

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2017-2018**

**PUBLIC SERVICE DELIVERY,
COMMUNITIES & PROSPERITY
SCRUTINY COMMITTEE**

27TH JULY 2017

**REPORT OF THE DIRECTOR OF
LEGAL & DEMOCRATIC SERVICES**

Agenda Item No. 6

**EXECUTIVE RESPONSE – MOBILE
LIBRARY REVIEW**

**Author: J L Nicholls – Senior Democratic Services Officer
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1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to make Members aware of the response received from the Executive to the findings and recommendations of the Public Service Delivery, Communities & Prosperity Scrutiny Committee review into the Rhondda Cynon Taf Mobile Library Service.

2. RECOMMENDATIONS

- 2.1 It is recommended that Members:-
- 2.2 Receive and acknowledge the response from the Executive to the recommendations submitted by this the Public Service Delivery, Communities and Prosperity Scrutiny Committee following its whole committee review into the Mobile Library Service.

3. BACKGROUND

- 3.1 The Public Service Delivery, Communities and Prosperity Scrutiny Committee identified the Mobile Library Service as an area for review following the service changes in 2014. Members were, at the time, concerned about the impact of the service change on the Mobile Library Service in Rhondda Cynon Taf and resolved to undertake a whole Committee review to assess how well the current provision was able to meet the needs of the residents of Rhondda Cynon Taf.

(A copy of the final report and recommendations can be accessed [here](#)).

- 3.2 The report of the Committee's review into the Mobile Library Service was agreed by Committee at its meeting on the 12th December 2016 and subsequently passed to the Executive for its consideration.

3.3 The Scrutiny report was formally considered by Cabinet at its meeting held on the 9th March 2017 when the following recommendations were agreed:-

1. Further promotion of the mobile library service through existing partnerships such as Communities First, Housing Associations and local Elected Members;
2. To further promote the online facilities available to customers so that they can order books and/or CD's ready for collection from the mobile library;
3. To retain the length of stops (as to alter them would have an impact on the number of stops which would have a potential adverse affect on more customers);
4. That posters are displayed on the door of each mobile library vehicle to inform customers that all mobile libraries have disabled access;
5. That provision is made available on the mobile library, in the form of a checklist, for customers to be able to pre order books/CD's in advance of their next visit

3.4 The response of the Executive to Committee's recommendations is attached at Appendix 1.

LOCAL GOVERNMENT ACT 1972

as amended by

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

**PUBLIC SERVICE DELIVERY, COMMUNITIES & PROSPERITY SCRUTINY
COMMITTEE**

LIST OF BACKGROUND PAPERS

27th July 2017

REPORT OF THE DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES

Item: Response of the Executive

(Officer to Contact: J L Nicholls, Senior Democratic Services Officer –
Telephone No. 01443 424098)

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Date: 17th March, 2017

Dear Councillor Bradwick,

Thank you for the report of the Public Service Delivery, Communities and Prosperity Scrutiny Committee and the work undertaken by the Committee in relation to the Mobile Library Service.

The Council is committed to offering a comprehensive and efficient library service that meets the needs of residents and visitors to the county as required under the Public Libraries and Museums Act 1964. We recognise the importance of ensuring that customers who are unable to visit a static library, are able to benefit from borrowing books, CDs and DVDs and access online materials.

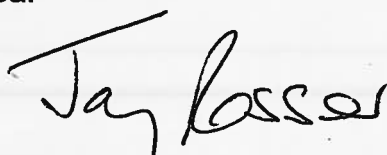
I welcome the recommendations that you as a Committee have put forward for the Cabinet and agree that the Mobile Library Service is valued by the customers, particularly older people, who depend upon it but that, as you indicate in your report, the level of use of the service is not as high as we would like it to be.

I agree that it is important to pro-actively promote the range of services on offer so that residents understand that they can order books and other loan materials online and have them delivered by the mobile library. It is also important that disabled people are aware that the mobile libraries are accessible to people who are wheel chair-bound.

It is evident from the Report that Members of the Committee scrutinised each aspect of the Mobile Library Service including analysing the feedback provided by people who used the service. I was gratified to see the high levels of customer satisfaction with the service and am happy to see that no major issues of concern had been raised by customers.

As Cabinet member, I would like to thank all of the Members for their involvement in this important piece of work, the officers who assisted you and the members of the public who responded to the survey. I believe that taking forward the recommendations outlined in your report will have a positive impact on service delivery in this area.

Yours sincerely



Councillor J Rosser

Y Cyngorydd J Rosser