MUSEUMS LIBRARIES ARCHIVES
LONDON

Capital Ambition

capital ambition

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LONDON CULTURAL IMPROVEMENT GROUP

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Improving the quality, effectiveness and efficiency of public library services

lessons learned from London

World class services for a world class city
www.capitalambition.gov.uk

capital ambition

Context

- Part of the wider London Cultural Improvement Programme
- Funded by Capital Ambition and other partners
- Library Change Programme is just one of a number of work strands
- Designed to improve London's Local Authority Cultural Services

National Context

- DCMS Review
  - Evidence for the national strategies
- CSR 07
- White paper on Sustainable communities
  - National Performance Framework
  - CAA

Other LCIP Work Strands

- Improving Data Quality and Accessibility
- Improving the evidence base and developing impact measures
- Local Authority Improvement
  - CSIT / Peer Supported Improvement
  - Museum Improvement
- Improve Advocacy (Members)
- Project Management

Drivers for Improvement

- London's CPA performance
  - Culture
  - Library performance
  - Cost of London's public libraries
- Efficiency Agenda
  - Requirement to make cashable savings
- Transition to CAA

Performance headlines

- Cost of London's Libraries, £240m
- Higher expenditure than national average
  - 64%more for inner London and 21% for outer
- In the last decade
  - Cost increasing at double the rate of inflation
  - Expenditure on books decreased by 39%
  - Book stock reduced by 20%

More Stats and facts

- User satisfaction is very high overall
  - But, considerable variation across London
- Resident satisfaction lower
  - 67% for London compared with 74% nationally
- Library visits are 20% higher than England
  - Big variation across London
  - Still only 4% higher than 1997

3 phases of LLCP

1. Feasibility
2. Efficiency projects
3. Delivery
    1. Conference planned
    2. LA's to take forward

Phase one

- Feasibility provided evidence / recommendations
  - Workforce
  - Procurement and stock management
  - Modernisation
  - Marketing and communication

Phase two

- 3 efficiency projects
  - Review of Inter Library Loans
  - Workforce benchmarking Study
  - Development of Common Standards / procurement processes

Phase three

- Provide a platform for the potential for shared services and collaboration and efficiency savings

Resourcing the programme

- LCIP Capital Ambition bid
- Feasibility study (phase 1) 60K
  - Plus in kind match funding £17K
- 3 Efficiency projects phase 2 124K
  - Cash match funding £30K
  - In kind Match funding £45K

Critical success factors

- Support from MLA London
- Engagement London Boroughs (inclusive bottom up approach)
  - CLOA
  - London Libraries (ALCL and LLDA Merger)
  - Members through London Councils and various boards
- Lobbying CEO's for support and awareness
- Time was right – CSR 07 / efficiency agenda

Critical success factors

- Bite sized approach to bid and to projects
  - Delivering results and going back for more
- Using Senior London Treasurers group
- Calculating return on investment – MIE tool
- Providing match funding and in kind resource
- Providing clear data and evidence
- A solid performance at Capital Ambition Board
- Working pan London – enabling/ facilitating

What next?

- September interim results and identify potential savings
- 13 November London Libraries Conference
- Potential for shared services and collaboration to create efficiencies
- CA expect 7:1 return on investment - £1.3m!
- Outline hopes for conference
  - LA's are the ones that have to take this forward
  - We will have provided the platform for the future potential and for cashable savings
  - And for shared services

Options for interactive session

- Q+A on programme
  - potential to apply it in other regions
  - Learning from other regions and initiatives
- Demonstration of MIE Tool