

Leicestershire's future

The plan for change



Community Managed Libraries

Update 18

15th September 2015

Community Managed Libraries – Annual Review Report template (Updated)

The purpose of collecting information of performance is to enable each CML group to be able to measure the progress it is making, and also provide a framework for the ongoing contact with the County's library service.

Performance can be measured in a number of ways, but the main 2 areas are:

1. Quantitative: this is about measuring amounts of work and volumes.
2. Qualitative: this is about measuring the outcomes, satisfaction and impact of work undertaken.

The requirement for a CML annual review is contained in the Grant Agreement Schedule 9 Monitoring Arrangements, attached at Appendix 1. Failure by a CML to provide an annual report may have implications for grant payments and/or support from the County Council.

The annual review meeting will take place approximately 12 months after the date of transfer and be organised by the CML Support Officer.

County Council attendees at the annual meeting will include:

Locality Manager (Chair)

Community Managed Library Support Officer

Relationship Manager

Finance representative

Property Services representative

The CML Support Officer will be responsible for taking notes of actions agreed at the review meeting and for monitoring progress. In the event that concerns are raised with the ability of the group or LCC to achieve the actions agreed then the CML Support Officer will escalate these concerns in the first instance to the Locality Manager, and then, if unresolved, to the Head of Service.

CMLs will be asked to present their annual report in the following sequence of content.

Section Number	Section Heading	Content required
1	Executive Summary	Overview of key highlights and issues that arose in the period being reviewed (specify period)
2	Library performance	<p>Include :</p> <ul style="list-style-type: none"> • Annual library book loans • Number of activities organised and attendees • Number of annual visitors • Summary of complaints/compliments • Summary of public/volunteer accidents • Overall number of volunteers • Number of new volunteers in year • Number of volunteers leaving in year • Any other information that the group wants to include
3	Financial performance	<p>Summary overview of financial performance including as appendices:</p> <ul style="list-style-type: none"> • Annual profit/loss accounts in the format required by either the Charity Commission or the Organisation's Auditors • Funding position: summary of grant applications and outcomes (application, expenditure, contingent liabilities), cash held, borrowings. • Capital investment plans • Staffing arrangements
4	Progress Update on current plans	<p>Update on progress achieved against previous years' plans</p> <p>Include evaluations of new areas of activity</p>

5	Future Plans for development	Outline of future development plans in respect of: Services to be provided Income generation
6	Risk Management	Review of current risk logs and identification of new risks or closure of old risks. Review of Business Continuity plans Review of insurance arrangements Outline current governance arrangements and any changes expected.
7	LCC support	Include a review covering how funding has been used, changes expected in the next year and identification of any issues arising with the LCC support package covering; <ul style="list-style-type: none"> • ICT • Stock • CML Support Officer • Library Operational Support (including van delivery service) • Grant/other funding • In-kind services up to 31/3/17
8	Volunteers	Include an analysis of volunteers including: Gender Ethnicity Disability Age profile Also include an overview of any volunteer training needs that LCC may be able to support.
9	Property Lease (applicable where library leased from the Council)	Include a review of <ul style="list-style-type: none"> • Premises related expenditure in order to maintain the property

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		<ul style="list-style-type: none">• the building manual/log to ensure all statutory testing certification and surveys are up to date• the Service Level Agreement for any Property Services supplied by the Council
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The annual report should be sent to the Head of Service, 2 weeks prior to the date of the annual meeting