

**Notice of a public meeting of
Learning & Culture Overview & Scrutiny Committee**

- To:** Councillors Reid (Chair), Fitzpatrick (Vice-Chair), Scott, Cunningham-Cross, Brooks, Burton, Taylor, Boyce, Mrs Barber (Co-opted Statutory Member) and Mrs Widdowson (Co-opted Statutory Member)
- Date:** Wednesday, 19 September 2012
- Time:** 5.00 pm
- Venue:** Rowntree Park Reading Cafe

AGENDA

Committee Members are asked to meet at the Reading Cafe at 3:30pm to receive a tour of the Park.

- 1. Declarations of Interest**
At this point, Members are asked to declare any personal, prejudicial or disclosable pecuniary interest they may have in the business on this agenda.
- 2. Minutes** (Pages 3 - 12)
To approve and sign the minutes of the meeting held on Wednesday 18 July 2012.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak on an item on the agenda or an issue within the committee's remit can do so.

Anyone who wishes to register or who requires further information is requested to contact the Democracy Officer for this meeting, details of whom are listed at the foot of this agenda.

The deadline for registering to speak is 5.00pm the working day before the meeting, in this case **5.00pm on Tuesday 18 September 2012.**

4. York Theatre Royal: 2012/13 Part Year (Pages 13 - 32) Performance Update

This report is to inform the Scrutiny Committee of the progress and performance of the York Theatre Royal under the current Service Level Agreement (SLA).

5. 2012/13 First Quarter Financial Monitoring (Pages 33 - 38) Report- Leisure, Culture & Tourism and Children & Young People's Services

This report analyses the latest performance for 2012/13 and forecasts the outturn position by reference to the service plan and budgets for all of the relevant services falling under the responsibility of the Director of Adults, Children & Education and the Director of Communities & Neighbourhoods.

6. Careers Education, Information, Advice and (Pages 39 - 52) Guidance for Young People

In response to a proposed scrutiny topic, this report provides an update on national and local developments on careers education, information, advice and guidance for young people in schools and colleges. Members will also receive a presentation on this issue.

7. Briefing on Learning Disabilities Issues in support of a proposed Scrutiny Topic

Members will receive a briefing on Learning Disabilities Issues in response to a proposed scrutiny topic.

8. Update on previous Libraries Scrutiny Review (Pages 53 - 98) & Forthcoming Public Consultation on Libraries

Members are to receive an update on the recommendations previously agreed on Libraries together with information on the services provided via CYC Libraries and the role of modern public library services.

9. Learning and Culture Overview and Scrutiny (Pages 99 - 100) Committee Workplan for 2012/13

Members are asked to consider the Committee's workplan for the 2012-13 municipal year.

10. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officers

Catherine Clarke and Louise Cook (job share)

Contact details:

- Telephone – (01904) 551031
- Email catherine.clarke@york.gov.uk and louise.cook@york.gov.uk

(If contacting by email, please send to both Democracy officers named above).

For more information about any of the following please contact the Democracy Officers responsible for servicing this meeting, as listed above.

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

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Every effort will also be made to make information available in another language, either by providing translated information or an

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The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	LEARNING & CULTURE OVERVIEW & SCRUTINY COMMITTEE
DATE	18 JULY 2012
PRESENT	COUNCILLORS REID (CHAIR), FITZPATRICK (VICE-CHAIR), SCOTT, CUNNINGHAM-CROSS, LEVENE, JEFFRIES, BROOKS AND TAYLOR
IN ATTENDANCE	COUNCILLORS CRISP AND WATSON

6. DECLARATIONS OF INTEREST

At this point in the meeting Members were asked to declare any personal or prejudicial interests they might have in relation to the business on the agenda or any other general interests they might have within the remit of the Committee, other than those listed on the agenda.

Councillor Taylor declared a personal interest in the remit of the Committee as due to his employment, he had been involved in the marketing of York Mystery Play's "Gospel of Us" which would be shown at City Screen.

No other interests were declared.

7. MINUTES

RESOLVED: That the minutes of the meeting of the Learning and Culture Overview and Scrutiny Committee held on 13 June 2012 be approved and signed by the Chair as a correct record.

8. PUBLIC PARTICIPATION

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

**9. YORK MUSEUMS TRUST PARTNERSHIP DELIVERY PLAN:
2011/12 END OF YEAR PERFORMANCE UPDATE**

Members considered a report which updated them on the current progress of the York Museums Trust (YMT) towards meeting the targets agreed in the Partnership Delivery Plan.

A representative from York Museums Trust was in attendance at the meeting in order to answer any questions that Members had in relation to the report.

Members were informed that YMT had secured two funding streams from the Arts Council, firstly as a regional heritage centre and secondly a £3.5 million grant in order to help with refurbishment of York Art Gallery.

It was noted that the money for the regional heritage centres had to be spent for the benefit of the Yorkshire region but that York would play a key role in administering the funds for other museums.

The representative from the Trust reported that staffing levels had been reduced as part of a restructure in response to an expected reduction in funding this financial year. However, additional Arts Council funding had since been received, and therefore YMT had created a number of 'Collections Facilitators' posts which would play a key role in allowing public access to Museum archives across the city.

It was reported that the YMT draft business plan which included the YMT development plan, had been approved by the Trustees and would be received by the Cabinet Member for Leisure, Culture and Tourism. Members expressed an interest in considering the approved plan and were reassured that it would feed into future monitoring reports produced for the Scrutiny Committee. In addition, as a public document, the Committee could choose to consider it in full at a future meeting.

Some Members highlighted that in their view a disparity existed between visitor figures in the Officer's report and the associated annex. In response, Officers stated that visitor figures had stabilised and further growth was anticipated. Additionally, Members accepted there would be a drop in visitor figures to York Art Gallery during its refurbishment.

Members requested figures on resident participation in York Museums and the Art Gallery over the past five years for a future meeting. Members were informed that this data was collected through the use of the York Card, but that the available data was not complete as not all York residents had a card.

- RESOLVED:
- (i) That the report be noted.
 - (ii) That the YMT draft business plan for 2013-2018 be received by the Committee.¹
 - (iii) That the Committee receive information on resident participation figures over the past five years at a future meeting.²

REASON: To fulfil the Council's role under the Partnership Delivery Plan.

Action Required

- 1. To circulate information to Members on the YMT Draft Business Plan. GC
- 2. To circulate information on resident participation figures to Members. GC

10. PROPOSED SCRUTINY REVIEW ON PUBLIC PARKS - SUPPORTING INFORMATION

Members considered a report which asked them to consider whether a review of the disparity between the city's public parks was required. It presented them with feedback information on the work of some Young Inspectors who earlier in 2010/11 had carried out a review of several of City of York Council's Public Parks.

The Committee were informed that the relevant Young Inspectors were no longer in post, however some new recruits would be in place by August 2012. Also, that the new Inspectors would initially be focusing on buses but later may continue with the work on reviewing public parks.

It was also noted that the inspection which had been carried out at Acomb Green park, had been part of a large consultation process in support of a successful funding bid for improvements to the park.

Members confirmed that if there were future inspections by the Young Inspectors into areas that fell into the Committee's remit, they would welcome the opportunity to meet with them and hear their views.

The Committee were also informed of an ongoing Young Researchers project, examining provision for older children across the city, and as a result, requested that Officers provide them with information on the project's findings.

Discussion took place on the Committee's visit to Hull Road Park, due to take place before the next Committee meeting in September 2012. The Chair suggested the visit be conducted on 18 September. It was agreed that those Members who were available to attend, meet at 10 am at the main park entrance on Melrosegate.

For the visit to Rowntree Park, Members agreed to carry out their tour before the start of the formal meeting on 19 September 2012, meeting at 3.30pm outside the park cafe.

- RESOLVED:
- (i) That the information provided in the report and associated annexes be noted.
 - (ii) That information on the findings from the Young Researchers Project be received by the Committee at a future meeting.¹
 - (iii) The arrangements for the planned tours of Hull Road and Rowntree Park.

REASON: To support their future consideration of whether a scrutiny review is required of 'The disparity in public parks across the city'.

Action Required

1. To provide Members with information relating to the findings of the Young Researchers Project at a future meeting. MB

11. 2011/12 YEAR END FINANCIAL MONITORING REPORT - LIFELONG LEARNING & CULTURE AND CHILDREN & YOUNG PEOPLE'S SERVICES

Members considered the financial and performance outturn for 2011/12 for all of the relevant services falling under the terms of the Committee's remit.

Members queried why;

The attainment gap for children on Free School Meals (FSM) at Key Stage 2 had increased and were informed that a bigger gap now existed in York between those children who did well, and those who did exceptionally well. They added that those on Free School Meals now attracted additional "Pupil Premium" funding, which needed monitoring to ensure it was used solely to support the applicable child, rather than being used elsewhere.

Members also queried the number of out of authority area placements for Looked After Children in York, and were informed that the number had reduced to approximately 25, resulting in savings. For example, in comparison to other Local Authorities, York had good provision for deaf and blind children within the city, and so did not need for children to be located elsewhere. Those children who were placed outside of the authority were not at a great distance.

In response to a question from a Member that related to posts being held vacant across teams in the Directorates, Officers confirmed that no vacant posts were being held in the frontline delivery of services. Additionally, it was noted that those children in care who had access to a social worker would not be affected by vacant posts.

It was suggested that if Members identified specific questions in relation to future monitoring reports, it would be beneficial for Officers to receive them before the relevant meeting.

RESOLVED: That the report be noted.

REASON: To update the Committee on the final financial and performance position for 2011/12.

12. UPDATE ON IMPLEMENTATION OF RECOMMENDATIONS FROM PREVIOUSLY COMPLETED SCRUTINY REVIEW ON LIBRARIES

In order to inform Members consideration of a proposed scrutiny topic on 'Making Local Libraries work for Communities', Members received a report which provided them with an update on the implementation of recommendations arising from a previous scrutiny review on Libraries carried out in 2005, and information on the forthcoming public Explore Vision and Community Consultation.

However as the Head of Libraries & Heritage could not attend the meeting, the Chair suggested that that consideration of the report be postponed until the following committee meeting in September 2012.

Members also requested that the bar charts included within the report be hatched rather than in colour, as it would be easier to understand when printed in black and white.

RESOLVED: That consideration of the report be postponed to the next meeting in September 2012.

REASON: To allow for the attendance of the Head of Libraries & Heritage to answer any questions arising.

13. OFSTED FEEDBACK REPORT ON SAFEGUARDING AND LOOKED AFTER CHILDREN SERVICES

Members received and considered the recent OFSTED report on Safeguarding and Looked After Children in the city.

The Independent Chair of the City of York Safeguarding Children Board (CYSCB) attended the meeting and informed Members of CYSCB's role in holding all agencies involved with children in the city to account. He also provided Members with a background to the safeguarding issues in the city. The issues that were currently being focused on were:

- Neglect
- Domestic Violence
- Sexual Exploitation

Some Members asked about the numbers of child runaways, recognising that running away was a symptom of other issues. It was reported that the small number of children who did run away, were often repeat runaways and as a result that inflated the figures. It was also noted that the figures only included runaways reported to the Police.

Members praised the inter-agency work of the Children's Safeguarding Board. In response to the areas of improvement identified within the Ofsted report regarding scrutiny arrangements, the Committee agreed that they would like to receive future six monthly monitoring reports on:

- The work of the Safeguarding Children Board
- Corporate Parenting
- Placements Out of Authority
- Attainment of Looked After Children
- Sexual exploitation-e-safety etc
- Care Leavers
- Schools Ofsted Safeguarding ratings
- Any other prominent issues being addressed at the time each 6 monthly report was due.

Officers also informed the Committee that recent collaborative work had taken place with York St John University on bullying, and agreed to bring a report on the findings to a future meeting.

- RESOLVED:
- (i) That the report be noted.
 - (ii) That six monthly monitoring reports on Safeguarding and Looked After Children be provided to the Committee, starting in January 2013.¹
 - (iii) That a report including findings from work completed by the Council and York St John University on bullying be considered by the Committee at a future meeting.²

REASON: In order to keep the Committee up to date on issues of Safeguarding and Looked After Children Services in York

Action Required

1. To provide six monthly monitoring reports on Safeguarding and Looked After Children. ER
2. To provide a report on the findings from the study undertaken by the Council and York St John University on bullying. PD

14. LEARNING AND CULTURE OVERVIEW AND SCRUTINY COMMITTEE WORKPLAN FOR 2012/13

Members considered the Committee's workplan for 2012-13, and agreed a number of revisions.

In relation to future scrutiny topics that the Committee might wish to review, the Scrutiny Officer informed Members that several topic areas had been proposed including; Careers Advice, Learning Disabilities and Parks. It was noted that Members would agree which topic they wanted to conduct a review on at their next meeting in September.

In response to the OFSTED report on Safeguarding, Officers suggested that an update report could be considered at the Committee's January meeting.

RESOLVED: That the workplan be agreed subject to the following amendments;

- (i) That the York Museums Trust Collections Scrutiny Review Draft Final Report be moved to the meeting on 21 November 2012.
- (ii) That the postponed update report on the Previous Libraries Scrutiny Review and Forthcoming Public Consultation be received by the Committee at their meeting on 19 September 2012.
- (iii) That six monthly progress reports on Safeguarding and Looked After Children be added to the workplan as from January 2013.

REASON: To keep the Committee's work plan up to date.

Councillor A Reid, Chair
[The meeting started at 5.00 pm and finished at 6.30 pm].

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Learning and Culture Overview and Scrutiny Committee

19 September 2012

Report of the Assistant Director (Communities, Culture and Public Realm)

York Theatre Royal: 2012/13 Part Year Performance Update**Summary**

1. This report is to inform the Scrutiny Committee of the progress and performance of the York Theatre Royal under the current Service Level Agreement (SLA).

Background

2. The SLA is a joint agreement between the Council and the York Theatre Royal. The SLA sets out:
 - The key objectives of the partnership and partnership arrangements
 - Performance targets and indicators to be met by the Theatre
 - Performance information to be provided, review and reporting procedures
3. Following feedback from the Cabinet Member and the Scrutiny Committee changes have been made in the new SLA for 2012 – 18 (Annex 2). The key partnership requirements covered in the new SLA are:
 - To maintain and develop York Theatre Royal as a local, regional and national theatre provider, creating productions of quality, daring, delight and accomplishment for the citizens of York and the region, and for visitors to the city.
 - To continue to develop local and nationally significant programmes of work with partnerships across the UK and internationally, that contribute to making York a vital and vibrant city and extending our reputation for world class culture.
 - To encourage creative expression and engagement with the community, through a diverse programme of work, both on and off stage, that offers a cultural mix of entertainment, innovation, participation and enjoyment.

- To develop work and activities that promotes the enjoyment of Theatre with older people and diverse communities.
 - To work in active partnership with business, education, community and arts organisations, and local authority service providers to extend both the range and reach of the Theatre's work.
4. Reports are brought to Scrutiny Committee twice a year to report on performance against the outcomes agreed in the SLA. Annex 1 sets out in detail the work undertaken in the last 6 months and the plans in development for the future.
 5. Within this period the Theatre has successfully secured funding from the Arts Council: England, the Paul Hamlyn Trust and the Esmee Fairburn Foundation. It is expanding its income streams through the development of the Creative Hub in De Grey House and rentals of the facilities in the De Grey Rooms.
 6. Working with the York Museums Trust and Riding Lights Theatre Company, as part of the York Cultural Company, the Theatre has successfully produced the 2012 York Mystery Plays. Critically acclaimed this work has involved substantial numbers of community volunteers both behind the scenes and in performance.
 7. Plans for the new season of work in the studio and main house as well as their outreach activities are reported in Annex 1.

Consultation

8. This report is for information only and there is no consultation to consider.

Options

9. This report is for information only and there are no options to consider.

Corporate Priorities

10. York Theatre Royal contributes to a number of corporate objectives including developing opportunities for residents and visitors to experience York as a vibrant and eventful city, improving opportunities for learning, and in strengthening York's economy through investment in the tourism infrastructure.

Implications

11. **Finance:** The Council's funding for 2012/13 is £304k. Under the new SLA this will reduce by 10% in 2013/14 to £273,600 and remain at that level for the remainder of the agreement.

12. The report has no additional implications relating to:
- Human Resources
 - Legal
 - Crime and Disorder
 - Information Technology
13. **Equalities.** Annex 1 sets out the contribution the Theatre makes to support our Equalities agenda. In particular their discounted theatre Tickets for Young people have been particularly well used as has the provision of an audio description service for each main house production.

Risk Management

14. In compliance with the Council's risk management strategy there are no risks associated with the recommendations of this report.

Recommendations

15. The Scrutiny Committee is asked to note the report and comment upon the progress that the Theatre has made in the last 6 months

Reason: To fulfil the Council's role under the Service Agreement.

Contact Details

Author:

Gill Cooper
Head of Arts,
Heritage and Culture
Ext. 4671

Chief Officer responsible for the report:

Charlie Croft
Assistant Director (Communities and Culture)

Report Approved **Date** 7 September 2012

Wards Affected:

All

For further information please contact the author of the report

Background Papers: None

Annexes:

Annex 1 - York Theatre Royal Performance report

Annex 2 - Service Level Agreement April 2012 – March 2018

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YORK THEATRE ROYAL

City of York Council Report - September 2012

1 CORE PARTNERS

City of York Council and Arts Council England

We now have a six year service level agreement with the City of York Council. The grant from the City of York Council has been maintained for the first year of the Agreement and then reduced by 10% in the second year and then maintained at this level for the remaining years.

Alongside this the theatre has a three year agreement with the Arts Council with a 2% increase year on year until 2015.

2 ARTISTIC PROGRAMME AND DEVELOPMENTS

York Family Robinson, the annual pantomime and Berwick Kaler's 33rd as dame in the city was heralded as one the best in years. Despite challenging economic circumstances for many of our customers just over 50,000 people saw the production which is 88% of seating capacity. This year's pantomime was announced as **Robin Hood and his Merry Mam** and went on sale on March 1st.

The Diary of Anne Frank

This York Theatre Royal production was a great success both critically and with audiences. It attracted a large audience of families and school pupils and starred Christopher Timothy of **All Creatures Great and Small** fame in the role of Anne Frank's father, Otto Frank. 7,500 people saw the production in York. We then toured the show to 10 venues in the UK and it was seen by a further 22,000 people from Bradford to Bath to Blackpool.

Blue/Orange

This production followed in a long line of excellent work that we produce in the Studio Theatre of good contemporary drama that gives audiences a chance to see substantial work in an intimate and intense environment. Alongside this production and because of its subject matter around mental

health we produced a production of **Henry IV** with Out of Character, the York St John based theatre group of mental health users which was performed in the Studio Theatre.

TakeOver Festival

Over 100 young people from the age of 13 “took over” York Theatre Royal for three weeks in May and June and produced a programme of over 25 productions and events including producing two new pieces of theatre for the city. The young people commissioned a new play about young people living in Scarborough England and Scarborough, Toronto. The play came from a residency in York and was produced with input from young people in York, Scarborough and Toronto. In addition the Artistic Director of this year’s Festival produced a new production of **As You Like It** with a cast from the York Community on the main stage of the theatre. The TakeOver Festival has been funded this year through a generous grant from The Paul Hamlyn Foundation.

Little Feet Children’s Theatre Festival

The theatre produced its second Little Feet Festival of the best of UK and International theatre and participatory activity. 35 events were held in the week and over 3,000 people either watched a performance or took part in other activity during the week. This week really shows the strength of the family audience at York Theatre Royal. Activity during the week was for audiences from only 4 months up to 14 years old.

In addition to the York Theatre Royal produced programme and Festivals we also had an exceptional period of high quality touring companies from around the country. In the main theatre this included **Phoenix Dance, Science Museum Live**, the first visit for many years of **English Touring Opera** and five week long touring theatre shows that drew huge audiences and included **Yes, Prime Minister, Love’s Labour’s Lost** (with a cameo appearance by Lenny Henry) and **Close the Coalhouse Door**, which brought Sam West back into York for the first time since he was filming here with the York-based television drama, **Eternal Law**. Other notable productions during the last six months also included the UK premiere of the Reduced Shakespeare Company production of **The Complete World of Sports** which was a York Theatre Royal co-production that we toured around the UK and then into London during the Olympic Games.

This was also a great six months for showcasing the high quality work being produced by the Community and Amateur theatre groups in the city. At York Theatre you could have seen an extravagant production of **The Sound of Music**, two studio productions of plays by two of the UK's most outstanding contemporary playwrights, Jim Cartwright and Alan Ayckbourn and three gala productions including **The Lord Mayor's Charity Concert**.

York Mystery Plays 2012

What has undoubtedly dominated this period however is the large scale community production of York Mystery Plays in the Museum Gardens.

It will be hard to encapsulate the full scale of this project in this report but as part of the legacy of this extraordinary community participation project we will be producing a full evaluation that will aim to be a useful and practical guide for the next Mystery Plays project team should the city decide to produce them again. As part of this legacy we are also working with some of the community who were part of the project this year to organise themselves into a group that will ensure a future for the Plays in the city.

Having said that I would like to record in this report what a life-changing experience this has been for York Theatre Royal. We feel it has been a privilege to serve the city and its citizens in being part of a huge team of committed individuals who worked hard to produce such an outstanding production in a beautiful setting that clearly holds such meaning and importance to the citizens of this city.

Some the raw facts of the project include the following:

Volunteers involved in the project

500 adult cast members

100 children in the cast

80 choir members

20 brass band musicians

80 people who worked from January on making over 1,200 pieces of costume and then worked each night and day through the performances to wash and mend costumes

80 people who welcomed the audience to the site each performance

55 people who worked as stage crew throughout the performances

50 who acted as chaperones for the children during rehearsal and at each performance

20 people who ran the Green Room tea and coffee station for the community cast

100s of people who helped to find and make props and the set

100s who worked on the administration and marketing teams

And many more who have given time to fetch and carry, drive vans, clear up and tidy and to enthuse other people to get involved.

33,000 people attended the Plays, which is the largest audience yet for the Mystery Plays in York.

The production was also live-streamed to over 3,500 people on August 11th and the whole production is available to download from The BBC Space website from five different camera angles so that viewers can edit the production and their own bespoke view. The email address for this is www.thespace.org

Coming up in the Autumn Season

We are producing a new adaptation of Alan Sillitoe's book **The Loneliness of the Long Distance Runner** with Pilot Theatre Company, this will tour nationally after a two week run. **The Guinea Pig Club**, by Susan Watkins is our following production; this new play is set during the 2nd World War and charts the development of plastic surgery undertaken in response to the high casualty rate of air crew from the Battle of Britain onwards. The realisation that through surgery alone these men could not be cured made Archibald McIndoe's approach to his patients innovative and challenging for both the medical world and the armed forces. We hope to have a range of supporting activities and events around this production and will be working with the Yorkshire Air Museum at Elvington, The Royal College of Surgeons, Rolls Royce and many other organisations during the project. During the autumn half term the Youth Theatre will present an adaptation of Philip Pullman's **His Dark Materials**, this exciting production will appeal to the young people performing in it, to their peers and a family audience during the holiday week. Phoenix Dance return in late November with **Crossing Points** and we have Royal Shakespeare Company education department working in the city, with York High School as the hub of a schools project based on **King Lear**. They will also be performing their version of **King Lear** at the theatre in a stripped down version which will be 75 minutes long. Prior to the Pantomime season Northern Broadsides will bring their production of **The Government**

Inspector in a new adaptation by Deborah McAndrew. **Robin Hood and His Merry Mam** turn up for Christmas this year. Two regular cast members David Leonard and Martin Barrass have been performing in the West End for the last few months. Martin will return from his role in **One Man Two Guvnors** to star in the pantomime alongside Berwick Kaler, however David Leonard will remain in a frock playing Trunchbull in **Matilda** in the West End. So we have a new villain this year!

The Studio has a wonderful mix of our own productions and the best of national touring. **Rapunzel** is our co-production with Tutti Frutti, it is being adapted by Mike Kenny and will tour the UK after the York run. **End of Desire** by David Ireland and **Escaping Alice** by Matthew Pegg a double bill, is in association with Pilot Theatre. York Shakespeare Project will present **Othello**, this will be their first production with us and we are delighted to host. We will be continuing our talks in partnership with York St John concerning Narrative as part of the iCAN initiative on the 15th October and 19th of November. Other notable titles include; **Stick Granny on the Roof-Rack**, **The Meaning of Rif** and **Les Miserables** (in the Studio Theatre!).

3 CHILDREN AND YOUNG PEOPLE ACTIVITY

The theatre has been as active as ever over the last six months, involving children and young people in lots of different activity.

Schools

We worked with Millthorpe, Applefields and Joseph Rowntree, on a Storytelling project using the production of **The Diary of Anne Frank** as our stimulus to produce personal connected stories. This project is being evaluated by YSJ. The production proved to be very rich vein of stimulus for work with many other Primary and Secondary schools in the city.

We created a new partnership proposal to Primary schools entitled iCAN schools partnership, this is a structured model for involvement with schools and concentrates on the theatre, our building and stories as its primary focus. At this stage Joseph Rowntree, Knavesmire and St Oswald's have come into partnership with the Theatre.

York High School are going to be our "hub" school for the Royal Shakespeare Company project and we are looking forward to working with them over the

next three years, and hosting the RSC's Young People's Shakespeare version of **King Lear** in November.

Our National Playhouse project of new plays for schools to perform culminated in its annual Festival of performance at York Theatre Royal in July. Schools taking part this year were Archbishop of York's Junior School, Park Grove, Clifton Green, Sand Hutton and Knavesmire School.

We are looking to launch a new performance project for Secondary schools that would culminate in a festival of new pieces of work in our main house in spring 2013. The theme would be exploring narrative and would encourage students to experiment with how they take an existing text and work a new personal, contemporary narrative through it.

Youth Theatre

As always the Youth Theatre has been busy with classes and productions.

During the last six months the 5 to 7 year olds produced two shows in the York Theatre Royal Studio Theatre: **Moon Dog** and **The Land of Counterpane**.

Not only did the 8 to 10 year olds produce four shows during the last six months but they also recorded audio **Missing Mysteries**, to coincide with the Mystery Plays and which also played on hospital radio and they also recorded an interactive display for the new Chocolate Experience Museum in York. Our group of 11 to 13 year olds produced a top secret performance with Mind The Gap, in front of the Minster as part of the Olympic imove project but they also worked with our 14 to 16 year old groups to produce 6 plays under the banner of **Missing Mysteries**. These plays were performed in the Parish Churches in York and were stories from the York Mystery Plays cycle that were not being performed as part of the main Mystery Plays. Our 16 to 18 years old groups have been working on their performance skills and had an intensive week on **His Dark Materials** working towards the main theatre production with 60 young people in the autumn. Our graduate theatre company, **Snickelways**, performed at the Regional Youth Theatre Festival in York and at the Edinburgh Fringe Festival and Galtres.

Many young people involved with York Theatre Royal are doing Arts Award and several ran sections of the Regional Youth Theatre Festival. This festival brought 200 young people to our building from across Yorkshire as well as Nottingham, Manchester and County Durham, who performed work and took

part in workshops. It was staffed by 20 young York buddies aged 10-21 and was a huge success. In the last year we have had over 80 passes at all 5 levels of the Arts Award. We have awarded two Golds in the last few months.

We hosted a youth exchange at Easter of young people from 5 different countries who produced theatre together in the city which was also inspired by the York Mystery Plays.

Young Actors Company

Our company of young actors over the age of 19 have produced two plays in the last six months including a work commissioned by York Museums Trust to animate the 1212: Making of the City exhibition.

Early Years Storymakers

We are now running two creative play sessions each week with parents, carers and the under 5s. The popularity of these sessions has been tremendous and new funding that we raised to support this work has enabled the theatre to do new outreach work with Children's Centres in the city.

4 OTHER NEWS

Fundraising

We were successful with our application to the Esmee Fairbairn Foundation for a three year project to support a new post at the theatre for managing new and existing volunteer and intern opportunities with young people. The value of the fund is £75,000 over three years.

This will match the successful application that we made to the Paul Hamlyn Foundation for £100,000 to support the TakeOver initiative at the theatre that supports young people to programme, produce and manage the theatre for 3 weeks each year.

We have been successful with our application for capacity building and match funding for a 3 year Fundraising Strategy. The funding will cover up to £75,000 of expenditure on time-limited administration tasks that will improve the overall efficiency of the theatre, skill up staff and board in fundraising and contribute towards material costs for marketing materials. We proposed that we would raise £187,500 over the next three years which would be matched by a further £150,000 through the fund. The 3 year Fundraising Strategy

includes six separate programmes to include the launch of a Founding Patrons scheme for individuals and the corporate sector, an Investment in Ideas fund to encourage investment in the creation of new work and community fundraising activity.

De Grey Creative Complex

In April three cultural organisations moved into the new Creative Hub in the De Grey Complex. They are **Aesthetica**, who produce a high quality national cultural magazine and are responsible for the York Short Film Festival, **Creative Arts Promotion** who head up J-Night, a Jazz promotion agency and the National Rural Arts Forum, a national agency for the development of arts in rural areas, and finally **Pilot Theatre Company**, one of York Theatre Royal's closest artistic partners. York Mystery Plays staff and volunteers also took up residency in the De Grey Complex as the volume of people involved in the project grew.

The De Grey Complex also houses all of York Theatre Royal's Youth Theatre activity and our theatre rehearsal rooms which are used by many theatre companies as part of our support of young and emerging talent in the city. Our costume-making team is also based in the De Grey Complex and the famous York Theatre Royal Costume Hire where we hire costume stock to individuals to dress up and theatre companies from across the country.

We have held our first weddings in the last six months in the magnificent Ballroom and adjoining Cocktail Bar and this has now become a new party and event venue in the city.

York Theatre Royal is continuing to look at ways in which we are able to support established and emerging creative businesses with affordable accommodation, shared services and access to expertise and a creative community in York.

Capital Development at the Main Theatre

York Theatre Royal is working up a design scheme to improve the theatre for its audiences and artists and ensure that York has one of the finest theatre buildings in the UK to accompany the UK reputation that the theatre has for producing outstanding theatre. An application for £2.5 million has been made to the Arts Council for work to enclose the colonnade at the front of the theatre and open up the foyer area to improve the welcome for our audience

and improve the turnover of the theatre's café and bar. Plans are also in place to create a new heritage destination in the city at the theatre that highlights the architectural and archaeological history of York Theatre Royal and site and the history of theatre in the city. City of York Council has pledged support of £500,000 towards this significant upgrade and development of the theatre.

Liz Wilson
Chief Executive
September 2012

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SERVICE LEVEL AGREEMENT 2012/2018

This is a six year service level agreement (SLA) is between The City of York Council and York Citizens' Theatre Trust Ltd. It will commence on receipt of documentation signed and approved by both parties and will cover the period from the 1st April 2012 to the 31st March 2018.

PARTNERSHIP OUTLINE

Aims

1. To maintain and develop York Theatre Royal as a local, regional and national theatre provider, creating productions of quality, daring, delight and accomplishment for the citizens of York and the region, and for visitors to the city.
2. To continue to develop local and nationally significant programmes of work with partnerships across the UK and internationally, that contribute to making York a vital and vibrant city and extending our reputation for world class culture.
3. To encourage creative expression and engagement with the community, through a diverse programme of work, both on and off stage, that offers a cultural mix of entertainment, innovation, participation and enjoyment.
4. To create opportunities for all ages to learn, develop skills and use the entire theatre building and organisation as a resource. To offer the building, and the Theatre staffs' knowledge, skills and experience as a resource to local people, schools, universities and colleges and to create opportunities for the creative activity of the community.
5. To continue to develop the Youth Theatre, and links with educational institutions, and to create opportunities for skills development and learning at all ages.

6. To develop work and activities that promotes the enjoyment of Theatre with older people and diverse communities.
7. To continue to develop the infrastructure of York Theatre Royal to ensure the building is fully accessible and to raise the quality of the facilities provided for all audiences and visitors.
8. To contribute to York's economy by attracting visitors to the city, play an active role in the City of Festivals Initiative, and to strengthen the evening economy of the city.
9. To work collaboratively to support the "Cultural Quarter" initiative.
10. To work in active partnership with business, education, community and arts organisations, and local authority service providers to extend both the range and reach of the Theatre's work.

PARTNERSHIP DELIVERY 2012/2018

In order to achieve the aims listed above The Theatre Royal will:

- Provide a year round programme of work which shall include in-house productions, including a pantomime, youth theatre productions, touring drama productions, and hires to local amateur companies.
- Provide sign language interpreted and audio described performances, and touch tours.
- Provide a regular Youth Theatre for at least 250 young people annually.
- Provide educational activities related to each main house production, including special matinees, talks, teachers' packs, workshops and visits to schools.
- Provide a range of activities to engage older people in activities connected with the Theatre.
- Develop The Studio programme promoting new and culturally diverse work: using the space to provide opportunities for local voluntary arts organisations and to develop the creative infrastructure of the city.
- Provide student placements and careers advice to support the development of a strong local creative sector.
- Develop the De Grey Complex, along with the Theatre, as a creative production hub for the city.

- Work with key stakeholders on the Cultural Quarter developments as well as other developments as appropriate.
- Ensure that all publicity material, brochures and print acknowledge the support of the Council.
- Continue to address Arts Council and CYC objectives relating to diversity and inclusion programmes.

In order to achieve the aims listed above the City of York Council will:

- Provide grant support, as detailed below, payable on the 1st of April annually.
- Ensure the building is kept in good working repair in terms of the council's obligations as set out in the lease.
- Provide support and advice, through the person of the Lead Officer in the first instance.
- Ensure that the Theatre is involved in cultural and community development projects and activities.
- Facilitate effective working relationships with all council departments and ensure access to potential partnership and stakeholder groups.
- Seek ways to continue to strengthen the role of the Theatre in civic and cultural life of the city.
- Provide 3 representatives to serve on the Board of Trustees.
- Provide a senior officer of the Council (the lead officer) to attend Board meetings to advise and support the Company in a non-voting capacity.
- Provide a reasonable level of information, advice and support to the organisation in connection with this agreement. The organisation should contact the lead officer in the first instance to discuss what support may be available.

OPERATION OF PROGRAMME

Weeks in Operation	52	Target total audience*	160,000
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*This figure recognises that the Theatre is at maximum weekly operation and that the target audience number is consistent with providing a diverse and artistically vibrant programme.

REPORTING, MONITORING AND EVALUATION

The Theatre will provide information to the lead officer in the following areas:

Annually

Health and Safety Policy (including list of currently certified first aiders)

Child Protection Policy

Equalities Action Plan

Insurance Certificate

Audited accounts

Annual operational review report. (This will include a post code analysis of the audience figures targeting agreed priority areas).

Bi Annually

Report to Cabinet Member and performance report to Culture and Education Scrutiny Panel.

Quarterly

Main house, studio and workshop attendance figures broken down by production

An analysis of financial actual figures against budget

Copy of any promotional materials

The Lead Officer and the senior management of the Theatre will meet at least four times each year to monitor and review the agreement.

PARTNERSHIP REQUIREMENTS

The Theatre will undertake to:

1. Operate the Theatre in accordance with the recognised industry safety and public service standards, and, where relevant, a quality assurance programme.
2. Operate an effective access and equalities policies, which will ensure the requirement on the public sector to promote the Theatre to all sections of the community as defined in the Equalities Act 2010
3. Ensure that the funds allocated are used specifically for the provision of the agreed services and by the named organisation only.

4. Maintain appropriate insurance to cover public liability and employment liability.
5. Notify the lead officer, or their representative, if unable to sustain the services as specified and return such part of any unspent support, allocated pro rata, as the City of York Council may determine.
6. Make provision for the inspection of the accounts by Council officers at any reasonable time, if requested, within 14 days.
7. Consult with the lead officer, or their representative, over any changes to charging policies.
8. Consult with the lead officer, or their representative, over staffing matters and recruitment of senior staff.
9. Keep and supply a copy of all minutes of all Trustee meetings to the lead officer, or their representative, and ensure that the lead officer, or their representative, are invited in advance to Trustee meetings of the Theatre.
10. Abide by all requirements of current child protection legislation.

In the event of the Theatre committing a serious breach of its obligations under this agreement, the Council will be entitled to terminate this agreement by notice and reclaim on a pro rata basis such sum as represents all funding from the date of the breach. Any subsequent entitlement to funding will cease immediately.

The terms of the agreement may be varied or the agreement terminated by mutual consent of the Organisation and the Council.

The Council's financial contribution in each financial year is subject to the budget-setting process, and funding will be in accordance with financial regulations.

The City Council's financial contribution for 2012/2013 will be £ 304,000

The City Council will reduce its financial contribution for 2013/14 to £273,600

The City Council will maintain the annual contribution for the period 2014/18 at the level of £273,60 subject to the review of the Theatre's performance under this service level agreement.

GENERAL CONDITIONS

1. The agreement will last for 6 years and end on 31st March 2018 subject to a formal review in March 2015.
2. The level of funding and the specific service content will be renegotiated each year. The intention is for the City of York Council to maintain funding value at the level set in 2013/14 but not to decrease it.
3. This agreement can be terminated by the Theatre by giving 3 months notice prior to each annual monitoring review.

SIGNED ON BEHALF OF YORK CITIZENS' THEATRE TRUST

	PRINT NAME
CHAIR	
CHIEF EXECUTIVE	
DATE	

SIGNED ON BEHALF OF THE CITY OF YORK COUNCIL

	PRINT NAME
LEAD OFFICER	
ASSISTANT DIRECTOR	
DATE	



Learning & Culture Overview & Scrutiny Committee**19 September
2012**

Report of the Director of Adults, Children & Education and the Director of Communities & Neighbourhoods

**2012/13 FIRST QUARTER FINANCIAL MONITORING REPORT –
LEISURE, CULTURE & TOURISM AND CHILDREN & YOUNG PEOPLE'S
SERVICES****Summary**

- 1 This report analyses the latest performance for 2012/13 and forecasts the outturn position by reference to the service plan and budgets for all of the relevant services falling under the responsibility of the Director of Adults, Children & Education and the Director of Communities & Neighbourhoods.

Financial Analysis

- 2 Communities & Neighbourhoods are currently predicting a small underspend of £72k within Leisure, Culture & Tourism budgets. This is primarily due to a small number of vacant posts being held, and the Arts & Culture Education service moving to operate on a breakeven basis during 2012/13.
- 3 Within Children & Young People's budgets early financial pressures of £1,043k are being projected, representing 4.5% of the net budget.
- 4 The strategy in York has been to invest in preventative services and to support greater early intervention in the belief that this will lead to a reduction in the overall population of young people in care over time. There are some encouraging signs that that this approach is succeeding, with the intake having reduced since it's 2007-9 peak with approximately 20% fewer over 2009-11 than over 2007-9 and some 25% fewer admissions in April-July 2012 than in same four months of 2011.
- 5 We have new services in place which are impacting upon the increased number of cases we were seeing associated with drug and alcohol misuse and domestic violence. Our greater targeting of support and the

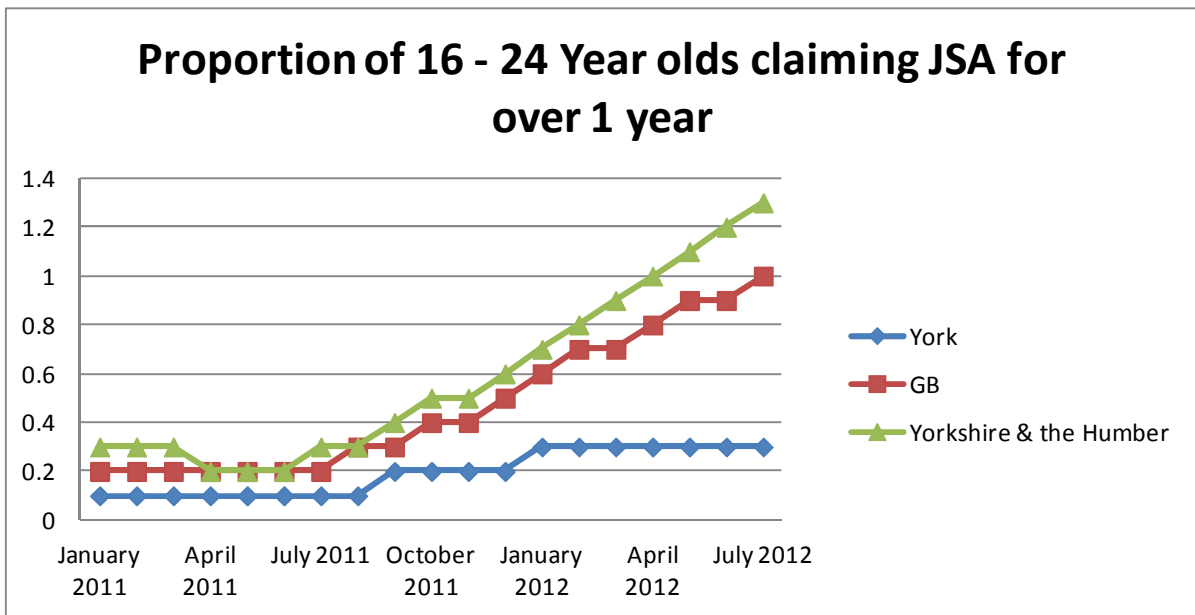
expansion of services such as intensive family support teams specifically aimed at those on the edge of care, give ground for further optimism. We also know that the new front door arrangements are supporting early interventions, coordinated across multiple agencies.

- 6 However, the financial pressure on the budget for children's services has continued into 2012/13, despite the additional resources of £500k provided in this year's budget. The current pressure reflects various costs associated with the increase in the total number of looked after children which had risen to 261 by the end of the first quarter.
- 7 Most notably, local foster placements have increased from 174 to 180 (£132k) and Independent Fostering Agency placements have increased from 13 to 17 (£192k). This has had a corresponding impact on support budgets, including staffing (£229k), leaving care costs (£135k), legal fees (£100k) and adoption agency fees (£91k).
- 8 The Council does continue to benefit from our ability to retain the significant majority of placements in local high quality family settings. Compared to authorities with 30% of placements with (more expensive) Independent Fostering Agencies, York continues to have less than 10% in such placements.
- 9 Overall, our target of safely reducing the care population by the end of 2013/14 is ambitious but appears to be deliverable given the performance in relation to early intervention and managing those on the edge of care.
- 10 In other areas the Home to School Transport budget is now expected to overspend, but as full information on the contracts which are in place from September is not yet available it is difficult to form a firm view of the likely variance. However, projections based on summer term spend and a continuation of 2011/12 pressures suggest the overspend will be at least £250k.
- 11 Mitigating this position are a number of underspends elsewhere in the directorate, including the LACSEG Academy refund (£397k) and some staffing vacancies.
- 12 As well as the vacancy freeze and a moratorium on non essential expenditure, the directorate is also assessing 2013/14 savings proposals that could be brought forward in order to help bring the budget back in line by the end of the financial year.

Performance Analysis

Create Jobs & Grow the Economy

- 13 York is a national leader in education provision and this continues to be a key part of the city's exceptional offer and the resulting high level of workforce skills also continue to be a feature of the city's economy. Supported by its high quality of school education and its two large universities, York has a greater percentage of highly qualified working age residents and a lower rate of unqualified people in the workforce people than most other UK cities. The 'attainment gap' at Key Stage 4 is also falling, meaning that children who are potentially more vulnerable to low achievement are attaining results closer to the average for the city. The city has also created 400 new apprenticeships over the last year, representing increased opportunities for young people to gain skills and progress into employment. Early indications from the recent A Level results show that previous high standards have been maintained, with 28% of entries awarded A*/A grades and over 78% of entries being awarded grade A*, A, B or C. Very early indications on GCSEs show that we have maintained our high standards of last year with an indicative headline figure showing 62% 5A*-C including English and Maths has been achieved. This is second in the region.
- 14 However, the city still has a high proportion of graduates in basic jobs and there is a need to continue to drive the creation of higher skill jobs for graduates so as to create opportunities for those in the workforce with more appropriate skill levels for the basic roles.
- 15 Whilst levels of people who are Not in Employment Education or Training (NEET) has risen to 5.6%, York continues to sit below the regional & national average (being ranked 3rd regionally and 30th nationally). York's performance on NEETs has been helped by the fact that around 400 new apprenticeships have been created over the last year, providing increased opportunities for young people to gain skills and progress into employment.
- 16 The 2011 increase in long term youth unemployment (16-24 year-olds) has also now levelled off locally and remained stable for the last seven months at 0.3% – a level well below the national & regional figures (currently 0.9% and 1.2%) both of which are still currently displaying an upward trend (the regional figure has almost doubled and the national figure has increased by two thirds in the same seven-month period).



Protect Vulnerable People

- 17 Services for vulnerable children in York continue to be strong with our repeated Excellent/4* assessments for children's services being unrivalled outside London, and our Children's Safeguarding arrangements were rated as good in the recent OFSTED inspection. This review also highlighted that the service has "outstanding prospects for improvement" whilst providing good value for money when compared with other authorities. York also has the lowest level of children in workless households in the region - an illustration of our comparatively strong economy creating good conditions and prospects for young people.
- 18 Work to ensure that there are sufficient Adopters for York children available for timely placements is progressing well and approvals in 2011/12 and Q1 are on target. In addition, we are continuing to perform at a high level for the completion of final statements of SEN at 100%, and as a result of excellent coordination of multi-agency working to develop and enhance local alternatives, we have our lowest ever numbers of children placed outside the local authority, currently at 22, having reduced steadily from a high of 35 in Q1 2010/11. Despite this good progress, there are still some financial pressures on children's services budgets.

Build Strong Communities

- 19 The York800 Charter Weekend was highly successful. Footfall during the special Charter Weekend of events in the city from 7-9 July was up by

nearly 20% on normal, despite flood warnings – a testament to the reach and effect of the campaign despite some challenging weather conditions. A level of community spirit not seen in the city for many years has been created, because of a celebratory feel to the promotion from a whole range of organisations and the sheer volume of events happening under the York 800 banner. The community spirit has been enhanced by the York Stories strand of the project – a chance for residents to record their stories about York. Hundreds of these have been received from a wide range of people and organisations and recorded for posterity in the city archives. This was followed by events marking the hosting of the Olympic Torch and Paralympic torch, again contributing to the community spirit of the City.

Corporate Priorities

- 20 The information included in this report demonstrates progress on achieving against the priorities within the council's plan for 2011-15.

Implications

- 21 The financial implications are covered within the main body of the report. There are no significant human resources, equalities, legal, information technology, property or crime & disorder implications arising from this report.

Risk Management

- 22 A number of budgets are under pressure. On going work within the directorates may identify some efficiency savings in services that could be used to offset these cost pressures before the end of the financial year. It will also be important to understand the level of investment needed to hit performance targets and meet rising demand for key statutory services. Managing within the approved budget for 2012/13 will be a challenge, particularly for Children & Young People's Services, and the management team will continue to review expenditure across the directorate.

Recommendations

- 23 As this report is for information only there are no specific recommendations.

Reason: To update the committee on the latest finance and performance position for 2012/13.

Contact Details

Authors:

Richard Hartle
Head of Finance
Adults, Children & Education
Tel No. 554225

Patrick Looker
Head of Finance
Communities &
Neighbourhood Services
Tel No. 551633

Chief Officers Responsible for the report:

Peter Dwyer
Director of Adults, Children and Education

Sally Burns
Director of Communities & Neighbourhood Services

Report Approved

Date 10 September 2012

Specialist Implications Officer(s) None

Wards Affected: *List wards or tick box to indicate all*

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For further information please contact the author of the report

Background Papers

First finance and performance monitor for 2012/13, Cabinet 4 September 2012

Annexes

None



19th September 2012

Learning and Culture Overview and Scrutiny Committee.

Careers education, information, advice and guidance for young people in schools and colleges.

1. Background

- 1.1 Careers information education and guidance (CEIAG) has been through many changes over the past 20 years: privatisation in 1992, the establishment of Connexions services in 2000, back to local authority (LA) responsibility in 2006-08 and now severe reductions in national funding (since 2010).
- 1.2 On September 1st 2012 new duties passed from the LA to schools in relation to securing impartial CEIAG. LAs will have broader strategic duties in relation to the Raising of the Participation Age (RPA) together with its duty to champion the most vulnerable young people at risk of not in education, employment and training (NEET).
- 1.3 This paper seeks to provide an update on national and local developments as we seek to ensure a strategically consistent approach. Some possible areas for scrutiny are highlighted below in section 4.

“Knowing what learning options are available and how they lead to different jobs, and what the job prospects are, is vital for making choices.”

(National Careers Service: The Right Advice At The Right Time, BIS 2012)

- 1.4 Research, including OFSTED thematic reviews, demonstrates that CEIAG helps to reduce the numbers of young people who might otherwise become NEET. It raises aspirations and achievement and increases motivation.
- 1.5 Young people's CEIAG has recently been affected by developments in 14-19 learning and higher education. We have seen the expansion of apprenticeships, expansion and decline of diplomas, the Wolf review of vocational education, proposed reforms of A Levels, changes to GCSEs, emergence of IGCSE and English baccalaureate, introduction of Foundation Learning, a National Curriculum review and abolition of EMA with its accompanying replacement by a bursary scheme. Raising the participation age makes it even more important that young people are attracted and excited by the learning and training opportunities available to them and that they know how to choose wisely what is best for them.
- 1.6 Within higher education we have seen changes to funding for widening participation linked to the introduction of tuition fees up to £9,000 per year.
- 1.7 To enable young people to make sense of the changing educational and employment landscape we need to ensure that their needs are met through:

Information and advice

- that is comprehensive, up to date and accessible
- on post-13/14 (KS4) options, post-16 options, post-17 and post-18 options
- on progression routes

Guidance

- linked to tutoring and mentoring
- supported by effective recording and referral
- delivered impartially (based on the needs of the learner, not the institution)

Careers education

- that enables young people to make effective use of information and guidance

2. Changes to careers guidance services and to careers education in schools

- 2.1 From April to October 2010 the new Coalition government oversaw funding reductions to LA Connexions services resulting in a 24% 'in-year' cut in Area-Based Grant (May 2010) and the launch of Next Step (adult careers service)
- 2.2 In November 2010 the government announced the advent of the all-age careers service for 13-19 young people and adults, "building upon the best Connexions and Next Step services" and fully operational by April 2012
- 2.3 In October 2011 the Department of Business Innovation and Skills (BIS) announced a national quality standard for the National Careers Service (an upgraded and improved Matrix standard), to set a standard for other providers of career guidance (www.matrixstandard.com). It also set out new arrangements for professional qualifications for careers guidance advisers. Existing staff qualified in the Diploma in Careers Guidance; Qualification in Careers Guidance; NVQ 4 Advice & Guidance; should work towards or be accredited with Level 6 Diploma in Career Guidance and Development.
- 2.4 The National Careers Service (NCS) was launched on 5 April 2012 comprising of (for adults (BIS) - £84.4M in 2012-13) online and telephone helpline services and face-to-face careers guidance (free to priority groups)
- 2.5 For young people (DfE - £4.7M in 2012-13) an online and telephone helpline service (www.nationalcareersservice.direct.gov.uk and 0800 100 900) and face-to-face careers guidance services on the open market, **if the local provider decides to offer such services to schools.**

- 2.6 In essence, the National Careers Service is being driven by the adult skills agenda with funding by BIS. The Department for Education (DfE) has made a minimal contribution to the service.
- 2.7 Under the Education Act 2011, schools have a new statutory duty to secure access to independent careers guidance for pupils in Years 9-11 (a consultation on extending the duty down to Year 8 from September 2012 and up to Year 13 from September 2013 has opened). See appendix 1: Statutory Guidance.
- 'Careers guidance' must be presented as impartial, include information on all options in 16-18 learning, and promote the best interests of the pupils
 - 'Independent' is defined as provided by persons other than those employed at/by the school (the duty will apply to academies and free schools through their funding agreements).
 - The statutory duty to teach careers education has been removed. Currently schools are already free to determine the amount of time allocated, what is taught, how it is taught and where in the curriculum it is taught. The only additional freedom that schools have been given by this action is the freedom to drop careers education from the curriculum altogether.
 - Schools should, however, consider a wide range of activities to enable young people to gain insights into, and first hand experience of, employment, training, further and higher education through engaging with employers, training providers and further and higher education colleges.
 - There will be no additional funding for careers guidance. Schools should meet the costs of providing careers guidance services from their overall budgets, including the pupil premium. LAs spent £200million a year* on the careers element of Connexions [*2009-10].

- As they assume their new duties, decisions about the careers education, and careers guidance, young people will receive will be made by schools. There will be a range of providers of careers guidance ('NCS', LA services, private providers, individual sole traders, etc.)
- LAs retain the responsibility for supporting more vulnerable young people, including NEETs and those with SEN/LDD (e.g. those covered by Transition Plans and Section 139a assessments)

3. Recent developments in the City of York

- 3.1 Careers advice, guidance and support for young people is one of a range of services for young people located within the newly formed Integrated Youth Support Service (IYSS). This incorporates Connexions, youth work and Youth Offending Services with links to other support services for young people.
- 3.2 From September 2011 IYSS reached agreement with headteachers and principals to provide a core but broadly targeted service to vulnerable and "at risk" young people from year 7 onwards, including those with special educational needs, looked after children, FSM, those with barriers to progression such as behavioural problems and emotional needs and young people predicted not to achieve level 2 at age 16. This year we are building links with The Children's Advice and Assessment Service and will explore how we can work alongside colleagues from The Integrated Families Service.
- 3.3 For those young people out of scope of the new service we have offered a traded careers guidance service to each institution. A menu of costed activities is provided including one to one careers guidance, careers IAG for small groups, parents' evenings and options events, careers lessons, UCAS advice, GCSE and A level results days services. This has enabled the LA and schools to maintain both universal and differentiated IAG services to young people. This year the majority of schools have agreed to secure independent careers guidance from the LA. The Total resource

purchased amounts to approximately £36K. The exceptions are Manor CE Academy who are employing their own careers adviser and Canon Lee School who are employing their recently retired Head of Careers as a careers consultant for young people. In the case of Burnholme Community College, we agreed with them under the circumstances to prioritise all young people for targeted support and to continue to support them when they transfer to new schools and post 16 provision.

- 3.4 The Local Authority provides comprehensive first level information for young people, parents and carers through the online Area Wide Prospectus , the annual KS4 and post 16 “options” booklets and a well attended annual “Steps to Success” event in October. In addition, information and advice about employer vacancies and apprenticeships are provided to schools and colleges weekly and is complemented by high profile bespoke recruitment events.
- 3.5 The LA will continue to support CEIAG programmes and help schools and colleges to meet local quality standards for CEIAG and support for young people.
- 3.6 Given all the factors to be considered above, and previous knowledge about effective practice, the LA should support and challenge schools and colleges to deliver more than just the statutory minimum and to quality assure their approach:
 - Working with schools to enrich their CEIAG curriculum ensuring that all have programmes involve regular employer visits and input.
 - Ensuring that young people feed back on the quality of the CEIAG programme and individual advice, guidance and support.
 - Support and challenge schools and colleges to provide careers education from year 8 and up to year 13.
 - Ensuring that its overall CEIAG programme is assessed against the dedicated local quality awards and that it complies with the proposed Quality in Careers Standard national validation.
 - Building upon its CEIAG programme by securing specialist careers advice and guidance services from an external provider, close to the labour market and therefore able to assist young

people to make informed choices. Such a provider should meet the Matrix Standard (the accepted “industry standard”).

- Being clear that any externally secured provider of careers guidance employs professional careers advisers who are occupationally competent in line with defined professional standards.

3.7 It is important that the LA and schools work in partnership to support the maintenance of the highest standards through quality assurance, staff development and support and challenge, including the exploration of new and innovative approaches to the provision of CEIAG. To support this objective we have established a new post of CEIAG Lead Practitioner who will work closely with schools and will be located with the 14-19 Team. The IAG Network comprising of school and college leads, NYBEP, 14-19 and the National Apprenticeship Service will be led and supported by IYSS.

4. Scope for Scrutiny of CEIAG.

4.1 Suggested areas of enquiry for the Learning and Culture Overview and Scrutiny Committee.

- The extent to which schools and the LA are discharging their duties and working effectively in partnership.
- The Quality of CEIAG in schools and colleges, how and when it is delivered.
- The impact of CEIAG on the outcomes of young people.
- The views of young people and parents about the information advice guidance and support that they receive through the curriculum and through one to one appointments.
- How to involve more employers and training providers in providing information and advice to young people in schools and colleges.

Recommendations

5. Having considered the information provided, Members are asked to determine whether or not to proceed with a review of this scrutiny topic proposed by Councillor D’Agorne.

If a decision is taken to go ahead with the review, Members are recommended to

- (i) Consider whether or not they would wish to set up a Task Group to carry out the review on their behalf
- (ii) Agree a remit for the review
- (iii) Programme the review into the committee's work plan and identify a timeframe for the review's completion

Reason: To ensure compliance with scrutiny procedures, protocols and work plans.

Contact Details

Author: Chief Officer's name

Steve Flatley Title

Service Manager Integrated
Youth Support Services.

**Report
Approved**



Date 10 September 2012

Telephone: (01904) 552367

Wards Affected: All

Annexes

Appendix 1 – Statutory Guidance from the Department for Education

**THE EDUCATION ACT 2011
THE DUTY TO SECURE INDEPENDENT AND IMPARTIAL CAREERS
GUIDANCE FOR YOUNG PEOPLE IN SCHOOLS

STATUTORY GUIDANCE FOR HEAD TEACHERS, SCHOOL STAFF,
GOVERNING BODIES AND LOCAL AUTHORITIES**

ABOUT THIS GUIDANCE

1. This is statutory guidance from the Department for Education. This means that recipients must have regard to it when carrying out duties relating to the provision of careers guidance for young people. This guidance replaces 'The Education Bill – changes to the delivery of careers guidance', a document made available to schools in April 2011.
2. The purpose of this guidance is to identify the key responsibilities of schools in relation to careers guidance for young people. Schools have a role to play in supporting their pupils to make well informed and realistic decisions by providing access to impartial and independent information and guidance about the range of education and training options that are most likely to help young people achieve their ambitions. This information will become increasingly important as young people will be required to participate in education or training until the end of the academic year in which they turn 17 from 2013, and to their 18th birthday from 2015.
3. Apart from the elements identified in this statutory guidance, it is for schools to decide the careers guidance provision to be made available based on the needs of pupils and the opportunities available. Schools should meet the costs of provision from their overall budgets, including the pupil premium.

REVIEW DATE

4. This guidance will be reviewed by 03/2013 following a consultation on extending the age range to which the new legislation relating to young people's careers guidance will apply.

WHAT LEGISLATION DOES THIS GUIDANCE RELATE TO?

5. This guidance is being issued under section 45A of Part VII of the Education Act 1997 and schools must have regard to it.

WHO IS THIS GUIDANCE FOR?

6. This guidance is for:
 - Head teachers, school staff and governing bodies in all community, foundation or voluntary schools and community or foundation special schools (other than one established in a special school) that provide secondary education
 - Local authorities that maintain pupil referral units
7. Academies and Free Schools will be subject to the same requirements through their Funding Agreements.

BACKGROUND

8. The Education Act 2011 places schools under a duty to secure access to independent and impartial careers guidance for their pupils from September 2012. While complying with the requirement to secure careers guidance from an external source, schools will be free to make arrangements for careers guidance that fit the needs and circumstances of their pupils, and will be expected to work, as appropriate, in partnership with external and expert providers.
9. Once the duty on schools has been commenced, there will be no expectation that local authorities will provide a universal careers service. The statutory responsibility under section 68 of the Education and Skills Act 2008 requiring local authorities to encourage, enable and assist the participation of young people in education or training, remains unchanged.
10. The National Careers Service will be fully operational from April 2012. It will comprise a single website (www.nationalcareersservice.direct.gov.uk from April) and telephone helpline number (0800 100 900) to which schools may wish to direct pupils.

STATUTORY DUTY

11. The Education Act 2011 inserts a new duty, section 42A, into Part VII of the Education Act 1997, requiring schools to secure access to independent¹ careers guidance² for pupils in years 9-11. Careers guidance must be presented in an impartial³ manner and promote the best interests of the pupils to whom it is given. Careers guidance must also include information on all options available in respect of 16-18 education or training, including apprenticeships and other work-based education and training options.

RESPONSIBILITIES OF SCHOOLS

12. The Government's general approach is to give schools greater freedom and flexibility to decide how to fulfil their statutory duties in accordance with the needs of their pupils. However, there is an expectation that schools will have regard to the following statutory guidance when deciding on the most appropriate forms of independent careers guidance.

Securing access to independent face-to-face careers guidance

13. In fulfilling their new duty, schools should secure access to independent face-to-face careers guidance where it is the most suitable support for young people to make successful transitions, particularly children from disadvantaged backgrounds or those who have special educational needs, learning difficulties or disabilities.

1 Independent is defined as external to the school.

2 Careers guidance refers to services and activities, intended to assist individuals of any age and at any point throughout their lives, to make education, training and occupational choices and to manage their careers. The activities may take place on an individual or group basis and may be face-to-face or at a distance (including help lines and web based services). They include careers information provision, assessment and self-assessment tools, counselling interviews, careers education programmes, taster programmes, work search programmes and transition services.

- 3 Impartial is defined as showing no bias or favouritism towards a particular education or work option.

Assuring the quality of external providers of careers guidance

14. Schools may work individually or in consortia/partnerships to secure careers guidance services. Schools can commission independent careers guidance from providers engaged in delivering the National Careers Service or from other providers or individual careers guidance practitioners, as they see fit. Where schools deem face-to-face careers guidance to be appropriate for their pupils, it can be provided by qualified careers professionals. The Skills Funding Agency will require providers of the National Careers Service to be accredited to the revised version of the matrix Standard by April 2013. The existence of this national quality standard will assist schools in making well informed decisions about which providers to work with. The organisation responsible for administering the matrix Standard on behalf of government, emqc Ltd, will provide schools with access to information about which organisations hold the Standard and are suitably accredited to provide independent careers guidance services.

Providing other careers activities for young people

15. Schools should consider a range of wider careers activities such as engagement with local employers and work-based education and training providers to offer all young people insights into the world of work, and with local colleges and universities for first-hand experience of further and higher education. Schools are free to determine the most appropriate forms of engagement but might consider mentoring, workplace visits, work experience, work shadowing, enterprise clubs, employer talks and links with local higher education institutions.

Ensuring adequate support for pupils with special educational needs (SEN) or disabilities

16. Pupils should receive independent and impartial advice about all of the mainstream education, training and employment opportunities on offer, regardless of their individual circumstances. For those with learning difficulties and/or disabilities, this advice should also include information on the full range of specialist provision that is

available. Schools should work closely with local authorities who have an important role to play, in particular through the provision of SEN support services and section 139A assessments.

Working with local authorities

17. Local authorities will retain their duty to encourage, enable or assist young people's participation in education or training. They will be required to assist the most vulnerable young people and those at risk of disengaging with education or work. Local authorities are also expected to have arrangements in place to ensure that 16 and 17 year olds have received an offer of a suitable place in post-16 education or training, and that they are assisted to take up a place. This will become increasingly important as the participation age is raised.
18. To enable local authorities to fulfil these duties, they will continue to track all young people's participation through the local Client Caseload Information System (CCIS) in order to identify those who are at risk of not participating post-16, or are in need of targeted support. Schools should work with local authorities to support them in recording young people's post-16 plans and the offers they receive along with their current circumstances and activities.
19. Section 72 of the Education and Skills Act 2008 requires all schools to provide relevant information about pupils to local authority support services. Schools should also work in partnership with local authorities to ensure they know what services are available, and how young people can be referred for support. From 2013 schools will be under a duty to notify local authorities whenever a 16 or 17 year old leaves education.

Working with education and training providers

20. Schools have a responsibility to act impartially and recognise where it may be in the best interests of some pupils to pursue their education in a further education college or a university technical college, for example. This may include A levels, apprenticeships and vocational options. This will require schools to establish and maintain links with local post-16 education and training providers, including further education colleges and work-based education and training providers, to ensure that young people are aware of the full range of academic and vocational options.

21. Schools are also encouraged to arrange visits for 14-16 year olds to local colleges, work-based education and training providers and universities and, where appropriate, to supplement these with local college and work-based education and training provider prospectuses being made available to pupils to assist informed decision making.

**Participation Division
Department for Education
March 2012**

Board and Topic	Rec No.	Recommendations as approved by the Executive on 6 December 2005	Update on Implementation of Recommendations as at January 2007	Update on Implementation of Recommendations as at July 2012
Leisure & Heritage Scrutiny Board: Putting Libraries at the heart of the Community (Review Completed November 2005) Contact: Charlie Croft	1	The Council will reorganise working arrangements (including the use of self-service technology) to ensure safe and effective working arrangements	Staffing restructure has reduced single staffing. The possibility of self issue is being investigated and costed	Self issue and free WiFi is now up and running at every library apart from the mobile library. Some of the smaller libraries still single staff but never in the evening.
	2	The Council will review the core capabilities and skill profiles of all posts	The staffing restructure has provided a radical new structure with new job descriptions for all staff	The service undertook another restructure in 2011 and one more is planned for later this year. Restructuring allows the service to respond to national and local priorities and ensure that we remain relevant to our communities. We are working towards a flat management structure and have been successful in eliminating all back room posts through innovative use of IT. Other staffing initiatives We are now working with a range of different staffing options to ensure we can develop services as well as offer opportunities to a wider range of people. We are however still waiting for CYC as a whole to adopt a more flexible recruitment process to allow an even wider range of applicants <ul style="list-style-type: none"> • We have recently introduced roles for volunteers, expanding our use to

			<p>support paid staff. There has been an enthusiastic response from the public</p> <ul style="list-style-type: none"> • We have also begun to offer workplacements for adults with learning disabilities, working with Adult Education. It is part of a programme to equip students with employability skills. • We have taken on a number of apprentices in the cafe and in October we will have another four. Two for the library work and two in the cafe • We have a regular supply of work experience school children • There is a core of librarians who specialise in different areas e.g reference and information, children and young people. They ensure the quality of provision in their areas, working strategically and operationally. 	
	3	The Council will clarify the roles and responsibilities of all staff	The staffing restructure clarifies roles and responsibilities of all staff. There will be inductions for all staff in their new roles from April 07	All of our roles are clearly defined through the job descriptions and the PDR process.
	4	The Council will review recruitment & selection processes to encourage a wider range of people to apply for vacant posts	This will be investigated in April 07 once the new structure is up and running	This is still an area that needs attention corporately. The current system is predicated on the ability to complete the application form and take part in a formal interview process. The amount of time it takes to get a new person in place makes it difficult to respond quickly to changes and ensure excellent customer service.

	5	<p>The Council will institute staff training in:</p> <ul style="list-style-type: none"> · Cultural diversity · Working with children and young people · Supporting people's use of ICT · Leadership and management · Supporting lifelong learning · Reader development · Customer focus · Possibility thinking 	<p>Cultural diversity training has taken place - delivered through Future Prospects. key staff have been on the national leadership course. All staff have taken part in a cultural change programme delivered by Go MAD - which is about business improvement through transformed thinking. future Prospects are delivering stage 2 of IAG training to key staff which will lead to NVQ level 2 in Advice and Guidance. We plan to deliver training to all staff in 07/08 around working with children based on the national programme Their Reading Futures.</p>	<p>We now have a Learning and Development plan for the service listing training needed for delivery of the service and for individual need. The individual need is identified through the PDR system and the service's needs through our strategic planning.</p> <p>As technology advances it can be challenging to keep staff skills up to date, but we have a number of staff who enjoy this area and so take on passing on their skills.</p>
	6	<p>The Council will develop a plan to replace the Central Library</p>	<p>A group has been set up with library staff and some critical friends looking at how the space in the central library is used.</p>	<p>The first phase of York Explore Library Learning Centre was opened in May 2010. This was made possible through a private public partnership with Aviva. Phase one included the complete refurbishment of the ground floor, opening up what had been office space for public use, a cafe and new furniture.</p> <p>Library Square has also been transformed to a more pedestrian friendly space. It now provides a much clearer entrance space to the explore centre and an outside space for activities</p>

				<p>Phase two has now begun and will complete the transformation. The completion is expected in 2014</p> <ul style="list-style-type: none"> • A bid has been submitted to the Heritage Lottery Fund to create a world class archive and local history centre at York Explore • The ground floor will also be refreshed and improvements made. This will include replacement of the heating system and completion of roof repairs <p>York Explore is a very successful service. The flexible spaces have allowed an exciting range of activities and meant that the building is very much a community hub in the heart of the city centre.</p>
	7	The Council will implement the library asset management plan after consultation and when approved by EMAP	We have been successful in securing capital funding in partnership with Adult and Community Education to refurbish and extend Acomb library. We will be putting in a bid to the Big Lottery to refurbish and extend Tang Hall library	<p>The Big Lottery bid for Tang Hall was unsuccessful.</p> <p>The success of the explore vision is enabling us to reimagine all of our services and buildings.</p> <p>We are now actively looking at all of our community libraries to see how we can work with local people to deliver our service in different ways. Examples of this include:</p> <ul style="list-style-type: none"> • A presence in the community stadium in addition to our library at Huntington. This would allow us to reach non traditional library audiences

				<ul style="list-style-type: none"> • Opening of a reading cafe in Rowntree Park. This is a business venture and will serve as a model for a sustainable service and will reach new audiences. This is proving very successful and has shown that libraries can be delivered in different ways and different buildings • A new mobile library in partnership with other services <p>There won't be a one size fits all solution and this will take time to get right in every community.</p>
	8	The Council will develop a plan to implement the concept of library learning centres	We have been successful in securing capital funding in partnership with Adult and Community Education to refurbish and extend Acomb library. We will be putting in a bid to the Big Lottery to refurbish and extend Tang Hall library	See above
	9	The Council will undertake consultation with users and with the different communities the library serves, both geographic and interest as well as age.	This will happen in 07/08	There has been a range of consultation undertaken since 2008. The key results and actions taken are in annex 1. We have also re registered all our members, gaining valuable data on equalities information and collecting email addresses and mobile numbers for easier and cheaper communication. The service will be undertaking a major public consultation this autumn. The questions are now being finalised.

	10	The council will write a comprehensive stock policy that identifies the gaps in our collections.	This will happen in 07/08	The stock policy was written and approved in 2008. This year we have reviewed and updated it. A copy is attached at annex 2.
	11	The Council will investigate innovative use of IT – such as RFID technology to improve service delivery.	This will happen in 07/08	RFID self issue is now in every library. The e library service is now well established <ul style="list-style-type: none"> • Ebooks and audiobooks are now available through our website • There are active Facebook and Twitter accounts • There is a wide range of online reference resources including the drivers theory test software
	12	The Council will design service delivery around the promotion of reading rather than books.	The new staffing structure sets out staff roles in this area - 07/08 will be about delivering it. Refurbishment at Acomb will incorporate this into the design of the layout	We have done a lot of work to promote the joy of reading. <ul style="list-style-type: none"> • We support about 100 reading groups across the city. • There is a very successful programme of author events through the year. The latest of these is Ben Fogle • Every summer we hold the Big City Read where we give away copies of a chosen book and wrap a programme of events and activities around the book. • For children and young people we hold the Summer Reading Challenge. • Rowntree Park Reading Cafe has shown that reading is still a very popular activity

	13	The Council will further develop the partnership with ACE to deliver the concept of library learning centres.	This work is ongoing and fits into the new building at Acomb with both staffs working together	<ul style="list-style-type: none"> • Adult Education now have a base in York Explore and are enrolling onto their courses from it. There are a number of adult learning open days where people can talk to tutors, enrol etc. • Family Learning use Dringhouses Library and Tang Hall Explore Centre as bases. • There is a full range of courses at York and Acomb, using the learning rooms. • We work very closely with them to develop a library learning offer of direct provision and on digital inclusion learning. • A full cost learning offer, Inspire has been launched. This offers courses in special places e.g Victorian baking in the Mansion House kitchens.
	14	The Council will identify key partners and build strategic partnerships.	We have identified Youth Services as a key partner and we will be developing that relationship. The new structure identifies other key partners and allocates responsibility for building partnerships	It has been difficult to develop a partnership with Youth Services. However, we have developed a strong partnership with the University of York, hosting author events for them. Other strong partnerships are with Aviva and with CYC IT department. We are working with Sport and Active Leisure to develop a health and wellbeing hub at York Explore and with the Play Team to deliver more soft play events in libraries

15	The Council will further develop partnership working with other libraries in York	We are a member of York Libraries Forum and will be taking a more active role in 07/08	Working with the new director of learning at YSJ, we have plans to relaunch the forum with a new purpose
16	The Council will put in measures to increase access to the Library Service. This will benefit the City as well as meeting key performance indicators regarding number of visitors and opening hours.	This will happen in 07/08	We now have Changing Places Facilities at Acomb and at York. These offer full toilet facilities for people with severe disability. Now everyone can access our library service and adult education courses. We are commissioning an access audit of York Explore and then all libraries to identify areas for improvement. These will be completed in 2012. All of our buildings are featured on the disability go website. All of our libraries are accessible, but we seek to continually improve.
17	The Council will demonstrate how the library service can contribute to the Council's 8 corporate aims	This will happen in 07/08 - once the new structure is in place.	The library service contributes greatly to the new CYC objectives - especially to the building strong communities' outcome. We have contributed to the new Community Contracts outlining what we offer

SMC Comments of 26 Feb 2007: The review was recommended for sign off based on the update information provided at that time, which the Committee agreed addressed all of the agreed actions.

ANNEX 1

Stakeholder	Date	Event	Outcome
Citizens panel	2009	Talkabout survey 2006	<ul style="list-style-type: none">• 68% of people prefer paperbacks to hardbacks (now buy 70% paperbacks)• 71% said self issue is a good idea (implemented in 2011)• A third expressed interest in our family history service (plans to transform City Archive through HLF bid)• 76% wanted us to extend the wellbeing collection (partnership with Sport and Active Leisure to promote health information)• Over half were interested in after work learning classes• More people wanted longer opening hours at the weekend (Sunday opening introduced in 2010)•

Stakeholder	Date	Event	Outcome
Citizens panel	2009	Talkabout survey 2009 Before the York Library closed for transformation	<ul style="list-style-type: none"> • 64% said that a cafe would encourage them to use the library more often (cafes at Ac and YO now) • 62% said that a wider range of adult education courses would encourage them to use the library more often • 56% said a dedicated family history space would make them use the library more often • 55% said more adult events and activities would encourage them to use the library more often (programme of author events and BCR programme) • 47% free WiFi – especially men • Demand for more books (WiFi at every library) • 95% Libraries are where people feel part of their community and as somewhere they can relax and spend time (improving spaces) • Different ages use the library in different ways. Older people more traditional book borrowers. Young people to learn, find jobs and enjoy the space • 17-34 year olds are positive about using the library more following the transformation • Disabled people would like more staff to talk to • Families with young people value the space and socialising elements as well as the books • 25% of people felt the recession would encourage them to use the library more because it is free and they can borrow books rather than buy them •

Stakeholder	Date	Event	Outcome
	2011	Talkabout survey 2011	<ul style="list-style-type: none"> • 69% of users borrow books • People want more books especially adult fiction and non fiction and ebooks (ebooks launched) • 51% want more flexible loan periods (bestsellers on shorter loan) • 40% want easier ways to renew books e.g email/text (moving to this in 2012) • 33% want no fines • People don't know what is available to them in libraries • 62% of people would prefer adult education classes in the evenings • Only 18% know where the Archive is

Stakeholder	Date	Event	Outcome
Adult readers	2010	Big City Read evaluation Chocolat by Joanne Harris	<div data-bbox="891 178 1339 545" data-label="Figure"> </div> <p data-bbox="909 555 1317 584">This diagram demonstrates the words</p> <p data-bbox="842 695 2128 861"><i>It's such a wonderful thing for the city. It felt great to see other people on buses all reading the same book, it brought a feeling of a strong community experience to my summer. It was great to be able to spot other library users and exchange a surreptitious glance that said "comrade!"</i></p> <p data-bbox="1541 868 2128 906">Book recipient using the online survey</p> <p data-bbox="842 954 2177 1034"><i>Made me feel happy to be part of a city that would go to so much trouble to promote reading & culture</i></p> <p data-bbox="1541 1040 2177 1078">Book recipient using the online survey</p> <p data-bbox="842 1126 2132 1254"><i>I listened to Chocolat on CD and was thrilled by it. I read it in book form some time ago but I have since lost my sight. Listening to it seemed to bring back all the enjoyment</i></p> <p data-bbox="842 1260 1617 1299">Mrs Murphy, a Home Library Service customer</p>

Stakeholder	Date	Event	Outcome
			<p><i>My local library has drawn me back in and I am a regular user again</i></p> <p>Book recipient using the online survey</p>
Children 8-12	2011	Summer Reading Challenge evaluation	<p>"Just to say thanks to you all for making the kids feel so welcome. And what a success! They became real little bookworms. I was finding them curled up around the house trying to finish their books in time and the iPad - amazingly - was forgotten. Mum and Dad were well impressed. So thanks again!"</p> <p>"...she was absolutely wonderful and great with the children encouraging them to sign up and talking about the prizes they would get. She also listened to them say what stories they had read and enjoyed. She would love to volunteer for other events in the library."</p>
Parents/carers of children under 5	2011	Bookstart annual evaluation	<p>"I have come in because we had a visit at Mum & Babies Group at HY&CC by manager from Haxby Library."</p>

Stakeholder	Date	Event	Outcome
All	Ongoing	General case studies	<p><u>Reference & Information</u> SB showed a mum how to locate and download a Yo Zone application form. SB also ran through the guidance information with the mother. The mother told SB that she was "wonderful" and that the village could never be without Strensall Library.</p> <p>Customer wanted information on Queen Victoria's children for a talk she was giving to her local woman's group the next day, so holds not an option as would not arrive in time. We sourced some surprisingly informative childrens non-fiction on Victoria and her life, as well as introducing customer to online reference resources. Customer was very pleased and said would use the online resources in future.</p> <p><u>Community Spaces</u> Talk by local author, Rosemary Cook One reason the event was so successful according to those who attended was that people appreciate events happening at their local library - on their doorstep relevant, and involving the local community.</p> <p><u>Getting Online</u> Mr O first came to Clifton Library about 5 years ago when he was in his early 80s. He had no experience of using computers, but was keen to learn. we arranged some of our starter sessions for him. Following this, he did an IT taster session in the Flexible Learning Centre. Soon he started coming into the library to practice and before long he was happily e-mailing, typing letters and scanning photographs.</p> <p><u>Reading</u> A resident at Askham Grange today completed the Six Book Challenge. She is an Urdu speaker with very little English who has not been in employment prior to being in prison, having been a full-time mother to a large family.</p> <p>Customer enquired about books for her 11 year old dyslexic daughter who found it difficult to engage with reading. We suggested Barrington Stoke publications which are particularly dyslexia-friendly (yellow paper, wide-spacing and more young-person appropriate themes in this format). Mother returned the following week asking for more titles as her daughter had found them really good.</p>

Stakeholder	Date	Event	Outcome
All	2011	Experian data results for library membership and equalities information on members since re-registration in 2011	<p>Data shows that library members are broadly representative of York's communities. However, the following target groups have been identified as low membership and need targeting:</p> <ol style="list-style-type: none"> 1. People over 80 years of age who are housebound 2. Younger adults 15-34 yrs 3. Indian/Pakistan/black African 4. Faith groups 5. Disabled
	2011	<p>The Children's Society A Good Place to Be Key points from The Children's Society PACT Project</p>	<p>Attitude "One young person using a Pathfinder communication aid was especially impressed with Anthony's attitude ... ensuring that he understood the question and gave a clear and informed answer"</p> <p>Awareness Acomb Library excels, as an organisation they have an informed and substantial awareness of the needs of disabled young people</p> <p>Activity The young people felt that a wide range of activities were provided at Acomb Library, all of which were 'safe' and 'fun'</p> <p>Access Specific computers can also be adapted for a wheelchair user suggesting that all areas of the library are fully accessible</p> <p>Summary Overall the comments about Acomb Library were extremely positive, one young person even enquired about becoming a member of the library after learning about the large amount of support is available for those with additional needs</p>

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City of York Council
Libraries and Heritage

Stock Policy
Promoting Reading and
Supporting Learning

Revised June 2012

1. The Purpose of the Stock Policy

This stock policy will cover the following:

- How the service selects books and other items for your library.
- How the service reflects what local communities want.
- How the service circulates items around all of our libraries to ensure stock is constantly refreshed and a wider choice is made available to the customer.
- How the service promotes and maintains these items.
- How the service decides on which items to keep or which are disposed of.
- How the service measures its performance.

The aim of the library service is to provide the widest range of materials possible within the resources available, whilst supporting the latest trends and ensuring you can obtain the latest bestseller. Books, are published on a daily basis and space in libraries, along with funds, is limited. This policy will detail how items are selected in order to meet our aim.

City of York Library Service uses guidance issued by the Chartered Institute of Library and Information Professionals (CILIP), the national body, in deciding what it is appropriate for us to stock. The guidance states

The function of a library service is to provide, so far as resources allow, all books, periodicals, etc. other than the trivial, in which readers claim legitimate interest. In determining what is a legitimate interest the librarian can safely rely upon one guide only – the law of the land. If the publication of such matter has not incurred penalties under the law it should not be excluded from libraries on any moral, religious or racial grounds alone, to satisfy any sectional interest.

The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this the access except by standards which are endorsed by law.

The service believes in meeting the needs of all of the communities we serve and we will, wherever possible, provide our stock in a range of formats and appropriate languages.

Libraries offer a wealth of information, ideas and inspiration for all. The library service offers much more than a bookshop – there are backlists of the latest popular authors, as well as their most recent titles and can cater for even the most specialist needs. Most importantly, we want to hold the items that local people want to borrow, so, our customers will always be able to feed into this process by suggesting to us items they would like to see on the shelves by contacting us online via our website.

This policy is not a fixed document – it will change and adapt to reflect changes in the local communities.

2. General Principles

- Stock is a dynamic service-wide resource rather than the property of one particular library. The system aims to balance breadth of stock with the need to supply specialist materials. The breadth of materials held encourages new customers and will meet the needs of all sectors of the local community.
- Library staff are responsible for the selection, management and disposal of stock based on the principles laid down in this document.
- Stock management is central to our core business. All staff are trained in managing stock and perform such functions on a day-to-day basis
- Supplier selection is used to maximise staff time in the promotion and display of the stock. Stock is purchased in a consortium of 33 authorities with a budget of 11.3 million to achieve the highest possible discounts

- All types of stock are circulated round all our libraries to ensure as much choice and variety as regularly as possible.
- Stock will support both formal and informal learning across the city and the service will work with Adult and Community Education and other learning providers to ensure that learners needs' are supported
- Multiple copies of popular non-fiction and bestselling fiction titles will be purchased.
- Adult fiction and non-fiction stock is maintained using a greater proportion of paperback items in the smaller community libraries.
- Free request service within the city ensures that everyone has access to all stock
- Core adult non-fiction areas are maintained in all libraries. The popular non-fiction stock types will be found in the community libraries, building up to key academic texts in [Explore York Library Learning Centre](#). Details of the stock types you can expect to find in each of our libraries is covered later in the document.
- Community profiles are used to help us assess our collections. The stock manager will work and consult with the local community and make any changes necessary to ensure that the stock continues to reflect the needs of the community. We will be responsive to and proactive with partner organisations to identify those changing and developing communities and their needs.
- York Explore Library Learning Centre will provide specialist resources for the whole community including reference, local history and family history support.
- The library service will purchase items in response to known demands, media and social trends.

- The service will provide stock which is bright, attractive, well-presented and constantly refreshed by purchase and rotation.
- Stock will be selected in various formats in order to ensure all customers have access to the best resources. Other formats include titles available in large print, spoken word and ebooks.
- The service will assess new formats as they appear on the market and monitor their appeal and usefulness before considering purchasing them for the library service.
- Donations to stock will also be encouraged but will only be accepted if they meet with the selection criteria set within this policy. Library staff withhold the right to dispose of any unwanted donations.
- The library service seeks to challenge reading habits by offering a wide variety of fiction titles including new and emerging authors, promote the use of books for recreation, support formal and informal educations of customer of all ages and meet the information needs to the local communities.
- We aim to offer 24 hour access to our resources where this is at all possible. We have a wide range of online reference resources that can be accessed at home, as well as a collection of ebooks and audio downloads which, again, can be accessed remotely.

3. Stock selection – Overview

- Stock selection is the first stage in the stock management process. It takes place within the framework of this stock policy.
- York libraries are part of the transregional Yorkshire and North West Book Consortium. Other authorities in the area have teamed up to provide a bigger buying consortium in

order to obtain bigger discounts, better value for money and higher quality of service from our suppliers.

- All stock is selected against the following criteria:
 - **Content** – the information contained within will be current and unbiased.
 - **Value for money** – how expensive is it in relation to other similar items.
 - **Scope** – how does it compare to other items of a similar nature? Is it part of a series? Are we filling a gap by purchasing this particular item?
 - **Authority** – Is the publisher a reputable one within that field, or does the editor or author have a high reputation in that area?
 - **Challenging** – are we providing something new?

3.1 Adult Fiction Stock Selection

- Adult fiction stock is purchased to appeal to as great a variety of readers as possible. In York libraries, customers will find new authors as well as multiple copies of your favourite author.
- The service will purchase titles that provide excitement and relaxation, broaden your reading experiences and encourage reluctant readers.
- The emphasis will be on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, new fiction stock is being purchased as 80% paperback and 20% hardback titles.
- As a result of the above, minimal duplication will be found in hardback titles. This allows more copies of paperback titles to be purchased, as well as enabling us to provide a wider range of titles.
- Fiction provision will fairly represent demand and issues. The bulk of our collections will consist of popular 'genre' fiction of all types. Community libraries will have a greater emphasis

of this type of material with broader ranges to be found in our Explore Library Learning Centres. Larger libraries will contain fiction titles by first-time authors and those published by smaller, independent publishers.

- Existing holdings and past performance are considered when selecting fiction titles.
- National promotions (eg Booker and Orange Prizes) are supported by York libraries, where multiple copies of short-listed titles are purchased and promoted.
- The library service also recognises the value in keeping good quality copies of 'classic' and 'modern classic' authors. These will continue to be replaced, if in print, once existing copies are worn. Contemporary literature also become classics and library staff will identify significant new authors for replacement.
- The titles and authors are selected according to criteria listed in this policy. Stock profiles for each of our libraries are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- The stock manager's role is to keep up with various trends in the publishing world and to amend the profile as necessary to ensure our stock remains continually fresh, current and matches customer demands.
- Tools used by the service to help decide what titles are bought include top 10 fiction lists, The Bookseller publication, recommendations from other staff working in libraries and recommendations from members of the public. York libraries aim to have at least 5 copies of the latest top 10 listed paperback titles.
- The role of the stock manager is to constantly assess local community needs and the changing make-up of the population. As a result, York libraries have a range of fiction

titles made available in other languages for example, French and Polish. York library service is committed to developing and expanding the collection of books made available in other languages. Currently, the supply of titles available in other languages is done via a rental scheme.

- Currently, the majority of stock purchased will be rotated between libraries. The aim is to provide fresh collections at all service points.
- All fiction titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. The service aims to have the book in library stock 7 days after publication dates.
- Fiction stock will reflect priorities of the service. York libraries have a commitment to support readers groups within the York area and as a result purchase multiple copies of recommended titles as reading group titles.
- Large print fiction titles are purchased using a standing order from the key publishers of large print titles. All large print titles purchased are placed on rotation to enable maximum coverage. Due to the specialist nature of large print, these titles will not be purchased in multiple copies.
- Spoken word titles are made available both on CD . These are not income generating materials and are considered to be core stock. As a result, there are no hire charges for these items. All libraries hold a selection of these materials. Spoken word titles are purchased on standing order and all are rotated
- Ebook titles are currently available via one provider. As a result, we purchase one copy of every ebook and audio download that is made available to us by the publishers.

3.2 Adult Non-Fiction Selection

- The primary aim of non-fiction stock selection is to meet the informal and formal learning needs of the local communities. Non-fiction selection aims to cover the broadest possible subject coverage and potential use by all members of the community.
- Multiple copies of popular non-fiction items will be purchased in order to reflect demand eg cookery titles.
- Tools used to help decide what is purchased include top 10 non-fiction lists, The Bookseller publication, recommendations from other staff working in libraries and recommendations from members of the public. The aim is to always hold a minimum of 3 copies of the latest top 10 listed titles.
- The emphasis is on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, non fiction stock will aim to be 80% paperback and 20% hardback titles.
- Community needs, current holdings and subject coverage will be taken into account when purchasing non-fiction.
- All libraries will stock non-fiction items for general interest and academic support. Community libraries will stock non-fiction items up to GCSE level, Explore Library Learning Centres up to A Level and Explore York Library Learning Centre up to undergraduate level.
- Non-fiction items to support formal leaning in Explore Library Learning Centres will be purchased in partnership with adult education tutors. This may be multiple copies and in formats other than printed e.g. language courses.
- Major non-fiction prizes (eg William Hill Sports, British Book Awards) are supported by York libraries, where multiple copies of short-listed titles are purchased and promoted.

- The selection of all printed non-fiction stock is made by our library supplier based on a profile provided for each type of library – community, Explore Library Learning Centres or Explore York Library Learning Centre. The subject areas selected are set by the criteria listed in this policy. Stock profiles are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- All non-fiction titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. The library service commitment is to have the book in library stock 7 days after publication dates.
- The stock manager's role is to keep up with various trends in the publishing world and to amend the profile as necessary to ensure our stock remains continually fresh, current and matches customer demands.
- All stock purchased will be rotated. The aim is to provide fresh collections at all service points. Performance of these areas is monitored to help tune stock sizes and rotation patterns.
- Language courses will be stocked in Explore Library Learning Centres only. Customers at the community libraries will have access to this material via free requests.
- Large print non-fiction titles are purchased using a standing order from the key publishers of large print titles. All large print titles purchased are placed on rotation to enable maximum coverage. Due to the specialist nature of large print, these titles will not be purchased in multiple copies.
- Spoken word titles are made available on CD only. These are not income generating materials and are considered to be core stock. As a result, there are no hire charges for these items. All libraries hold a selection of these materials.

Spoken word titles are purchased on standing order and all are rotated

Non-fiction titles available in ebook and audio download formats are currently only available by a single supplier. We stock a range of popular non-fiction titles (travel guides, language aids etc) in this format. Selection is made by the stock manager

3.3 Children's Stock Selection

- Children's and young peoples fiction and non fiction stock is purchased for 0 – 17 year olds for reading for pleasure, personal information and to support study.
- Materials are also purchased for the parents, carers and agencies working with 0 – 17 year olds to support these children and young people with their recreation and learning, though we do not provide a loan service to schools or school libraries.
- Stock for children is purchased via a number of formats including board books, picture books, large print titles, story books on CD and titles aimed specifically for teenagers.
- Selection of children's stock is made by a library supplier using a semi automated computer selection tool which is set up by York Library staff. The titles and authors selected are selected according to the criteria listed in this policy. Stock profiles are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- The emphasis is on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, our children's fiction stock will be 70% paperback and 30% hardback titles.
- Children's fiction stock covers a wide range of items. York libraries encourage readers to try new titles and discover

new reading experiences. As a result, York libraries stock first time authors as well as bestsellers. However, York libraries guarantee to always stock 3 copies of the top10 bestsellers.

- Children's non-fiction titles are bought to reflect subjects taught in the National Curriculum in order to provide greatest possible homework support. This is done in consultation with education colleagues.
- The role of the stock manager is to work with the children's team to constantly assess local community needs and the changing make-up of the population. As a result, we have a range of children's picture books available in dual language. York library service is committed to developing and expanding the collection of books made available in other languages.
- Resources used to select stock include The Bookseller magazine and specialist children's magazines as well as recommendations from staff and customers.
- All titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. We aim to have the book in library stock 7 days after publication dates.
- All stock purchased will be rotated. The aim is to provide fresh collections at all service points.
- Children's stock is purchased to support a number of initiatives both locally and nationally, including support to children's centres and Bookstart. Promotional collections of materials are purchased to support various schemes including Booked Up and the annual Summer Reading Challenge.
- York libraries are committed to supporting national initiatives. You will therefore find multiple copies of significant award winning children's books including Carnegie Greenaway titles.

- Ebook titles are currently available via one provider. As a result, we purchase one copy of every ebook and audio download that is made available to us by the publishers.

3.5 Reference Selection

- Information & Reference collections are designed to complement our lending services by making information available and accessible at all times during the opening hours of each service point. The items contained in our information & reference collections are therefore not normally available for loan.
- Explore York Library Learning Centre forms the principal source of printed reference materials. It provides a range of stock and facilities extensive enough to support the work of the other libraries. The reference collections in other libraries are smaller and intended to answer quick reference enquiries only.
- Community libraries will each contain 10 key reference resources as identified by the reference and information librarian. Typically, these will include an English Dictionary, Thesaurus, single volume encyclopaedia and the latest edition of Whitakers Almanak.
- Reference collections consist of various formats including books, maps, magazines, newspapers and pamphlets.
- Online resources are investigated constantly as a viable alternative to printed resources. York is committed to increasing the number of resources made available online as this improves access to information for the customer.
- Reference materials are selected via standing order using the criteria that they are the recognized standard reference works, they are primarily intended for consultation and for answering enquiries, they are constantly in demand, or answers enquiries which occur regularly and they cover a subject area in which published material is relatively scarce.
- Current copies of some standard works are purchased for explore Library Learning Centres. Community libraries contain quick reference materials only.

3.6 Selection of Local and Family History Material.

- The purpose of the local and family history collection is to identify, collect and preserve the documentary heritage of York, to promote the social and cultural heritage of York and to meet the needs of those wishing to research Local History for the City of York and its immediate area.
- The main collection of local history materials is at York library, where items can be found for the whole of the City of York. Smaller local history collections are held at all libraries, with the focus being on general York history titles and documents containing information to that local community.
- Stock shall be acquired using the following criteria:-
 - Records and publications relating to the educational, social, cultural or political aspects of the area governed by City of York Council
 - Records and publications relating to the influence of York in the wider County of Yorkshire and the historic Ridings of Yorkshire
 - Records and publications of organisations or individuals which reflect the economic, cultural, social or political development of York
- Access to resources will be made available online. City of York library service is committed to extending the collection of images made available via the Imagine York website and to further develop technological means to increase access to more collections.
- Items of stock are purchased by the Family and Local History Librarian. They are selected from local publications and catalogues. Items are also added to stock via donation and deposit.
- Items will be purchased in a number of formats included printed material, maps, and periodicals. They will only be purchased if deemed to be of permanent historical value.

Effort will be made to avoid excessive duplication of holdings, except where multiple copies aid wider public access.

- Items shall be acquired with consideration of storage and handling and in the case of donations, where doubts exist relating to the quality of preservation, alternative locations shall be investigated.

4. Requests

- The library service welcomes suggestions for stock and feedback on the stock policy. Customers may use the comments cards available in all libraries to make recommendations, or access our online form available on www.york.gov.uk/libraries. This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.
- Requests for any books either in stock by City of York libraries, or items not held in our stock, may be made at any library in City of York Council.
- Requests for items not in stock will be considered for purchase. If they meet the criteria as listed in this document, they will be purchased for stock. Otherwise, customers will be given the option of borrowing the item from another library outside the City of York.
- The decision not to purchase a requested item for stock may be influenced by any of the following factors; unsuitable format (eg loose leaf binding), budgetary constraints, poor content or presentation, dated information or low demand.
- All requests for items in stock in City of York libraries are free of charge.

The effectiveness of the request service is an important part of our customer service. We aim to supply 80% of our customers requests within 7 days.

5. Library Tiers and Stock rotation

- City of York libraries are tiered in the following way:
 - Explore York Library Learning Centre
 - Explore Library Learning Centres – Acomb, Clifton, Haxby, New Earswick, Tang Hall
 - Community libraries – Bishopthorpe, Copmanthorpe, Dringhouses, Dunnington, Fulford, Huntington, Mobile library, Poppleton, Strensall
 - Rowntree Park reading cafe
- Each library acts as a gateway to the whole of City of York stock, but physical constraints of existing buildings make it impossible to offer all levels of stock in all libraries.
- Libraries are graded within York in relation to stock size, level of use, geographical location and the provision of formal adult learning to the local community.
- Explore Library Learning Centres will have a core static stock, supplemented by circulating items. Items for circulation will be identified at the time of purchase.
- The criteria for deciding how the stock is rotated is based on the popularity of that particular stock – i.e. how frequently the items are borrowed. Libraries that share similar issue figures have been banded together for the purpose of stock rotation. All rotations end at Explore York Library Learning Centre
- The rotations are reviewed every 2 years to ensure that services remain in tune with changes in use and local communities.
- The stock profiles of the above libraries are as follows:
 - Explore York Library Learning Centre = Non fiction core subject coverage in hardback and paperback up to undergraduate level. Copies of leisure non fiction will also be purchased solely for York (ie not rotated). Non fiction stock will also be purchased to

reflect the formal adult learning classes held in the libraries

Fiction includes 2 copies of paperback bestsellers plus a range of first novels, promotional titles and classics. Large print and spoken word collections are maintained by stock rotation (combined in a rota with explore Library Learning Centres).

- explore Library Learning Centres = Non fiction core subjects in hardback and paperback up to A level. Non fiction stock will also be purchased to reflect the formal adult learning classes held in the libraries. Leisure non fiction will be maintained by stock rotation. Fiction stock will be maintained via rotation, but will consist of a range of hardback and paperback bestselling titles, plus first novels, promotional collections and classics.
- Community Libraries = Core non fiction subject areas in paperback only, hardback non-fiction from stock rotation only. Leisure non fiction will be maintained through stock rotation. Fiction will be maintained via rotation, but will be predominantly high performing paperback titles.
- Rowntree Park Reading cafe – top 5 bestselling items in all categories only, supported by a range of local history titles.
- City of York supports adult learning and skills of life. As a result, a selection of Quick Reads can be found in all libraries.

6. Promoting Reading

- The purpose of promoting reading is to promote the wide range of fiction available in our libraries and to encourage customers to make more adventurous choices in their reading – introducing new authors, for example.

- The layout of the library should create a welcoming, purposeful and reader-friendly atmosphere. Arrangement of stock must be clearly set out for all customers and all shelf guiding must be to a uniform standard and accurate.
- All staff are to promote stock and reading by whatever means available.
- A programme of promotions relating to books and reading is coordinated by the Reading Development librarian.

City of York libraries support reader groups in the local area. 12 new sets of paperback titles will be purchased annually to keep the collection fresh and relevant. Reading groups will have input into this selection process.

7. Measuring Stock Performance

- Measuring the performance of our stock is an integral part of the stock policy. Using the Library Management Software (LMS) we monitor the current performance of all our stock and produce statistical information to enable us to increase its future performance.
- Library stock is not a static resource. Items are constantly being added or removed, and their location changed to ensure there are new and fresh titles at all libraries.
- Performance measurement helps library staff to prioritise spending on stock and to identify areas where resources are needed.
- It also enables us to compare the performance of our service with other similar authorities.

7.1 Statistical information

- Below is a list of criteria York Libraries use when assessing stock performance:
- Issues of books:

- Issue figures are expressed 'per 1000 population' in order to make comparisons with other library services. .
- These will be monitored on a monthly basis using the Library Management Software.
- Stock turnover:
 - This refers to the number of issues divided by the number of items in stock, and is a measurement of how hard the stock is working.
 - This will be monitored at least once a year.
- Items added to stock:
 - These figures are expressed 'per 1000 population' in order to make comparisons with other library services.
 - This will be monitored monthly.
- Stock replacement rate:
 - This measures how rapidly the stock in libraries is being refreshed. The stock replacement figure refers to the amount of time it would take to replace the entire stock, if we continued to buy items at the existing rate.
 - The target for 2012/13 is 9 years.
 - This will be monitored at least once a year.
- Amount of stock on loan:
 - This measures what proportion of our stock is on loan at any one time.
 - The target for 2012/13 is 30%
- Data from our LMS is also used to identify stock that is not issuing well, is out of date or is in bad condition.

7.2 Customer comments and requests

- Customers' requests are monitored. Extra copies will be purchased if more than 4 requests are received for an individual item.
- We aim to supply 70% of all requests within 7 days of the request being made.

- We welcome suggestions from members of the public for items they believe should be in stock and will consider their purchase according to the guidelines in this policy. Customers may use the comments cards available in all libraries to make recommendations, or access our online form available on www.york.gov.uk/libraries. This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.

8. Stock Maintenance

- First impressions are vital – the physical presentation of the stock makes a statement about the quality of service offered. Out of date information could mislead customers and can be dangerous and the physical condition of stock deteriorates over time. The removal of unused, worn out and out of date stock makes it easier for customers to find suitable material.
- All staff have the responsibility of keeping stock well maintained – tidying shelves to a regular routine, and assessing the condition of stock at the point it is returned.
- A number of criteria are used when we are assessing stock. These include the following:
 - Age – all non fiction and fiction items are withdrawn at the point of them getting to 9 years old. The date an item is added to stock is used to assess this, not the date the book published.
 - Poor physical condition – if the pages are yellowing, binding is damaged, loose pages or damaged illustrations, usage data is used to determine whether the item should be repaired, replaced or withdrawn.
 - Currency – Content and publication date is considered when assessing non-fiction items. Items containing out of date information are withdrawn from stock.

- Poor performance – Items that have not been issued to a customer over a certain period of time will be promoted to encourage use. If poor performance continues, they are withdrawn from stock. Fiction stock is removed from the shelves if it has not been borrowed for 9 months and non-fiction at 12 months
- To preserve the lifespan of more popular issuing stock that has not been on the shelves for a long time, binding is used as a cost effective way of maintaining good quality stock rather than replacing a title. All staff have been trained in assessing items for binding. Binding is also used for conservation purposes for reference and local studies materials.
- Items in good condition that meet the criteria set within this policy, may be relocated to another library. All library staff are also trained to think about stock placement/promotion before good quality stock is removed. Would a customer borrow it if it were relocated to another section or displayed effectively?
- Items in good condition but are no longer required for library stock due to lack of demand are withdrawn from stock and sold to customers or disposed of commercially where appropriate. Staff will not make arrangements to withdraw and sell specific items to members of the public on demand.
- Items in poor condition are recycled as part of the City of York's recycling policy.
- Items that are in poor condition but have good performance (issued more than 10 times in the last year) and are still in print will be replaced.

Contact Information

If you have any queries about the content of this policy, please contact:

Library Service Delivery Manager
City of York Council
Learning, Culture and Children's Services
Libraries and Heritage
18 Back Swinegate
York

sarah.garbacz@york.gov.uk

The numbers

Libraries are free

34 million people a year visit public libraries in the UK

In 2009, book borrowing increased by 1.3%

Libraries cost on average just 5p per person per day to run

The Society of Chief Librarians is a government association made up of the chief librarian of each library authority in England, Wales and Northern Ireland. We advocate for continuous improvement of the public library service, maximising efficiency and quality. We represent the people who are developing and delivering the library service for the future, and this is our manifesto.

Our aim is to ensure that the next Government understands and acts on the priorities of a vibrant, effective and people-led public library service.

Core Purpose of the Public Library

Libraries are a place where you can share the experience of reading and learning; where knowledge is free; and where you know that the advice and support available to help you is expert, and independent of any vested interest.

The most successful library services work in close partnership with local councils and local people to tailor their services to meet local needs.¹ The range and variety of services offered by libraries across the UK varies to reflect local community priorities, but all public libraries are focussed around a common purpose.

1.

Reading and Literacy

Public libraries help people develop and enhance their literacy skills, as well as reading for fun, by fostering a love of reading from infancy. Without the support of public libraries, poor literacy costs to the UK economy, currently up to £2.5bn every year, would be even higher.²

- ◇ Libraries offer free access to the world's knowledge and ideas by providing collections of books for people to read for enquiry, learning, inspiration and recreation.
- ◇ Today, the world's knowledge is available in many more ways than when public libraries first opened their doors. We will embrace new formats and technologies that allow us to widen access to knowledge and reading, including e-books, e-audio books, and web-based content and social media. These new channels will continue to be supported by our unique collections of books.

1. One good example of this is Platt Bridge Community Library in Wigan. Opened as part of a LIFT project to regenerate public services in Platt Bridge and includes a new primary school, a Sure Start children's centre with wrap around nursery care, family support centre, community health centre and a housing office. The school contributes to the library's stock of books, the library acts as a reception for the school.

2. KPMG Foundation research on literacy



2.

Digital Inclusion and Fluency

Public Libraries help people develop digital and information skills to become active citizens.

In the UK less than half of households have broadband, resulting in economic and educational disadvantage. Every public library authority provides on average 760 hours of free or low cost internet access a week and skilled support to help people use it.

- ◇ Direct access to a vast range of information is now available via the Internet. Public libraries have embraced this change, understanding that with this explosion of available information comes a need to help people find information they can trust.
- ◇ We will ensure that everyone has access to the world's knowledge and ideas.³
- ◇ In taking up new channels we will continue to proactively seek out people who feel disenfranchised or disengaged, and encourage them to develop their skills and life chances through access to timely and accurate information.

- ◇ We will develop and enhance our information services by providing public access to high speed internet access in libraries, and expert guidance from information experts, often offered 24/7, to ensure that people have the information they need.

3.

Learning and Skills

“The Learning Revolution” recognised the vital role that public libraries play in the informal learning environment: “...people in this country have a passion for learning. This informal adult learning makes a huge contribution to the well-being of the nation.”⁴ Public libraries support learning through access to knowledge and content, and space and support to learn.

- ◇ Public libraries offer safe, non-threatening gateways to more formal learning for those who wish to take this route.
- ◇ Libraries are a point of continuity for each and every citizen throughout their lives.

³ “The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn't think they could learn before, and so in a sense it is all about potential.”
Steve Ballmer, Chief Executive, Microsoft

⁴ The Learning Revolution, Department for Innovation, Universities and Skills, Cm 5999, published March 2009



Continued investment in the public library service is critical to the future of public libraries. SCL advocates for investment in library service leaders, today's and tomorrow's, and constantly explores new options for service delivery that will both improve quality and maximise efficiency.

It is essential that, under a new Government, investment in libraries continues in order to enable public libraries to keep innovating and exploring new models of delivery.

4.

Business and Innovation

Libraries support businesses and entrepreneurs and contribute to the sustainability and regeneration of their local communities. Many public libraries offer free business support and advice.

- ◇ Libraries continue to work in partnership with public and private sector organisations to improve the library service.
- ◇ Free business support and advice offered in public libraries helps thousands of entrepreneurs create thriving businesses.
- ◇ In libraries, people access the information they need to improve basic skills and find jobs.

5.

Community Anchors

Underpinning all the other roles, libraries are welcoming, neutral and safe places for communities to come together and develop the ties that are essential for local wellbeing and quality of life. People share this space

with others of all ages, backgrounds and interests, many quite unlike themselves. In so doing they develop an understanding of others that supports community cohesion. Such spaces have never been more critical to the health of society.

- ◇ Libraries are an important source of cultural resources.
- ◇ Public libraries are storehouses of the world's knowledge and a place for individual study.
- ◇ We develop and enhance the experiences we offer through activities and events, and by encouraging people to use our spaces to come together in groups to share their love of reading.
- ◇ We embrace new technologies and communication channels to extend this offer to virtual community space, hosted and monitored by library staff, offering an alternative safe and welcoming environment to those who prefer to access our services online.
- ◇ Local studies pursued in libraries create a unique record of every locality's cultural history and identity.

Services offered from libraries

All of our services are listed on our website. It is difficult to list every one as we offer such a large range of services and are always adding to them. This document sets out the core service which is offered at every library and the wider range offered at our explore centres.

I have attached the Society of Chief Librarians Manifesto from 2010 which describes the many roles of a modern public library service.

Core Service

These are available at all of our libraries

- Free Internet access and free wi-fi
- A children's area & young people's area
- Fiction and non-fiction books for children, young people and adults in a range of formats
- Large print books and audiobooks
- Reference books and enquiry service
- Online reference sources
- Information and advice for learning and work
- Books to support your learning
- Information about local services
- Adult Learning course information
- Reading Groups
- Storytimes for under fives
- Family and local history
- Newspapers and magazines
- Community events
- Surgeries e.g ward councillor, future prospects
- Community space

Online Services which are available wherever you are

E-Library

Our downloads service, enabling you to borrow e-books and audio-books, including some of the latest titles, without charge

Library catalogue

Use the online library catalogue to search for items at any of our libraries and to renew and request your books

Online reference library

Hundreds of online information resources available at the click of a button, including Ancestry, encyclopaedias, newspapers, dictionaries and more

Online practice tests

Practice for your driving theory test or citizenship test online

Recommended Legal and Government Information

A guide to official sources of information on various aspects of law and government.

There are a wider range of services offered at the **explore centres**

York

- Changing Places facility
- Cafe
- Archive and local history centre
- Adult Education enrolment
- Learning rooms
- ICT suite
- More in depth support for research and information queries
- Big name author events
- Exhibitions

Acomb

- Changing Places facility
- Cafe
- Craft Club
- Learning Rooms
- ICT Suite
- Reading garden

Clifton

- ICT Suite

Tang Hall

- ICT suite
- Learning room
- Craft Club

Other Services

Home Library Service

- Delivery of books to housebound people and elderly peoples homes

Prison Library Service

- Library service for the residents at Askham Grange Prison

Rowntree Park Reading Cafe

- Books to borrow and request
- Cafe

Some of our smaller libraries also have craft clubs. These are run by the group and are very popular.

Asset management

We are updating our asset management plan. We want to look at each community and assess how our buildings relate to what else is happening. We do not make best use of our buildings. They are at the heart of their communities and many are only open for a few hours each week. Each library should be a community hub, offering access to a range of services. In this we must be careful that any other service offered is complementary to a library service. The value of the safe, impartial community space cannot be compromised. We anticipate partnerships with doctors surgeries, community centres etc. There won't be a one size fits all – it will be different in each community and in consultation with local people. This major piece of work will begin now and continue into next year.

Review of Services update

Mobile Library

The existing mobile library is now ten years old and we need to procure a new vehicle. I am currently exploring options to offer this service in partnership with other services to maximise its use, for example, health and well being, other council services. There will also be public consultation to assess where the mobile should visit and for how long.

Home Library Service

Work on this has been delayed due to work on the implementation of our new library management system. I am setting a new timescale beginning in November 2012.

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Learning & Culture Overview & Scrutiny Committee Work Plan 2012-13

Meeting Dates	Work Programme
13 June 2012 @ 4:30pm	<ol style="list-style-type: none"> 1. YMT Collections Scrutiny Review Interim Report 2. Draft Workplan – Including List of Proposed Topics for 2012/13 & Associated Documents
18 July 2012 @ 5pm	<ol style="list-style-type: none"> 1. York Museums Trust – Partnership Delivery Plan Bi-annual Update Report 2. Feedback Reports from Young Inspectors Work on Parks (Carole Pugh) 3. Year End Finance & Performance Monitoring Report 4. Update on previous Libraries Scrutiny Review, & Forthcoming Consultation on Libraries 5. Ofsted Feedback Report on Safeguarding (Pete Dwyer) 6. Workplan
19 Sept 2012 @ 5pm in Rowntree Park Cafe <i>following</i> <i>Tour of Park @</i> <i>3:30pm</i>	<ol style="list-style-type: none"> 1. York Theatre Royal – SLA Performance Bi-annual Update Report 2. First Quarter Finance & Performance Monitoring Report 3. Presentation on Careers Advice in support of Scrutiny Topic Submitted by Cllr D’Agorne 4. Briefing on Learning Disability Issues in support of proposed Scrutiny Topics 5. Update on previous Libraries Scrutiny Review, & Forthcoming Public Consultation on Libraries (Fiona Williams) 6. Workplan
21 Nov 2012 @ 5pm	<ol style="list-style-type: none"> 1. Cabinet Member for Education, Children & Young People's Services - Update on priorities and challenges 2. Second Quarter Finance & Performance Monitoring Report 3. YMT Collections Scrutiny Review Draft Final Report 4. YMT Development Plan Update (GC) 5. Workplan
23 January 2013 @ 5pm	<ol style="list-style-type: none"> 1. York Theatre Royal – Service Level Agreement Performance Bi-annual Update Report 2. Attendance of Cabinet Member for Leisure & Culture – Update on priorities and challenges 3. Bi-annual progress report on Safeguarding & Looked After Children
20 March 2013 @ 5pm	<ol style="list-style-type: none"> 1. Third Quarter Finance & Performance Monitoring Report 2. York Museums Trust – Partnership Delivery Plan Bi-annual Update Report 3. Workplan
1 May 2013	<ol style="list-style-type: none"> 1. Draft Workplan for 2013/14 – Discussion re Possible Topics for Review

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