

Report of the Director of Place to the meeting of Regeneration & Environment Overview & Scrutiny Committee to be held on 6 December 2022

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Subject:

Libraries Update

Summary statement:

This report provides an update on progress with the implementation of the new vision and model for Bradford Libraries, agreed by Executive in March 2020. It describes how progress was severely impacted by the Covid19 pandemic, and how libraries are now showing good signs of recovery, with progress made in many areas.

EQUALITY & DIVERSITY:

Bradford Libraries contribute to the 'Community' theme of the Council's equalities objectives, taking 'Action to support the creation of a place where everyone feels that they belong, are understood, feel safe and are able to fully participate in and contribute to the economic, social and civic life of the District.' By developing access to more services in libraries, local people will benefit from this more local support.

It also contributes to the 'Service Design' theme of the Council's equalities objectives, 'Ensuring that our services are designed in an accessible and an inclusive way including co-production with local people and organisations.' This principle has been used in the pilot projects in Keighley and Wibsey libraries (see below).

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Portfolio:

Healthy People & Places

Overview & Scrutiny Area:

Regeneration & Environment

1. SUMMARY

This report provides an update on progress with the implementation of the new vision and model for Bradford Libraries, agreed by Executive in March 2020. Work to implement the new model was severely impacted by the Covid19 pandemic, and libraries only fully resumed normal services in September 2021, however the Service is now showing good signs of recovery and good progress has been made in many areas.

2. BACKGROUND

2.1 On 24 March 2020, at the time of the first national lockdown, the Council's Executive agreed a new vision and model for the Library Service for 2020 to 2025. The vision is to "develop a 21st century library service that continues to provide a core library service, that is flexible and enables us to enhance the quality of life of people and communities, is inclusive and vibrant, supports wider district priorities, enables all users to learn, engage and remain connected to their communities, and is outcomes focused at a local level".

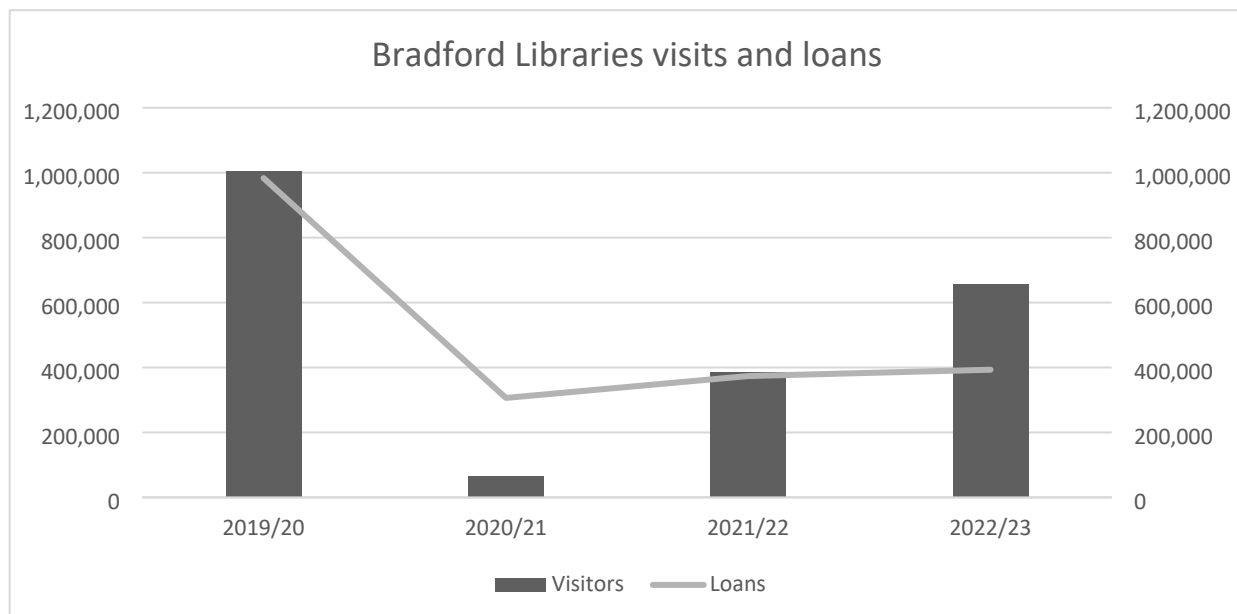
2.2 The report went on to say: "The information gathered [from the public consultation on Bradford Libraries in 2019/20] highlighted that libraries are much more than traditional book lending facilities, as important as that is, there are a wider range of activities that are carried out. This led us to consider what more they could offer to help support outcomes for Health and Wellbeing generally and was central to decisions taken on what the future library service might look like.....Additional investment will be used to build on the work that libraries already do in this area, e.g. activities that support improvements in social isolation like "knit and natter" and "reading groups". Library services will be developed with a focus on enhancing the public health offer with a particular focus on improvements against four public health outcomes: tackling poverty, addressing social isolation, assisting people back into employment and helping with school readiness."

2.3 This vision and model reflected a positive commitment from the Council to keep all libraries open across the District, rather than making further savings. It also recognised the huge potential that libraries have to support the Council's priorities and deliver more services, working in partnership with others. This is in line with the national ambition for libraries to develop as hubs of their communities. It was cemented with £700k annual funding from Public Health, and was designed to maximise the use of the assets of the Library Service (its buildings, staff, IT and connectivity in communities) to support Council priorities rather than looking at reducing or closing services.

2.4 As well as defining a 'core library offer' that will be delivered in *all* libraries across the District the model included the development of a 'tailored offer' for each library, specific to the needs the communities served. Details on how the new model is being implemented are set out in section 4 below.

3. IMPACT OF PANDEMIC, AND SERVICE RECOVERY

3.1 Library services in Bradford were severely impacted by the national lockdowns and restrictions that took effect between March 2020 and September 2021, delaying the implementation of the new model and significantly reducing the numbers of visitors and items loaned. The graph below provides an overview of that impact.



3.2 Library visitor numbers are projected to recover to 65% of pre-Covid levels by the end of the current financial year, which is broadly in line with library services across the country. If the current trajectory continues, we hope to have recovered close to pre-pandemic levels by the end of the next financial year, 2023/4.

3.3 However, loan figures are taking much longer to recover, still at only c40% of pre-pandemic levels. Whilst the loan of e-books and other e-resources saw a fourfold increase during the pandemic, these items represent a small proportion of the overall stock and loans. The reduction in funding for all new stock - from more than £400k in 2019/20 down to £167,400 in 2020/21 - is likely to have had a bigger impact on these figures than the pandemic alone.

3.4 Libraries in Bradford resumed their normal opening hours, service offer, events and activities from September 2021. Some community managed libraries have taken longer to fully resume normal services. As well as the very limited service able to be provided during much of the pandemic, the figures were also impacted by the temporary closures for refurbishment of Keighley, Holme Wood and Wibsey Libraries, the closure of two community managed libraries (Wrose and St Augustine's), restrictions on numbers at Baildon Library due to health and safety concerns with the building, and reduced hours across libraries.

3.5 Throughout the pandemic, the Library Service followed the rules and guidance set out by national government, Bradford Council, and our sector support body Libraries Connected. The Service adapted to deliver services in different ways including distributing books via the 'hubs', a new 'Order & Collect' offer, additional online resources, events and activities online, and new ways of distributing book gifting programmes and Summer Reading Challenge materials. Bradford Libraries won an industry award from the National Acquisitions Group in recognition of its innovation in response to the challenges of the pandemic.

3.6 In July 2020, DCMS wrote to all local authorities setting out its pragmatic approach to libraries as a statutory service in light of the legislation and guidance surrounding the pandemic. DCMS wrote again in September 2021 informing local authorities that it would be reintroducing its usual superintendence of the Libraries and Museums Act 1964 following Step 4 of the easing of restrictions. On both occasions, the Council was required to respond

with details of its plans and timescales for resuming library services, which proved acceptable to DCMS.

4. PROGRESS WITH IMPLEMENTING THE NEW MODEL FOR LIBRARIES

4.1 Governance

4.1.1 The project to implement the new model for libraries was set up and supported for the first year by the Council's Corporate Programme Management Office. A Strategic Board comprising senior colleagues from across the Council was also established to provide oversight and to steer the project. Since May 2021, project implementation has been carried out by the Library Service, with members of the Libraries Management Team leading different work streams. The project was given the title *Building a Better Future*.

4.1.2 As well as action plans developed for the four Public Health priorities (reducing poverty, tackling social isolation, helping people back into work, and school readiness), six work streams were established in line with the key components of the new model: the Core Offer, the Tailored Offer, Staffing, Funding and Buildings, together with an additional work stream was added focused on IT.

4.2 Core Offer

4.2.1 The first step was to articulate the 'core offer' for the Library Service, taking account of national legislation, best practice and guidance, and the library 'universal offers' adopted by Libraries Connected. This was agreed by the Strategic Board in February 2021 and communicated to all libraries; it is attached at Appendix A.

4.2.2 A 'gap analysis' tool was also developed for auditing the offer at each library to ensure the core offer is delivered everywhere. This tool has been used to good effect at the two pilot libraries (see 4.4 below) and is being used in the rollout for all libraries.

4.3 Tailored Offer

Two libraries were selected to be pilots for introducing the new model and developing a tailored offer, these were Keighley and Wibsey Libraries. Library profiles were produced for each of these libraries, setting out details of the local population served in the catchment area, as well as details of the current library offer and how it meets the Core Offer, as well as a 'gap analysis' setting out what more could be done to meet local needs. These documents were shared and discussed with the Working Groups set up for each of the pilots.

5. Keighley Library pilot

5.1 The development of Keighley Library as a pilot for the new model has been supported by a Working Group drawn from representatives of key stakeholders in Keighley and from other local and Council services including: local councillors, Friends of Keighley Library, Cliffe Castle, Neighbourhoods Team, local GP practice, Adult Learning & Skills, Children's Services, Adults Services, Keighley Healthy Living, library staff, Public Health, and Customer Services.

5.2 The project has also engaged with a very wide range of local organisations

including Keighley Association Women & Children's Centre, Roshni Gar, Project 6, Cellar Trust, Keighley Creative, local schools and nurseries, and Ilkley Literature Festival, many of whom are working closely with the library to deliver sessions within the library space. The Friends group assisted with local engagement by taking a stall at the local market and conducting a public survey, and holding an Awareness Day in the library.

5.3 The pilot has benefited greatly from engagement through *Create, Connect, Make*, which is a project between Keighley Library, arts organisation The Leap and artist Jean McEwan, working together with local people in Keighley to grow, test and support new ideas for community-led creativity and culture⁵¹. This included 6 public engagement sessions (including one online) and 11 sessions with specific local groups. These sessions provided the opportunity to engage informally with local people – including those who have never previously used the library - to find out what they want from the library, whilst taking part in creative activities. The project held a Creative Day for all at the library in March this year, and culminated in the 'Create Connect Make Fest' on 8th October, featuring a huge range of creative activities in the library [Our Activities - www.createconnectmake.co.uk](http://www.createconnectmake.co.uk). Those engaged provided lots of ideas for what they wanted to see happen in the library in future, and these ideas have contributed to the ongoing development plan for the library.

5.4 With so many services and organisations wanting to deliver sessions in the library, it became clear that more meeting spaces were needed, to accommodate everything from 1:1 confidential sessions, to small group sessions, and larger meetings. Whilst some group activities can comfortably take place in the open library, some (such as discussions with Living Well Advisors or Skills Advisors) would benefit from more privacy whilst others would be too noisy for the open library or need dedicated space. As a result, work has taken place to install two glass 'pods' in the library, which can accommodate up to 6 people, as well as to secure a large upstairs office (previously Children's Services office) for use as a meeting room. These spaces are already being well used. Please see Appendix B for details of an advice session delivered with partners in the library on 25th October, as an example. The library is also liaising with the Family Hub in Keighley with a view to providing more outreach and activities in the library, starting with a Homework Club and potentially sessions with midwives etc. in future.

5.5 Keighley Library has delivered a great variety of activities and events in the year since fully reopening to the public, including a Crime Fiction Festival in October, a Children's Literature Festival in May, and special events for the Queen's Platinum Jubilee, Yorkshire Day, and the Library Service 150th anniversary celebrations, among others. The library is developing as a vibrant hub in the community, working with a wide range of partners, and providing access to a wide range of services and information needed by the community.

6. Wibsey Library Pilot and Refurbishment

6.1 A Wibsey Library Working Group was established to guide and participate in the development of Wibsey Library as a pilot, in line with the new vision and model for the Service. The group has met regularly throughout the year and includes representatives of local councillors, library staff, library users, Adults and Children's services, Health & Wellbeing service, the Family Learning Service, and ward officers, with local organisations including health, Alzheimer's, local schools etc. also invited.

6.2 Key to developing the library as a hub for the South Area was ensuring that the building was made fit for purpose for the future and for use by partners and local community groups. The library closed in February due to emergency health and safety concerns with the floor, and over the intervening months a full programme of refurbishment works was planned and agreed. This included complete replacement of the floor and sub floor, replacement boiler and heating / cooling system, rewiring, new LED lighting, new insulated ceiling, new automatic opening doors, full redecoration, new flexible library furniture and layout, the installation of a fully accessible public toilet, refitted meeting room and meeting / staff room with kitchenette.

6.3 A preview for councillors and members of the Working Group was held on Thursday 22nd September ahead of reopening to the public on Monday 26th September. The formal launch of the refurbished library took place on Saturday 22nd October by the Lord Mayor and Leader of the Council. The Library now offers partners and community groups the opportunity to use the library space outside of opening hours (all the freestanding shelving and equipment is movable) and for smaller groups the opportunity to hire the smaller meeting rooms. The library is set to work much more closely with other services in future, including early years, adult services and family learning, with much interest in using the library to host more events and pop-up services.

6.4 During the closure period, a public engagement exercise was carried out to seek local views on proposed changes to the library. There was a high level of support from respondents for changes made possible by the refurbishment, as well as many ideas and suggestions for activities people would like to see in the library such as film shows, book groups, gaming and hobby nights, more activities for children and older people. These ideas and input from the Working Group and will form the basis of the library development plan going forward.

7. Staffing

7.1 The main focus of the Staffing work stream has been on preparing staff to undertake the role of supporting people with a wider range of information and support needs. Working with Public Health, the service has an ambition for all library staff to complete the Public Health training PHSE Level 1. Staff at the 2 pilot libraries have completed this training, and it is now being rolled out to other staff. Some staff are also being trained as 'Digital Health Champions' as part of the Council's Digital Inclusion work.

7.2 In this work stream, a comprehensive training audit has been completed, identifying all the training and competencies that library staff require, and identifying the source of the training, linking to online courses and toolkits etc. In tandem with this, a staff survey has been completed, asking staff to identify what training they have received and where the gaps are. This will be used to build a prioritised training plan for the Service.

7.3 Included in the training audit is new training arising out of liaison with a wide range of partners looking to use libraries as outlets to promote campaigns linked to wellbeing, including: Domestic Violence 'Safe Spots' scheme; Protect (anti Hate Crime) awareness raising, Independent Living awareness (including demonstration of gadgets for use in the home), Autism awareness and Dementia awareness.

7.4 In addition, a comprehensive review of the staffing structure and job profiles has been carried out, with new roles and a new structure proposed as more fit for purpose for

the future. Staff and union consultation was carried out on this during August, and the response to consultation will be presented during November. These proposals are not linked to savings or redundancies, but have involved updating nearly all job profiles across the service. The proposals are also intended to remodel the Service based on strengthening the relationship between libraries and colleagues working in the Neighbourhood Teams and others based on the 5 constituency Areas of the District, helping the Service to play its role in supporting the priorities of the Local Area Plans.

8. Buildings

8.1 The key focus for the Buildings work stream has been on making library buildings more flexible and fit for purpose for a wider range of partners and community organisations to use the space, in line with the vision and model for the Service. £200k capital funding had been set aside to support the service to implement the new model, and some of this funding has been used for the adaptations at both Keighley and Wibsey pilot libraries as described above.

8.2 £50k of the funding was used as match funding for a bid for £200k to the Arts Council England's Libraries Improvement Fund, which was successful. This will enable adaptations in 10 further libraries across the District over the 2 years from April 2022 including new pods and meeting spaces, movable shelving, and equipment to enable meetings including tables, chairs, digital screens etc. This has started with the creation of a small meeting room with kitchenette at Wyke Library during the October school holiday. This will enable partners to use the space for 1:1 sessions and the kitchenette will enable staff and partners to provide refreshments for events.

8.3 As well as the Wibsey Library refurbishment, there has also been investment in a number of other library buildings. In 2021, work was undertaken at Keighley Library (with repairs to flooring, redecorations and new lighting); in December 2022 Holme Wood Library will reopen following complete refurbishment at the TFD Centre; and in 2023 Baildon will move into new refurbished premises at the former Baildon Social Club following its move into temporary accommodation in September.

9. Funding

9.1 The Service successfully gained a free place on a 'Future Funding' training cohort offered by Libraries Connected, the public libraries sector support organisation, which took place during 2021/2. The training provided skills and best practice in bid writing and grant applications, as well awareness raising of potential external sources of funding. Library staff are also making greater use of Grant Finder to identify potential funding sources, and also passing relevant details onto Community Managed Libraries.

9.2 As well as success in gaining £200k external funding to help develop libraries, the Service also successfully bid for Community Infrastructure Levy (CIL) funding, and was awarded £80k in 2021 and a further £64k in 2022. This is the first time libraries have benefitted from CIL funding in Bradford. Staff are currently working on further funding bids to Arts Council England for the future.

10. IT

10.1 In 2020 it was identified that the core library service systems, including the library management system (LMS) which controls the catalogue and borrowing records, and the self-service machines in libraries, all required renewal as their contracts were due to expire. As a result a bid was successfully made for £200k capital funding to renew this technology.

10.2 Following a tender process using a regional framework, a new Library Management System was procured and went live in July 2021. This was a major change for staff and public to adapt to a new system, 'Symphony' by Sirsi Dynix. This system is now used by 9 library authorities across Yorkshire and Humberside, enabling the sharing of expertise across services, and led to a significant saving compared to the costs of the previous system.

10.3 The Service is now planning the re-procurement of self service facilities in libraries, as well as the introduction of chip and pin and online payments.

11. Contribution to health and wellbeing

As well as the 6 work streams outlined above, the Service has also worked on increasing activity related to the agreed priorities of activities that help to tackle:

- loneliness and isolation
- poverty
- assisting people back into employment
- school readiness

as these are known to be key determinants of health and wellbeing.

A joint action plan was developed with colleagues in Public Health. This included developing staff as health champions through health literacy training and awareness (as outlined under Staffing above), adapting spaces for use by Living Well advisors and others (as outlined under Buildings above), and using the library service network to promote Living Well campaigns (which the Service does throughout the year, both in the physical spaces and on its virtual platforms). Building on the existing library service offer, the priorities have been developed further as follows:

11.1 Loneliness and Isolation

Bradford Libraries successfully bid to take part in [Reading Friends](#) a funded project from The Reading Agency. This aims to tackle loneliness by bringing people together to read, chat and share stories. Bradford Libraries was included in the original pilot, working with the Home Library Service, local groups and the Home Educated Group, and received further funding this year to extend the project. This includes working with Anchor Housing to bring reading and engagement to their housing estates across the District, including a number in the South Area. This work is ongoing.

11.2 Poverty

The Library Service is playing a key role in the provision of 'Warm Spaces' this winter, as part of its contribution to helping with the Cost of Living crisis. All 10 Council libraries and many community managed libraries are offering libraries as warm spaces where people can linger, use the IT, read a book, study, have a hot drink, and play a game or complete a jigsaw. This has been made possible by funding from the Household Support Fund and

Public Health. All library overdue charges have also been dropped as a way of supporting those on low incomes and encouraging customers back into libraries.

11.3 Skills for Employment

A joint action plan between Libraries and Skills for Work has also been developed. As a result, more ESOL and basic skills courses are now being delivered from libraries, and this is set to increase as more meeting spaces and facilities are created. The Service has also launched a Business & Intellectual Property (IP) Centre at City Library, as part of the Leeds City Region BIPC offer in libraries, supported by Government funding. The Centre offers specialised books and online databases (used for market research and IP research etc.) as well as access to webinars, business events and 1:1 advice and monitoring. [Visit your nearest BIPC across West Yorkshire \(leeds.gov.uk\)](#) Towns funding has been secured for a second BIPC outlet to be opened at Shipley Library, which is currently in the design phase, and it is hoped to extend the offer to Keighley Library too.

11.4 School Readiness

Bradford Libraries has developed an action plan to support school readiness, shared and agreed with Children's Services. This has been featured on the Local Government Association (LGA) website as part of a mini peer review that took place earlier this year. [How council library services can support children and families in the earliest years | Local Government Association](#) Bradford Libraries was selected to take part in this review, conducted by the LGA, into how libraries and early years services can work more closely together. Two good practice case studies from Bradford Libraries feature on the website, the School Readiness Plan and Bradford Libraries' annual Rhyme Challenge, and on completion of the review our Development Officer for Early Years has since been asked to present at 3 LGA Webinars across the country on these subjects.

Some innovative work has taken place with partners including auto enrolment for babies to libraries through Council Registrars (launching 14 Nov 2022) and Stay and Play sessions developing in libraries in partnership with the Early Years Alliance.

Bradford Libraries also supports [BookTrust Storytime | BookTrust](#), a national book gifting programme delivered through libraries. Bradford is the third largest in our region of 25 local authorities with a birth rate of 7,000. This year Bradford Libraries has taken part in a pilot project to enhance this with special Story Times encouraging families to read and visit their local library. The service has also teamed up with Bradford Royal Infirmary to provide books to newborns: [Bradford Royal Infirmary teams up with local library service to give babies the best start in life with books | BookTrust](#). BookTrust have made significant changes this year to the Bookstart offer and Bradford Libraries have worked hard to target toddler and pre-school packs to families in need with 1-2 year olds and 3-4 year olds through innovative new partnerships with health and childcare settings.

12. Conclusion

12.1 Bradford Libraries has made great progress in implementing the new vision and model for the Service, working proactively with a much broader range of internal and external partners, gaining external funding to make library buildings fit for purpose, launching new and innovative services, and preparing staff to support people with a wider range of queries. The two pilot projects have provided templates and tools for local

engagement and service planning, which will now be rolled out to all libraries across the District. Recruitment to a Programme Support Officer post is underway, to support the roll out and delivery of the Libraries Improvement Funded project.

12.2 Development plans for all libraries will be produced as part of the roll out, linked to locality working and Local Area Plans. Libraries have great potential to support early help and prevention activity with other public sector partners, providing online and printed information for people to self-help as well as signposting and connecting into local community organisations and services that can provide more specialist support. They are also idea bases in communities for local groups, council staff and partners to meet, hold events and deliver customer facing services.

13. FINANCIAL & RESOURCE APPRAISAL

The net budget for the Service is £1.75m which includes an income target of £175k. The Library service also receives funding from Public Health, totalling £700k.

The largest elements of expenditure are employees at just over £2m and premises at just under £600k. The Service is currently reporting more than £500k projected overspend to the end of this financial year. This is made up of an unachieved saving of £350k (representing the balance remaining from the original £1.05m savings requirement for the service in 2020/21 partly met by a £700k investment by Public Health) and £150k pressures particularly in relation to premises costs.

Work is ongoing to look at how these pressures can be met and will be considered as part of the Council's overall budget planning for 2023/4 and beyond.

14. RISK MANAGEMENT AND GOVERNANCE ISSUES

No significant issues have been identified, but see below.

15. LEGAL APPRAISAL

The Library Service is a statutory service under the Public Libraries & Museums Act 1964.

16. OTHER IMPLICATIONS

No other significant implications have been identified.

17. RECOMMENDATIONS

Members are recommended to note and comment on the progress made by Bradford Libraries on service recovery following the pandemic and the implementation of the vision and model for the Service.

18. APPENDICES

Appendix A: Core Offer for Bradford Libraries (poster and description)
Appendix B: Example of new offer at Keighley Library (poster)
Appendix C: Wibsey Library survey response (summary extract)

19. BACKGROUND DOCUMENTS

Report to Executive March 2020 which agreed the new vision and model for libraries: [Bradford Council - Agenda for Executive on Tuesday, 24th March, 2020, 10.30 am \(moderngov.co.uk\)](#) (item 115)

Bradford Libraries

Building A Better Future

Our Core Offer for a modern, efficient & comprehensive service.

Books & Resources

Free access to a range of book stock to browse and borrow for adults and children.

Free Internet access, access to Wi-Fi and online resources incl. e-books/audiobooks.

Library membership available to all from birth.

Inter-library loans and reservations.*

Printing facilities.*

Learning & Activities

A Community of Readers through reading groups, activities and recommendations.

Events & Activities – for adults and children.

Provisions for learning including courses and workshops.

Access to Local History resources, support and information.

Programmes in the community incl. outreach work and the Home Library Service.

Information & Support

Support and help to get online – Learn My Way course.

Commitment to customer service with trained, welcoming and helpful staff/volunteers.

Information, support and signposting.

Health & Wellbeing Information, activities, signposting and support.

Job Hunting support.

Great Spaces

Safe neutral spaces – incl. study spaces, space for groups and societies to meet.

Family Friendly Libraries.

*Charges may apply



bradford.gov.uk/libraries



Bradford Libraries Core Offer

Introduction

The new model for Bradford Libraries (Building A Better Future) provides a core offer that residents can expect to see as a minimum in our Council run libraries, with an ambition that all our libraries including those delivered by communities will sign up to a commitment to delivering the core service in the future. The core offer will drive consistency in the range of services that our residents receive and support our ambition of operating a single library network across all libraries. This means that regardless of which library you visit you will receive the same core offer.

Core Offer for Bradford Libraries

Our Bradford Libraries Core Offer will be implemented through a range of provisions.

It will reflect the national Universal Offers from Libraries Connected in Reading, Health & Wellbeing, Culture & Creativity, Digital & Information as well as the Children's Promise and Vision & Printed Impairment Promise. Other drivers include our council priorities, customer priorities taken from the recent consultation on the new model and our recent Bradford Libraries Public Health Plan.

The core offer for libraries in Bradford will include the following provisions:

- ***Library membership available to all from birth.***
- ***Free access to a range of book stock to browse and borrow for adults and children including e-books/e-audio books.*** Our stock specification is created by library staff to ensure we reflect our communities needs and that we offer varied materials for loan and reference in hardback, paperback, e-book, e-audio and large print. We will provide access to the library system to issue, renew and request/reservation.
- ***Inter-library loans and reservations collections.***
- ***Free Internet access for all, access to wi-fi and online resources offer***
 - **Online offer** - eLibrary (includes online services) – www.bradford.gov.uk/libraries customers can access eBooks and reference material, browse our 24 hr catalogue, reserve items and book events online. We will offer a range of online activities.
 - **Free public access to PCs including wi-fi** - We will offer public computers and help people to develop their digital skills and confidence.
 - **Support and Help to get online** – Customers can access help and support to get online with our Learn My Way courses.
 - **Printing facilities** will be available (*charges may apply).
- ***Commitment to customer service and trained, helpful staff/volunteers offering face to face support.***
- ***Information, support and signposting*** – we will help people access library services and materials, and signpost to services offered by partners including other council departments, third sector information and links with community organisations and initiatives in the area.

- **A Community of Readers** through reading groups, activities and recommendations. Reading group sets will be available for loan.
- **Safe neutral spaces** – we will provide spaces which are welcoming for a range of age groups and diverse needs. We will offer study spaces, space for groups and societies to meet and we will work with other partners to ensure the space is utilised to maximise capacity.
- **Health & Wellbeing Information, activities, signposting and support** – we will work closely with our partners in Public Health and deliver a health and wellbeing support plan detailing provision of information, activities, support and signposting for our customers around health outcomes. We will provide Books on Prescription/Reading Well/Shelf Help book collections to support and help customers manage and understand health and wellbeing using helpful reading.
- **Events & Activities** - our libraries will deliver activities for the community that provide cultural and creative experiences and benefit our customer's health and well-being. We will liaise with partners on national reading schemes including the Summer Reading Challenge and more local initiatives such as The Bradford Libraries Rhyme Challenge. Our libraries will offer regular activities for adults. Libraries will also offer regular activities for children and families including story time and rhyme time.
- **Provisions for learning** including courses and workshops.
- **Programmes of engagement with the community including outreach initiatives and ways of encouraging wider usage.** Libraries will offer access to the Home Library Service for Bradford and district residents who find it difficult to get to their local library, whether that be due to disability, illness or caring responsibilities. Libraries will support school class visits.
- **Job Hunting support** – Bradford Libraries will help unemployed people in their search for work.
- **Access to Local History resources, support and information** – Bradford Libraries aim to provide a safe repository for the collection of sources for the study of local and family history.
- We will provide **Family Friendly Libraries** - we provide a warm welcome for families with accessible environments for book sharing, study and reading for pleasure. Bradford Libraries are part of the NHS Breastfeeding Welcome Here Scheme and the NHS Compassion for Mum's Wellbeing initiatives.



COMMUNITY ADVICE SURGERY

Drop in sessions



- Welfare & Benefit Advice/No Visa Required
- Covid & Flu Vaccinations/Health Advice
- Immigration & Legal advice
- Careers Advice/CV Writing/Return to work
- Social/Physical/Mental/Financial Advice
- Wellbeing & Healthy eating Advice
- Computer/Internet Advice
- Children activities available

Date & Location

Tuesday

25th October

10:00am - 4:00pm

KEIGHLEY LIBRARY

North Street, Keighley, BD21 3SX

07376738407



City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL



**modality
partnership**
A Commitment to Care

Bradford District and Craven
Health and Care Partnership



KHL Healthy
Living



ALEXANDER COUSINS
CRIMINAL DEFENCE SOLICITORS



Appendix C: Survey response – support for planned new facilities and activities in Wibsey Library

All of these sound amazing ideas, and would be an excellent addition for the residents of Wibsey!

Services where people could go to discuss benefits would be a great idea as not everyone can get to CAB or Council offices due to disabilities etc. so it would be very useful to have someone there at least a couple of times a week so people can go and get advice when they need it. Also just have an area in the library where groups can get together

Definitely a toilet that ALL are welcome to use. A must for the elderly! A toilet would be great especially for

I think a good range of services to meet all needs for all ages. The library is a safe place

The library at Wibsey is the ONLY means if getting out for some of the people within the community, especially

Wibsey Library was a haven during the storms of the pandemic..... Please don't underestimate the importance of

