

APSE Sports & Leisure Management Advisory Group

Maximising Commercial opportunities across Leisure and Cultural Assets



Tuesday 10th October 2017

**Richard Shwe, Deputy Chief Executive
(Commercial & Development)
St Albans City & District Council**

Commercial & Development

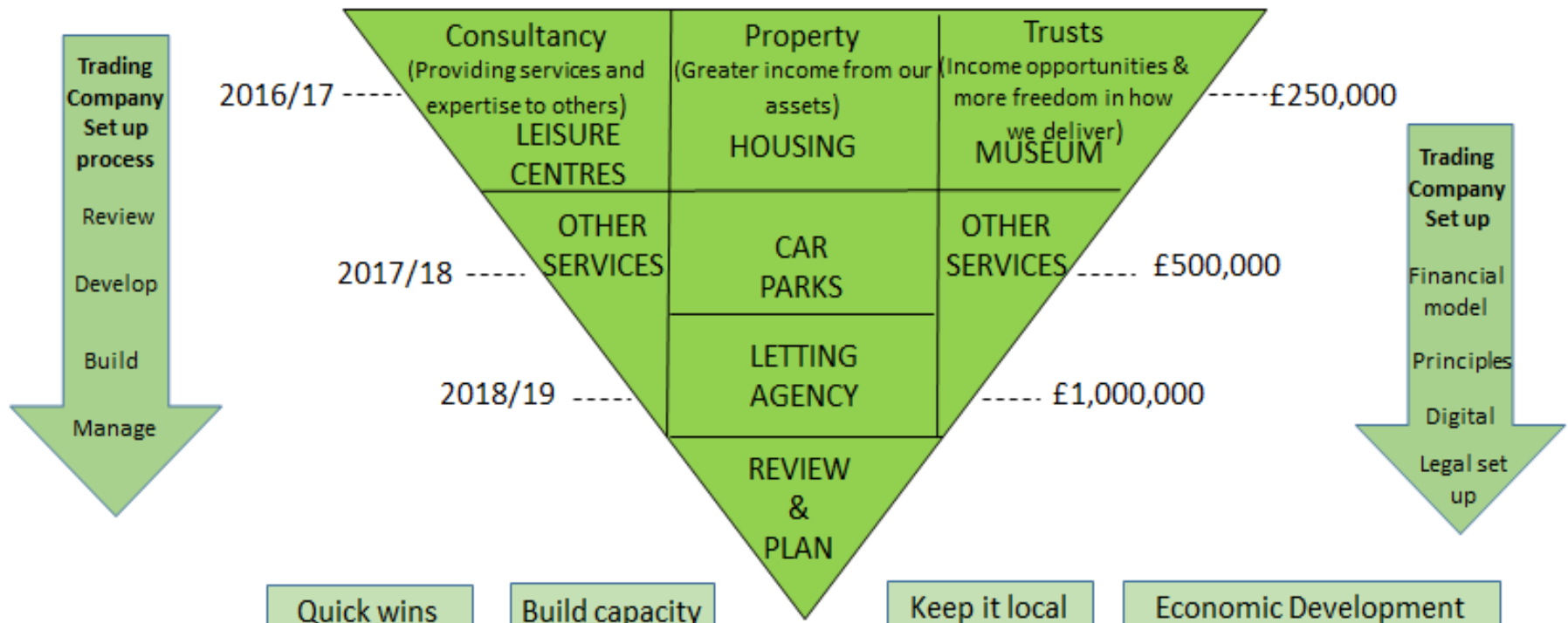
Department Guiding Principles

These are the department's five guiding principles

1. Invest or develop, if for public good
2. Sweat the assets
3. Invest in maintenance (whole life costs)
4. Lead by example
5. Accept calculated risk

Commercial and Development strands

SADC Staff – Volunteers – Partners – Contractors – Commercial Awareness



GREATER VALUE FOR SADC

Quick wins Build capacity Keep it local Economic Development
 Increased understanding Create income Promote SADC Support others
 Build opportunity for income Better for residents

Enhancing the commercial value of Leisure Centre stock



Building a new a 21st Century Leisure Centre

ISSUES FOR FEASIBILITY STUDY

- To use a major capital investment in leisure to create local and regional benefits for the local community, businesses and visitors
- The need for co-ordinated objectives and visions from both the Council, Operator, Stakeholder and limited engagement with the Community
- Spectrum of ageing facilities between 25 to 30 years old
- Limited capital investment
- Fragmented maintenance provision
- Client/contractor relationship
- Workload of staff and necessary skills set needed
- Outdated contract & specification
- Community Consultation and Community Engagement is essential

CONSIDERATIONS FOR THE FEASIBILITY ON A NEW LEISURE CENTRE

Key considerations in approaching rationalisation in the facility mix for a new leisure centre :

- Demonstrate strategic need including supply and demand analysis
- Business case and detailed options appraisal is crucial
- Consider the impact of developments in neighbouring authorities
- Stakeholder and political support
- Community consultation (power of the internet)
- Changes in the local market during project development
- Site specific issues and sensitivities
- Planning and highways
- Continuity of service for users, particularly clubs
- Competitive management operator and building contractor market

21st CENTURY LEISURE CENTRE SWOT

STRENGTHS

- Well used facility
- Sports Hall / Emergency Centre
- Key money spinners – gym membership (sign-ups & renewals)
- Set high standards for operators
- Key costs of construction & procurement, project management

OPPORTUNITY

- New facilities for 21st Century
- Purpose built leisure centre for dry & wet with catering & spa facilities
- Viable swimming proposal should meet demand not club's performance needs

WEAKNESSES

- Dated facilities
- Roof leaks
- Poor maintenance
- Poor gym facilities
- Mix facilities – not knowing its USP (unique selling point)
- Too many corridor and circulation spaces not linked to main facilities

THREATS

- Cannot replace like for like
- Community not involved in plans
- Old Leisure Centre fails before the new leisure centre opens
- Too many concepts that has not got business planning considerations
- Need good project management and contract negotiations with builder

FEASIBILITY STUDY CHARACTERISTICS OF A NEW FACILITY

- Deliver new leisure centre within the available budget and on time
- All sites in the park should be :
 - a well designed, cost efficient and quality building
 - sensitive to planning needs e.g. WLLC (parkland location & needs to compliment its surroundings, and be part of the town's public realm environment)
 - Income generation and flexible spaces, for families, young and older generations
 - A place where everybody likes and architectural pleasing
- Sustainable (energy usage and recycling) – min. BREEAM 'Very Good' rating
- Focus on making centres that have whole life costs
- Minimise life-cycle costs
- Fully accessible for people with disabilities – DDA compliant
- Existing leisure centre to remain operational throughout building phases.
- Hard and soft landscaping around old and new leisure centre sites - part of a cohesive landscaping design, sensitive to the surrounding park

PROCUREMENT FOR THE FEASIBILITY STUDY

- Traditional Build – We buy an architect who designs everything based on the brief we write. We then buy in some one that builds exactly what has been designed.
- Design and Build – We buy in a team that designs then builds everything based on a strategic brief that we write.
- Construction Management – We buy in and directly manage lots of different teams to directly deliver every element from the design to completion.
- Management of the Facility – This can be a second phase procurement or linked to one of the above.
- Cost Benefits from Procurement – DO a Joint Venture, Use a construction framework; like SCAPE or PAGABO, Construction Tender which will be OJEU Processed.

RECOMMENDATIONS & NEXT STEPS :-

- ✓ Design, Build, Operate & Maintain using a construction framework tender this will reduce the original tender process by 18 months.
- ✓ Explore ability to sell land and the risk involved
- ✓ Engage Project Manager and external team (approx. 5% of capital costs of entire scheme)
- ✓ Transport Impact Assessment
- ✓ Environment Impact Assessment

BALANCED SCORECARD FOR NEW LEISURE CENTRE

Perspectives	Criteria
Financial	<ul style="list-style-type: none">• Cash flow• Return on equity• Return on assets
Customer	<ul style="list-style-type: none">• Assessment of ability to anticipate customers' needs• Effectiveness of customer service practices• Percentage of repeat business• Quality of communications with customers
Internal Business Processes	<ul style="list-style-type: none">• Asset utilization improvements• Improvements in employee morale• Changes in turnover rates
Learning and Growth	<ul style="list-style-type: none">• Improvements in innovation ability• Number of new products compared to competitors'• Increases in employees' skills

3 NEW LEISURE CENTRES IN 3 YEARS (£35 MILLION)

Westminster Lodge, Verulamium Park
replacement of old centre



Batchwood
replacement of burnt down centre



Cotlandswick
replacement and relocation of old centre



3 NEW LEISURE CENTRES IN 3 YEARS (£35 MILLION) CONTINUED

Purpose:

- upgrade poor facilities
- upgrade offering
- generate revenue/reduce subsidy
- deliver quality buildings



Rationalisation plan

New Leisure Centre in the South (London Colney)

- Proposed 'public' leisure provision to include as a minimum:
 - 2 - 4 badminton court sports hall
 - Multi-purpose room
 - Fitness suite (gym)
 - Male & female dry changing rooms (or other combination)
 - Full size synthetic turf pitch and changing rooms
 - Vending zone
- Supplemented by additional commercial facilities from preferred development partner
- Present centre to remain open until the new centre has been completed and opened to the public.

New Leisure Centre in St. Albans City (WLLC)

- 25mx10 Lane 50% moveable floor
- Learner Pool -17m x10m
- Confidence Water
- Pool Spectator for 250
- Poolside viewing area
- Village style wet side changing
- Fitness Gym – 180 stations
- Spa Experience
- Café/ Bistro (75 covers)
- Climbing Wall
- Youth Gym
- Crèche with Soft Play
- Two studios
- Male and Female Fitness Suite Changing
- Club / Recreational standard 4 Court Sports Hall
- Male and Female dryside (Sports Hall) changing

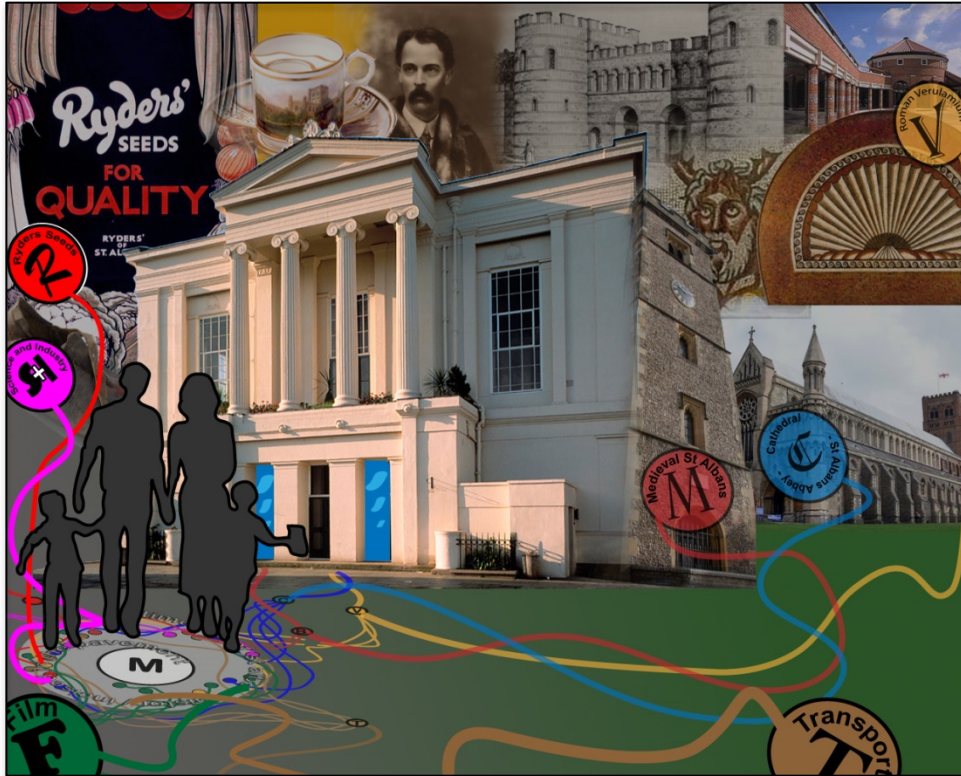
Funding & affordability

- **Closure of three leisure centres to enable the re-finance of the new build:**
 - Bricket Wood Sports Centre
 - London Colney Recreation Centre
 - Westminster Lodge Leisure Centre
- **Re-development / re-opening of two leisure facilities:**
 - Cotlandswick Open Space, London Colney – Developer led
 - Westminster Lodge, St Albans in 2007 circa £50M to build
- **Funding Proposal:**
 - Cotlandswick – Sec 106, Private Sector, other sources
- **Procurement Route:**
 - Cotlandswick – Developer led / Operator subject to development proposals
 - New Westminster Lodge - Design & Build, RIBA Stage E

Lessons learned

- Demonstrate strategic need including supply and demand analysis
- Business case and detailed options appraisal is crucial
- Consider the impact of developments in neighbouring authorities
- Stakeholder and political support
- Community consultation (power of the internet)
- Changes in the local market during project development
- Site specific issues and sensitivities
- Planning and highways
- Continuity of service for users, can't please all sports clubs all the time.
- Competitive management operator and building contractor market.
- Key cost of construction – interplay of elemental costs, value engineering, watch savings hitting lifetime costs, watch over-specification,
- Procurement Value of frameworks
- Need to manage the cost of control of new build – “A good project manager is worth their weight in gold”

Establishing commercial ventures within Town Hall facilities



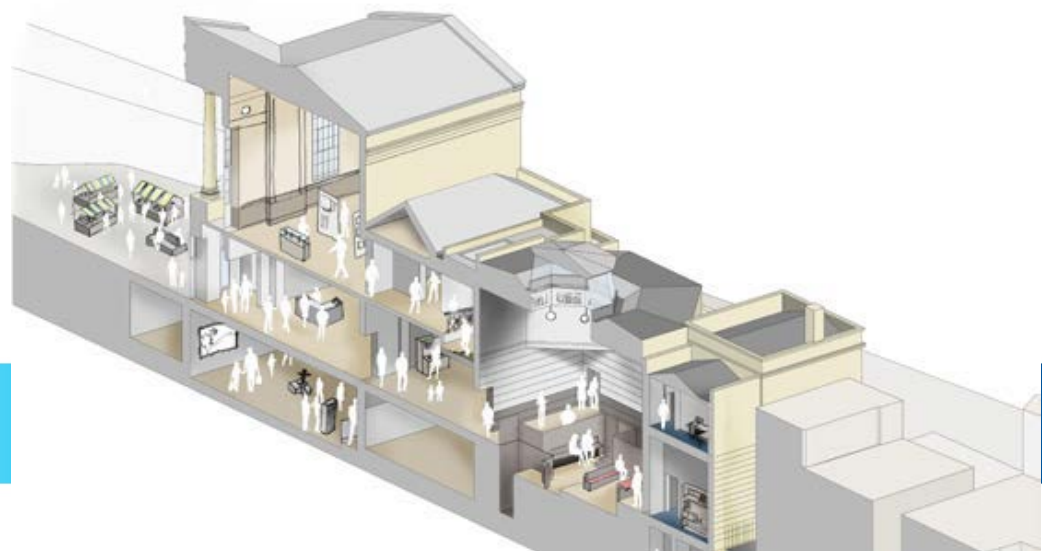
The St Albans challenge

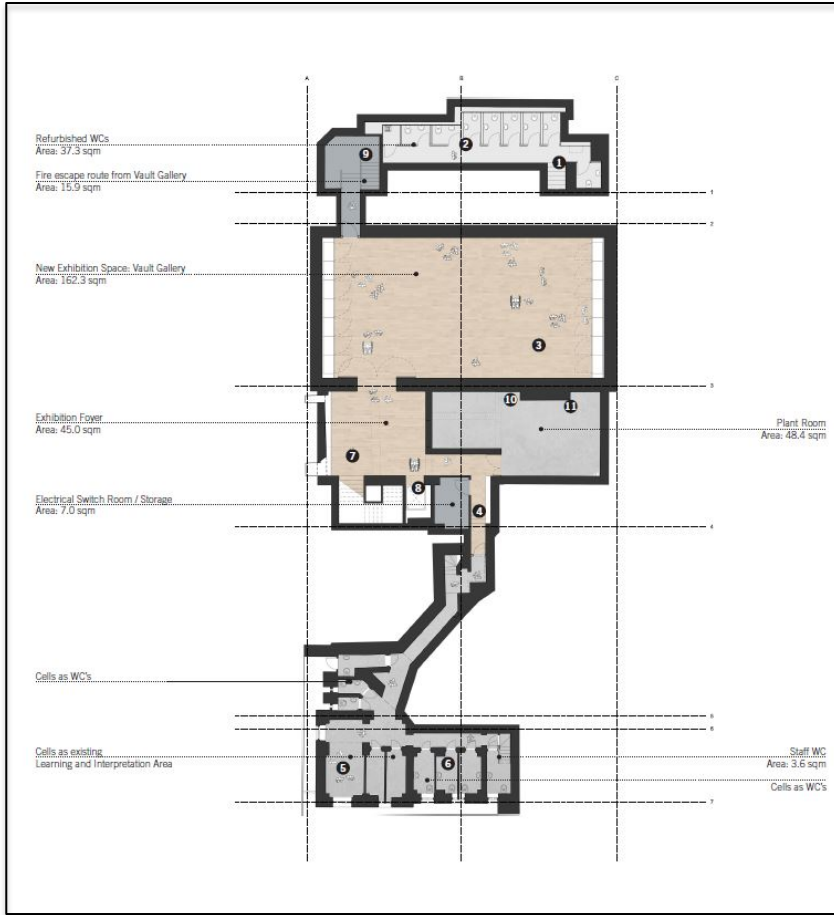
- Maintain, enhance and showcase history
- Sensitive physical regeneration and public realm
- Increase economic viability and vibrancy
- Enable community engagement and leadership



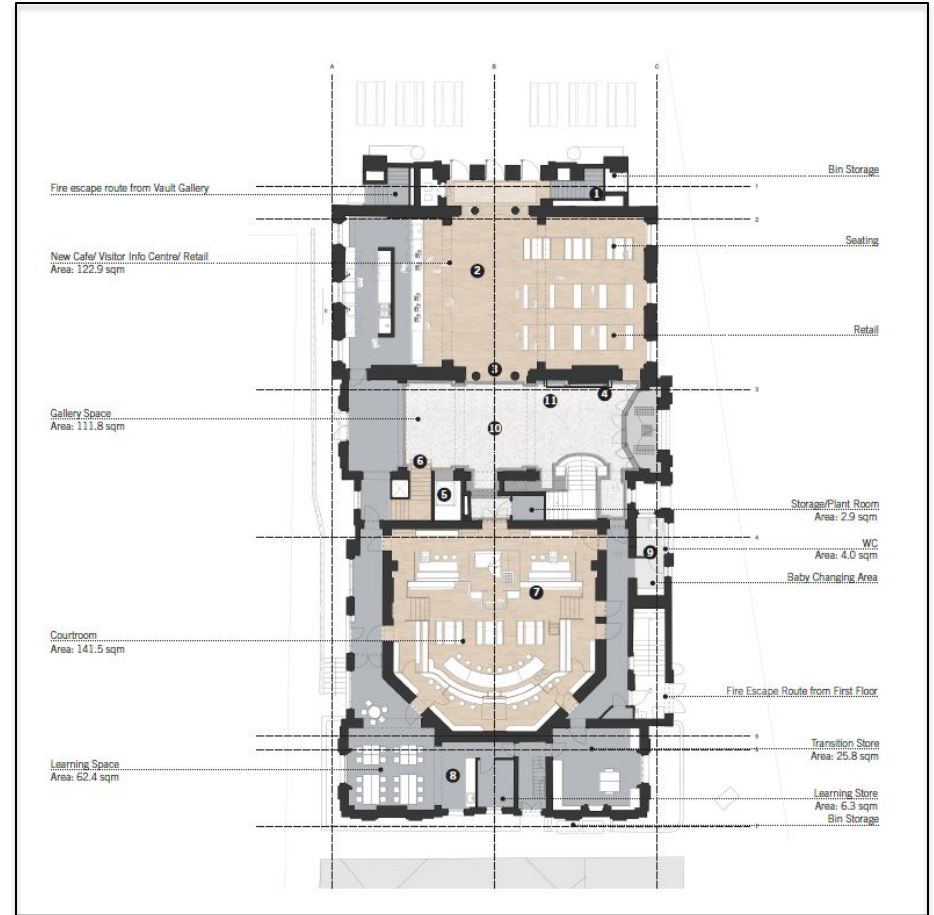
New Museum & Gallery Project

- Centre of Mediaeval city
- Iconic building (Grade II* listed)
- Planning challenge – but....
- Chance to show off Assembly rooms / Court House / Cells
- Chance to breath life back into building
- Cultural use for valued heritage asset
- Combine Tourist Information Centre and Museum front of house
- Regeneration – visitor draw right in retail centre





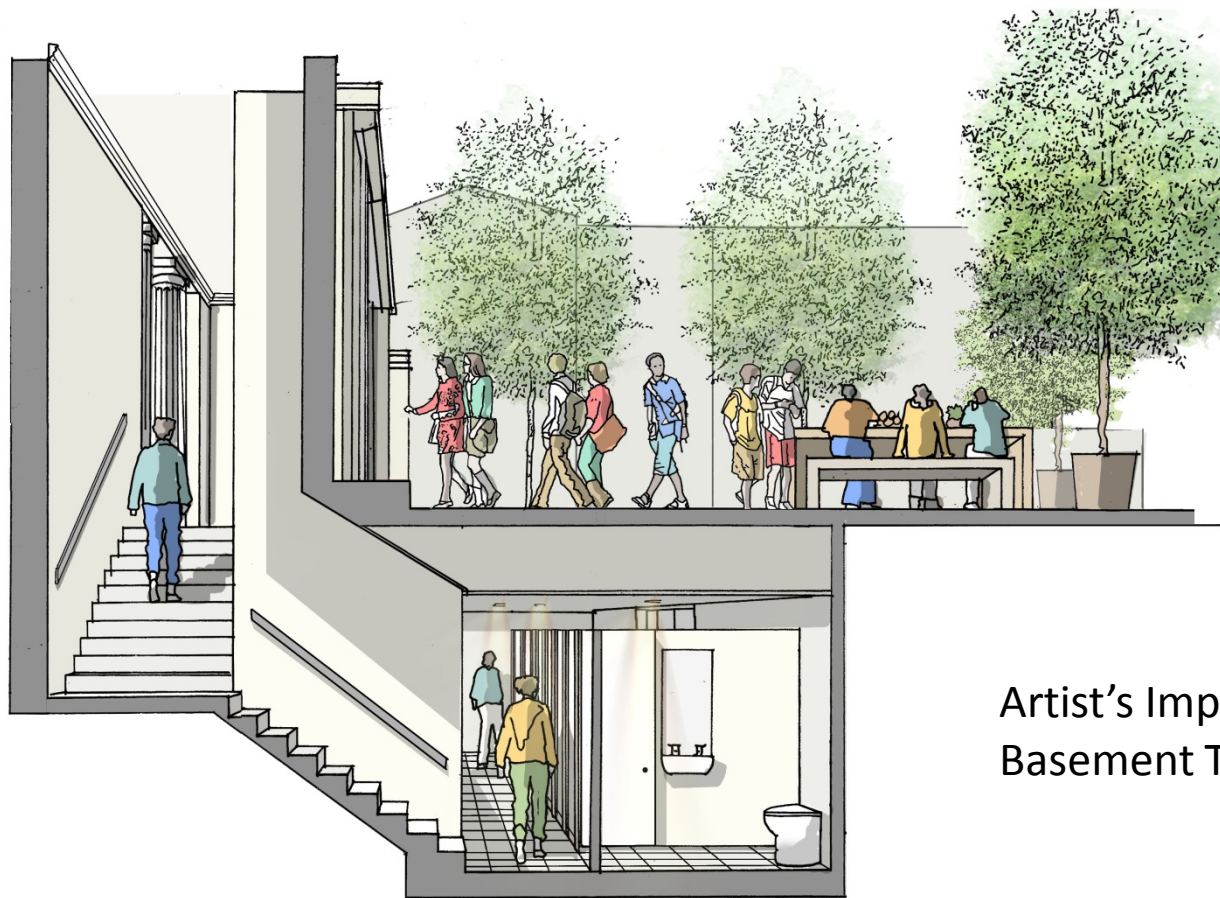
Basement



Ground Floor

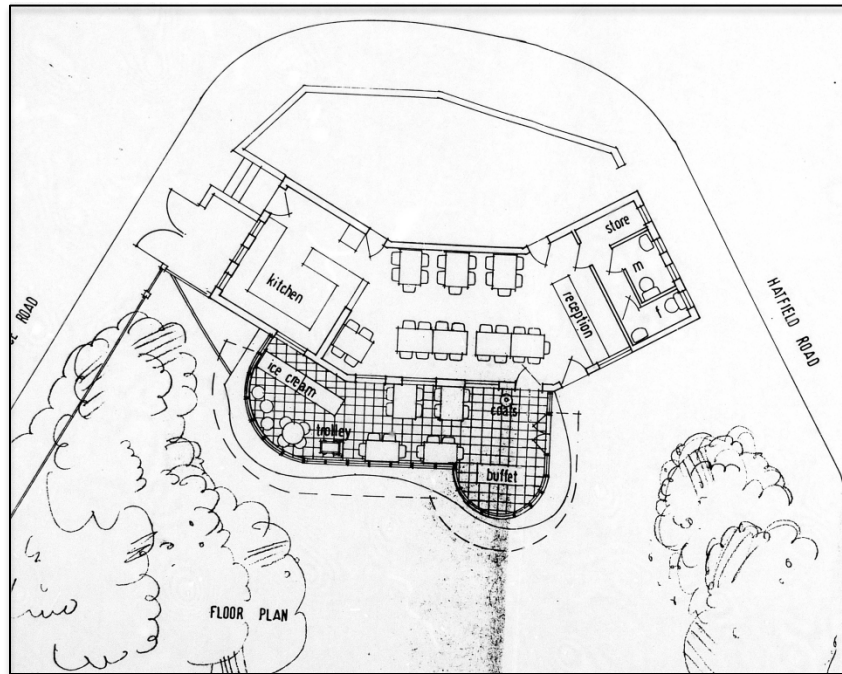
Section View – New Museum, Long View





Artist's Impression
Basement Toilets - Stage C

Profit-making: From Public Conveniences to Coffee shops

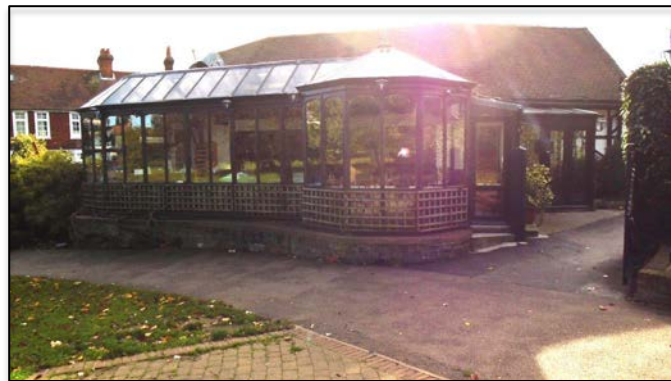
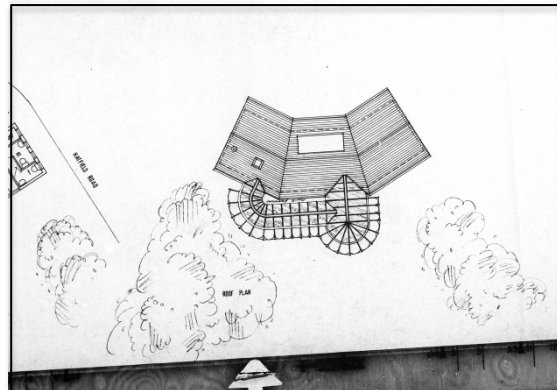
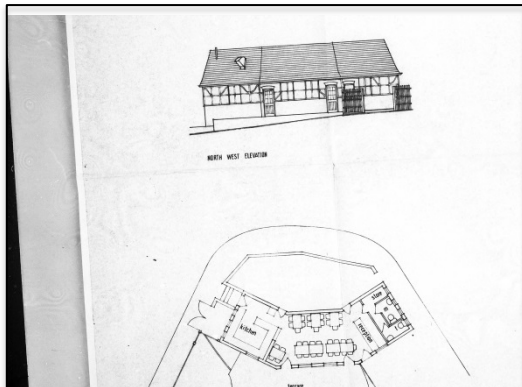


Public Conveniences

- 'Cash cow' facilities
- Lost leader on cost - high maintenance
- Increase in graffiti and community anti-social behaviour

Verdi's

- The Council was losing approximately £7,000 per annum as the property was not generating income as a public convenience.
- Now receive an income of £13,080 per annum (from 24 June 2011)
- A rent review is due, and it is anticipated that this figure will increase.



Inn on the Park

- Costing the Council £40,000 per annum as a public convenience
- Now receive an income of £90,000 per annum in rent as a local café



Developing a physical activity strategy to raise participation levels county-wide

Tom Burton and Chris Gregory

Tuesday 10th October 2017

An introduction to the Buckinghamshire Physical Activity Strategy 2018-2023

A National Ambition

- Everybody active, every day: An evidence-based approach to physical activity (PHE, Oct 2014)
- Sporting futures: A strategy for an Active Nation (Dec 2015)
- Towards an Active Nation 2016-2021 (Sport England)



An introduction to the Buckinghamshire Physical Activity Strategy 2018-2023

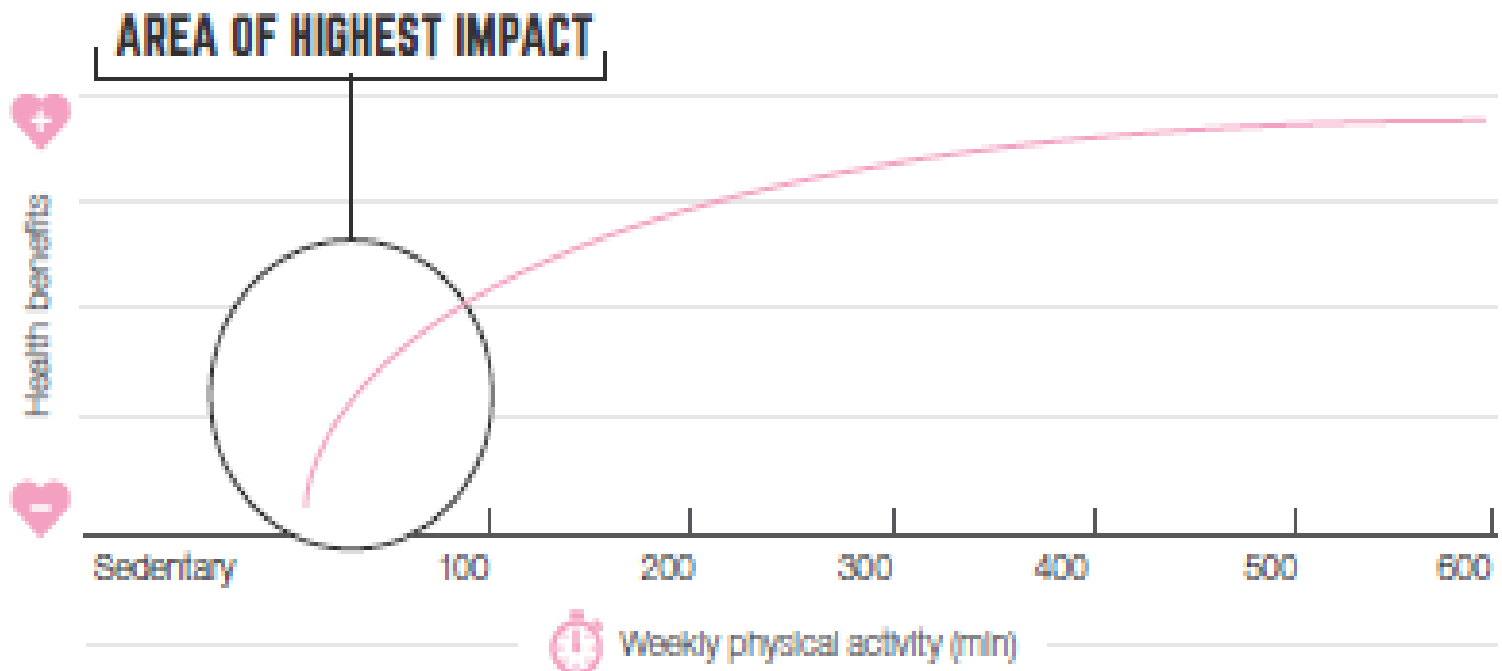
A Local Ambition

- Bucks: approx. 520k people; two-tier authority; ageing population; significant commuting into London from south of county; significant patches of rurality; pockets of deprivation – still 20% of adults who are inactive and another 10% who aren't active enough for good health
- Priority for the Bucks Health & Wellbeing Board
- Incorporated in local Sustainability and Transformation Plan (STP) and links with 'BOB'
- Physical Activity Strategy 2014-17 (18)

An introduction to the Buckinghamshire Physical Activity Strategy 2018-2023

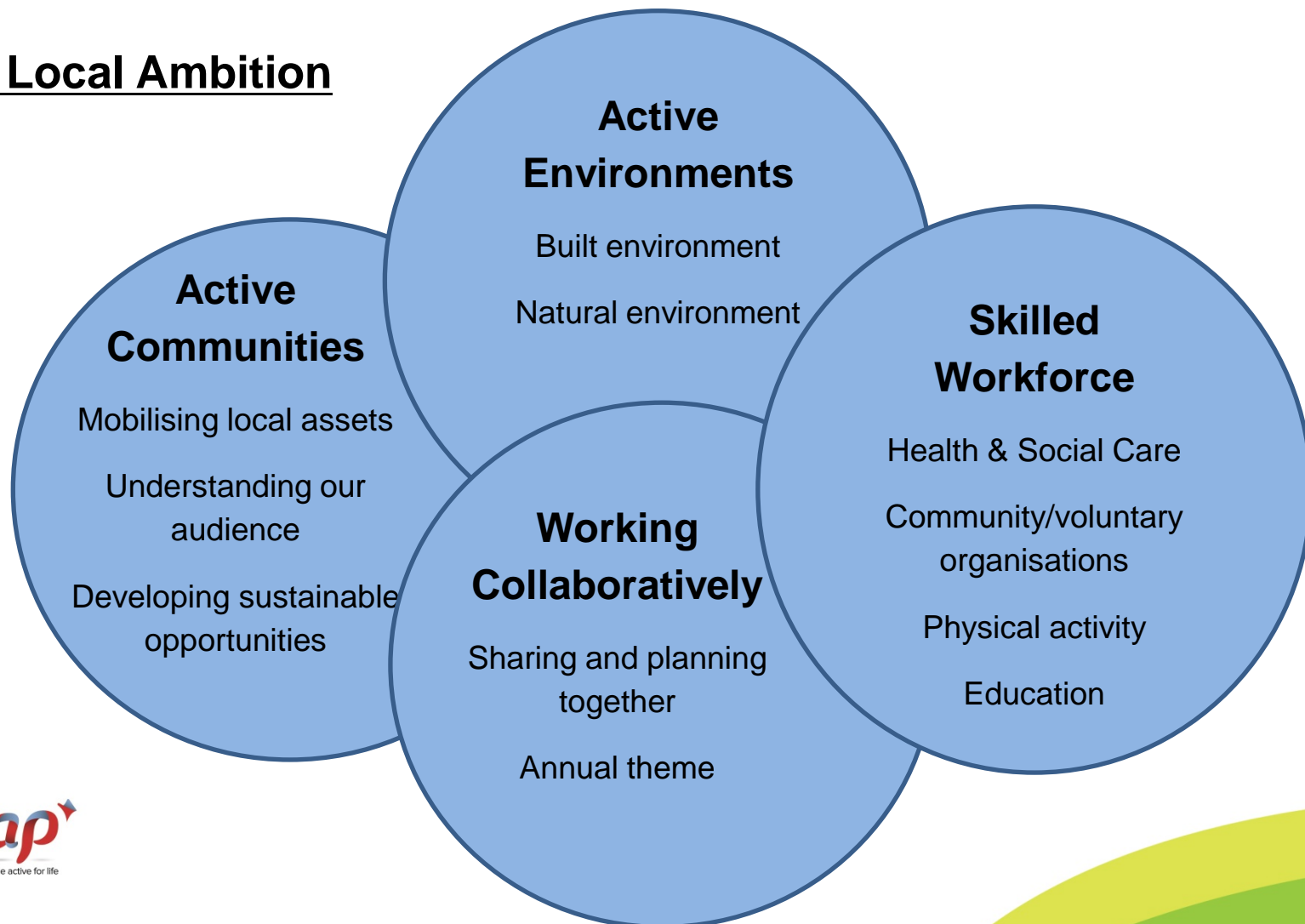
A Local Ambition

- Aims: - Reduce inactivity
- Increase those achieving CMO guidelines



An introduction to the Buckinghamshire Physical Activity Strategy 2018-2023

A Local Ambition

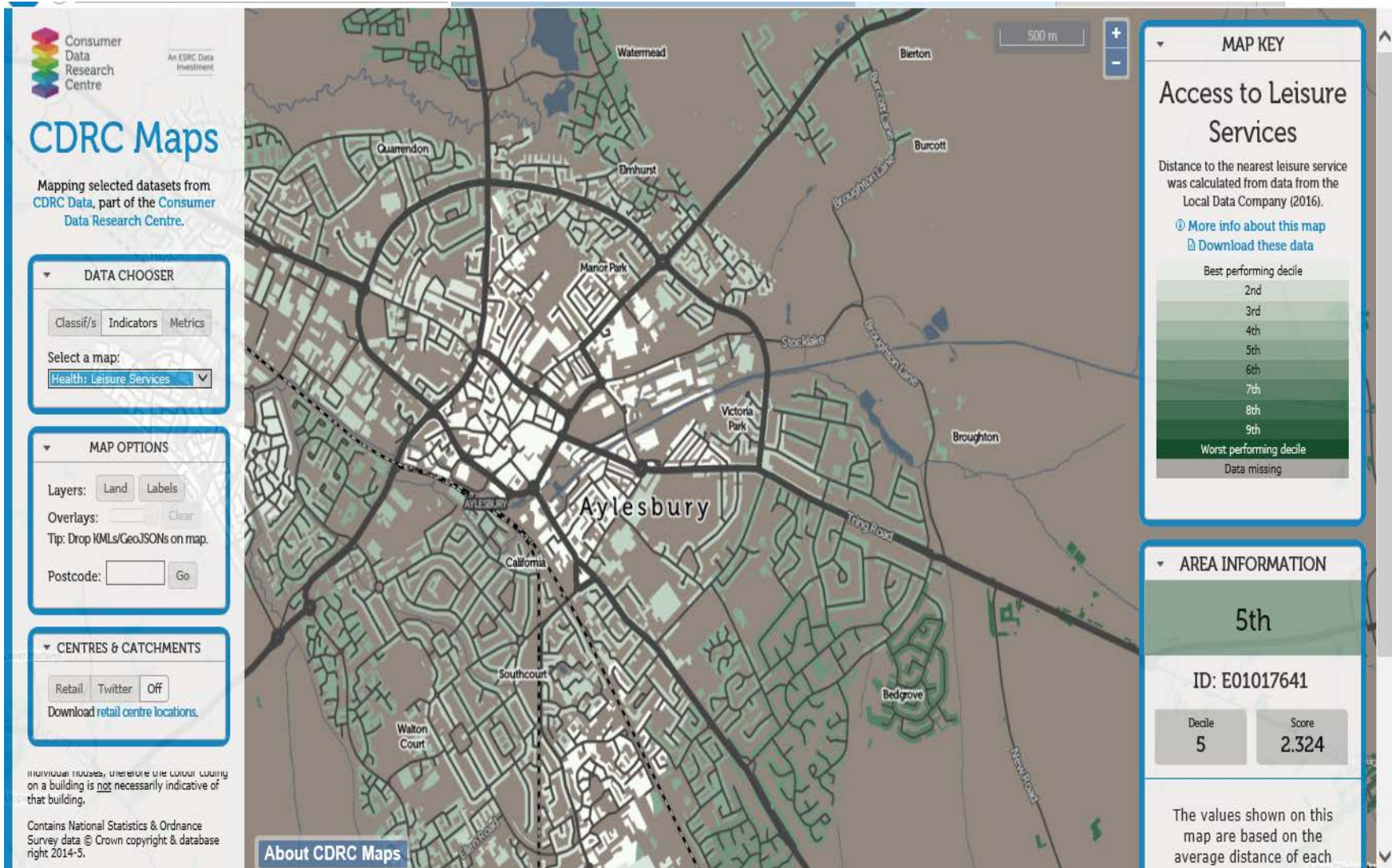


An introduction to the Buckinghamshire Physical Activity Strategy 2018-2023

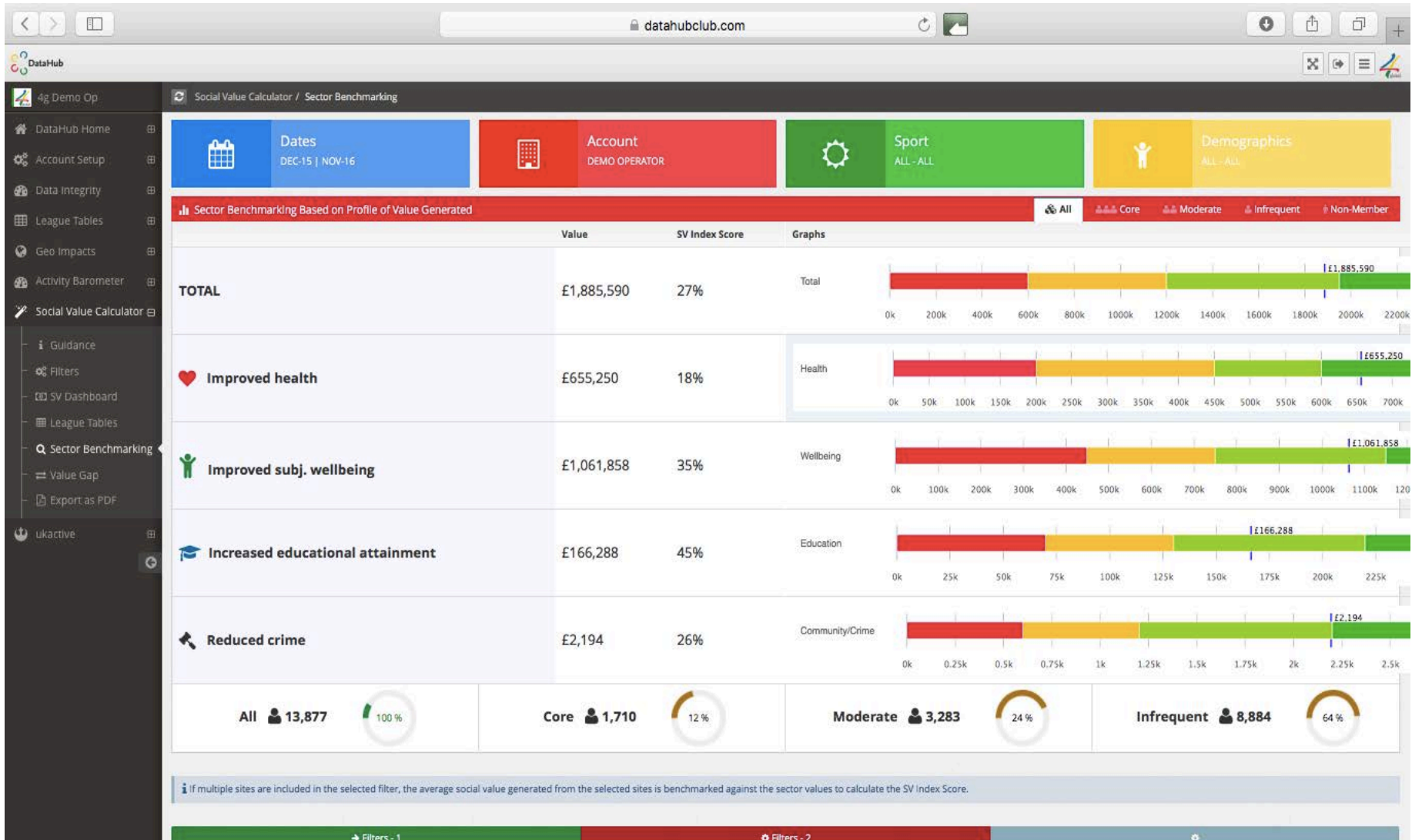
A Local Ambition

- Using national policy, evidence and best practice
- Identify key areas for action (Using Data and Intelligence)
- Annual action plan
- Multi-agency Strategy Group with clear governance and accountability
- Practical tools to support stakeholders (PA Profiles; training for evaluation/ROI)

Buckinghamshire County Council



Buckinghamshire County Council




Buckinghamshire County Council


Greater-Aylesbury-LAF-Recommendations-web-ready.pdf - Adobe Acrobat Reader DC

Home Tools Greater-Aylesbury-... x Sign In

3 / 10 80%

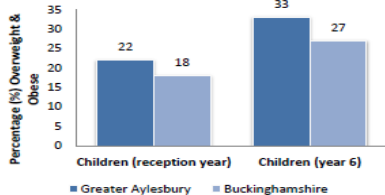


PHYSICAL ACTIVITY LEVELS IN ADULTS FROM THE AYLESBURY VALE DISTRICT ⁵




41% of adults do less than 150 minutes of physical activity a week, and 24% of adults do less than 30 minutes


CHILDHOOD OVERWEIGHT & OBESITY LEVELS IN GREATER AYLESBURY LAF⁶



Category	Greater Aylesbury (%)	Buckinghamshire (%)
Children (reception year)	22	18
Children (year 6)	33	27



PHYSICAL ACTIVITY IN CHILDREN FROM THE SOUTH EAST REGION ⁷




Only 1 in 5 children are active for the recommended time of at least 1 hour on every day of the week

Buckinghamshire County Council

Greater-Aylesbury-LAF-Recommendations-web-ready.pdf - Adobe Acrobat Reader DC

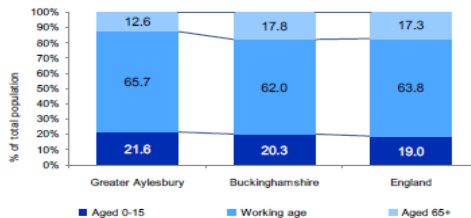
Home Tools Greater-Aylesbury-... x Sign In

75%



The Local Picture

POPULATION OF GREATER AYLESBURY LAF¹



Region	Aged 0-15	Working age	Aged 65+
Greater Aylesbury	21.6	65.7	12.6
Buckinghamshire	20.3	62.0	17.8
England	19.0	63.8	17.3

LONG TERM CONDITIONS IN ADULTS

How many people have health conditions that could be prevented by being more physically active? How does this compare to the county average?


Key point: By analysing GP disease registers in your LAF area, we know how many local people have the following²:

Condition	Number of people	LAF % of population	Bucks % of population
Diabetes:	3,604 have been diagnosed with diabetes	6.3	4.5
High blood pressure:	8,334 have diagnosed high blood pressure	11.3	13.2
Heart disease:	2,204 have heart disease	3.0	3.0
Stroke:	964 have had a stroke	1.3	1.6
Dementia:	328 have been diagnosed with dementia	0.4	0.5
Cancer:	1,228 have had cancer.	1.7	2.3

From other sources, we also know:

Pre-diabetes: 7742 individuals in your LAF area are estimated to have 'non-diabetic hyperglycaemia' (pre-diabetes) - which equates to 11.9% of the 16+ resident population³

Falls: There were 555 emergency admissions for falls⁴ in people from your district. This equates to 1943.9 per 100,000 population (similar to Bucks average)



¹Source of data: Local Insight Profile ©OCSI 2015
²Data from Quality and Outcomes Framework reporting data for GP practices within LAF boundary 2013/14
³NHS Diabetes Prevention Programme (NHS DPP) Non-diabetic hyperglycaemia. Produced by National



Aims

- To increase activity levels of Bucks residents, increasing proportion achieving CMO guidelines and reducing proportion that are inactive
 - Working across the 19 Local Area Forums
- Ensure community engagement informs programme

Overview (May 15-Sept 17)

Independent evaluation

Commissioning informed by engagement

L1 - Who?

L2 - How often?

L3 - Sustained change?

L4 – Qualitative

Community Champions

Feedback from 3500 Bucks residents

- 70% didn't achieve CMO activity guidelines
- 'Recommendations' document for each LAF and countywide

LAF-chosen activities

Chosen by each LAF across 2 years using funding allocation

Countywide activity programmes

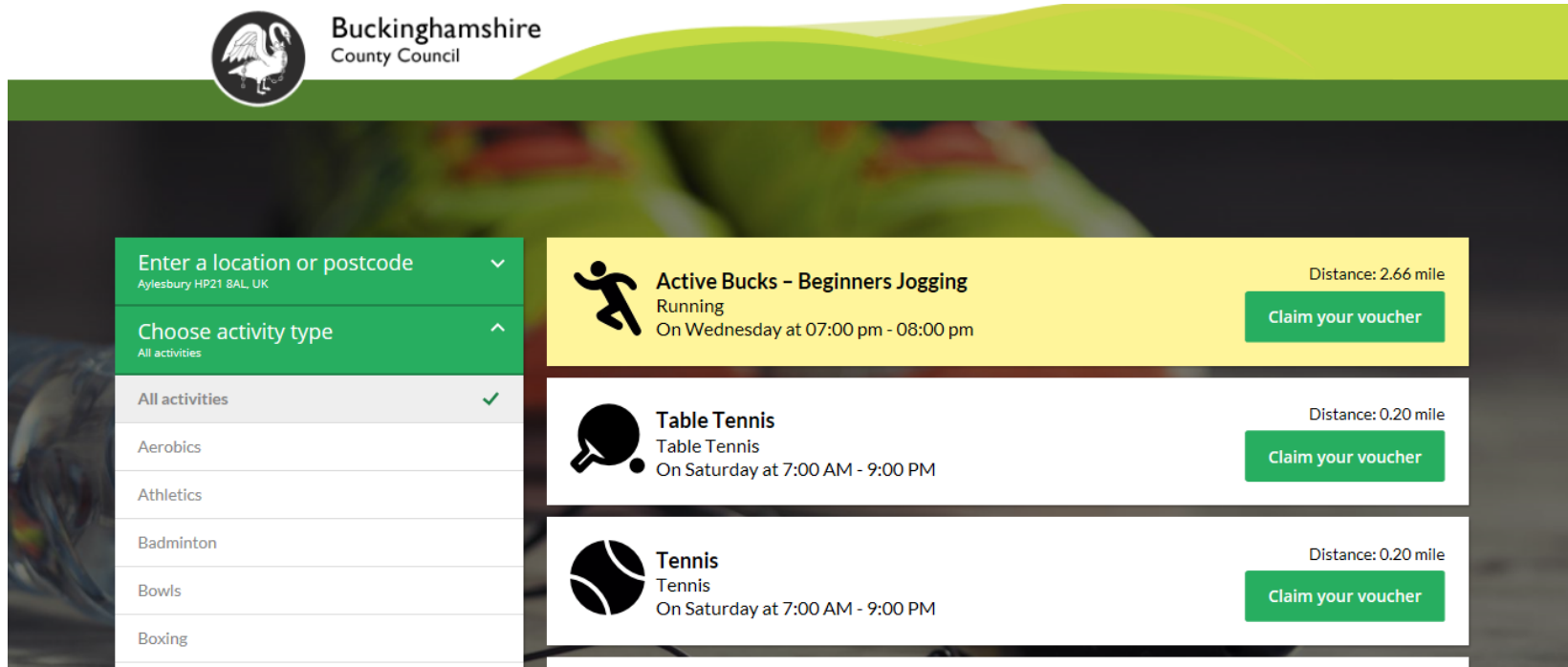
Green space 'structured' and 'stealth' projects

Community Champions

For each LAF area to support planning, promotion and delivery of activities






Buckinghamshire
County Council



Enter a location or postcode
Aylesbury HP21 8AL, UK

Choose activity type
All activities

- All activities ✓
- Aerobics
- Athletics
- Badminton
- Bowls
- Boxing

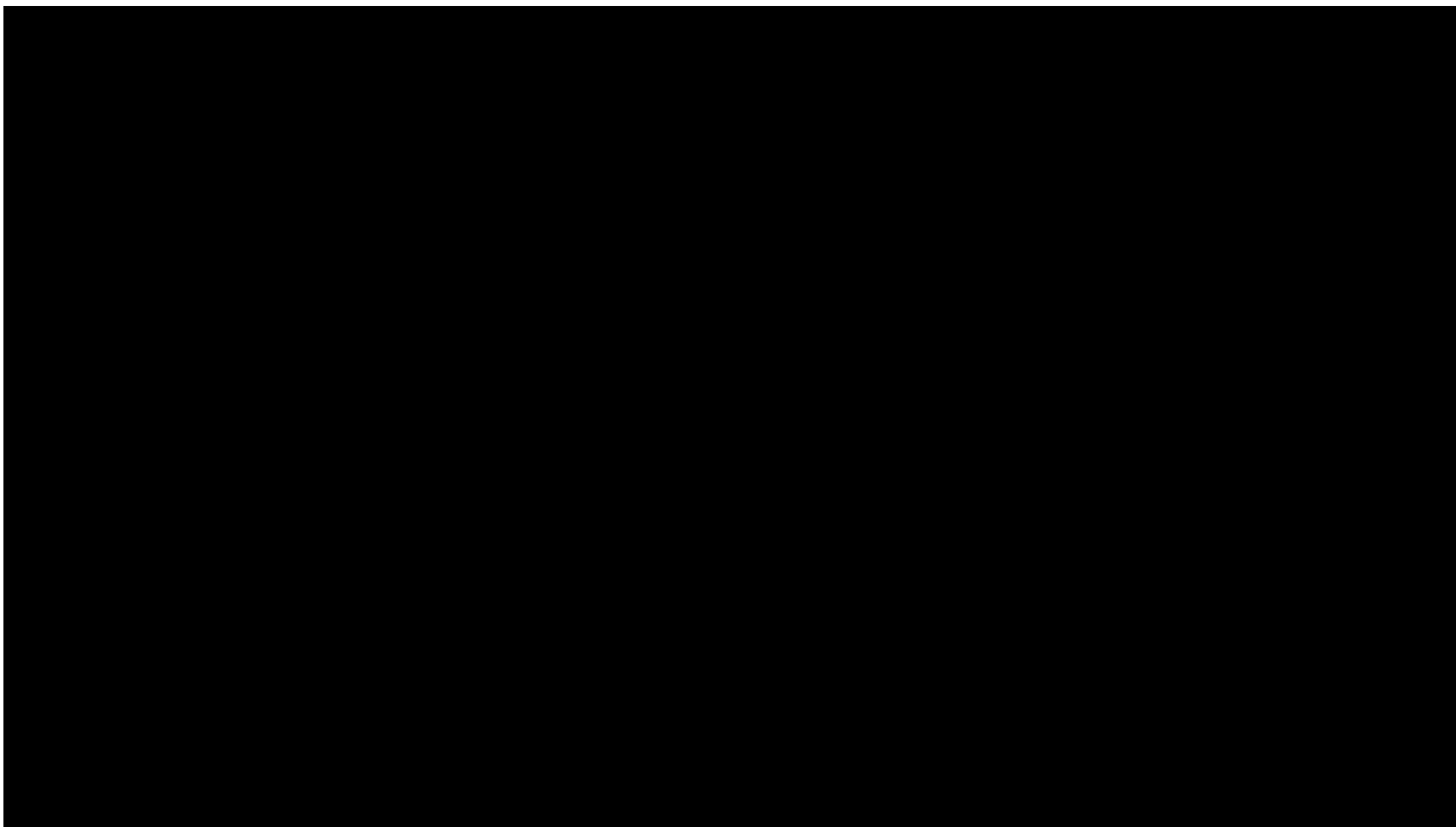
 Active Bucks - Beginners Jogging Running On Wednesday at 07:00 pm - 08:00 pm	Distance: 2.66 mile Claim your voucher
 Table Tennis Table Tennis On Saturday at 7:00 AM - 9:00 PM	Distance: 0.20 mile Claim your voucher
 Tennis Tennis On Saturday at 7:00 AM - 9:00 PM	Distance: 0.20 mile Claim your voucher

July 16 – August 17:

- Approx. 1600 activities on site
- 55k visits from 44k unique visitors
- 3,010 vouchers downloaded by 2129 unique users
- 22.2% of all voucher downloads are for AB activities (but only account for 5% of all activities on there)

Activities.....





Buckinghamshire County Council

Active Bucks

Throwback Thursdays

Throw yourself into our weekly fitness sessions and get moving. Each week there will be a different activity for you to try designed to improve both physical and mental wellbeing.

Age 50+

Thursdays
10–11am
Starting
2nd February

Meeting at:
Riching's Sports Park,
Wellesley Avenue,
Iver, SL0 9BN

£2 per class
No need to book

For more information please contact:
Kirsty.McCoubrey@active-in.co.uk
07801 594519

Active Bucks

Buggy Fitness

A great way to get into shape after the arrival of your new baby

Meet other new mums in this fun weekly workout
Please bring a plastic backed rug or towel

Starting
11th January 2017

Wednesdays
11.00–11.45am

Meet at
Westwood Park
Chenies Avenue
Little Chalfont
HP6 6PW

£2 per sessions
(No need to book, simply turn up)

For more information please contact:
Marie on 07713 619 251 or
marieclaire28.mh@gmail.com

Active Bucks

Beginners Boot Camp

Join us for a weekly fitness blast

From circuit training and boxing to core stability and team work, each class will help to rid unwanted pounds in a fun and friendly beginner's class.

Saturdays
10.30–11.30am

Burnham Park,
Windsor Lane,
Burnham SL4 7HR

Just £2 each week
No need to book

For more information please contact:
Kirsty.McCoubrey@active-in.co.uk
07801 594 519

Active Bucks

Get Active

A Friendly weekly exercise and fitness session for adults with Learning Disabilities
Age 16+

Thursdays
2pm – 3pm

Starting
2nd February

Meeting at:
King George V Playing Fields,
King George V Road,
Amersham, HP6 5DP

£2 per class
No need to book

For more information please contact Kirsty 07801 594 519
or Kirsty.mccoubrey@active-in.co.uk
or visit www.leapwithus.org.uk/get-active.

Active Bucks

Beginners Jogging

Your journey from 0–5km

Mondays
7–8pm

Starting 24th October 2016

Meeting point:
Beaumont Way Public Car Park,
Hazlemere Crossroads, HP15 7BE

This session is FREE to attend – simply turn up and join in.

For more information please contact:
Kirsty.McCoubrey@active-in.co.uk
07801 594519

Active Bucks

Flag football

Fast. Furious. Fun

All the excitement of the super bowl without the hits!
Non-contact and the perfect mid-week workout

Ages 16+

Thursdays
7.00–8.00pm

Starting 6th October 2016

John Hampden
Grammar School
Marlow Hill
Wycombe HP11 1SZ

£2 per session
No need to pre-book,
simply turn up and join in.

For more information please contact:
Kirsty.McCoubrey@active-in.co.uk
07801 594519

Delivered in partnership with Buckinghamshire Wolves American Football Club

Active Bucks

Beginners Nordic Walking

Turns a walk into a workout, burning 40% more calories than normal walking.
No experience needed

Fridays
1.30–2.30pm

Starting
10th February 2017

Meet at:
94 Coffee Shop, High Street,
Waddesdon, HP18 0JD

£2 per session

Places are limited. To book each week simply email:
kirsty.mccoubrey@active-in.co.uk
or call 07801 594 519

Active Bucks

Fire Fit

Join us for a brand new workout, created in partnership with Buckinghamshire Fire & Rescue Service.

This circuit based class is perfect for anyone looking to get fit or tone up. No poles, no hoses but plenty of burn!

Wednesdays
9.30–10.15am

Starting 5th October 2016

Princes Risborough
Fire Station
New Road, Princes Risborough,
HP27 0BG

Drop in sessions,
just £2 each week

For more information please contact:
Kirsty.McCoubrey@active-in.co.uk
07801 594519

In partnership with Buckinghamshire Fire & Rescue Service

Results so far....

170 activity-programmes

4,378 unique participants

26,100 attendances

78% inactive/
low-active

Around **60%** activities sustained

41 Community Champions

After 6 months (from baseline)

Levels of 'inactive' reduced by **13.4%**

Levels of 'active' increased by **17.5%**

Improved mental wellbeing

Improved social cohesion

Improving Lives

Philippa, Nordic Walking Instructor - North Bucks

“Following my cancer diagnosis I wanted a new direction in life and I needed to regain my confidence. Learning new skills and then teaching them to others has helped me in my recovery. I have met women who have been through the same illness as me [through the Active Bucks sessions] and it is a privilege to help them recover too.”

Hayley, Ladies Football - Aylesbury

“This session is exactly what I have been looking for - a great way to get fit and an ideal opportunity to get back into playing football in a fun, social way”

Ian, Walking Group – Waddesdon

“I know it is doing me good. I feel fitter than I have done for years, I have less aches and pains and I have lost significant weight without any change to my diet.”

Claire, Run Leader – Buckingham

“I don’t want session timings to be a barrier for people to get active, something I have experienced.”

Key Learning

- Commissioning – effective procurement is crucial!!
- Strategic buy-in is key – H&W Board support
- Manage expectations of Members from the start, tailor regular communication, and always get them involved
- Planning activities – good lead-in time, phased approach, effective sub-contracting, robust monitoring
- If it doesn't work – don't sulk, learn and improve!
- If it does work – scale it up!
- The power of Facebook!
- Linking up different strands of the programme – saves money, avoids duplication and improves outcomes
- Practical vs academic - evaluation needs to work around activities (not other way around)

Thank You

Questions?

Tom Burton – tburton@buckscc.gov.uk

Chris Gregory - CGregory@leapwithus.org.uk

Open+ Peterborough

Peterborough City Council:

Peterborough City Council:

The future for Libraries



Libraries campaigners seek second judicial review of Lincolnshire cuts, Peterborough has found a different way by listening and working with our staff and customers to keep all of our libraries open, and open for longer at a reduced cost

Peterborough Libraries are now open longer with open+



Like us on
[vivacitypeterborough-libraries](https://www.facebook.com/vivacitypeterborough-libraries)

General enquiries 01733 864 280
[vivacity-peterborough.com/libraries-and-archives/open](https://www.vivacity-peterborough.com/libraries-and-archives/open)



Open + meeting the needs of local communities in the long-term

In 2014, Peterborough residents were asked 'what is most important to you about a library service?' We received three strikingly significant responses:

- Books on the shelves 87.2%
- Location 70.4%
- Access to information 55.6%

Libraries are an overwhelmingly local service, with 75% of library users travelling less than 2 miles to use a library, and 43% of library users walking to the library.

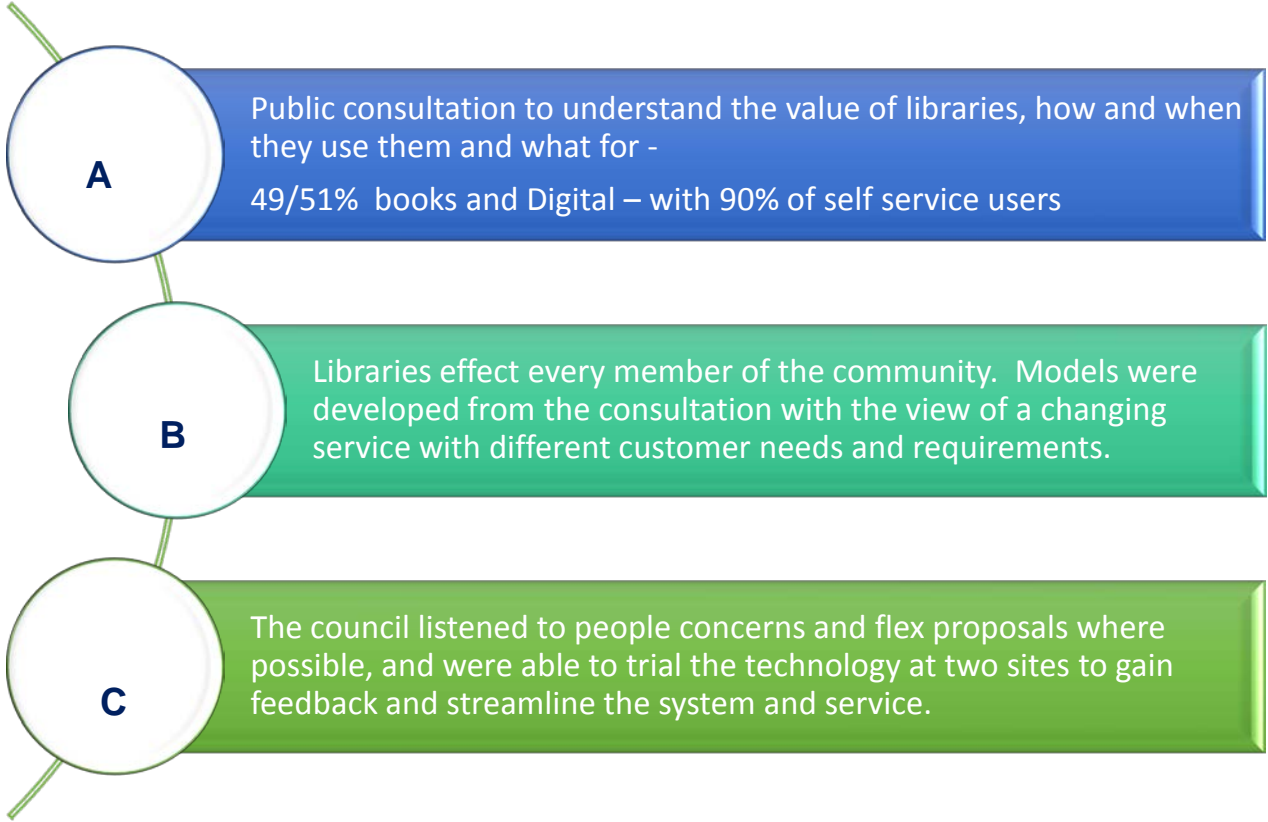
Users were also asked what factors would encourage more use of the library service.

Accessing the library building outside normal hours receiving the highest response: 74%

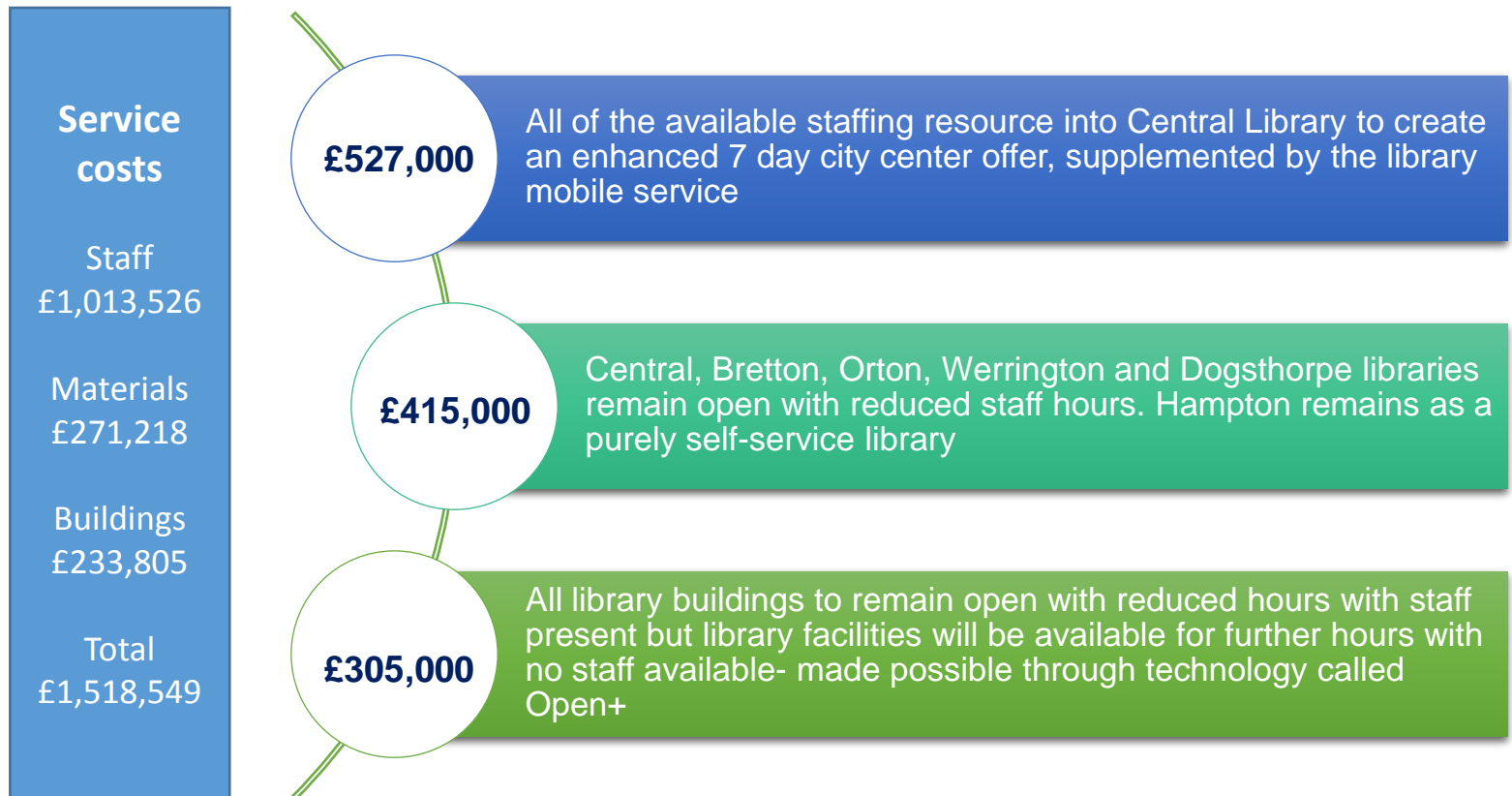
Peterborough City Council:

Full Cross party and public support

All library buildings to remain open with reduced hours with staff present but library facilities will be available for further hours with no staff available- made possible through technology called Open+



Peterborough City Council:



What is Open +

The Council was passionate about finding a library model for the future whereby it would not have to compromise on service access and choice. The council is digitally focused and spoke to Bibliotheca about open+. We explored it as different way forward for all of our libraries’.

After considering the more extreme alternatives, which all would have resulted in leaving local library users at a disadvantage and the closure of at least 5 buildings, we discounted that in favour of Open+



Peterborough City Council:

Saving

- Option 3 reduction of £305,000 to total library budget
- £275,000 from staff, 15 voluntary redundancies
- £30,000 from Materials

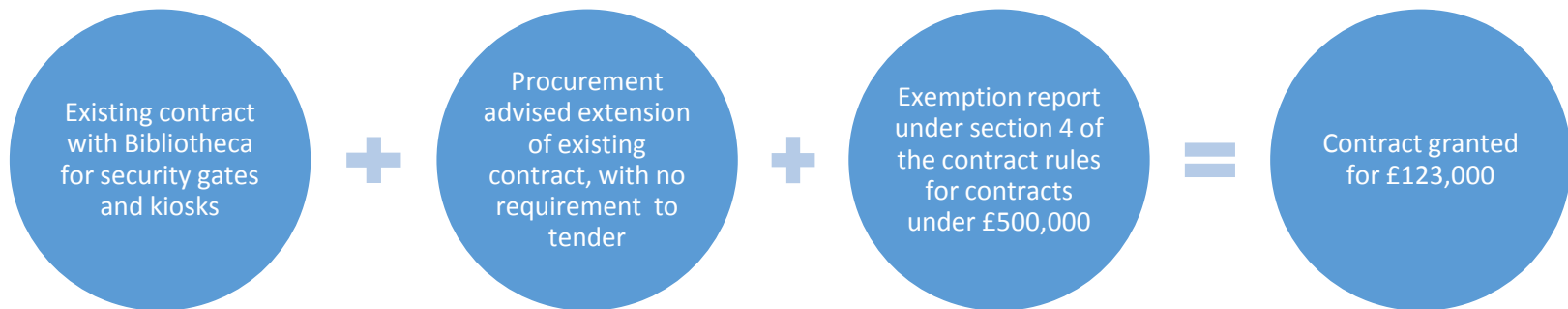
Capital

- £170,000 capital
- £123,000 for Open+ system
- £45,000 for cabling and doors
- £2,000 for enabling works, including internal locks

Revenue

- Ongoing support costs £1,500 per library
- £13,500pa
- Cost of capital over 8.5 years £24,600

Peterborough City Council:



Peterborough City Council:

		Our preferred option Open+		
LIBRARY	Current opening hours	Staffed Hours	Self-service hours	Total Staffed and self service hours
Central	40	33	22.75	55.75
Bretton	29	16	21.25	37.25
Dogsthorpe	29	14	19	33
Eye	21	10	14.5	24.5
Hampton	21	14	61	75
Orton	29	16	22.25	38.25
Stanground	21	10	21.5	31.5
Thorney	21	10	15.25	25.25
Werrington	29	16	25	41
Woodston	21	10	15.25	25.25
TOTAL	261	149	237.75	386.75
Available weekly hours	261	386.75		

Consultation 2,

60.3% support it
39.7% oppose it

Of the 39.7% that oppose the preferred option people said:

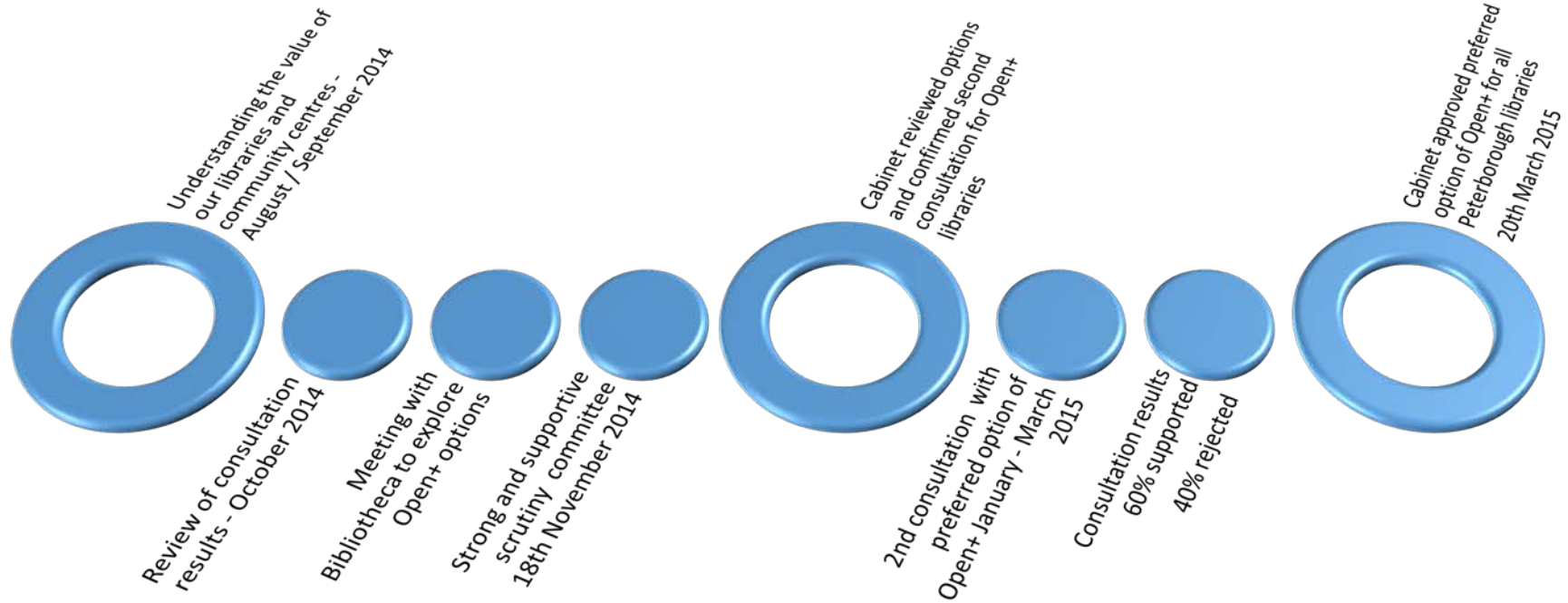
18% a perception of lack of safety

7% Smaller libraries should close

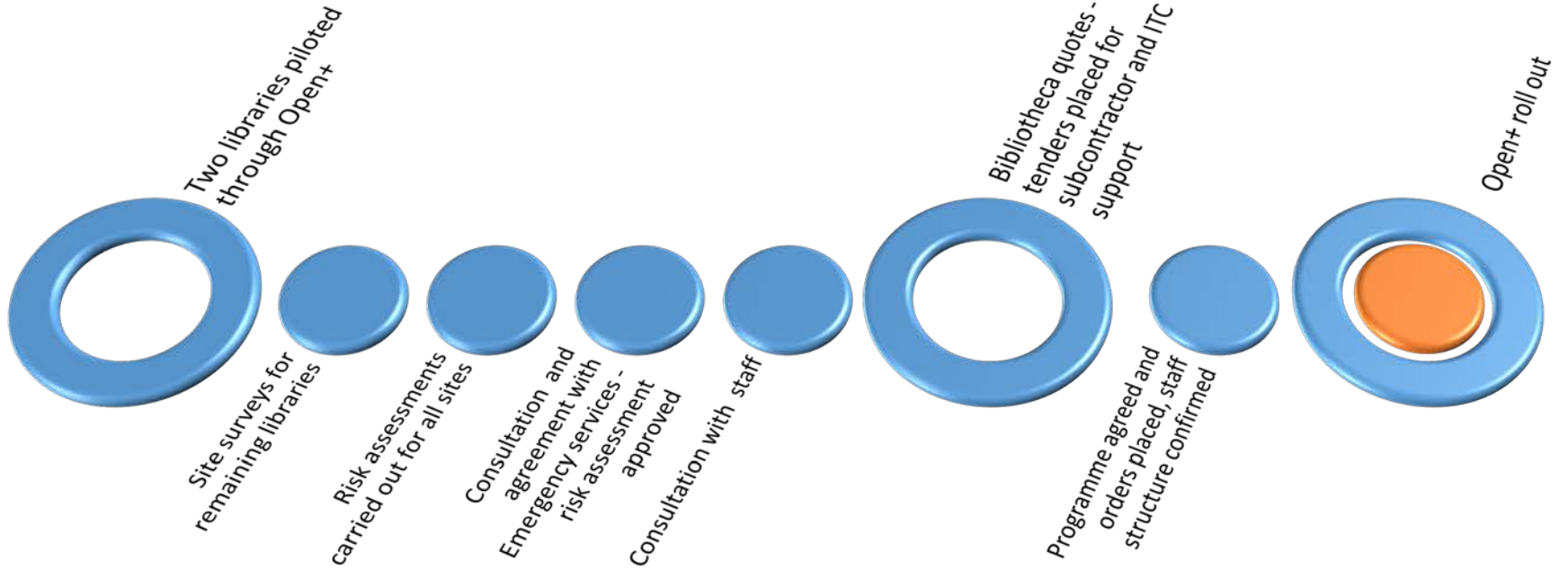
29% Seek to make the overall savings requirement differently – but not specified how

46% suggested proposals that were already covered within the preferred option.

Peterborough City Council



Peterborough City Council



Peterborough City Council

Peterborough Libraries are now open longer with open+




Like us on [vivacitypeterborough-libraries](https://www.facebook.com/vivacitypeterborough-libraries)

General enquiries 01733 864 280
[vivacity-peterborough.com/libraries-and-archives/open](https://www.vivacity-peterborough.com/libraries-and-archives/open)



Join open+ for free and use your membership card to:

- Borrow books, eBooks, DVDs and CDs
- Use computers for FREE in all libraries
- Renew and request books from home
- Reserve items online at peterborough.spydus.co.uk



open+ gives you access to library materials, public computers and quiet, creative spaces to meet or study on a full self-service basis while the building is unstaffed.

You'll need to register for open+ to use the library during unstaffed hours by talking to a member of staff at your branch.

Please note: Under 16s are unable to register for open+, but they are welcome to come in to the library during open+ hours if accompanied by a parent or guardian.



[vivacity-peterborough.com/libraries-and-archives/open](https://www.vivacity-peterborough.com/libraries-and-archives/open)

Peterborough Central Library

	Staff on site hours			
	Open	Start	Finish	Close
Monday	09:00*	10:00	17:00	19:00*
Tuesday	09:00*	10:00	17:00	19:00*
Wednesday	08:00*	14:00	17:00	19:00*
Thursday	09:00*	14:00	17:00	19:00*
Friday	09:00*	10:00	17:00	19:00*
Saturday	09:00	09:00	15:00	15:00

Contact us on: 01733 864 270

*Self Service hours available for registered open+ users

Bretton Library

	Staff on site hours			
	Open	Start	Finish	Close
Monday	09:30	09:30	12:30	17:00*
Tuesday	CLOSED			
Wednesday	09:00*	13:30	17:00	17:00
Thursday	09:30	09:30	12:30	17:00*
Friday	09:30*	13:30	17:00	17:00
Saturday	08:30*	11:00	14:00	16:00*

Contact us on: 01733 864 291

*Self Service hours available for registered open+ users

Peterborough City Council:

Peterborough City Council adopts new technology to keep all of their library open and open for long

- All of Peterborough Libraries remain open, when other councils are taking the option to close – meeting the Library act with no review
- All evidence for the model tracks back to the public consultation, the council listened and responded, and achieved full cross party and public support.
- Libraries are now open 126 more hours than before with a reduced cost to the service of £285,000 for the first 8.5 years and the £305,000 after.
- Open+ provides the best of both worlds, libraries open with increased access and is simple and seamless to use and fully accessible.
- The system can be controlled from a central point by one member of staff and is integrated with existing systems.
- Increased library membership and usage up 3% from May 2015 with greater use of the libraries from community groups and council workers.
- Over 15,500 sign ups from a library membership of 32,000 in the first year
- Open for two years on the system

Q&A Panel

Lisa Roberts : Head of Culture and Leisure