

Overarching strategic objective	1. Improve the quality of core library and information services provided by Idea Stores and Libraries		
Key priority area	1.1 Improve the core reading offer		
Key initiatives / deliverables	Responsibility	Key milestones	Progress Status
<p>Implement an improvement programme to strengthen the reading offer in Idea Stores and Libraries.</p> <p>Key initiatives include:</p> <ul style="list-style-type: none"> • Carry out market research on customer reading and information needs and preferences, and introduce continuous monitoring of performance • Improve stock selection and procurement (breadth, depth and quantity of stock; space management; stock circulation; value for money; stock promotion) • Improve stock management (procedures, procurement methods, systems, controls, reports, routines) • Improve the value for money of book stock (supply chain, making the London library consortium more effective, improving cost and speed of delivery, and internal operations) • Improve facilities, staff capability and store management (space allocation, floor and window displays, signage, staff management, training and communication) 	<p>Judith St John Kate Pitman</p>	<p>Detailed planning of initiatives completed by July 2009</p> <p>Standards on presentation of stock adopted by July 2009</p> <p>Layout of ISW reviewed by July 2009 as part of the stock improvement pilot</p> <p>Refresh of stock across the network undertaken by September 2009</p> <p>Improved signage at ISW as part of the stock improvement pilot by March 2010</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>

Overarching strategic objective	1. Improve the quality of core library and information services provided by Idea Stores and Libraries		
Key priority area	1.2 Improve the quality of core information services		
Key initiatives / deliverables	Responsibility	Key milestones	Progress Status
<p>Review and refresh the quality of information services provided by Idea Stores and Libraries.</p> <p>Key deliverables include:</p> <ul style="list-style-type: none"> Clearly articulating the scope of information and events offered at Idea Stores and Libraries – particularly their role in providing a platform for community information Implementing a service improvement plan to improve the quality of Local History Library and Archives services 	<p>Judith St John Denise Bangs Tamsin Bookey</p>	<p>Agree scope for reviewing information and advice services by August 2009</p> <p>Initiate review project by September 2009</p> <p>New service model for information services in Idea Stores devised by October 2009</p> <p>Heritage Manager appointed by May 2009</p> <p>Design and tender process for improvements to Bancroft Library completed by July 2009</p> <p>Works at Bancroft Library completed by December 2009</p> <p>Heritage Strategy for Tower Hamlets identifying future development of Bancroft Local History Library and Archives adopted by December 2009</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Revised completion date for initial works package September 2010</p> <p>Building Master Plan under development.</p> <p>The Local History Library & Archive Strategy focusing on service improvement and operations is being developed separately.</p>

Overarching strategic objective		1. Improve the quality of core library and information services provided by Idea Stores and Libraries		
Key priority area		1.3 Improve key business management processes		
Key initiatives / deliverables		Responsibility	Progress Status	Progress Status
Implement the Culture and Sport Improvement Toolkit (CSIT) Improvement Plan for Libraries and Idea Stores.		Judith St John Heather Bonfield	CSIT Improvement Planning completed and improvement projects identified by June 2009 Improvement projects initiated by August 2009 Improvement projects completed – tbc following completion of improvement planning stage	Ongoing
Overarching strategic objective		2. Improve the quality and scope of core adult learning services		
Key priority area		2.1 Improve and expand the information, advice and signposting services that support learners		
Key initiatives / deliverables		Responsibility	Key milestones	Progress Status
Review and refresh information, advice and signposting services that support learners in Idea Stores and Libraries. Key deliverables include: <ul style="list-style-type: none"> • Reviewing existing systems and procedures • Evaluating the quality of current services – including compliance with the Common Inspection Framework • Identifying any gaps in provision • Identifying further staff training needs 		Fiona Paterson Judith St John	Review completed by September 2009 Transfer of staff to Lifelong Learning Service and new Information and advice service in place as part of Wider Learner Support Service by December 2009 Implementation of other review recommendations initiated by March 2010	Complete Revised completion date July 2010 Ongoing

<ul style="list-style-type: none"> Making recommendations on improving information, advice and signposting services 		Programme of staff training for front-line staff designed by September 2009 and delivered to all relevant staff by June 2010	Ongoing
Overarching strategic objective	2. Improve the quality and scope of core adult learning services		
Key priority area	2.2 Review the lifelong learning curriculum and delivery structure to focus provision that supports employability		
Key initiatives / deliverables	Responsibility	Key milestones	Progress Status
Review the lifelong learning curriculum and delivery structure to focus provision that supports employability	Fiona Paterson	Business reviews undertaken in each curriculum area completed by May 2009 Skills for Life curriculum extended by appointment FTE literacy and numeracy teaching staff by September 2009 Service – wide cross – curriculum employability initiatives agreed and introduced into the 2009/10 academic year programme Employability core-curriculum units developed for enrichment and progression by March 2010	Complete Complete Ongoing Ongoing

Key priority area	2.3 Review of lifelong learning curriculum for non-accredited provision including personal, community and development learning so that it better reflects community demand		
Key initiatives / deliverables	Responsibility	Key milestones	Progress Status
Review of lifelong learning curriculum for non-accredited provision including personal, community and development learning so that it better reflects community demand	Fiona Paterson	<p>Business reviews undertaken in each curriculum area completed by May 2009</p> <p>ACL curriculum organised to give progression opportunities and course descriptions re-written as needed by July 2009</p> <p>System for gathering Information on learner and potential learner enquiries are routinely collected, recorded and monitored by March 2010</p> <p>Learner consultation events to be undertaken by February 2010</p>	<p>Complete</p> <p>Complete</p> <p>Underway. Recruitment of Learner Support and Advice manager to be complete by end of June 2010.</p> <p>Ongoing</p>

Overarching Strategic Objective	3. Expand the provision of high quality health information, advice and support in Idea Stores and Libraries
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Key priority area	3.1 Expand the delivery of NHS choices programmes		
Key initiatives	Responsibility	Key milestones	Progress Status
<p>Expand the delivery of the Health Trainers programme in Idea Stores and Libraries.</p> <p>The programme will focus on:</p> <ul style="list-style-type: none"> • Providing information and awareness on nutrition, physical activity and smoking cessation • Signposting people into appropriate services, activities, specialist organisations relevant to support their health needs • Delivering healthy lifestyle activities • Providing 1-to-1 motivational support 	<p>Judith St John Chris Lovitt</p>	<p>Identify opportunities to build on the successful health trainer programme in Idea Stores by June 2009</p> <p>Implement health trainer services one day a week in all four Idea Stores by September 2009</p> <p>Engage NHS Tower Hamlets in discussion about future re-commissioning of Health Trainers and provision from Idea Stores by September 2009</p>	<p>Complete</p> <p>Health trainers providing services at Whitechapel, Crisp Street and Bow Idea Stores</p> <p>Ongoing. NHSTH tendering opportunities not yet available.</p>
<p>Explore the opportunity to deliver further health advice and information services from Idea Stores and build on the Idea Stores to support healthy living and public health campaigns.</p> <p>Key deliverables (subject to further detailed work) include:</p> <p>Time for Health, Health Literacy, Health Trainers, Life Check, Digital Mentors, NHS Choices</p>	<p>Judith St John Chris Lovitt</p>	<p>Identify projects for implementation by October 2009</p> <p>Implement the programmes in Idea Stores by January 2010</p>	<p>Complete</p> <p>Ongoing</p>

Key priority area (contd)	3.2 Introduce new health and employment initiatives (contd)		
Key initiatives	Responsibility	Key milestones	Progress Status
Implement health and employment initiatives in Idea Stores	Judith St John Chris Lovitt Fiona Paterson	Scope the project to deliver the Skilled for Health programmes by September 2009. Implement the programmes in Idea Stores by January 2010. Lifelong Learning invited to tender for delivery of health programmes by October 2009	Complete Ongoing NHSTH tendering opportunities not yet available
Overarching Strategic Objective	4. Expand the provision of high quality employment information, advice and support		
Key priority area	4.1 Expand the Single Point of Access service		
Key initiatives	Responsibility	Key milestones	Progress Status
Explore the integration of Idea Stores into strategic employment initiatives, including the Single Point of Access This initiative would provide a wide range of joined-up services that help to address the multiple barriers to employment in order to support people into work.	Judith St John Fiona Paterson	Idea Stores/Lifelong Learning are represented on and actively contribute to Employment Strategy Implementation Group by July 2009	Complete. The ESIG has been superseded by the Local Economic Assessment and Lifelong Learning is engaged in this.

Overarching Strategic Objective	5. Expand and improve the provision of high quality, accessible ICT and ILT infrastructure, services, training and support in Idea Stores and Libraries		
Key priority area	5.1 Implement an ICT and Information Learning Technology (ILT) Strategy for Idea Stores and the Lifelong Learning Service.		
Key initiatives	Responsibility	Key milestones	Progress status
<p>Implement the ICT Strategy for Idea Stores and update the Information Learning Technology (ILT) for the Lifelong Learning Service.</p> <p>Key areas of focus should include:</p> <ul style="list-style-type: none"> • scope of the on-line service offer • scope of the in-store ICT and ILT service offer (eg learning, advice and support) • ICT and ILT investment strategies (eg equipment, physical environment) • working arrangements with Corporate IT (eg scope of services provided, service standards) 	<p>Judith St John Fiona Paterson</p>	<p>Roll out of RFID and self service to all sites by March 2010</p> <p>Implement Electronic Document Interface (EDI) module of OpenGalaxy by March 2010</p> <p>Agree upgrade plan and implement change-over of all IS PCs to LBTH Corporate IT standard by December 2009</p> <p>Updated ILT strategy reviewed September 2009</p>	<p>Implementation of RFID scheduled for September 2010</p> <p>Superseded by implementation of R2P procurement system across LBTH</p> <p>Complete</p> <p>Complete</p>

Overarching Strategic Objective	6. Strengthen inclusion and accessibility		
Key priority area	6.1 Identify opportunity sites to implement the Idea Store / Library network reconfiguration strategy		
Key initiatives	Responsibility	Key milestones	Progress Status
Work with the Planning and Building Schools for the Futures Teams to identify opportunity sites to implement the Idea Store / Library network reconfiguration strategy – where this can be justified on cost, performance and efficiency grounds.	Robin Beattie Thorsten Dreyer Judith St John	Establish BSF/Idea Store Service engagement mechanism by June 2009 Engage with D&R on the development of the LDF suite of documents to ensure alignment by September 2009 Engage with the Town Centre Implementation Programme to develop strategic links into economic regeneration initiatives by August 2009 Carry out detailed feasibility and business planning work in relation to potential sites by December 2009	Complete Complete Complete Complete

Overarching Strategic Objective	6. Strengthen inclusion and accessibility		
Key priority area	6.2 Increase engagement by under 16s and their families		
Key initiatives	Responsibility	Key milestones	Progress Status
Design and implement a range of new family reading and learning activities	Karen Robinson Kate Pitman Sergio Dogliani Fiona Paterson	Re-fit of ISW children’s library by March 2010 Completion of Summer Reading Challenge by September 2009 Roll-out of “Engaging Young People” Project by January 2010 Delivery of a programme of cultural activities for young people through Find Your Talent by September 2009 Review BookStart delivery mechanism, engage with partners to increase awareness of IS services for 0-3 year olds by March 2010 Ensure parents and children on family learning programmes are routinely signposted to their nearest Idea Store/Library and	Ongoing Complete Project currently under development at Idea Store Bow Complete Complete Complete

		opportunities to promote the service are created from June 2009	
Key priority area	6.3 Implement the Equalities Impact Assessment Action Plan across the service		
Key initiatives	Responsibility	Key milestones	Progress Status
Implement the Equalities Impact Assessment Action Plan across all Libraries and Idea Stores	Graham Pollard	<p>Review service provision to centres for elderly & disabled people by Mar 2010</p> <p>Improve services to people with mental health problems by July 2009</p> <p>Improve services & stock for people with learning disabilities by March 2010</p>	<p>Ongoing</p> <p>Complete</p> <p>Complete</p>

Overarching Strategic Objective	7. Co-locate cultural, leisure and other council services where this will increase efficiency, effectiveness and value for money		
Key priority area	7.1 Support the implementation of the Transforming Social Care agenda		
Key initiatives	Responsibility	Key milestones	Progress Status
Support the implementation of the Transforming Social Care agenda.	Judith St John Sarah Ford	Scope outline of universal information on social care choices	Ongoing
Key priority area	7.2 Support the implementation of the Customer Access Service		
Key initiatives	Responsibility	Key milestones	Progress Status
Support the implementation of the Channel Access Strategy	Judith St John Claire Symonds	To be determined by Channel Access Strategy working group	Ongoing