

# Community Hub and Library Management Restructure

Date: 5/07/2024

Report of: Acting Head of Customer Contact

Report to: Chief Officer Community Hubs, Welfare & Business Support

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

## Brief summary

This report summarises recommendations to restructure the management of Community Hubs and Libraries as part of service savings for 24/25.

Consultation has taken place with key stakeholders including staff and Trade Unions.

Consideration has been taken to the impact any changes and mitigations put in place to minimise disruptions to service users.

## Recommendations

- a) The Chief Officer Community Hubs, Welfare & Business Support is requested to give approval to restructure the Community Hub and Libraries management arrangements as part of service savings requirements. This will make a saving contribution of circa £300k, with reductions of -7.1 FTE overall.

## What is this report about?

Community hubs and Libraries offer a significant face to face, community-based response to supporting families/residents, particularly those experiencing poverty, as well as delivering the statutory requirement of a library function for the city.

There are 26 Community Hub sites in the City – these are sites that have undergone refurbishment as part of the Community Hub development scheme and are delivering the integrated model - Customer Services, Jobshops, and Library provisions. The capital investment in Community Hub sites to date is approximately £10 million, with a further £2m earmarked to be spent on refurbishment of Central Library, Crossgates and Halton Community Hub.

There are an additional 9 stand-alone library sites that are yet to undergo any significant investment or development as part of the Community Hub programme.

To help the Council meet the financial challenge, Community Hubs and Libraries are now required to save circa £300k from the proposed management restructure and have explored options to meet that through consultation with staff and T/U's.

## What impact will this proposal have?

Implementing these proposals will enable the service to contribute circa £300k to savings requirements.

The main impact of these proposals will be that the service has less management in place moving forward – this could have a knock-on effect in terms of service delivery, efficiency, and quality. However, this is mitigated by a review of opening hours, and a small increase in the number of roles at a Team Leader level.

## How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing

Inclusive Growth

Zero Carbon

Community hubs and libraries have a positive effect on the health and wellbeing of the communities in which they are placed.

A reduction in the management available could have an impact on how services are delivered in the future.

## What consultation and engagement has taken place?

Wards affected: none

Have ward members been consulted?  Yes  No

Consultation has taken place with Trade Unions and with affected members of staff (collectively and individually). Reductions have taken place via the Voluntary Leavers Scheme, and there are enough positions on structure for all managers who remain. A recruitment round will follow in order to implement the new structure in an efficient and equitable manner.

## What are the resource implications?

The recommendations from this report will deliver the required 7.1 FTE reduction, and the associated £300k savings.

There will be a reduction primarily at a P02 manager level – removing the Assistant Hub Manager role (with 1 post remaining to focus on key project work). Additional recruitment at a Team Leader level will help to ensure all responsibilities are still met.

## What are the key risks and how are they being managed?

The main risk of this proposal is the reduction in management capacity. The service is a very large one and responsibilities will have to be spread across smaller management teams in the future.

There will be a small increase in the number of Team Leaders that will allow for tasks to be spread out as evenly as possible.

## **What are the legal implications?**

There are no legal implications.

## **Options, timescales and measuring success**

### **What other options were considered?**

Other Options considered included

- Closure of a small amount of libraries.
- Disband the mobile community hub and library service.
- Delivery of a hub and spoke model – ceasing delivery of customer services from medium/smaller sites

All of these options were considered to have a greater affect on the services that can be provided and the customers of Leeds than the current proposal.

### **How will success be measured?**

The success of the proposal will be measured by the required saving target being met.

### **What is the timetable and who will be responsible for implementation?**

Responsibility for implementation will be led by the Head of Face to Face contact.

Proposed implementation of changes is from 8<sup>th</sup> July onwards

## **Appendices**

- EDCI

## **Background papers**

None