



Coventry City Council

Education and Children's Services Scrutiny Board (2)

Time and Date

2.00 pm on Thursday, 29th November, 2018

Place

Central Library – please note change of venue

Public Business

1. **Apologies and Substitutions**
2. **Declarations of Interests**
3. **Minutes** (Pages 3 - 8)
 - a) To agree the minutes of the meeting held on 1st November, 2018
 - b) Matters Arising
4. **Implementation Update - Home to School/College Travel Assistance**
(Pages 9 - 12)

Briefing Note of the Deputy Chief Executive (People)
5. **Social, Emotional and Mental Health in Schools Task and Finish Group**
(Pages 13 - 16)

Briefing Note of the Social, Emotional and Mental Health in Schools Task and Finish Group
6. **Libraries Update** (Pages 17 - 22)

Briefing Note of the Deputy Chief Executive (People)
7. **Work Programme** (Pages 23 - 26)

Briefing Note of the Scrutiny Co-ordinator
8. **Any Other Business**

Any other items of business which the Chair decides to take as matters of urgency because of the special circumstances involved.

Private Business

Nil

Martin Yardley, Executive Director, Place, Council House Coventry

Wednesday, 21 November 2018

Notes: 1) The person to contact about the agenda and documents for this meeting is Michelle Rose, Governance Services, Council House, Coventry, telephone 7683 3111, alternatively information about this meeting can be obtained from the following web link: <http://moderngov.coventry.gov.uk>

2) Council Members who are not able to attend the meeting should notify Michelle Rose as soon as possible and no later than 1.00 p.m. on Thursday, 29th November, 2018 giving their reasons for absence and the name of the Council Member (if any) who will be attending the meeting as their substitute.

3) Scrutiny Board Members who have an interest in any report to this meeting, but who are not Members of this Scrutiny Board, have been invited to notify the Chair by 12 noon on the day before the meeting that they wish to speak on a particular item. The Member must indicate to the Chair their reason for wishing to speak and the issue(s) they wish to raise.

Membership: Councillors L Bigham, B Kaur, L Kelly, D Kershaw, J Lepoidevin,
A Lucas, P Male, M Mutton (Chair) and C Thomas

Co-opted Members: Mrs S Hanson and Mrs K Jones

By Invitation: Councillors J Clifford, K Maton, P Seaman and T Skipper

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting
OR if you would like this information in another format or
language please contact us.

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Coventry City Council
Minutes of the Meeting of Education and Children's Services Scrutiny Board (2)
held at 2.00 pm on Thursday, 1 November 2018

Present:

Members: Councillor M Mutton (Chair)
Councillor L Bigham
Councillor J Clifford (substitute for Councillor C Thomas)
Councillor L Kelly
Councillor J Lepoidevin
Councillor A Lucas
Councillor P Male
Councillor K Sandhu (substitute for Councillor D Kershaw)

Co-Opted Members: Mrs S Hanson and Mrs K Jones

Cabinet Members: Councillor K Maton – Cabinet Member for Education
Councillor P Seaman – Cabinet Member for Children and Young People

Employees (by Directorate):

People J Gregg, K Nelson
Place G Holmes, R Moon, M Rose

Apologies: Councillor B Kaur
Councillor D Kershaw
Councillor C Thomas
Councillor T Skipper – Deputy Cabinet Member for Children and Young People

Public Business

31. Declarations of Interests

There were no disclosable pecuniary interests.

32. Minutes

The minutes of the meeting held on 4th October, 2018 were agreed as a true record.

33. Progress on Children's Services Improvement Plan

Further to minute 12/18 the Scrutiny Board considered a briefing note of the Deputy Chief Executive (People) which provided a progress report on the Children's Services Improvement Plan and succession planning in preparation for the cessation of the Improvement Board. The information had been reported to Children Services Improvement Board on 3rd October, 2018 and their next meeting would be held on 24th January, 2019 to sign off the full Children's Services Improvement Plan.

The Department for Education (DfE) removed Children's Services from intervention on 13 June, 2017, the service was no longer subject to an improvement notice. Supervision and support had been provided by the DfE over the last 12 months, which included two reviews held in January 2018 and June 2018 and this had now ended. A further Ofsted focused inspection or Joint Targeted Area Inspection could occur at any time and a full standard inspection was anticipated in the future.

To oversee the improvement journey and as a response to the inadequate rating a Children's Service Improvement Board was established and was chaired by an experienced improvement consultant and retired Her Majesty Inspector (HMI). The Board included elected Members and representatives and from the Council, partner agencies and the Department for Education. Progress was reported to the Improvement Board every twelve weeks.

The briefing note recognised that recruiting and retaining experienced social workers was a challenge across children and families social work, and particularly in area based teams. This was a national and regional issue. To increase the number of experienced social workers, Children's Services held an Open evening on 2 October 2018, offering experienced social workers an opportunity to apply for vacancies and be interviewed on the same day. The evening was actively promoted through Facebook/LinkedIn/Guardian/radio and the job shop. The event successfully resulted in seven offers of appointment and a further event was being planned in January 2019.

Through the continued work on the Social Work Academy model, it was an aspiration to be a leading regional employer of choice for social workers. As a member of the West Midlands Teaching Partnership, Coventry offered a number of opportunities and benefits to social workers which included, a Step Up to Social Work Graduate Pathway; a Frontline Programme and an Aspirant Social Work Programme Pre-Qualifying Pathway.

The briefing note also highlighted the progression scheme, exit interviews and the seven Practice Standards.

The report detailed progress regarding:

- improving Looked After Children school attendance
- police guidance on Child Sexual Exploitation and the dedicated gang team
- new early help assessment
- signs of safety training
- the Child and Adolescent Mental Health Service (CAMHS) Looked After Children Service (LAC) launched in April 2018

The report also provided an update on performance:

- Increasing Looked After Children numbers
- Contact timeliness
- Multi Agency Safeguarding Hub (MASH) timeliness
- Re-referrals
- Recording issues
- Assessments

The Board questioned the Cabinet Member and officers on the following:

- Workforce recruiting
- Continual recruitment required due to the low average career timespan for social workers
- Retention initiatives
- Staff morale with an inspection due
- Homelessness and children presenting as homeless
- Children and Adolescent Mental Health Service
- What an Ofsted 'good' would look like with statistics
- Diversity of the workforce
- Child Sexual Exploitation
- Gangs
- The Executive Group replacing the Improvement Board

The officer's present provided detail regarding the current number of employees and agency workers and vacancies. It was reported that Ofsted visits were approached as 'business as usual' and the aim was to do our best for the Children of Coventry.

RESOLVED that

- 1) The Scrutiny Board agree the recommendations and welcome the consideration of the full report of the Improvement Board in February, 2019.**
- 2) The Scrutiny Board request a briefing to update the Board on the Child and Adolescent Mental Health Service (CAMHS) Looked After Child (LAC) service which was reporting to the Improvement Board in January, 2019.**

34. One Strategic Plan Consultation

The Scrutiny Board considered a briefing note of the Deputy Chief Executive (People) which provided information to enable members to comment and respond to the consultation on the Education and Learning One Strategic Plan 2018-2022, including SEND (Special Educational Need and Disability) Phase One (Woodlands site). There were 2 Cabinet Reports appended to the briefing note one which detailed proposals for Secondary school places, Coventry One Strategic Plan and Education Capital Programme (Cabinet Minute 46/18 refers). The other Cabinet report was regarding proposals for the first stage of changes to SEND provision, One Strategic Plan - SEND proposal for the use of the Woodlands site (Cabinet Minute 64/18 refers).

The Cabinet noted that Under Section 14 of the Education Act 1996, Coventry City Council had a statutory duty to ensure sufficient school places and fair, appropriate access to education. It was the Council's role to plan, commission and organise school places in a way that raised standards, managed supply and demand and created a diverse infrastructure.

The Coventry One Strategic Plan, attached as Appendix 1 to the report, set out pupil forecasts for primary and secondary education planning areas in response to

rising or falling pupil cohorts across the city. It outlined the strategy proposed by the Local Authority and the Coventry Secondary Headteacher Partnership to meet the additional places required in secondary provision from 2019 – 2021.

It was proposed that the strategy would be a flexible document, able to adapt to shifting mechanisms of parental preference, unforeseen changes in supply and demand of school places, and future birth rates. To do this, the One Strategic Plan would be monitored and updated annually, alongside a wider process of constant review of School Place Planning. In addition, the procuring of places would take place annually so as to not create an unstable amount of school places.

A Memorandum of Understanding (MOU) had been established to ensure partnership commitment between the Council and secondary schools (and would be rolled out to primary and special, subject to approval). These partnerships signify a commitment and cooperation between the Council, governing bodies and school leadership teams to meet the educational needs of children and young people in Coventry, ensure the sustainability of Coventry schools, and to enable the City Council to meet its statutory obligations.

This partnership commitment signified a statement of intent to collaborate and work in partnership to achieve the best possible outcomes for children and young people in Coventry, ensure the sustainability of Coventry schools, and to enable the City Council to meet its statutory obligations. As part of this process, numerous options had been discussed at both full partnership meetings, and the Secondary Headteacher Executive.

The Cabinet had also given approval in Principle to co-locate Woodfield Primary and Secondary Schools to the site previously occupied by Woodlands School, Broad Lane, Coventry. The One Strategic Plan also outlined the strategy to meet the growing demand for places for children with special educational needs and disabilities including provision for children age 5 to 16, with complex social, emotional and behavioural difficulties. This specialist provision was currently delivered by Woodfield Special School from two separate sites. It was acknowledged that the existing school buildings were deemed unsuitable for purpose in the long term and had insufficient capacity to meet the growing demand.

An opportunity had arisen to re-use the site which contained listed buildings, previously occupied by Woodlands School, to co-locate Woodfield School, in its entirety. This would provide a future proofed fit for purpose educational environment, offering a full range of facilities including sport to learners, with the capacity for the provision to grow. The potential utilisation of the 'Woodlands site' enabled the physical separation of phases specifically primary and secondary to ensure that pupils from either phase were able to benefit from age appropriate curriculum and resources. The site security and design would ensure that pupils would only be able to access their own internal and external learning environment.

The report set out how the relocation could be facilitated and sought an "in principle" approval to proceed with a detailed feasibility study, consultation and, if appropriate, present final proposals for Council consideration and decision.

The Board questioned the Cabinet Member and officers on the following:

- The reduction in the surplus capacity and the impact on parental preference
- The projection calculations based on housing numbers
- The impact on and views of all parents and young people affected by planned permanent expansions and in particular the effects on vulnerable groups
- The delivery of recommendations by schools
- Timescales for the proposals regarding Woodlands School
- The number of pupils with special educational needs in mainstream schools
- The 240 additional places available in year 7 for 2019-2020
- Managing risks
- The impact of Brexit
- The process for de-listing buildings

The Cabinet Member (Education) reassured the Board regarding the partnership in Coventry between schools, the single plan was a testament to their commitment to work collectively and that they were accountable to each other. The Council were responsible for delivering something which it had limited control over. Officers recognised that the trust boards and governors were also involved in the memorandum of understanding between schools and there was an investment into expansions.

Officers recognised that the reduced capacity would be below the recommended average however, the geography of the City and the ability to travel around Coventry would be an advantage.

RESOLVED that the Scrutiny Board agree the recommendations and request that the consultation include the views of parents and students at SEND schools and the schools that are planning to permanently increase numbers.

35. **Work Programme**

The Scrutiny Board noted that the meeting in January, 2019 would be moved to 14th February, 2019 to enable a discussion about the Improvement Board as discussed in minute 33 above.

The meeting on 29th November, 2018 would be held in a library and the meeting on 14th February would be held in an Early Help Hub.

RESOLVED that the changes requested be arranged.

36. **Any Other Business**

There were no other items of business.

(Meeting closed at 3.15 pm)

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Coventry City Council

Briefing note

To: Education and Children's Services Scrutiny Board (2)
Date: Thursday, 29th November, 2018

Subject: Implementation update, home to school/college travel assistance

1 Purpose of the Note

- 1.1 To report on the impact of learning and system improvements, to the administration of the Council's Home to School Travel Assistance Policy (Statutory School Age) and Post 16 Home to School/College Travel Assistance Policy, following its introduction in September 2017, as set out in the Education and Scrutiny Board minutes of the 30th November 2017

2 Recommendations

- 2.1 The Education and Children's Services Scrutiny Board are recommended to:
- 1) Consider and note the content of the report
 - 2) Identify any recommendations for the Cabinet Member

3 Background

- 3.1 The Council introduced a new Home to School Travel Assistance Policy (Statutory School Age) and Post 16 Home to School/College Travel Assistance Policy in September 2017. The Education and Children's Services Scrutiny Board (2), in its meeting of the 30th November 2017, examined the implementation process and took evidence from parents on their personal experience of the system. It was determined that the Board would re-examine the progress and impact of proposed actions to improve the customer experience.

4 Learning and System Improvement

- 4.1.1 Following application of the process in 2017/18, the reflective learning and feedback from parents, identified four key actions that would improve the service and customer experience. These were implemented in preparation for the 2018/19 academic year
- 4.1.2 **Action one:** The application deadline for 2018/19 to be brought forward to ensure that applicants receive a decision before the end of the 2017/18 academic year
- 4.2 **Outcome:** All 600 applications received by the published deadline of the 25th June 2018, were processed before the end of the 2017/18 academic year: 575 were judged eligible, 25 did not meet the criteria on the basis of the information provided. Schools were consulted on any applicant that did not meet the eligibility criteria, to ascertain if there was any exceptional circumstances that needed to be considered before a decision was communicated to families. Officers took steps to ensure that parents were aware of the deadline for applications and systems were put into place to monitor responses. Strategies included personal phone-calls to families that had missed the deadline. Late applications were typically processed within three days of receipt. Consequently, the decision making process was strengthened by better information, thereby reducing the number of appeals and the inherent stress that places on families. It is evident that customer satisfaction with the administration process in this area has much improved.

4.2.1 **Action two:** The application form would be revised, to assist applicants in providing all necessary information to inform the eligibility decision making process. This would be tested with the assistance of parents before launch, to ensure that it is easy to understand and as simple as possible to complete

Outcome: The application was revised and two consultation events were held to engage parents in the process of co-production. The events were promoted through the parent Facebook pages and One Voice. Whilst attendance at the events attracted minimal interest, the contribution made by parents proved invaluable and their advice was fully incorporated into the revised on-line application form

4.2.2 **Action three:** The application form will enable post 16 applicants to provide evidence of low-income eligibility where required, at the point of application. This will ensure that contributions towards the cost of transport is assessed accurately at the point of first application thereby avoiding the need to appeal

Outcome: The application form for post 16 to 18 travel assistance has been separated from the statutory school age application process. The form provides a specific section to declare low-income against the criteria. The effectiveness of the form is reflected in the significant reduction in appeals from: 25 in 2017, to 4 in 2018 (a reduction of 84%)

4.2.3 **Action four:** The current Travel Assistance policies will be supported with an easy to follow parent/young person guide. The draft guide will be reviewed with and by parents to ensure that it provides all of the information necessary before publication.

Outcome: The information provided on the Council's website has been significantly improved to assist all users. A booklet has been designed, which incorporates illustrations provided by pupils from Sherbourne Fields School. This has since been reviewed and is in the process of graphic decision before being published on the Local Offer and CHYP Shop websites.

4.3 **Evidence of Impact:** The following tables provide a comparison of activity in respect of the 2018/19 academic year and the 2017/18 academic year. In summary it is evident that the number of children and young people receiving travel assistance has increased by 10% and the number of appeals has reduced by 37%

Table 1: Initial decision – entitlement:

Decisions	2017 Agreed	2018 Agreed	2017 Refused	2018 Refused
Statutory school age	735	810	66	37
Post 16	95	104	66	8
Total	830	914	133	45
*Post 19	0	7	0	30

Table 2: Stage 1 appeal, outcome:

Appeals submitted at Stage 1	Total 2017	Total 2018	Appeal dismissed 2017	Appeal dismissed 2018	Appeal upheld 2017	Appeal upheld 2018
Statutory school age	50	14	28	10	22	4
Post 16	25	4	20	1	4	3
Total	75	28	48	13	26	7

Table 3: Stage 2 appeal, outcome:

Appeals submitted at Stage 2	Total 2017	Total 2018	Appeal dismissed 2017	Appeal dismissed 2018	Appeal upheld 2017	Appeal upheld 2018
Statutory school age	12	6	6	6	6	0
Post 16	8	1	4	1	4	0
Total	20	7	10	7	10	0

- 4.4 It is noted that the application of the exceptional circumstance criteria continues to be effective in identifying those families who require assistance, because of their unique circumstances but do not necessarily meet the standard eligibility criteria.

Name: Jeannette Essex

Job Title: Head SEND and Specialist Services

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Coventry City Council

Briefing note

To: Education and Children's Services Scrutiny Board (2)

Date: 29th November 2018

Subject: Social, Emotional and Mental Health in Schools Task and Finish Group

1 Purpose of the Note

- 1.1 To inform the Education and Children's Services Scrutiny Board of the outcome of the Social, Emotional and Mental Health in Schools Task and Finish Group.

2 Recommendations

- 2.1 That the Education and Children's Services Scrutiny Board and the Cabinet Member for Education and Skills, work in partnership with Primary and Secondary networks across the City, to facilitate a Celebration and Shared Learning Event. This would showcase some of the excellent practise being undertaken by Schools across the City in supporting children and young people with Social, Emotional and Mental Health needs and be targeted at a cross section of the school's workforce.

3 Information/Background

- 3.1 The Task and Finish group was established by the Education and Children's Services Scrutiny Board at the beginning of the municipal year to look at Social, Emotional and Mental Health (SEMH) from a schools perspective. The topic was chosen as Members reported concerns about the help available to young people and wanted to support Headteachers across the City who are desperate to see a better service to support pupils with SEMH issues, as without it, vulnerable young people risk not achieving their full potential.
- 3.2 Officers brought to the Group information on exclusions from Coventry schools. The data showed that the age range of children being excluded was widening, to include key stage 1 (5 and 6 year olds) and violence was increasingly cited as a reason for exclusion.
- 3.3 Whilst concerned that exclusions are steadily rising within the City, Members noted that Coventry's exclusion rates remain below the national average.
- 3.4 The exclusion data included a range of case studies, which listed the number of services the young people had been involved with, before they were excluded as well as the range of interventions schools and partner agencies had put in place before the exclusion occurred.
- 3.5 This data clearly highlighted an inconsistency in the support being offered to young people in need by schools. It is acknowledged that there may be many reasons for this differential practice including financial limitations, impact on attendance and academic progress measures and culture. It was noted that Coventry City Council in partnership with Headteachers has established fair access panels at both primary

and secondary phase, which provides a peer support and challenge forum, aimed at negating the need to permanently exclude a child. The Council's Children Missing Education Team (CME) has been established to offer an additional layer of support. The team, alongside other support services encourage schools to exhaust all options before determining that a child should be permanently excluded. This is because an exclusion can have a lasting impact on a young person - a report published in 2017 showed that exclusions can amplify pupils' psychological distress and encourage behaviour it intends to punish¹.

- 3.6 The Task and Finish Group met with representatives from Coventry and Warwickshire Partnership Trust (NHS), who are responsible for the Child and Adolescent Mental Health Service in Coventry. They heard about the application (an app) which they are rolling out, called the Dimensions Tool. This tool is designed to help parents and schools identify needs early and signpost to the support available, including self-help for young people who may not yet reach the threshold for CAMHS support.
- 3.7 The Task and Finish Group decided to undertake visits to schools to understand the challenges they face in an environment with diminishing financial resources and see some examples of practice in the City first hand. Members visited two schools who are recognised for their positive focus on supporting pupils with SEMH. They were looking for examples of good practice, which might be shared for adoption encouraged elsewhere in the City. It is emphasised that these schools are not alone in demonstrating exemplary practice, but unfortunately time was limited to undertake multiple site visits.
- 3.8 The first school the Group visited was Spon Gate Primary. The Headteacher is Chair of the Inclusion Network (a subgroup of Primary Partnership). The schools emphasis on supporting it's pupils is evident in this extract of its recent OFSTED report
- 3.9 *'Your school values, including, 'respect', 'courage', 'perseverance' and 'aspiration' are central to the ethos of the school. You and your staff take the time to get to know pupils as individuals...The provision for vulnerable pupils is particularly strong... pupils with complex behaviour or emotional needs are extremely well supported and integrated into the school.'*²
- 3.10 The second school the group visited was Lyng Hall School, which is part of the Finham Park Multi-Academy Trust. The schools Headteacher is Chair of the Secondary Schools Forum.
- 3.11 The visits highlighted a number of similarities between the two schools in how they support, not just pupils, but also their families. Whilst the tools, techniques and strategies were not the same, the ethos of both schools was striking similar. Both schools are led by established Headteachers who drive the vision for the school, and have the support of the staff behind them. Both schools also use the resources available to them innovatively to fund additional support staff with expertise in supporting pupils with challenges and their families. They seek to understand and respond to the reasons for the young person's behaviour and to provide support wherever possible, rather than react to the behaviour. It is noted that both Headteachers were aware of the impact being 'inclusive' can have on external progress measures and the pressure that places on schools.

¹ <https://www.theguardian.com/education/2017/aug/19/school-exclusion-linked-to-long-term-mental-health-problems>

- 3.12 Members of the Task and Finish group recognised that there is a lot of good practice going on in schools on to support pupils with SEMH, but, as evidenced by the exclusion cases studies, the level of support across schools is inconsistent.
- 3.13 Therefore, the Task and Finish group recommends that a celebratory event is held to showcase the fantastic work Primary and Secondary schools are undertaking and use this event to facilitate some peer learning opportunities for schools who may like to further develop their provision for pupils with SEMH needs.
- 3.14 Hosting a combined event for the City's schools would also enable schools to look at ways to support the successful transition of pupils as they move from Primary to Secondary school.

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Coventry City Council

Briefing note

To: Education and Children's Service Scrutiny Board (2)

Date: 29th November 2018

Subject: Libraries Update

1 Purpose of the Note

- 1.1 This Briefing Note is intended to provide the Scrutiny Board with an update on the current position of the Coventry Library and Information Service. The note includes information related to the service transformation and delivery of savings associated with the Connecting Communities programme, along with updates on current performance and proposals for further budget reductions to be implemented from April 2019.

2 Recommendations

- 2.1 The Education and Children's Services Scrutiny Board are requested to note this briefing and provide any feedback on the proposed further budget reductions to the Cabinet Member for Education and Skills who will be considering them at his meeting on 17th January 2019.

3 Information/Background

Connecting Communities Programme

- 3.1 The Council introduced the Connecting Communities programme in 2015/2016. The programme was introduced in two phases with changes to Library Services introduced alongside changes to a number of other Council services. The main changes to Library Services included greater participation by the community in the delivery of library services along with reductions in opening hours, reductions in the amount of money spent on library stock, a move to three library types (core, partnership and community-led) and the de-commissioning of the former mobile library.
- 3.2 Phase one of the changes resulted in budget reductions including property savings of £802k, phase two of the changes enabled a further reduction of £653k, total £1,445k. In line with the Medium Term Financial Strategy a final third set of proposals is currently being consulted on with staff and service users which will reduce budgets by a further £319k.

4 Current Position Regarding Each Library

- 4.1 Below is a summary of the current status of the 17 libraries which currently operate in the City:

5 Community Libraries

- 5.1 Cheylesmore Library – completed transition to community control by Cheylesmore Community Centre in March 2018.
- 5.2 Earlsdon Library – working with Earlsdon Carnegie Community Library to complete evaluation of their recently submitted business case and for transfer via lease before the end of 18/19. Opening hours were initially reduced as the move to community-leadership

commenced however more recently they have been expanded as the capacity of volunteers has increased.

- 5.3 Finham Library – business case approved and in final stages of negotiation of terms of lease should be complete before end of 2018. Opening hours were initially reduced as the move to community-leadership commenced however more recently they have been expanded as the capacity of volunteers has increased.

6 Core Libraries

- Bell Green Library – current issues re the Riley Square development, library building includes Adult Education provision.
- Central Library – most extensive citywide provision (particularly IT), open 7 days per week, library shares space with Carers Trust and Adult Education.
- Foleshill Library – continues to be well used particularly by BAME community.
- Stoke Library – continues to be well used library provision.
- Tile Hill Library – library building includes Adult Education provision, continues to be well used.

7 Partnership Libraries

- Aldermoor – currently some issues with the development of partnership agreement with local community association however still working towards an agreement – budget proposals includes move to single staffing completely 4/19.
- Allesley – two potential partners have been in discussions but both have not reached fruition – significant increased usage since changes to Earlsdon. Officers continue to consider options for developing a Partnership Library model.
- Caludon Castle - moving to single staffing part of the week 12/18 and proposals for this to be completely from 4/19.
- Canley – worked unsuccessfully with local school to create new offer – currently in the early stages of considering alternative options for joint working around this site. The current proposals include this library moving to single staffing completely from 4/19.
- Coundon – the Council has been involved in a number of discussions with potential partners – currently awaiting a formal proposal for rebuild on the site with a local GP practice – proposals include moving to single staffing completely 4/19.
- Hillfields – some usage observed as increasing after relocation to WATCH building.
- Holbrooks – currently located in HCCA building – working with the association to increase usage and recruit volunteers.
- Jubilee Crescent – located in the Jubilee Crescent Community Centre – new lease recently issued to CA – still working with local Church in various partnerships - levels of anti-social behaviour remain a concern.
- Willenhall – located in Hagard Centre with joint work on aspects of programme – levels of anti-social behaviour increasing and a concern for library staff.

8 Volunteers

- 8.1 As well as considerable success in recruiting volunteers to support the delivery of library services in Cheylesmore, Earlsdon and Finham (over 130 people so far) the service has also offered volunteering opportunities for people in other library settings. Currently 60

volunteers have been trained and deployed in other libraries with on-going recruitment becoming part of the day-to-day operation of the service.

9 Library Performance Information

9.1 A snapshot of Coventry Libraries performance is provided in Appendix A. Overall whilst membership has dropped very slightly, there remain almost 70,000 members of the service. Visits to libraries are up year-on-year and for core and partnership libraries book issues have increased. Changes to the opening hours of community-led libraries has impacted on data for the last year and we would expect performance to increase in the future as library opening hours expand.

10 Library User Satisfaction Survey

10.1 The Library Service has recently conducted a user satisfaction survey to establish a baseline for future work and to engage with users around the parts of the service they report working well and otherwise. With around 400 people participating 93% of users rated the service as good or excellent. Other feedback included:

- Helpfulness of Library staff 96%
- Opening Hours 82%
- Choice of Library Books 80%
- Library Computers 85%
- Children's events 89%
- Adult events 80%
- Over 95% of respondents would recommend the Library Service to others

11 Proposals for Library Budget Reductions

11.1 As is referred to above the Medium Term Financial Strategy includes a requirement for a further budget reduction of £ 319k. Proposals to reduce expenditure include:

- Reduce staffing in Aldermoor, Caludon, Canley and Coundon libraries to single staffing.
- Reduce staffing in Central Library by introducing a 'Library Express' model which will rely on self-service and limited staff supervision of the library from 9-11am Monday to Friday and on Sundays.
- End the provision of hard copy newspapers and magazines and support users to move to digital access either in the library or at home.
- Additional income from the introduction of a privately run café within Central Library and an externally funded Visa scheme.
- Reductions in other fixed library budgets and a review of management and non-front line posts.

11.2 A further change which will be proposed to the Cabinet Member is to agree a change to library fines to move the age at which users are expected to pay fine from aged 8 years to 16 years.

11.3 These proposals are currently subject to a short consultation with library users and staff. The final proposals will be considered by the Cabinet Member for Education and Skills at his Cabinet Member meeting on 17th January 2019.

12 Other recent developments

12.1 Loud in Libraries and the development of the Cultural offer

12.2 Libraries in Coventry are performance spaces. Working with 'Get it Loud in Libraries' gigs take place in libraries with the aim of challenging and changing perceptions of libraries to

engage new audiences, particularly young people. The events have been a really important showcase for the approach that Coventry Libraries take to connecting people to high quality art experiences.

- 12.3 Arts organisations in the City are now looking to libraries as venues for drama, art and performance which has resulted in a number of successful events taking place which is increasing in the lead up to the City of Culture 2021.
- 12.4 Health and wellbeing related initiatives
- 12.5 Library Services utilise a number of different interventions to deliver health and wellbeing services. The 'Reading Well' initiative provides collections of books to support Mental Health, Dementia, Long Term conditions and Mental Health for young people. The books have been specially selected and recommended by medical professionals to support people to manage their health and wellbeing. Coventry Libraries work closely with a number of key agencies who are well placed to recommend and in some cases deliver the resources directly to people at the time that's right for them.
- 12.6 The Library service creates opportunities for people to come together to enable wellbeing initiatives to take place. Successful examples have been Vintage Tea parties aimed at people with dementia, Baby Showers aimed at mothers to be and 'Good Death Cafes' aimed to provide people with all the information they need to plan for and cope with death.
- 12.7 Utilising the strong partnerships that the library service has built with organisations in the city Libraries facilitate information fairs and also offer spaces for IAPT and CWPT to deliver surgeries.

13 Digital Offer

- 13.1 The Library Service continues to expand access to digital services. The range of digital assistance has been expanded to include volunteers from Warwick University as well as Coventry University and Library staff and covers all Libraries.
- 13.2 The Library Service has continued to develop a digital creativity offer which includes code clubs, microbit sessions, Pi jams, Coder Dojos, Digital Expos and Lego Labs. The Library Service was chosen by the BBC to trial their latest Virtual Reality content and will run its first drone racing event this year.
- 13.3 The use of e-services (e-books, e-audiobooks and e-magazines) remains the largest growth area in loaning of Library items.

Name	Peter Barnett
Job Title	Head of Libraries, Advice, Health and Information
Contact Details	02476 831579

Appendix A

Library Performance 2117 – 2018

Figures in the table below represent actuals for 2017- 2018.

Figures have been colour coded to show increases (green) and decreases (red) when comparing performance for this financial year 2018 – 2019.

	Visitors	Issues	Membership	ICT Hours	ICT Sessions
Core Libraries					
Central	365,587	221,967	28,400	144,092	290,480
Bell Green	139,286	47,249	4,117	20,465	30,870
Foleshill	107,157	58,333	6,225	22,551	33,160
Stoke	106,862	57,481	4,496	19,440	27,327
Tile Hill	90,356	73,441	4,968	13,444	19,958
Partnership Libraries					
Aldermoor	19,434	12,995	1,138	2,371	4,677
Allesley	42,346	39,643	1,701	2,634	4,274
Caludon Castle	20,848	18,125	828	4,232	14,689
Canley	16,678	11,061	854	2,250	2,669
Coundon	39,237	40,250	2,647	4,773	6,293
Hillfields	3,116	6,717	532	3,696	6,794
Holbrooks	1,091	818	82	680	1,492
Jubilee Crescent	61,308	48,599	3,707	10,394	16,704
Willenhall	141,722	21,552	2,777	7,851	14,444
<i>Council Run</i>	<i>1,155,028</i>	<i>659,158</i>	<i>62,442</i>	<i>258,873</i>	<i>473,831</i>
Community					
Cheylesmore	18,253	19,973	1,270	1,850	3,532
Earlsdon	68,720	48,396	4,642	8,805	11,118
Finham	22,444	26,473	1,552	1,152	1,817
<i>Community Run</i>	<i>109,417</i>	<i>94,842</i>	<i>7,464</i>	<i>11,807</i>	<i>16,467</i>
TOTAL	1,264,445	754,000	69,906	270,680	490,298

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Please see page 2 onwards for background to items

21st June 2018
The Role of the Corporate Parent Fostering Adoption Central England
19th July 2018
Supported Internships The Virtual School for Looked After Children Improvement Board 4 th July Update Report
6th September 2018
Primary Progress (Unvalidated data) SCR – Baby F
4th October 2018
Partnership Working for Children's Services
1st November 2018
One Strategic Plan consultation: 1) Secondary School Places 2) SEND Phase One Improvement Board 3 rd October Update Report
29th November 2018
Review of Libraries Home to School Transport Social, Emotional and Mental Health Task and Finish
14th February 2019
Early Help Hubs Final Improvement Board Report CAMHS LAC service Conference Report
28th February 2019
School Performance Information – validated data Review of the Education Service redesign Alternative Provision and Exclusions
4th April 2019
Coventry Parenting Strategy
Date to be determined
Coventry Youth Partnership CAMHS Education, Sport, and Participation Strategy Published SCR's School based police panels Secure Provision Adoption Central England – June 2019

Date	Title	Detail	Cabinet Member/ Lead Officer
21st June 2018	The Role of the Corporate Parent	Overall briefing and introduction to the role of being a corporate parent – including some facts and figures about Coventry	Paul Smith Cllr Seaman
	Fostering	Covering where we are and what we're doing - recruitment - specialist fostering - special guardianships, progress on recommendations. To be linked in with the previous T&F on Fostering.	Paul Smith Cllr Seaman
	Adoption Central England	Covering progress since the transfer and establishment of the new organisation, along with some facts and figures on the current position with adoption	Paul Smith Cllr Seaman
19th July 2018	Supported Internships	The Cabinet Member referred this item to the Board to look at in more detail and consider how the programme can be supported further	Cllr Maton Jeanette Essex
	The Virtual School for Looked After Children	To look at the virtual school for looked after children	Cllr Seaman Paul Smith Sarah Mills
	Improvement Board 4 th July Update Report	A regular progress report from the Improvement Board	John Gregg Sonia Watson Cllr Seaman
6th September 2018	Primary Progress (Unvalidated data)	Members requested a report in September of the unvalidated data when available	Kirston Nelson Cllr Maton
	SCR – Baby F	For Members to consider progress on the recommendations arising from the SCR of Baby F	Neil MacDonald Rebekah Eaves Cllr Seaman
4th October 2018	Partnership Working for Children's Services	Members requested information about working with partners to achieve the outcomes for the Children's Services improvement plan.	John Gregg Cllr Seaman
1st November 2018	One Strategic Plan consultation:	Consultation on the proposals to increase school places across the city.	Kirston Nelson Cllr Maton

Date	Title	Detail	Cabinet Member/ Lead Officer
	1) Secondary School Places 2) SEND Phase One		
	Improvement Board 3 rd October Update Report	A regular progress report from the Improvement Board	John Gregg Sonia Watson Cllr Seaman
29th November 2018	Review of Libraries	To include information about how libraries can become hubs for community wellbeing, as well as progress on the changes implemented last year. Maybe to take place at a library involving some of the volunteers involved.	Peter Barnett Kirston Nelson Cllr Maton
	Home to School Transport	A follow up report covering on applications, decisions and appeals and amendments to the process.	Jeanette Essex Kirston Nelson Cllr Maton
	Social, Emotional and Mental Health Task and Finish	Recommendations from the task and finish group looking at support in schools for pupils social, emotional and mental health.	Cllr Seaman Kirston Nelson Jeanette Essex
14th February 2019	Early Help Hubs	A follow up report to that received on 4 th October, to include evaluation data, sharing good practice, use of satellite venues and outreach work, engagement with schools and education and how the impact of the work is being assessed and evidenced	John Gregg Cllr Seaman Cllr Maton
	Final Improvement Board Report	A final summary report of the progress made whilst the Improvement Board has been in place. To also include transitional arrangements for monitoring performance in Children's Services	John Gregg Cllr Seaman
	CAMHS LAC service	Following their consideration of the Children's Service Improvement Board report on the 1 st November, Members requested a review of impact following the launch in April. To invite Care Leavers to talk about their experiences.	Health partners John Gregg Sheila Bates Cllr Seaman
	Conference Report	A report on a conference on Signs of Safety.	Lee Pardy- McLaughlin

Date	Title	Detail	Cabinet Member/ Lead Officer
28th February 2019	School Performance Information – validated data	A report on school performance data using validated data, including LAC and vulnerable groups	Sara Mills Kirston Nelson
	Review of the Education Service redesign	Following a meeting where the proposals for a new structure for the Education service were considered, Members requested a progress report following implementation. To include an invite to the Regional Schools Commissioner	Kirston Nelson Cllr Maton
	Alternative Provision and Exclusions	A follow up report on the impact of the new managed transfer system 6 months on	Sara Mills Kirston Nelson
4th April 2019	Coventry Parenting Strategy	A 12 month progress report, to include rag ratings against actions	Sue Frossell
Date to be determined	Coventry Youth Partnership	To discuss the new Coventry Youth Partnership, young people involved in the panel to be invited. To include how targeted youth provision provided by the Council will link in with the partnership.	Cllr Seaman Michelle McGinty
	CAMHS	At their meeting on 1 st November, the Board requested a report on CAMHS, particularly looking at waiting times	
	Education, Sport, and Participation Strategy	Following their meeting on 6 th September 2018, Members requested further information on the draft strategy	Sarah Mills Cllr Maton
	Published SCR's	For Members of the Board to consider how the recommendations from the SCRs have been implemented	John Gregg David Peplow Cllr Seaman
	School based police panels	A report on how the police are supporting improving behaviour in schools and tackling anti-social behaviour in partnership	Kirston Nelson Cllr Maton
	Secure Provision	To look in more detail at the provision of secure placements and custody for young people across the region	John Gregg
	Adoption Central England – June 2019	As requested at their meeting on 21 st June to provide a further progress report, along with some facts and figures on the current position with adoption	Paul Smith Cllr Seaman