

Service Action Plan

RAG status	Missed target requires action	On target but with minor issues	Completed action
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Council's Revised Approach to Idea Stores and Library Services Action Plan

Recommendation 1: The council to provide more comprehensive information on its five-year vision for the future of Idea Stores and library services. This needs to include a full review of staffing levels to maintain services and publish further detailed information on the future site use of Watney Market Idea Store and Bethnal Green Library. It needs to examine how library services can be supplemented by other council services and further consult residents on how proposed reduction of hours will be tailored to meet local demand.

Comments from Service: The service received early site of these recommendations and other comments from the challenge session in order to include it as part of the consultation process on the review of the Idea Stores. Having a challenge session within the consultation period enabled us to hear from residents and others we may not otherwise have heard from. As a result of feedback, including what we heard at the challenge session, the proposal changed significantly. Unfortunately, the timescales for the cabinet meeting did not allow for the O&SC report and formal action plan to happen in a formal way. As part of the changes agreed by cabinet a further review of Idea Stores was agreed. This further review was to allow time for further engagement and the development of the vision.

Action	Owner(s)	Deadline	Comments	RAG
Develop / Update vision for the Idea Store Service in light of the review of services	Head of Idea Store Service	Nov 2022		

Recommendation 2: The council to revisit its proposed plan for the Isle of Dogs library service and consider the merits of deprioritising Canary Wharf (as this is subject to future closure) to free up resources to sustain Cubitt Town Library Service in the interim until such time a new alternative site is opened.

Comments from Service:

The plans for the Isle of Dogs Library service were significantly changed as a result of the consultation process including the challenge

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session. The long term plan is still to replace both current sites on the Isle of Dogs with a new more centrally located Idea Store when the development at Cross Harbour allows for this. This will be included in the future review of the Idea Stores.

Action	Owner(s)	Deadline	Comments	RAG
Undertake planned review of impact and future needs	Head of Idea Store Service	Nov 22		

Recommendation 3: The council to review and bring up to date its Equality Impact Assessment (EqIA) for all Idea Stores and library services to help comprehend the impact on protected characteristic groups.

Comments from Service:

This was done as part of the final report that was taken to Cabinet on the 3rd March 2021

Action	Owner(s)	Deadline	Comments	RAG
None				

Recommendation 4: To further undertake comprehensive risk assessments to help understand the impact of change on wider determinants including; delayed recovery and continuation of the pandemic, impact on footfall and local economy, increase in demand user groups, impact on children and young people's educational outcomes, level of social deprivation, poverty, social isolation, crime and antisocial behaviour and community tension/ cohesion.

Comments from Service:

The public consultation enabled us to understand much of this and it was fed into the Equality Impact Assessment. These issues will be revisited however as part of the review in 18 months time.

Action	Owner(s)	Deadline	Comments	RAG

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Undertake planned review of impact and future needs	Head of Idea Store Service	Nov 22		
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Recommendation 5: The council to review the use of Idea Stores and library service's spaces so that youth hubs can offer dedicated spaces for children and young people to use for their education and social connection needs.

Comments from Service:

In the light of the changed proposals the need to engage with youth hubs to replace study space capacity lost is not as urgent. However this is still worth exploring.

Action	Owner(s)	Deadline	Comments	RAG
Explore whether youth hubs can or should provide study space for young people.	Head of Service Idea Stores	October 21	6 months to allow for post covid considerations	

Recommendation 6: The council to investigate and publish the results into the research it's undertaken for alternative / external funding streams. This must include a review of its application of fund streams such as Public Health or New Homes Bonus (earmarked for reserves), that could be aligned to a longer consultation period for examining the future delivery model of Idea Stores and library services whilst undertaking further assessments on the geography of sites being considered along with the economic impact on people.

Comments from Service:

This recommendation has been superseded by the changed proposal.

Action	Owner(s)	Deadline	Comments	RAG
None				

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Recommendation 7: The council to investigate and publish results of how it can develop revenue streams from commercialisation of the Idea Stores and library service's physical premises and its digitalisation agenda to offset some of the savings requirements and future proof the sustainability of Idea Stores and library services.

Comments from Service:

We already have revenue streams in the Idea Stores. This is particularly true for venue and room hire. This is already vital to our budget. However this is being considered as part of the wider work on a more commercial approach to venue hire.

Action	Owner(s)	Deadline	Comments	RAG
Support the corporate review of venue hire charging and devt of new website	Teresa Heaney	June 21	This is due to report via PMO and Basis with Comms putting site live in June	
Work with PH Colleagues to explore funding for IS as part of their review of the grant	Head of Idea Store Service / DD Public Health			

Recommendation 8: The council to market and publicise the commercialisation of the Idea Stores and library services (using its communication channels and advertising space) and to include engagement with different media groups including Bangladeshi Language Media, Social Media Influencers and others to help it achieve a wider reach for business opportunities and revenue growth.

Comments from Service: More can always be done to market this service and feedback will help us make the service more valuable to our communities.

Action	Owner(s)	Deadline	Comments	RAG
Revisit annual communication plan with the communications teams to ensure this recommendation is picked up	Head of Idea Store Service	October 21		

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