

CUSTOMER SERVICE, PERFORMANCE & LIBRARIES PORTFOLIO

1. Cabinet decisions since the last Executive Member report to the County Council

- 1.1 Following an extensive public consultation in the autumn of 2014, Cabinet agreed Revised Proposals for Delivering the Inspiring Libraries Strategy in February 2015.

2. Consequences of Cabinet decisions before the last meeting of the County Council

- 2.1 None at this time.

3. Anticipated/future decisions to be made by Cabinet

- 3.1 In February, Cabinet asked for further work to be done to explore alternatives to the current mobile library service. A further paper on Delivering Outreach Library Services will be presented to the Customer Service, Performance and Libraries Cabinet Panel in May 2015.

- 3.2 In March, a report went to Policy, Resources and Transformation Cabinet Panel regarding Knebworth Library. The Panel have recommended Cabinet agreement to the provision of improved centralised local services in Knebworth, through authorising the disposal of the existing Library site with the view redevelopment the site to provide a new library, together with a Doctors surgery and pharmacy in a single new building. Cabinet will consider this recommendation at its March meeting.

4. Other comments

- 4.1 Average wait times at the Customer Service Centre continue to be positive, with these being consistently under 20 seconds since May 2014. The time taken to answer calls was on average 16 seconds in November, 13 seconds in December, 17 seconds in January and 15 seconds for February.
- 4.2 As part of the Next Generation Website project to replace hertsdirect.org I chaired an event for small and medium sized enterprises (SMEs) in Hertfordshire. We had over 80 attendees from 65 companies, and we made them aware of opportunities to help design and work on the new website, as well as how they could bid for other work with the County Council.
- 4.3 As part of the Library Service's public consultation on the 'Inspiring Libraries' Strategy proposals, the Deputy Cabinet Member and I attended 17 drop-in sessions at libraries and mobile library stops across the County. I also attended meetings with local campaigners at Buntingford and Sawbridgeworth.
- 4.4 On 5 February, I attended the Local Government Association (LGA) national seminar for Library Service portfolio holders at Exeter Library.

- 4.5 I attended the 'Health for All' event at Welwyn Garden City Library on 17 February, where I launched the new Books on Prescription collection to support dementia sufferers and their carers.
- 4.6 On 24 February, I attended an event at Hertfordshire Archives and Local Studies to promote the availability of Hertfordshire School Log Books online.

5. Cabinet Panels

- 5.1 Since the last Executive Member report to Council, the Customer Services, Performance and Libraries Cabinet Panel has met on 12 December 2014, 10 February 2015 and 20 March 2015. The matters discussed can be found at the following locations:

12 December 2014 - http://www.hertsdirect.org/your-council/civic_calendar/custserperfandlibcp/18311864/

10 February 2015 - http://www.hertsdirect.org/your-council/civic_calendar/custserperfandlibcp/18311867/

20 March 2015 - http://www.hertsdirect.org/your-council/civic_calendar/custserperfandlibcp/18311873/

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March 2015