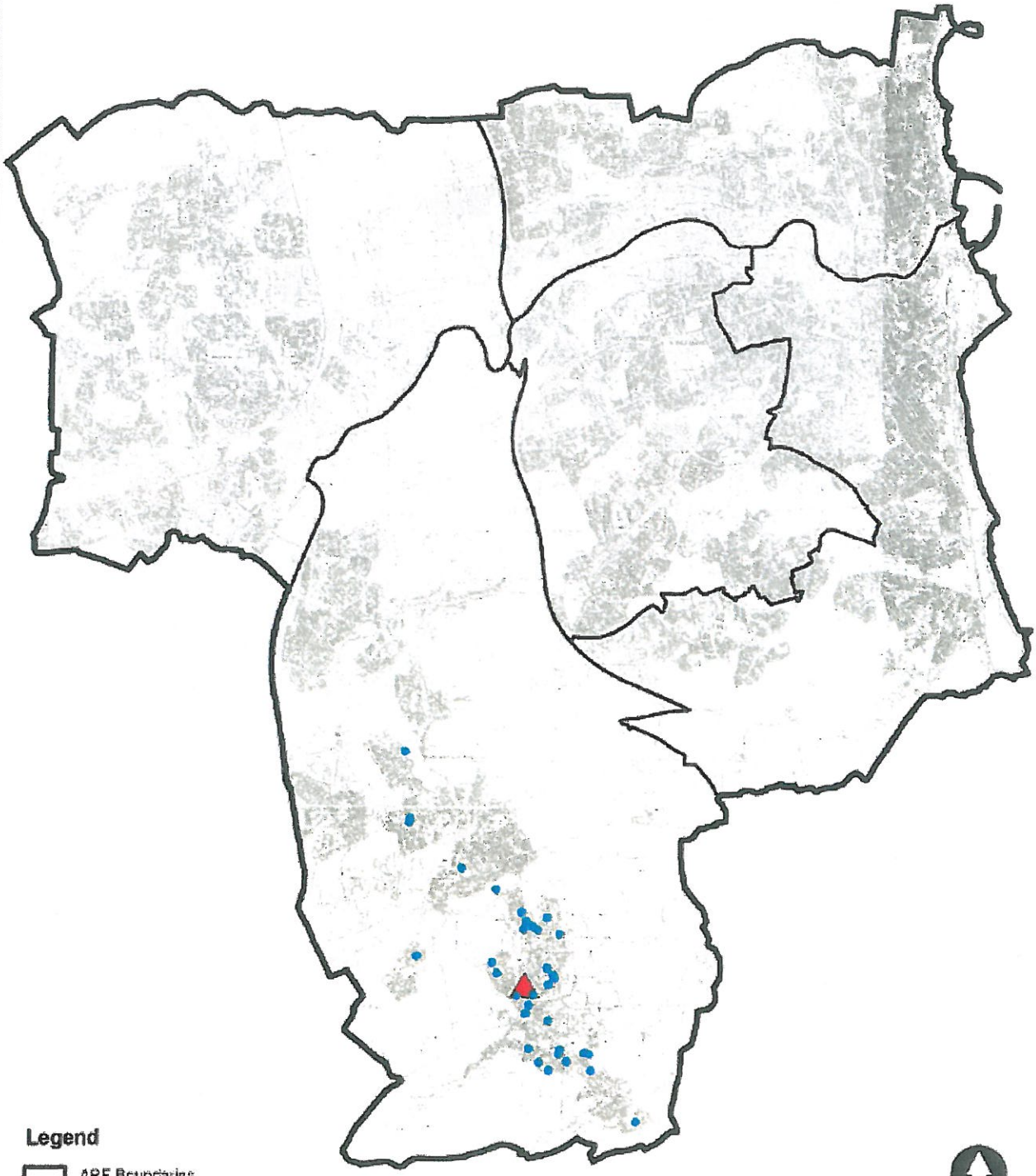
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Hetton	4,968	2,624	2,681	1,476	235	88	21		**12,093**
	41%	22%	22%	12%	2%	1%	0%		**100%**

User Profile (May 2013)

Hetton	**Active user analysis by library of registration**				
	Female	**Male**	**Unknown**	**Total**	**%**
Adult	320	213	1	534	43.00%
Community Group	1	0	1	2	0.16%
Child	175	132	4	311	25.04%
Job Seeker	5	11	0	16	1.29%
Playgroup	1	0	2	3	0.24%
Senior	212	101	0	313	25.20%
Staff	0	2	1	3	0.24%
Student	1	0	0	1	0.08%
VIP	3	2	0	5	0.40%
Youth-12	19	14	0	33	2.66%
Youth-15	17	4	0	21	1.69%
Total	754	479	9	1242	100.00%

Hetton - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Hetton Library
- Respondents

Base: 38

HOUGHTON LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday, Tuesday Wednesday	8.30am – 5.15pm
Thursday	8.30am – 7.00pm
Friday	8.30am – 5.00pm
Saturday	9.30am – 12noon
Total	**47.8**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, author visits, crafts and storytimes, full programme for Houghton Feast including a Literature Festival
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the Coalfields area
- Customer Service Centre is staffed by CSC staff Monday to Friday
- Computers and Internet access- ICT suite and drop in (19 Public access pc's in total across the library inclusive of 2 pc's that can be logged of for CSC and access to 1 contact centre phones)
- Heritage
- Information Services
- Learning Programme provides family and local history information and learning opportunities
- Online Resources

General Information

- New build
- Shared building with commercial outlets
- Located within busy shopping area / near main transport links
- Free parking provision
- Meeting Rooms are available to hire and are regularly used by community groups, that include HLS History group and Children's Services
- Busy library and Customer Service Centre

Houghton Performance Data	Coalfields	
	2011/2012	2012/2013
Total Visits	82,368	75,439
Number of transactions/issues	71,388	58,053
ICT Usage (hours)	7,292	7,740
Total Enquiries	13,957	7,916
Total Reservations	2,837	2,935
Active borrowers	3,130	2,480

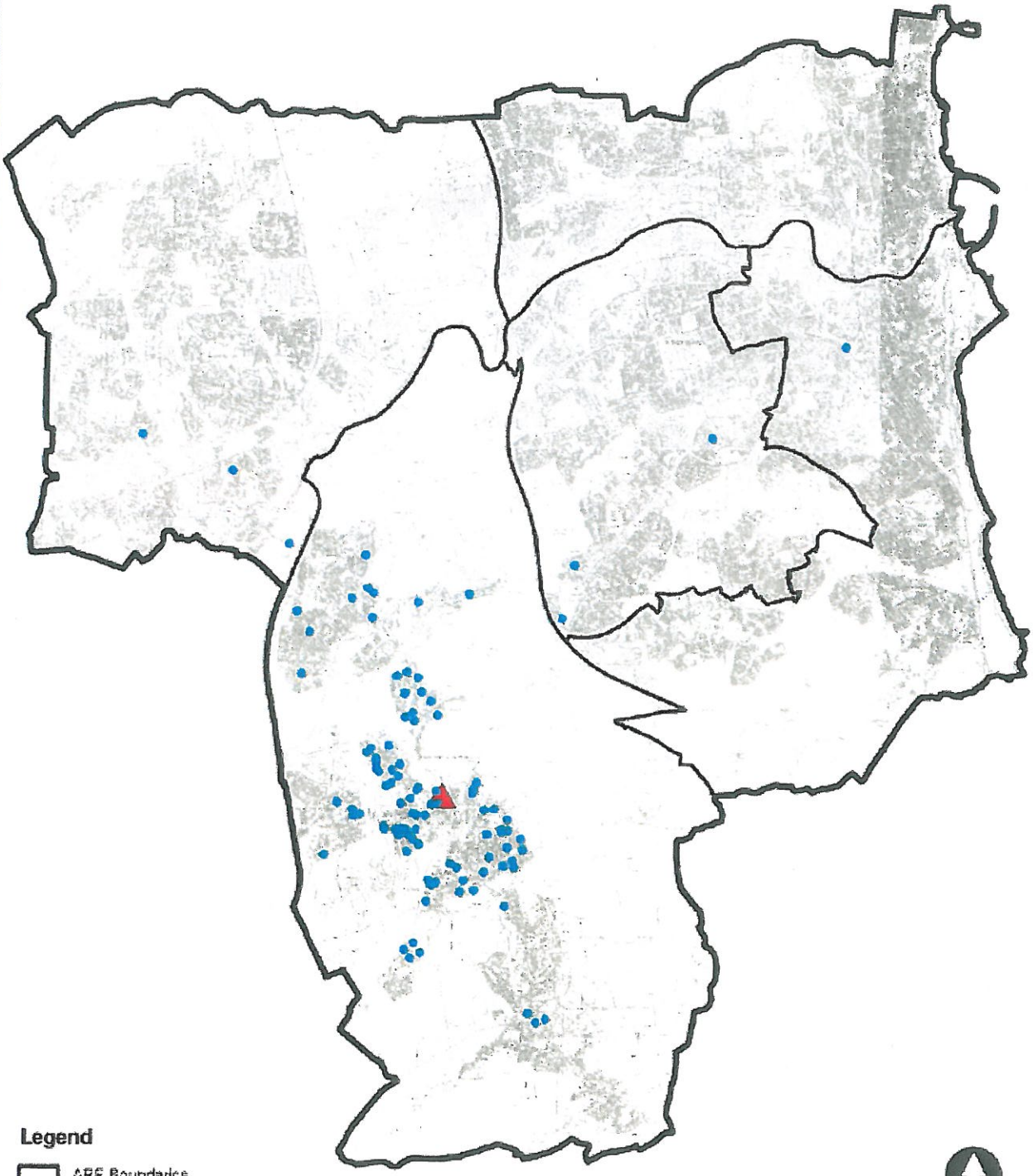
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Houghton	7,908	4,885	3,750	1,246	724	57	1		**18,571**
	43%	26%	20%	7%	4%	0%	0%		**100%**

User Profile (May 2013)

Houghton	**Active user analysis by library of registration**				
-	**Female**	**Male**	**Unknown**	**Total**	**%**
Adult	713	400	8	1121	45.11%
Books on Wheels	42	8	0	50	2.01%
Community Group	1	0	2	3	0.12%
Child	250	172	4	426	17.14%
Holiday-Adult	0	1	0	1	0.04%
Job Seeker	22	26	0	48	1.93%
Playgroup	1	0	1	2	0.08%
Senior	434	250	1	685	27.57%
Staff	6	0	0	6	0.24%
Student	7	1	0	8	0.32%
VIP	11	9	3	23	0.93%
Youth-12	56	22	0	78	3.14%
Youth-15	27	7	0	34	1.37%
Total	1570	896	19	2485	100.00%

Houghton - Library used most often by respondents/ members of their household

Sunderland City Council

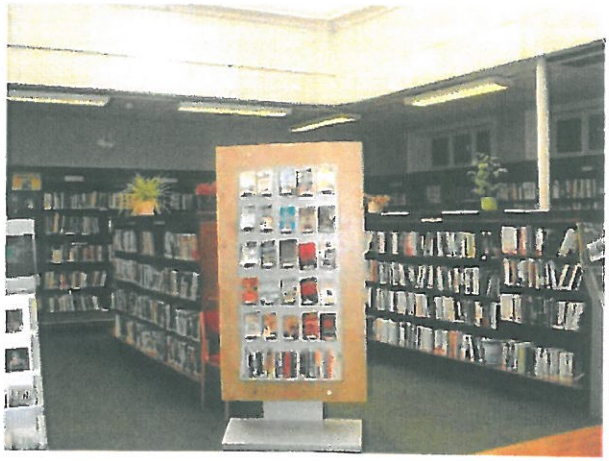


Legend

- ARF Boundaries
- Houghton Library
- Respondents

Base: 126

KAYLL ROAD LIBRARY



Current Opening Hours

Monday, Wednesday and Friday	9.30am – 12.30pm	1.30pm – 7.30pm
Tuesday,	9.30am – 12.30pm	1.30pm – 5.00pm
Thursday	Closed	
Saturday	9.00am – 12noon	
Total	**36.5**	

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access- ICT suite and drop in (10 Public access pc's in total across the library)
- Information Services
- Online Resources

General Information

- Grade II listed Carnegie building
- Located near to hospital and local shops but parking very restricted

Kayll Road Performance Data	West	
	2011/2012	2012/2013
Total Visits	29,019	23,057
Number of transactions/issues	50,651	39,132
ICT Usage (hours)	7,711	6,359
Total Reservations	1,541	1,210
Total Enquiries	3,066	2,454
Active borrowers	1,719	1,461

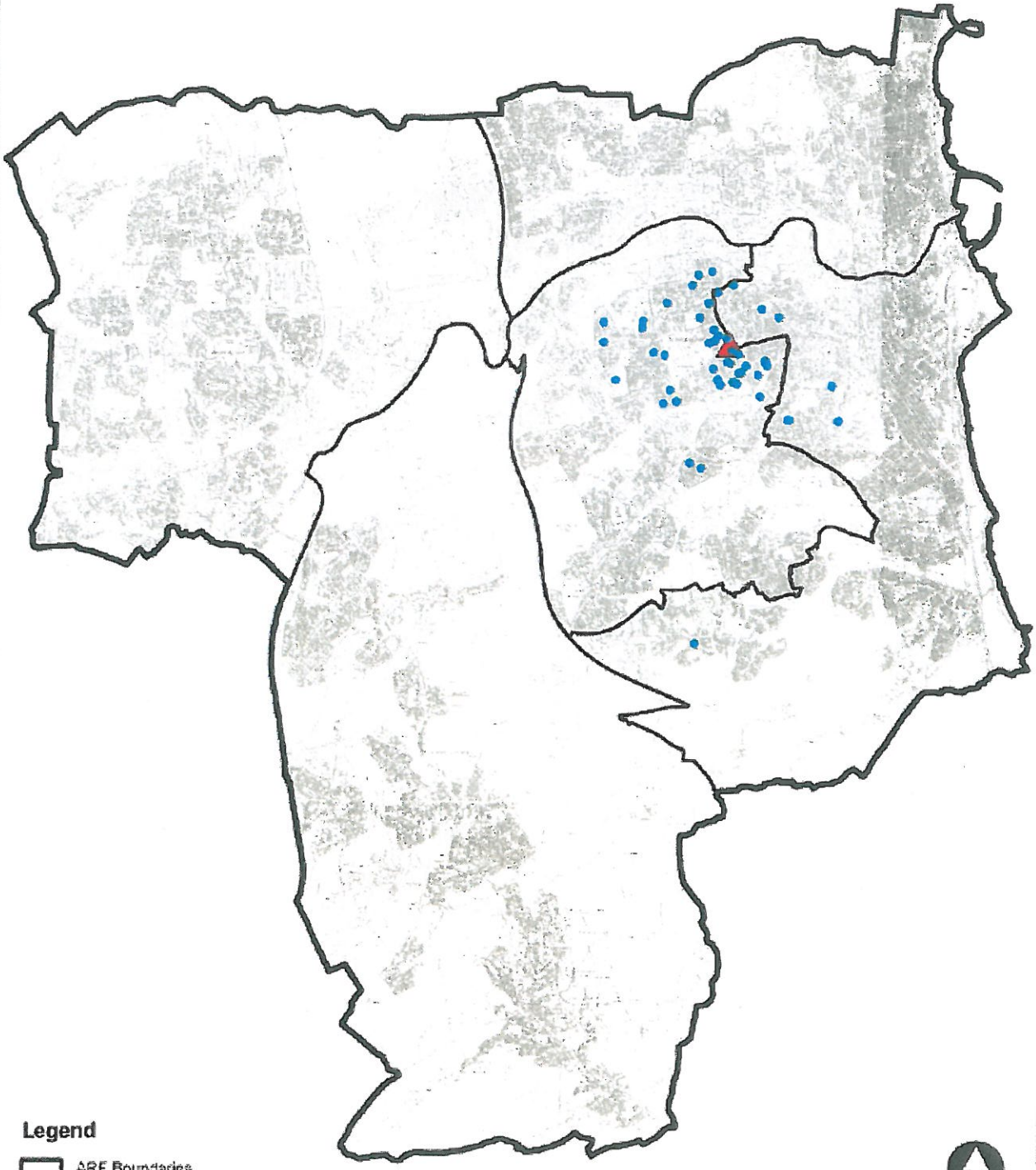
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Kayll Road	9,191	4,900	4,359	1,818	566	357	0		**21,191**
	43%	23%	21%	9%	3%	2%	0%		**100%**

User Profile (May 2013)

Kayll Road	**Active user analysis by library of registration**				
	Female	**Male**	**Unknown**	**Total**	**%**
Adult	351	207	3	561	38.19%
Books on Wheels	33	3	0	36	2.45%
Child	185	127	10	322	21.92%
Holiday-Adult	1	0	0	1	0.07%
Job Seeker	7	4	0	11	0.75%
Playgroup	2	0	0	2	0.14%
Senior	261	151	0	412	28.05%
Sheltered Accom / Hostel / Home	2	0	0	2	0.14%
Staff	5	0	0	5	0.34%
Student	6	2	0	8	0.54%
VIP	4	3	0	7	0.48%
Youth-12	31	28	2	61	4.15%
Youth-15	27	14	0	41	2.79%
Total	915	539	15	1469	100.00%

Kayll Road - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Kayll Road Library
- Respondents

Base: 52

MONKWEARMOUTH LIBRARY

Current Opening Hours

Monday, Friday	9.30am – 12.30pm	1.30pm – 7.30pm
Tuesday, Wednesday	9.30am – 12.30pm	1.30pm – 5.00pm
Thursday	Closed	
Saturday	9.00am – 12noon	
Total	**34**	

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access 4 public access pc's
- Heritage
- Information Services
- Online Resources

General Information

- Carnegie building (not listed)
- Non DDA compliant
- Very low usage
- Situated on busy one way system, limited car parking nearby
- Sited near to University/College

Monkwearmouth Performance Data	North	
	2011/2012	2012/2013
Total Visits	26,355	20,916
Number of transactions/issues	26,995	23,366
Number of active members (borrowed an item in last year)	342	332
ICT Usage (hours)	2,135	1,455
Total Reservations	3,104	3,522
Total Enquiries	*	3,380

* Clarification provided re enquiries to be included in counts.

STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Monkwearmouth	5,725	2,946	2,818	1,500	324	1	0		**13,314**
	43%	22%	21%	11%	2%	0%	0%		**100%**

User Profile (May 2013)

Monkwearmouth	**Active user analysis by library of registration**						**Active user analysis by current items on loan**	
	Female	**Male**	**Unknown**	**Total**	**%**		**Total**	**%**
Adult	99	71	1	171	50.00%		54	33.96%
Community Group	1	0	1	2	0.58%		0	0.00%
Child	53	33	1	87	25.44%		21	13.21%
Corporate / Company	0	0	1	1	0.29%		0	0.00%
Job Seeker	1	7	0	8	2.34%		1	0.63%
Senior	36	17	0	53	15.50%		75	47.17%
Staff	0	0	0	0	0.00%		2	1.26%
Student	3	2	0	5	1.46%		1	0.63%
VIP	2	0	0	2	0.58%		4	2.52%
Youth-12	2	3	0	5	1.46%		1	0.63%
Youth-15	5	3	0	8	2.34%		0	0.00%
Total	202	136	4	342	100.00%		159	100.00%

Ethnicity	**Active user analysis by library of registration**			
	Female	**Male**	**Unknown**	**Total**
Asian or Asian British - Indian	1	0	0	1
Asian or Asian British - Other	5	7	0	12
Asian or Asian British - Pakistani	1	3	0	4
Black or Black British - African	4	4	0	8
Black or Black British - Caribbean	2	0	0	2
Black or Black British - Other	1	0	0	1
Chinese	4	4	0	8
Mixed - White and Black African	0	1	0	1
Mixed - White and Asian	1	2	0	3
Not Disclosed	1	3	1	5
Other Ethnic Group	1	4	0	5
Unknown	6	4	0	10
White - British	166	92	0	258
White - Irish	1	0	0	1
White - Other	1	4	0	5
Total	195	128	1	324
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

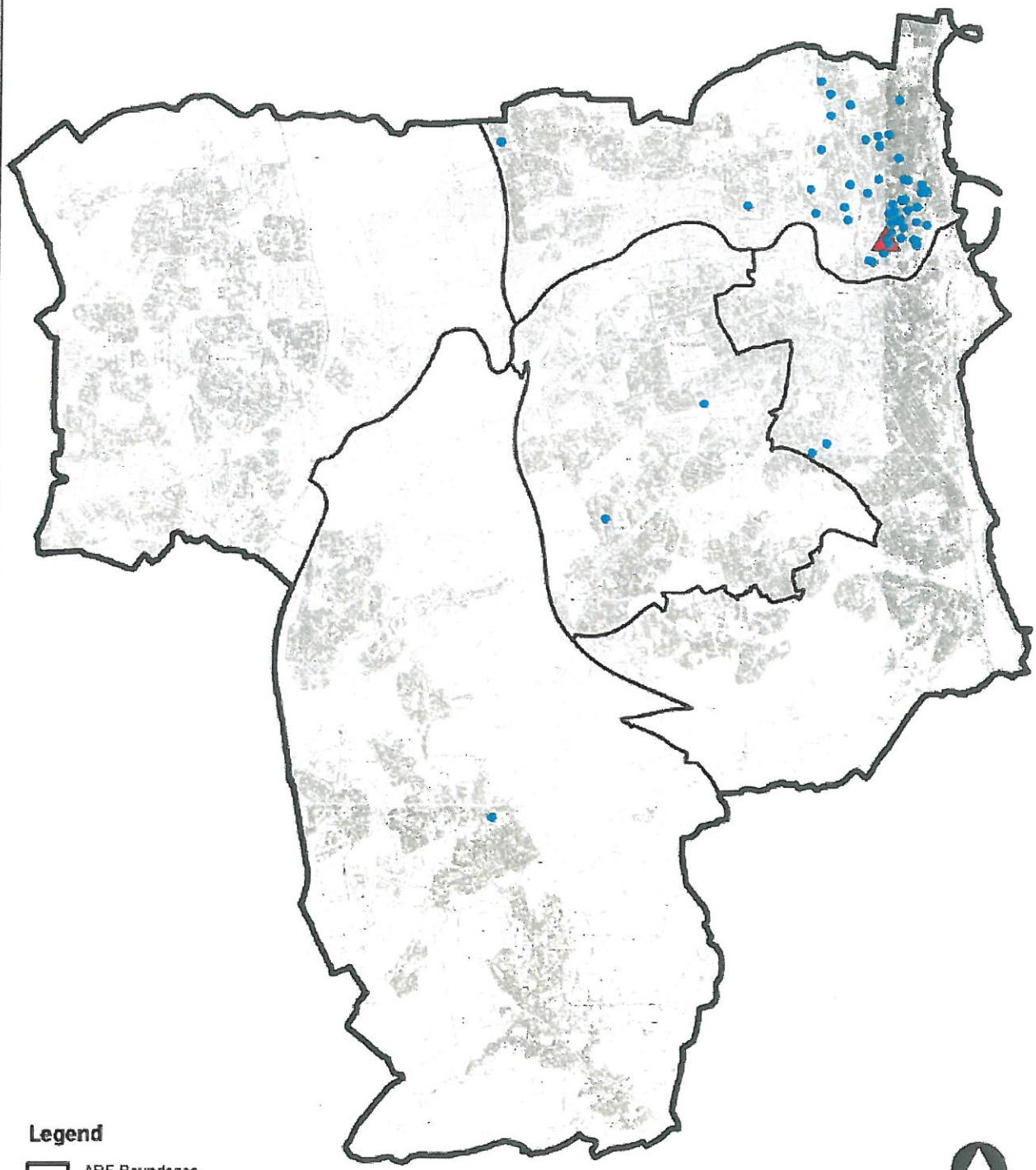
Branch	Nearest service point	Distance (in miles)
Monkwearmouth	City Library & Arts Centre	0.9 miles
Monkwearmouth	Fulwell	1.2 miles

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
Monkwearmouth	E1, E6, 18, 23

Monkwearmouth - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Monkwearmouth Library
- Respondents

Base: 70

RYHOPE LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday, Wednesday	8.30am – 7.00pm
Tuesday, Thursday	8.30am – 5.15pm
Friday	8.30am – 5.00pm
Saturday	9.00am – 12noon
Total	**50**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes, learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 6 public access pc's
- Customer Services is staffed by Library staff, 1 contact centre phone
- Information Services
- Online Resources

General Information

- New build
- Partnership with TPCT
- Meeting Room available for hire and learning opportunities
- Good accessibility and car parking

Ryhope Performance Data	EAST	
	2011/2012	2012/2013
Total Visits	31,035	26,992
Number of transactions/issues	30,321	25,726
ICT Usage (hours)	3,896	3,179
Total Reservations	1,674	1,441
Total Enquiries	2,668	2,922
Active borrowers	1,142	1,033

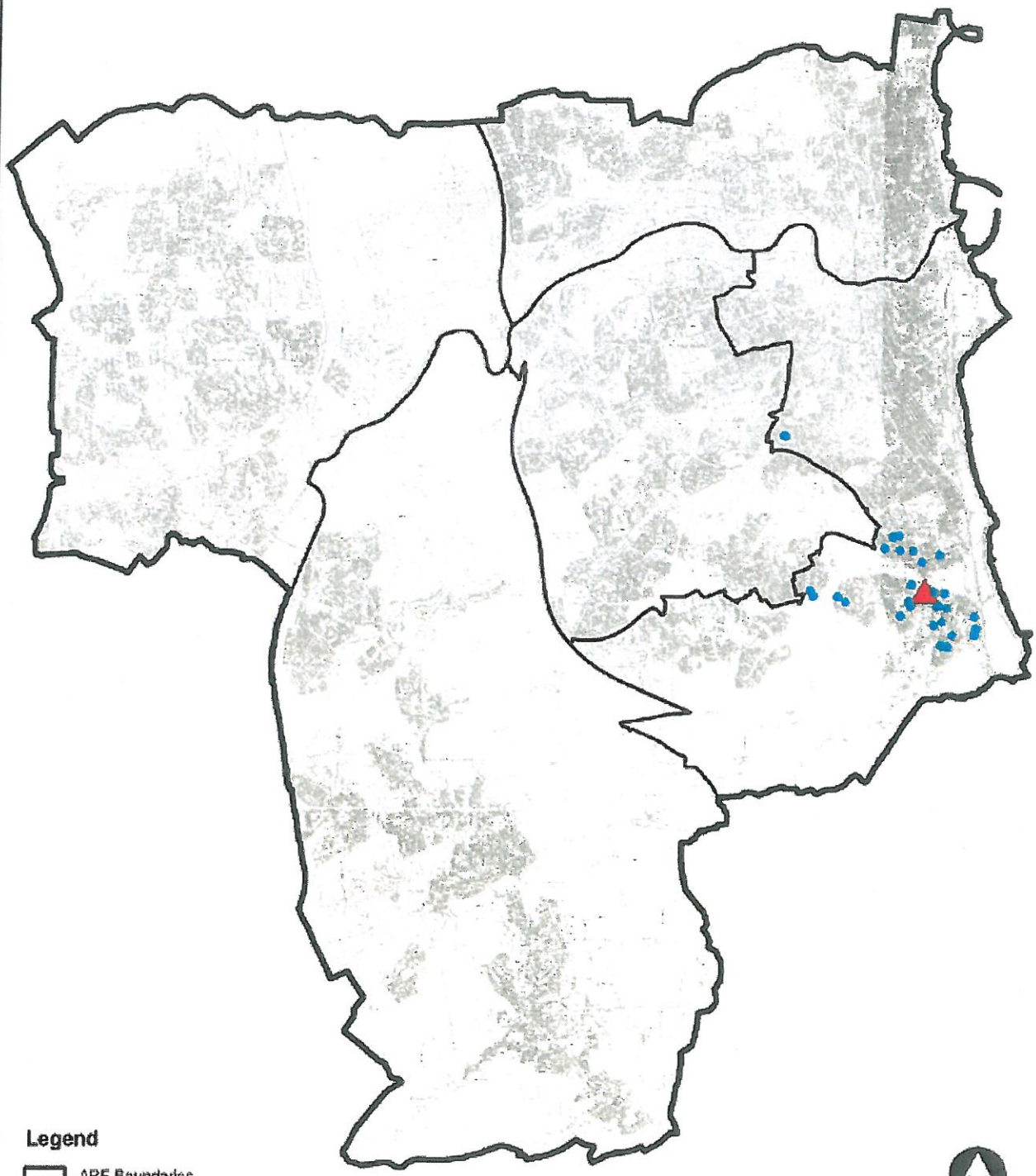
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Ryhope	4,053	2,431	3,272	1,640	102	0	0		**11,498**
	35%	21%	28%	14%	1%	0%	0%		**100%**

User Profile (May 2013)

Ryhope	**Active user analysis by library of registration**				
	Female	**Male**	**Unknown**	**Total**	**%**
Adult	294	181	3	478	46.50%
Books on Wheels	0	3	0	3	0.29%
Community Group	1	1	2	4	0.39%
Child	204	166	3	373	36.28%
Job Seeker	0	3	0	3	0.29%
Senior	77	30	0	107	10.41%
Staff	0	1	0	1	0.10%
VIP	2	0	0	2	0.19%
Youth-12	23	14	0	37	3.60%
Youth-15	17	3	0	20	1.95%
Total	618	402	8	1028	100.00%

Ryhope - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Ryhope Library
- Respondents

Base: 35

SANDHILL CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday and Friday	9.30am – 7.30pm
Tuesday, Wednesday and Thursday	9.30am – 5.00pm
Saturday	9.30am – 4.00pm
Total	**49**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes varied learning courses, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS
- Customer Service Centre is staffed by library staff; 1 contact centre telephone
- Computers and Internet access- ICT suite and drop in (24 Public access pc's in total across the library)
- Heritage -provides family and local history information and learning opportunities
- Information Services
- Learning Programme
- Online Resources

General Information

- New build/ also refurbished to accommodate Customer Service Centre
- Co-location with School, Community Facilities, Creche, Schools Library Service and Children's Services / adjacent to TPCT walk in centre
- Located on a main transport route, with car parking and disabled ramp access
- Meeting Rooms for community use
- Well attended learning courses in this area, that includes family & local history, ICT for beginners

Sandhill Performance Data	West	
	2011/2012	2012/2013
Total Visits	26,936	30,404
Number of transactions/issues	34,499	36,943
ICT Usage (hours)	10,559	10,058
Total Reservations	1,378	1,217
Total Enquiries	3,070	1,164
Active borrowers	1,116	942

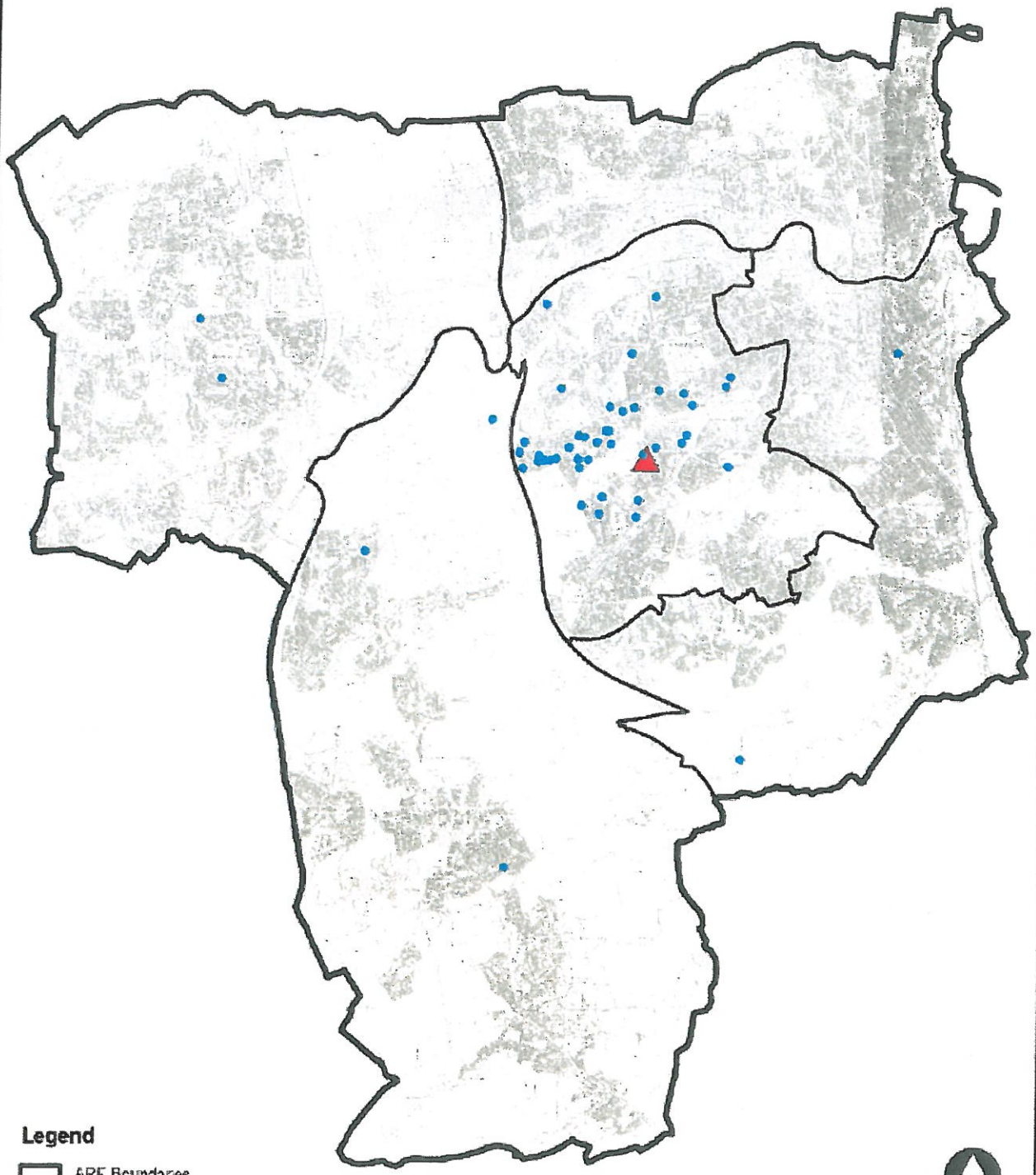
STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Sandhill	7,954	3,554	3,878	1,666	733	777	0		**18,562**
	43%	19%	21%	9%	4%	4%	0%		**100%**

User Profile (May 2013)

Sandhill Centre	**Active user analysis by library of registration**				
	Female	**Male**	**Unknown**	**Total**	**%**
Adult	228	135	3	366	39.35%
Books on Wheels	30	8	1	39	4.19%
Child	192	121	4	317	34.09%
Job Seeker	7	5	0	12	1.29%
Playgroup	2	0	1	3	0.32%
Senior	76	46	0	122	13.12%
Sheltered Accom / Hostel / Home	1	0	0	1	0.11%
Staff	2	0	0	2	0.22%
Student	3	0	0	3	0.32%
VIP	1	1	2	4	0.43%
Youth-12	23	12	1	36	3.87%
Youth-15	21	4	0	25	2.69%
Total	586	332	12	930	100.00%

Sandhill View - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Sandhill View Library
- Respondents

Base: 53

SHINEY ROW LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday, Thursday	9.30am – 7.00pm
Tuesday, Friday	9.30am – 5.00pm
Wednesday	9.30am – 1.30pm
Saturday	9.00am – 12noon
Total	**41**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity Books and Reading Programme
- Computers and Internet access 4 public access pc's
- Customer Services provided by library staff: 1 Contact Centre phone
- Information Services
- Online Resources

General Information

- Recent rebuild/ refurbishment to support delivery of Customer Services
- Located in main shopping area
- Limited car parking but on main transport links
- Steady overall usage

Shiney Row Performance data	Coalfields	
	2011/2012	2012/2013
Total Visits	40,601	31,783
Number of transactions/issues	46,222	42,974
ICT Usage	3,514	3,047
Total Reservations	3,022	2,971
Total Enquiries	1,688	1,431
Active borrowers	1,458	1,344

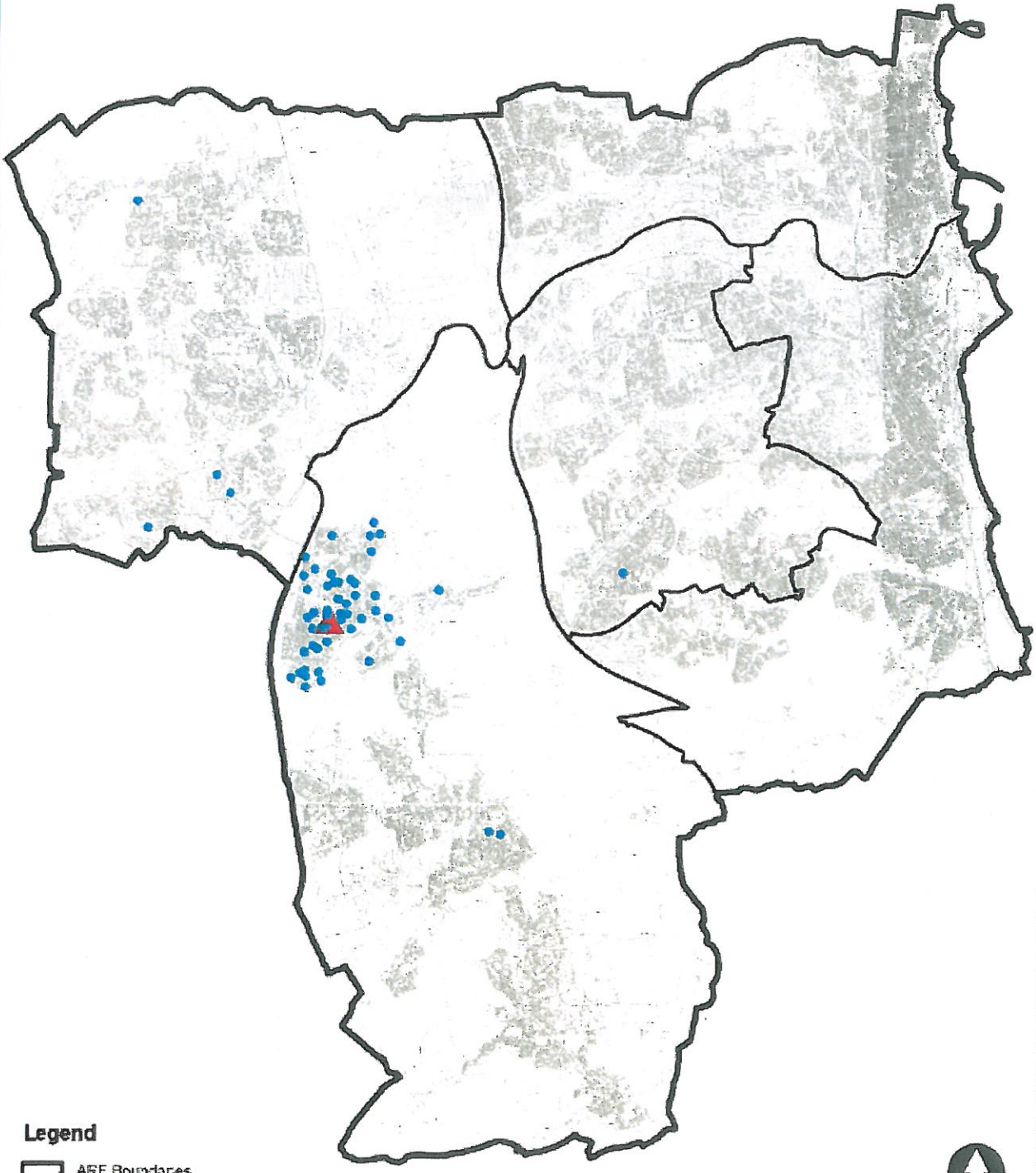
STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Shiney Row	5,084	2,101	2,606	937	124	240	342		**11,434**
	44%	18%	23%	8%	1%	2%	3%		**100%**

User Profile (May 2013)

Shiney Row	**Active user analysis by library of registration**				
	Female	**Male**	**Unknown**	**Total**	**%**
Adult	395	202	11	608	44.94%
Community Group	0	0	1	1	0.07%
Child	235	188	8	431	31.86%
Senior	153	75	0	228	16.85%
Student	4	0	0	4	0.30%
VIP	15	1	0	16	1.18%
Youth-12	26	21	0	47	3.47%
Youth-15	11	7	0	18	1.33%
Total	839	494	20	1353	100.00%

Shiney Row - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Shiney Row Library
- Respondents

Base: 67

SILKSWORTH LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday and Wednesday	9.30am – 7.00pm
Tuesday and Friday	9.30am - 5.00pm
Saturday	9.00am – 12.00noon
Total	**37**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 8 public access pc's
- Customer Services provided by library staff: 1 customer service network phone
- Information Services
- Learning Programme
- Online Resources

General Information

- New build – Extra care facility with library / community café
- Partnership with HHAS / Housing 21

Silksworth Performance Data	West	
	2011/2012	2012/2013
Total Visits	23,558	15,080
Number of transactions/issues	39,796	32,001
ICT Usage (hours)	3,489	2,998
Total Reservations	3,358	4,390
Total Enquiries	4,428	3,132
Active Borrowers	838	780

STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Silksworth	3,329	1,534	2,190	964	151	0	0		**8,168**
	41%	19%	27%	12%	2%	0%	0%		**100%**

User Profile (May 2013)

Silksworth	Active user analysis by library of registration						Active user analysis by current items on loan	
	Female	Male	Unknown	Total	%		Total	%
Adult	242	106	2	350	44.93%		77	34.68%
Books on Wheels	0	1	0	1	0.13%		0	0.00%
Community Group	1	1	0	2	0.26%		1	0.45%
Child	119	94	2	215	27.60%		45	20.27%
Job Seeker	2	4	0	6	0.77%		3	1.35%
Playgroup	1	0	0	1	0.13%		0	0.00%
Senior	99	50	0	149	19.13%		81	36.49%
Staff	2	1	0	3	0.39%		4	1.80%
Student	1	1	0	2	0.26%		1	0.45%
VIP	5	3	0	8	1.03%		8	3.60%
Youth-12	20	14	2	36	4.62%		2	0.90%
Youth-15	6	0	0	6	0.77%		0	0.00%
Total	498	275	6	779	100.00%		222	100.00%

Ethnicity	Active user analysis by library of registration			
	Female	Male	Unknown	Total
Asian or Asian British - Indian	1	0	0	1
Asian or Asian British - Pakistani	1	0	0	1
Black or Black British - African	2	0	0	2
Not Disclosed	18	13	0	31
Other Ethnic Group	1	0	0	1
Unknown	1	2	0	3
White - British	327	181	0	508
White - Other	2	1	0	3
Total	353	197	0	550
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

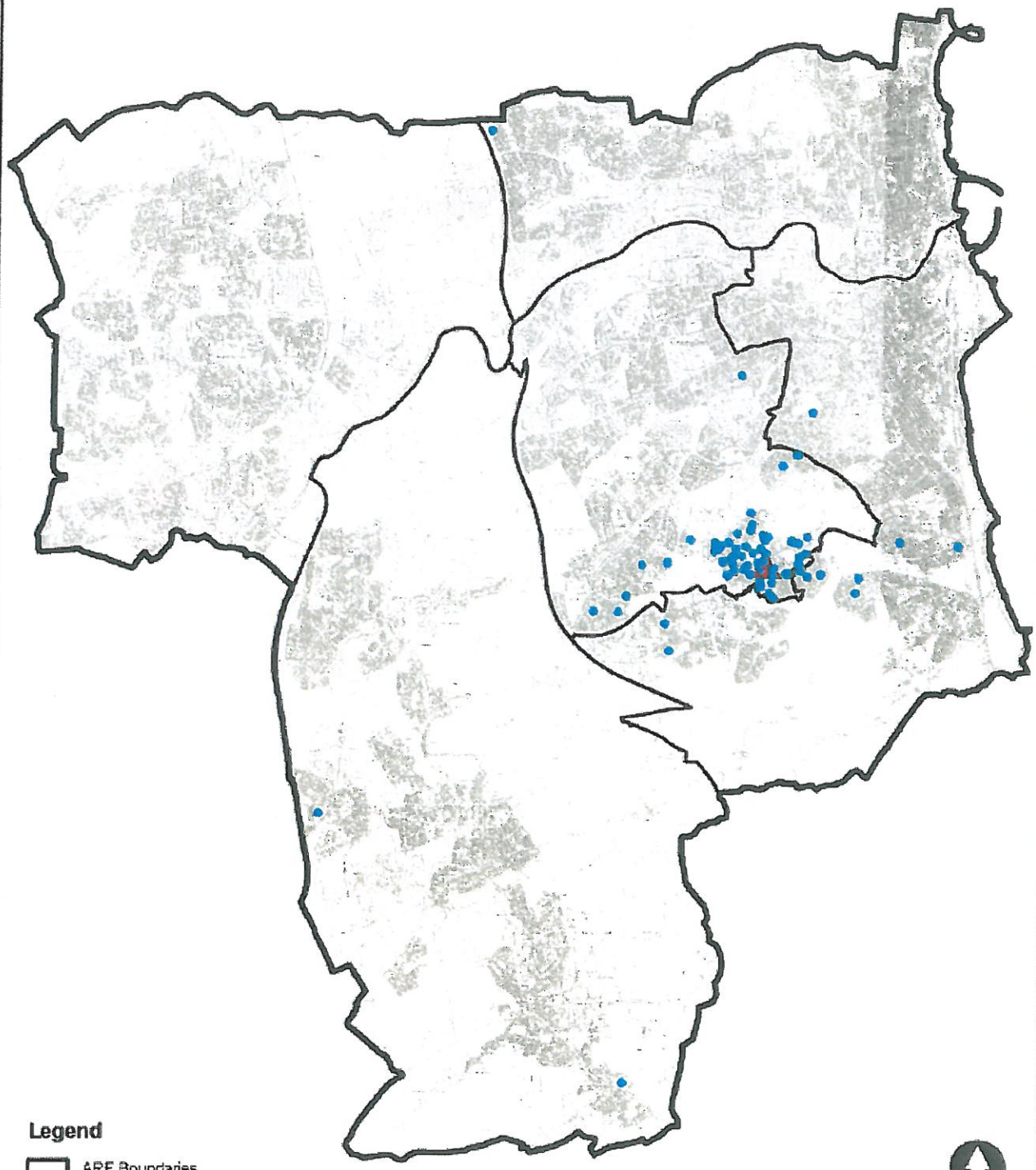
Branch	Nearest service point	Distance (in miles)
Silksworth	Ryhope	1.6 miles
Silksworth	Sandhill	2.1 miles

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
Silksworth	12, 35, 42

Silksworth - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Silksworth Library
- Respondents

Base: 99

SOUTHWICK LIBRARY

Current Opening Hours

Monday and Wednesday	9.30am – 12.30pm	1.30pm – 7.30pm
Tuesday and Friday	9.30am – 12.30pm	1.30pm – 5.00pm
Thursday	Closed	
Saturday	9.00am – 12 noon	
Total	**34**	

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 12 public access pc's for learning and drop in
- Information Services
- Learning Programme
- Online Resources

General Information

- Carnegie style building
- Set back off the main road and main shopping centre
- Limited opportunity for development

Southwick Performance Data	North	
	2011/2012	2012/2013
Total Visits	25,389	18,610
Number of transactions/issues	30,554	25,554
ICT Usage (hours)	8,249	6,834
Total Reservations	1,224	1,040
Total Enquiries	4,966	3,151
Active borrowers	844	762

STOCK (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Southwick	5,647	7,230	2,635	1,129	135	1	0		**16,777**
	34%	43%	16%	7%	1%	0%	0%		**100%**

User Profile (May 2013)

Southwick	Active user analysis by library of registration						Active user analysis by current items on loan	
	Female	Male	Unknown	Total	%		Total	%
Adult	207	162	4	373	48.95%		73	34.27%
Books on Wheels	0	0	0	0	0.00%		1	0.47%
Child	103	98	0	201	26.38%		25	11.74%
Community Group	0	0	0	0	0.00%		1	0.47%
Job Seeker	4	2	0	6	0.79%		2	0.94%
Senior	100	41	0	141	18.50%		103	48.36%
Staff	0	1	0	1	0.13%		3	1.41%
Student	4	2	0	6	0.79%		1	0.47%
VIP	1	2	0	3	0.39%		2	0.94%
Youth-12	12	8	0	20	2.62%		2	0.94%
Youth-15	7	4	0	11	1.44%		0	0.00%
Total	438	320	4	762	100.00%		213	100.00%

Ethnicity	Active user analysis by library of registration			
	Female	Male	Unknown	Total
Asian or Asian British - Indian	0	1	0	1
Black or Black British - Other	0	1	0	1
Not Disclosed	14	20	0	34
Other Ethnic Group	0	1	0	1
Unknown	0	1	0	1
White - British	281	199	0	480
White - Irish	1	0	0	1
White - Other	3	3	0	6
Total	299	226	0	525
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

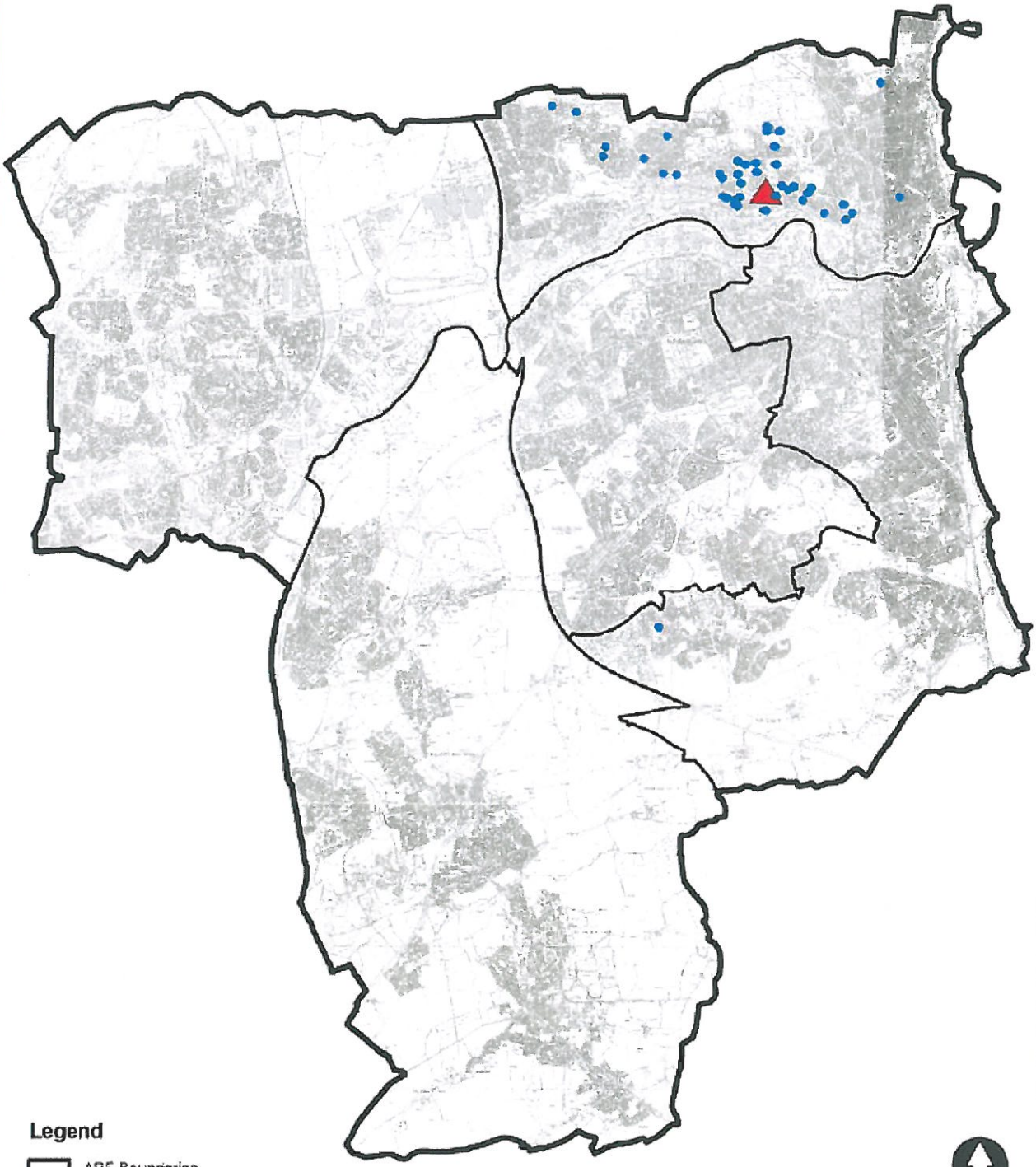
Branch	Nearest service point	Distance (in miles)
Southwick	Fulwell	1.2 miles
Southwick	City Library	1.7 miles
Southwick	Bunnyhill	2.1 miles

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
Southwick	4, 16, 99, 592 (additional links from Southwick Road)

Southwick - Library used most often by respondents/ members of their household

Sunderland City Council

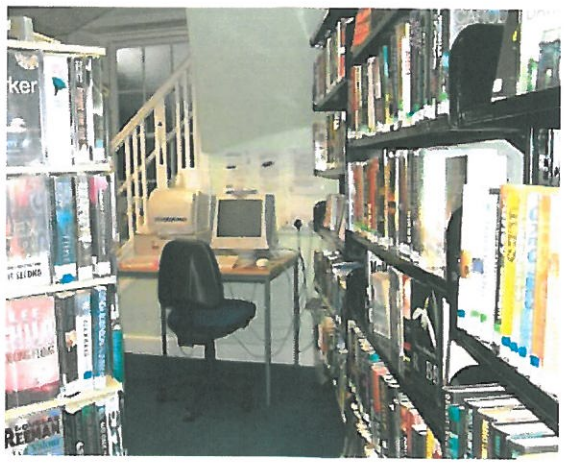


Legend

- ARF Boundaries
- Southwick Library
- Respondents

Base: 45

WASHINGTON GREEN LIBRARY



Current Opening Hours

Monday, Friday	9.30am – 12.30pm	1.30pm – 7.00pm
Tuesday, Wednesday, Thursday	9.30am – 12.30pm	1.30pm – 5.00pm
Saturday	9.00am – 12noon	
Total	**26.5**	

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access, 2 public access pc's
- Information Services
- Online Resources

General Information

- Part time hours with low usage, predominately adult
- Non DDA compliant
- Close proximity to Washington Town Centre Library

Washington Green Performance Data	Washington	
	2011/2012	2012/2013
Total Visits	9,515	7,649
Number of transactions/issues	20,248	17,306
ICT Usage (hours)	324	208
Total Reservations	1,301	1,211
Total Enquiries	1,553	730
Active borrowers	259	240

STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Washington Green	3,290	1,540	1,746	655	87	0	0		**7,318**
	45%	21%	24%	9%	1%	0%	0%		**100%**

User Profile (May 2013)

Washington Green	Active user analysis by library of registration						Active user analysis by current items on loan	
-	Female	Male	Unknown	Total	%		Total	%
Adult	48	19	0	67	28.51%		44	28.95%
Community Group	2	0	1	3	1.28%		1	0.66%
Child	40	38	2	80	34.04%		20	13.16%
Playgroup	1	0	0	1	0.43%		0	0.00%
Senior	38	23	0	61	25.96%		76	50.00%
Sheltered Accom / Hostel / Home	0	0	1	1	0.43%		0	0.00%
Staff	2	0	0	2	0.85%		9	5.92%
VIP	2	0	0	2	0.85%		1	0.66%
Youth-12	3	5	0	8	3.40%		1	0.66%
Youth-15	9	1	0	10	4.26%		0	0.00%
Total	145	86	4	235	100.00%		152	100.00%

Ethnicity	Active user analysis by library of registration			
	Female	Male	Unknown	Total
Asian or Asian British - Bangladeshi	0	1	0	1
Asian or Asian British - Indian	2	0	0	2
Mixed - White and Black African	0	1	0	1
Mixed - Other	1	0	0	1
Not Disclosed	15	6	0	21
Unknown	0	2	2	4
White - British	119	70	0	189
White - Other	1	1	0	2
Total	138	81	2	221
NB. Ethnicity data collected since 2006 where disclosed				

Distance to nearest service points: (information obtained from route planner)

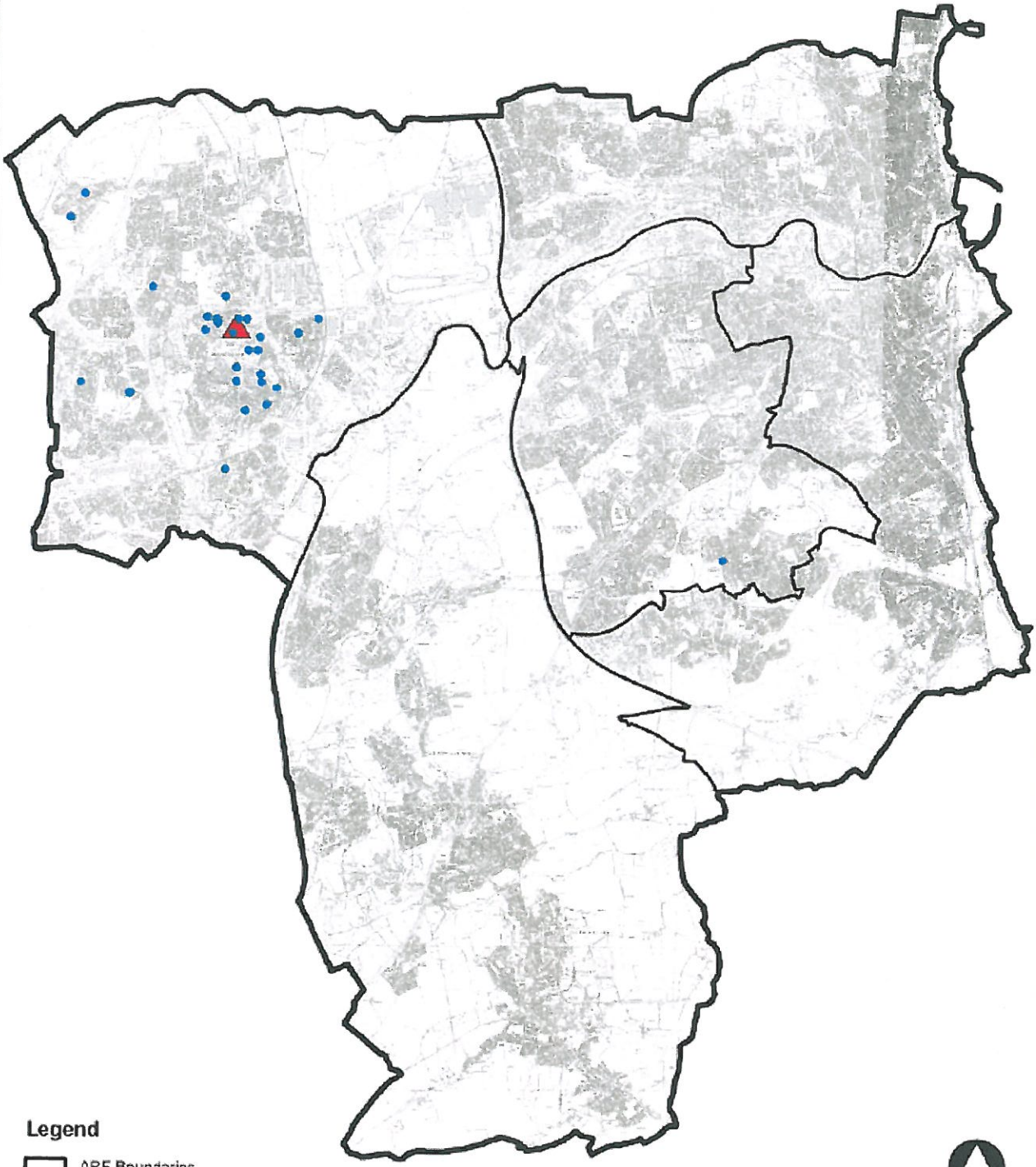
Branch	Nearest service point	Distance (in miles)
Washington Green	Washington Town	1.0 miles

Transport links: (information taken from current timetables)

Branch	Transport links (Bus)
Washington Green	W6 (Other links from Washington Village)

Washington Green - Library used most often by respondents/ members of their household

Sunderland City Council

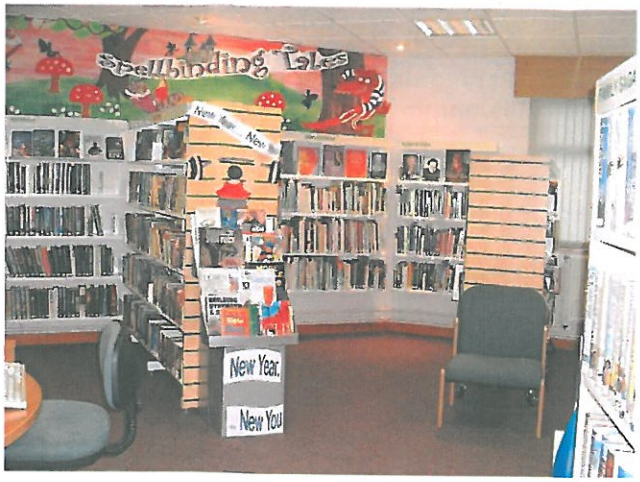


Legend

- ARF Boundaries
- Washington Green Library
- Respondents

Base: 33

WASHINGTON MILLENNIUM CENTRE LIBRARY



Current Opening Hours

Monday	10.00am – 7.00pm
Tuesday, Wednesday, Thursday and Friday	10.00am – 5.00pm
Saturday	10.00am – 4.00pm
Total	**33**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes some learning, crafts and storytimes
- Children and Young People Programme and Activity
- Computers and Internet access – 7 public access pc's
- Information Services
- Learning Programme
- Online Resources

General Information

- Co-located with Community Centre
- Set back off road within a housing estate
- Adequate car parking

Washington Millennium Performance data	Washington	
	2011/2012	2012/2013
Total Visits	37,781	26,955
Number of transactions/issues	39,843	31,687
ICT Usage (hours)	6,270	7,305
Total Reservations	2,245	1,857
Total Enquiries	1,325	844
Active borrowers	975	858

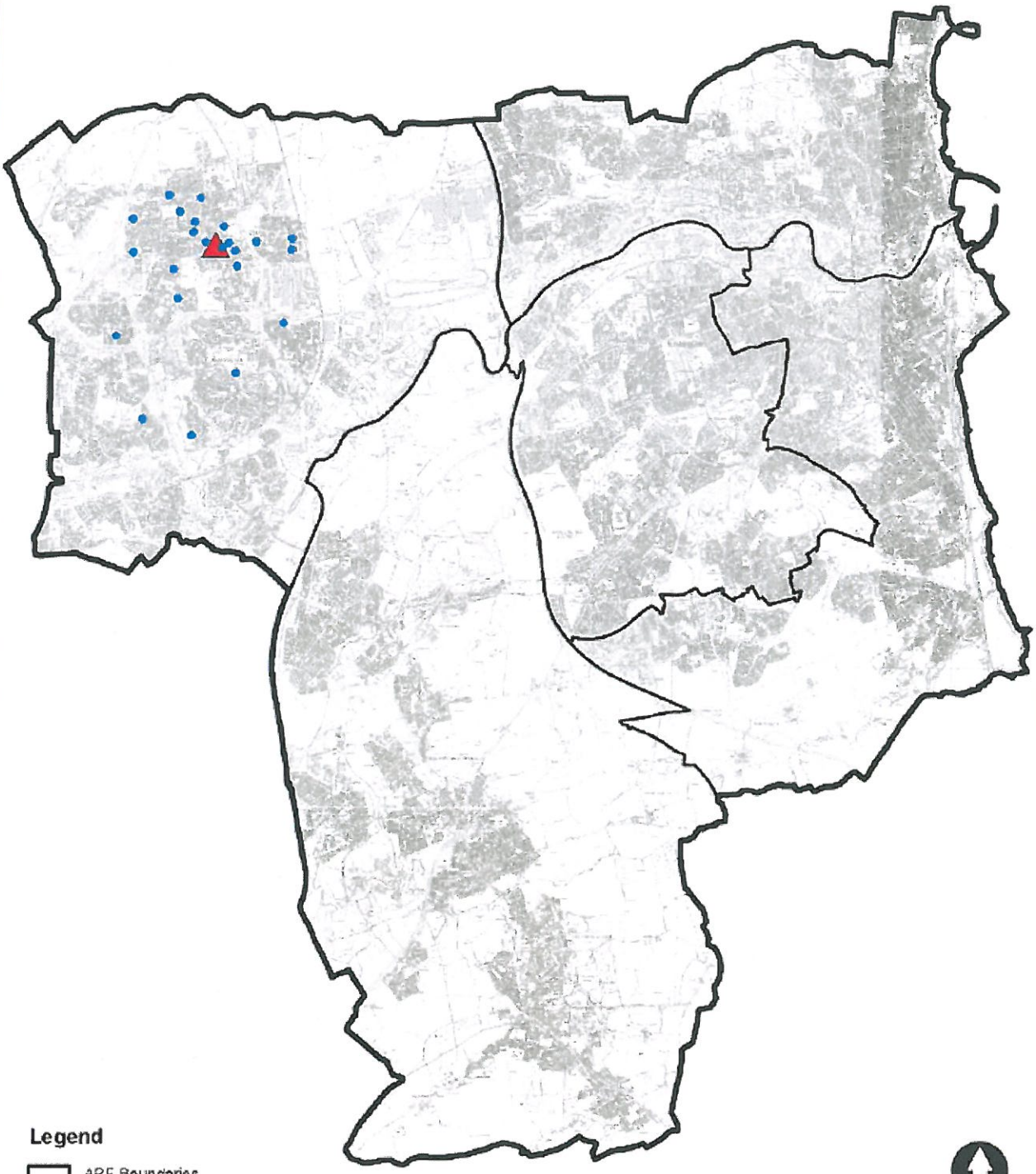
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Washington Millennium	5,329	2,298	3,266	1,422	110	1	198		**12,624**
	42%	18%	26%	11%	1%	0%	2%		**100%**

User Profile (May 2013)

Washington Millennium	**Active user analysis by library of registration**				
	Female	**Male**	**Unknown**	**Total**	**%**
Adult	220	117	2	339	37.83%
Books on Wheels	1	1	0	2	0.22%
Community Group	0	1	0	1	0.11%
Child	188	158	2	348	38.84%
Job Seeker	4	1	0	5	0.56%
Playgroup	1	0	0	1	0.11%
Senior	89	40	0	129	14.40%
Staff	2	0	0	2	0.22%
Student	2	1	0	3	0.33%
Youth-12	29	18	0	47	5.25%
Youth-15	13	6	0	19	2.12%
Total	549	343	4	896	100.00%

Washington Millennium - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Washington Millennium Centre Library
- Respondents

Base: 24

WASHINGTON TOWN CENTRE LIBRARY AND CUSTOMER SERVICE CENTRE

Current Opening Hours

Monday and Thursday	9.00am – 7.00pm
Tuesday, Wednesday and Friday	9.00am – 5.00pm
Saturday	9.00am – 4.00pm
Total	**51**

Service Offer

- Books and Reading for education and pleasure for all ages
- Programme and activity for adults and children that includes learning, support for readers and writers groups, author visits, crafts and storytimes
- Children and Young People Programme and Activity
- Provides the Books on Wheels in partnership with the WRVS across the Washington area
- Customer Service Centre is staffed by CSC staff Monday to Friday
- Computers and Internet access- ICT suite and drop in (38 Public access pc's in total across the library inclusive of 4 pc's that can be logged on for CSC and access to 4 contact centre phones)
- Heritage Centre provides family and local history information and learning opportunities
- Information Services
- Learning Programme
- Online Resources

General Information

- Recent refurbishment – partnership with TPCT/ Customer Services
- Additional development in 2012 to facilitate Lloyds Chemist
- Location adjacent to Galleries Shopping Centre
- Meeting rooms are available to hire and are regularly used by community groups.
- WTC have a good relationship with the Galleries management and attend regular occupants meetings and promote library activity throughout the Galleries to shoppers
- Accessibility is good - the main bus station for Washington is in the Galleries and there is good surrounding car parking

Washington Town Centre Performance Data	Washington	
	2011/2012	2012/2013
Total Visits	129,051	104,187
Number of transactions/issues	130,055	103,506
ICT Usage (hours)	34,196	17,904
Total Reservations	3,801	2,972
Total Enquiries	10,103	7,243
Number of active members (borrowed an item in last year)	6,384	5,534

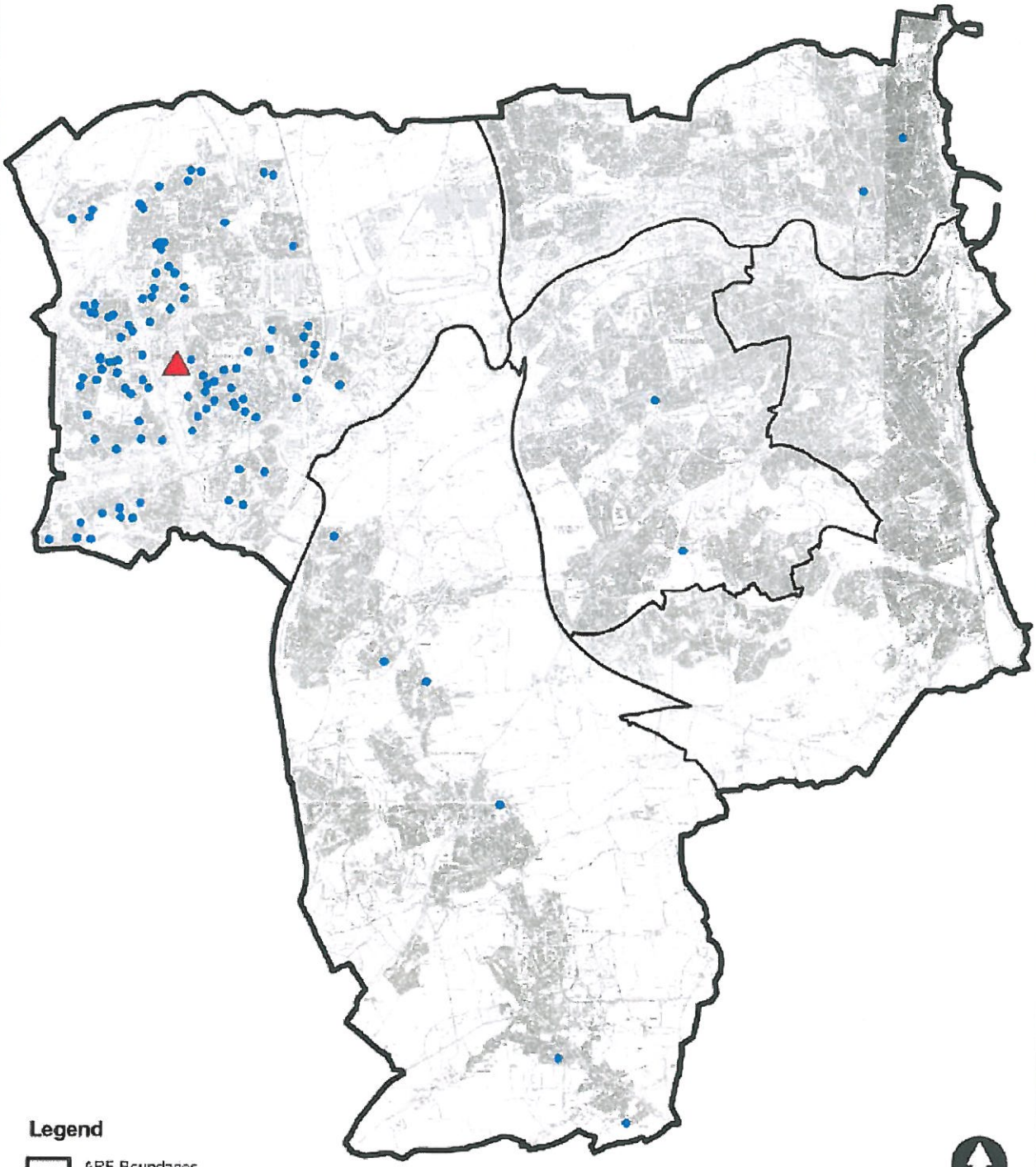
STOCK COUNT (1.1.2013)	Adult Fiction	Adult Non-Fiction	Children's Fiction	Children's Non-Fiction	Audio Books	CD	DVD		Total
Washington Town	12,615	19,059	7,611	2,394	1,544	998	449		**44,670**
	28%	43%	17%	5%	3%	2%	1%		**100%**

User Profile (May 2013)

Washington Town Centre	Active user analysis by library of registration				
	Female	Male	Unknown	Total	%
Adult	1551	911	4	2466	44.96%
Books on Wheels	27	6	1	34	0.62%
Community Group	4	0	1	5	0.09%
Child	584	443	3	1030	18.78%
Holiday-Senior	0	1	0	1	0.02%
Home Tutor/Childminder	5	1	0	6	0.11%
Job Seeker	66	52	0	118	2.15%
Senior	934	589	0	1523	27.77%
Staff	15	3	0	18	0.33%
Student	15	10	1	26	0.47%
VIP	23	10	0	33	0.60%
Youth-12	95	52	1	148	2.70%
Youth-15	52	25	0	77	1.40%
Total	3371	2103	11	5485	100.00%

Washington Town Centre - Library used most often by respondents/ members of their household

Sunderland City Council



Legend

- ARF Boundaries
- Washington Town Centre Library
- Respondents

Base: 117

Sunderland City Council

Item No. 15

CABINET MEETING – 19 JUNE 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:
Procurement of Housing Related Support Services 2014 - 2016

Author(s):
Executive Director of Health, Housing and Adult Services

Purpose of Report:
To seek Cabinet approval to procure Housing Related Support Services for 2014 onwards

The value of the procurement will exceed threshold of £250,000 as the annual programme will be over £2 million.

Description of Decision:
Approve the procurement of Housing Related Services from April 2014.

Is the decision consistent with the Budget/Policy Framework? *Yes

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision:
Allow fair access to all interested providers to tender for a range of housing related support services

Ensure the award of the procurement to organisations that have undergone appropriate and necessary checks

Ensure value for money is achieved

Alternative options to be considered and recommended to be rejected:
Not provide any of the services – this is not recommended as it would result in a range of vulnerable people's needs not be adequately met.

No Change – this is not possible due to current agreements due to expire on 31st March 2014

Use different commissioning arrangements – this is not possible due to the suggested reasons identified above

Impacts analysed:

Equality	x	**Privacy**	n/a	**Sustainability**	n/a	**Crime and Disorder**	n/a

Is this a "Key Decision" as defined in the Constitution? Yes **Is it included in the Forward Plan? Yes**	**Relevant Scrutiny Committee:**

CABINET **19 JUNE 2013**

REPORT OF THE EXECUTIVE DIRECTOR OF HEALTH, HOUSING AND ADULT SERVICES

Procurement of Housing Related Support Services 2014 - 2016

1. Purpose of the Report

1.1 The purpose of the report is to seek approval for the procurement of Housing Related Support Services for 2014 – 2016.

2. Description of Decision (Recommendations)

2.1 To approve the procurement of Housing Related Support Services from April 2014.

3. Background

3.1 The Housing Related Support Programme replaced the statutory Supporting People Programme in 2011. A range of services have been commissioned over a number of years to deliver housing related support services to key groups:

- Young People
- People at risk of Homelessness
- Families at risk of Homelessness
- People experiencing domestic violence
- Older People

The estimated value of the contracts is being assessed but is expected to be in the region of £2m / annum.

4. Current Position

4.1 Sunderland City Council currently awards grants to 12 organisations for the delivery of housing related support services (Appendix 1). All funding agreements (with the exception of the Community In Reach Service – due to end in September 2014) are in place from April 2012 to March 2014.

4.2 In September 2012, a competitive grant opportunity was offered to previous Supporting People funded organisations to develop a joint venture with the Council in relation to the delivery of a Community InReach Service for Older People. The grant provided by the Council was £500,000 per annum (for a period of 2 years) with the successful applicant required to match fund the grant. Gentoo were the successful bidders and are providing £1,134,000 per annum towards the service. This element of the Housing Related Support programme will be reviewed separately in time for the September 2014 end date.

5. Reasons for the Decision

5.1 Due the set up of the national Supporting People Programme, the delivery of housing related support services has remained with a small number of organisations through the direct award of steady state block contracts and in recent years, a grant allocation. By undertaking a procurement exercise, the Council will:

- Allow fair access to all interested providers to tender for a range of housing related support services
- Ensure the award of the procurement to organisations that have undergone appropriate and necessary checks
- Ensure value for money is achieved

6. Alternative Options

6.1 Not provide any of the services – this is not recommended as it would result in a range of vulnerable people's needs not be adequately met.

6.2 Do Nothing – this is not an alternative option as existing funding arrangements are due to end 31st March 2014.

6.3 Use Different Commissioning Arrangements – this is not an alternative option if the reasons for the decision outlined in Section 5.1 are to be achieved.

7. Impact Analysis

Equalities – As part of the procurement exercise, an Equality Impact Assessment will be completed, which will identify the impacts to individuals using the current services and any potential impacts for future users of the services

8. Other Relevant Considerations / Consultations

(a) Financial Implications / Sunderland Way of Working – The Head of Financial Resources, on behalf of the Executive Director of Commercial and Corporate Services, has been consulted on the decision to procure.

(b) Legal Implications – The Head of Law and Governance has been consulted on the decision to procure

9. List of Appendices

Appendix 1 – Current Organisations and Grant Funding 2012 – 2014

APPENDIX 1

CentrePoint	Young Person's Accommodation and Support	£262,381.55
Cheviot Housing Association	Homeless Families Accommodation and Support	£157,339.46
Gentoo	Young Person's Accommodation and Support	£467,156.22
Mental Health Matters	Accommodation and Support (MH)	£280,265.06
NECA Sunderland	Accommodation and Support (Substance Misuse)	£221,772.19
Norcare	Accommodation and Support (Ex-Offenders)	£237,502.93
Salvation Army	Accommodation and Support (Homeless)	£316,650.72
Stonham Home Group	Accommodation and Support (Single People)	£18,568.41
Tees Valley Housing	Accommodation and Support (Teenage Parents)	£117,690.98
Wearside Women in Need	Accommodation and Support (DV)	£641,292.62
YMCA Sunderland	Young Person's Accommodation and Support	£284,099.24
Gentoo	Older Persons In Reach Service	£500,000.00