



www.kclweb.org
Registered Charity Number 1162461

ANNUAL REPORT

A REPORT FOR LEICESTERSHIRE COUNTY COUNCIL

For the period February 1st 2016 – March 31st 2017

This report has been prepared and submitted by the Trustees of Kegworth Community Library.

Section Number	Section Heading	
1	Executive Summary	<p>Overview of key highlights and issues that arose in the period being reviewed (February 2016 to March 2017)</p> <p>Kegworth Library has recently celebrated its first anniversary of becoming a community managed library. This first year has seen many changes to the internal layout and design of the library, which has enabled us to create a comfortable seating area for both adults and children to enjoy. In addition to this we have purchased new tables and chairs for the children's area which has resulted in the space being used much more for colouring and other activities.</p> <p>KCL also purchased with the help of LCC in excess of 170 new books in readiness for the re-launch on February 9th 2016. However, we feel we must point out that we were extremely disappointed with the selection made on our behalf. Should we wish to repeat this then we will be asking for more of a say in the books selected.</p> <p>The library is managed by the Trustees of KCL, fully supported by a willing band of Volunteers.</p> <p>We have a Volunteer Co-ordinator and use Three Rings volunteer management system to ensure that all library shifts are staffed adequately. We often have Trustees working alongside Volunteers which seems to work really well.</p> <p>We consulted our members / users in May 2016 and consequently have adapted our opening times to extend them to fourteen hours a week. This has enabled us to open four afternoons a week, with a late opening on Friday and a Saturday morning session.</p> <p>The Trustees have been successful in working in partnership with Kegworth Primary School (next door) and have reinstated 'Class Visits' to the library. These visits take place at least once a term, six classes in total and are a real highlight to the working day.</p> <p>A main issue for the Trustees has been the complete lack of external maintenance of the building. This has resulted in rotten woodwork, doors that do not close once opened and windows that have been painted shut. As we are on an internal repairing lease we feel that this is not our responsibility. We are therefore very pleased to have news that the rear door and adjacent full height frames are due to be replaced in spring 2017, followed by timber repairs and an external re-decoration of the library.</p>

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Library performance**Annual Library Book Loans**

Monthly loan figures provided by LCC are as shown below. New LCC members are shown in brackets.

February *	475	(13)	September	713	(28)
March	602	(18)	October	672	(24)
April	699	(70)	November	671	(12)
May	554	(16)	December *	335	(5)
June	506	(7)	January 2017	611	(16)
July	687	(18)	February	603	(13)
August	756	(21)	March	694	(22)
			Monthly mean	613	(20)

* open for three weeks only

Number of Monthly Visitors (our best daily session is shown in brackets)

February	238	(60)	September	666	(45)
March	310	(29)	October	567	(68)
April	514	(39)	November	548	(38)
May	367	(61)	December	279	(36)
June	442	(42)	January 2017	461	(35)
July	398	(59)	February	672	(56)
August	532	(53)	March	666	(41)

Total number of visitors during this reporting period 30th January 2016 – 31st March 2017.

6660 Please note KCL do not have an automated visitor counter

Extra Activities organised along with number of attendees

Activity	Attending	Sessions	Totals
Owl Time (pre schoolers)	8	12	96
Crafting for Children	5	6	30
EmbarrasSING (adult singing group)	24	21	504
June Lottery Draw *	-	1	-
School Visits (Kegworth Primary School)	30	21	630
Opening Event	100+	1	100+
Library Volunteer Training	12	6	72
Meccano	5	1	5
CML Cluster Group Meeting	17	1	17
EMA Careers Event	14	1	14
Knit and Natter	5	54	270
Games Afternoon	4	3	12
Colouring for Adults	5	1	5
Adult Jackanory	3	1	3
Coffee Cake and Cards	20	2	40
Annual Review	30	1	30
Christmas Tree Festival *	-	1	-
Art Exhibitions *	-	3	-
Macmillan Coffee Afternoon	150	1	150
Polling Station *	-	2	-
External Book Sales etc **	80	4	320

* It is impossible to give accurate figures here

** gauged by how many books sold at event, our stall was often part of a much larger Village event.

Total number of people attending library events and lettings for this reporting period

2298– not including the events marked with an asterix as they are impossible to gauge.

Summary of Complaints / Compliments

As this is written there have been no written complaints nor complaints taken directly to LCC. A message on our Facebook page was sad that our 'Owl Time' reading sessions had stopped but this was discontinued due to very low attendances (modal attendance 1). The person complaining had in actual fact not attended any session.

Some of the comments we have received verbally during our first year as a CML are:

Lovely library, really like the feel of it and the new colour scheme

...further improved recently with the new Bookshop

Unofficial Library Inspectors (they have visited all libraries!) gave us 10/10

Availability of free Wi-Fi when I moved into the area was really useful - thank you

It is a really great place to be when I am feeling a little down... Sanctuary

Summary of Public / Volunteer Accidents (to include all Trustees)

There has been only one accident in this period when a Trustee moved a wheeled chair that a second Trustee then tried to sit on. The accident was recorded in the Accident Book and no further action was needed.

Overall number of Volunteers

30 (see section 8)

Number of new Volunteers during the reporting period

7

Number of Volunteers leaving during the reporting period

14 in total	Resignations	2
	Health Grounds	2
	Took on more 'paid' work	6
	Didn't turn up again (after LCC training)	2
	Student	1
	Resigned as a Trustee but carried on as a Volunteer	1

		<p>Any other information</p> <p>We have a great team of Volunteers who work very hard to make KCL work – they help in all aspects of running the library from cleaning to checking our accounts. They all receive a quarterly newsletter and can follow us via our website (kclweb.org) or Facebook. Our Volunteer Co-ordinator also lets them know via email if there are any other issues that need to be brought to their personal attention. The daily log allows for day-to-day events to be recorded and the staff noticeboard is intended to keep Volunteers updated about other monthly or longer term events.</p>								
3	Financial performance	<p>Summary overview of financial performance including as appendices:</p> <p>The period covered is 1st April 2016 – 31st March 2017 Annual returns attached as supplied to the Charity Commission form CC16A</p> <p>Summary of Grant Applications and Outcomes:</p> <p>Applications</p> <table data-bbox="414 750 1534 893"> <thead> <tr> <th></th> <th style="text-align: right;">Received</th> </tr> </thead> <tbody> <tr> <td>Leicestershire County Council Capital Grants</td> <td style="text-align: right;">£2499.62</td> </tr> <tr> <td>Leicestershire County Council Grant Payments</td> <td style="text-align: right;">£5930.00</td> </tr> <tr> <td>Parish Council Grants</td> <td style="text-align: right;">£2000.00</td> </tr> </tbody> </table> <p>Outcomes - New signage and external Notice Board. Music System and CCTV.</p> <p>Cash Held at 31st March 2017 The Co-operative Bank account shows a balance of £12,203 at the end of this financial year.</p> <p>Borrowings at 31st March 2017 £0.00</p> <p>Capital Investment Plans None</p> <p>Staffing Arrangements We do not employ anyone</p> <p>Financial Position We are in a strong financial position for 2017-2018</p>		Received	Leicestershire County Council Capital Grants	£2499.62	Leicestershire County Council Grant Payments	£5930.00	Parish Council Grants	£2000.00
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4	Progress Update on current plans	<p>Update on progress achieved against previous years' plans Progress achieved against previous year's plans</p> <p>To date: The main area of the Library was redecorated, cleaned and the shelving refurbished and re-organised prior to the Community Library opening. We have provided tea and coffee making facilities at the front of the library, adjacent to the newly formed comfortable seating area. We have also installed a music system to support the community singing group, shelving and signage for a bookshop, CCTV and external signage including a notice board facing the High Street to publicise regular events and one-off activities.</p>
5	Future Plans for development	<p>Outline of future development plans in respect of: Services to be provided</p> <ul style="list-style-type: none"> • We wish to continue developing the events that we hold in the library and have recently held a Careers and Jobs fair in conjunction with East Midlands Airport Academy, which we hope will become an annual event. This is in a bid to become a community hub for the advertising of local job opportunities. • Our new IT equipment will soon be installed and working from this we wish to run ICT help and support particularly for the older members of our community. • We are currently investigating the potential for the library to become a learning hive for Mathematics Tutoring by 'Tutor Action' starting in the autumn. Tutor Action will hire the library initially for one hour per week to provide affordable private tuition in Mathematics. If there is a demand this will be increased. • We are also investigating whether we can use the library for other services for example the Police and our local MP to hold surgeries. • Many hours of hard work go into ensuring our library and the services it offers thrive and we have estimated this at over 50 hours per week. The Trustees believe a sessional worker will need to be employed to lighten the load. It is our intention to investigate whether KCL can employ a sessional worker to run some aspects of the library, for example to promote the library to local employers and to raise our profile on current and emerging social media platforms. • The Trustees are also looking at the feasibility of upgrading the staff facilities to ensure we offer the best facilities for our volunteers and those who hire the library for events.

		<p>Income generation</p> <ul style="list-style-type: none"> • The library will continue to be hired out to local groups and organisations such as EmbarrasSING. • We will continue to hold ‘Special Days’ and new events in the library to encourage new visitors and generate income from refreshments and donated book sales. • The library will continue to play host to Art Exhibitions by local artists which generates a small income, and encourages a broader client range. • The ‘Friends of KCL’ will continue to have a presence at external events, to generate income and promote the library and its services. • The library will continue with sales of stationery, memory sticks and sticker books for children. • The Trustees will pursue external grants where appropriate. • We will continue to work with our Parish Council to ensure that we receive their financial support on an annual basis.
6	Risk Management	<p>Review of current risk logs and identification of new risks or closure of old risks</p> <p>A review of risk is carried out monthly by a designated Trustee. We have had an ongoing problem with our rear fire door and exterior escape path not being suitable for wheelchair users. However, this door is due to be replaced shortly which will go a long way to resolving the issue, allowing the rear door to fully function as an escape in an emergency.</p> <p>As occupiers / managers of the library, we are aware of our responsibilities for the safety of people in the library under fire safety legislation. (RRO 2005)</p> <p>See attached Risk Assessments for both Daily Library Business and the Charity Business.</p>
7	LCC support	<p>Include a review and identification of any issues arising with the LCC Support Package</p> <p>Premises</p> <p>LCC are responsible for the external fabric of the building.</p> <p>As noted above, we are looking forward to the external work to part replace a door and window frames to the rear of the library and timber repairs and redecoration to other elevations.</p>

Our heating is by hot air, with the system now dated though still serviceable. We note there are ACM's in the linings to the Boiler House and bin store.

A limited roof leak just as we took over the building was repaired by LCC, and no other work has been necessary to date.

ICT-LMS

This has gone well and the training before takeover was effective. However, there have been a small number of issues with the LCC LMS equipment where books have not been discharge satisfactorily leading to customers having fines where none should be charged. However, we are aware that in some instances this could be due to volunteers not checking that a book has been correctly discharged on the screen. Further training in May will reduce the instances but when issues arise a designated Trustee fully investigates the problem. In cases of doubt the fines are waived. The number of cases has decreased and is now running at approximately one per month down from 3 per month.

We have submitted a detailed plan to replace the LCC public computers with our own system. LCC have approved this and funds from the £3000 grant have been released.

Book Stock

The book stock was edited in January 2016 prior to KCL taking over. Since then the Trustees have followed LCC procedure for editing books. The shelves look neat and tidy adding to the calm ambience in the library, there is space for our clients to browse. On takeover using S106 monies KCL purchased in excess of £1000 worth of adult fiction which were displayed prominently on our shelves. During 2016 a handful of new books were added each week by LCC this has now decreased. In May last year a part audit of adult fiction was carried out and a more complete audit was carried out in January 2017.

We have decluttered the shelves and removed stock that had not been taken out by customers before the latter part of 2015/16. Some of this stock was returned to the hub, but the majority we are now rotating back onto the shelves via our 'Have you tried' section which is proving very popular.

The shelves are now readily accessible for our customers and volunteers when they are re-shelving. KCL realise it is their responsibility to display books enticingly and make regular changes that invite browsing but do not irritate our customers.

Hub Support (Loughborough)

The Volunteers have praised the help from Loughborough Hub – always pleasant and enormously patient when dealing with our queries.

		<p>CML Support Officer – Anne King</p> <p>Throughout the whole process of transfer and beyond KCL has always enjoyed a good relationship with its ‘Support Officer’. Since transfer Anne King has always been there to keep us on track and up to speed with any changes and library related issues. No matter how complex or simple our questions are, Anne will always do everything within her power to find the correct answer or solution for KCL and we thank LCC for providing this support, long may it continue.</p> <p>Additional Training</p> <p>We have trained additional Volunteers ourselves, as and when they offer their time rather than wait for a refresh course from LCC. In this way we hope to encapsulate their keenness and enthusiasm whilst the iron is hot!</p> <p>Currently we are taking part in a Refresh Training Course run by LCC for all of our Volunteers on May 8th in the Library.</p>																																
8	Volunteers	<p>Analysis of Volunteers</p> <table border="0" data-bbox="414 742 2123 933"> <tr> <td colspan="2" style="text-align: center;">Male</td> <td colspan="2" style="text-align: center;">Female</td> <td colspan="4" style="text-align: center;">Ethnicity – White British</td> </tr> <tr> <td colspan="2" style="text-align: center;">8</td> <td colspan="2" style="text-align: center;">22</td> <td colspan="4" style="text-align: center;">30</td> </tr> <tr> <td style="text-align: center;">Under 20 years</td> <td style="text-align: center;">20-30 years</td> <td style="text-align: center;">30-40 years</td> <td style="text-align: center;">40-50 years</td> <td style="text-align: center;">50-60 years</td> <td style="text-align: center;">60-70 years</td> <td style="text-align: center;">70-80 years</td> <td style="text-align: center;">80-90 years</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">6</td> <td style="text-align: center;">14</td> <td style="text-align: center;">5</td> <td style="text-align: center;">4</td> </tr> </table> <p>Overview of any Volunteering needs</p> <p>Over the past year we have recruited a team of Volunteers to help us to man the library. Along the way we have been successful in promoting some to Lead positions and one to join our very hard working group of Trustees. They all receive a monthly ‘Volunteer Up-date’ which, we hope, keeps them informed of any relevant news and current issues affecting the library.</p>	Male		Female		Ethnicity – White British				8		22		30				Under 20 years	20-30 years	30-40 years	40-50 years	50-60 years	60-70 years	70-80 years	80-90 years	1	1	0	0	6	14	5	4
Male		Female		Ethnicity – White British																														
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<p>9</p>	<p>Property Lease (applicable where library leased from the Council)</p>	<p>Review of premises related expenditure in order to maintain the property</p> <p>KCL have maintained and steadily improved the library both internally and externally. This has included internal painting and decorating (Arkwrights £910.00), timer switch for water heater (£41.06), planting (£163.00), duplicate keys (£102.14) and a compost bin (£16.97). The new windows at the back of the building are beautiful and KCL will look to LCC to gradually replace all windows so as to enhance the building, increase security and water tightness. We were advised by a decorating company that they could not paint the external woodwork due to its poor condition.</p> <p>The building manual / log to ensure all statutory testing certification and surveys are up to date</p> <p>Fire Alarm Testing</p> <ul style="list-style-type: none"> • A monthly test of all 4 alarm points is carried out by a Trustee and recorded in a log. Two practice fire alarm drills have been carried out successfully and with all procedures followed. • The whole system is tested quarterly by an approved contractor currently on an LCC contract. KCL have negotiated a similar contract with Chubb for the period 1st April 2017 – 31st March 2018. <p>Water Quality Test</p> <ul style="list-style-type: none"> • Water temperature tests are done monthly and results are recorded in the Water Management Log book. • Training in how to carry out these tests has been given by Houseman (LCC Contractor) in July 2016. KCL are aware that we will require a HSG274 (Risk Assess Review) in October 2017 and are currently researching the options. <p>Fire Extinguisher testing</p> <ul style="list-style-type: none"> • These are currently serviced annually by LCC contractors and appliances dated accordingly. • The last check was carried out in July 2016 and Chubb are under contract for the period 2017/18. <p>Electrical Equipment Testing</p> <ul style="list-style-type: none"> • This is carried out visually monthly as part of the Risk Assessment (see attached). • All electrical equipment on site (apart from that supplied by LCC and Servest) is less than two years old. • It is the intention of the Trustees that all electrical equipment will be PAT tested and labelled during the summer of 2017. <p>Legionella Survey</p> <ul style="list-style-type: none"> • These tests have been carried out by an approved contractor to LCC. The next test is due in October 2017 and we are currently researching our options.
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Emergency Lighting

- These tests are carried out quarterly by approved contractor to LCC the final of which under this contract was carried out on 9th March 2017. KCL have negotiated a similar contract with Chubb for the period 2017/18

Automatic Door Servicing

- Equipment is serviced annually by an approved LCC contractor. KCL have negotiated a new contract with Midland Automatic Doors to continue this and the next service is due in June 2017.

Additional Tests

Electrical Inspections and Asbestos Surveys are conducted every five years in accordance with LCC advice.

- The Asbestos Survey and Annual Inspection is due July 2017, KCL have contracted this to BDA Surveying and is scheduled to take place in June 2017.
- The Electrical Fixed Installation Testing was last carried out in November 2016 by an approved LCC contractor. The next testing will be due in November 2021.

We are well advanced in the process of awarding contracts that were previously the responsibility of LCC. KCL have a schedule of when all work needs to be undertaken and for us to be compliant with all Health and Safety guidelines.

KCL will not be continuing with the cleaning contract and have a volunteer who will vacuum and clean the library twice a week. The Health and Safety Policy has been updated to cover this extra responsibility. KCL have a 'Clean the Library' checklist and schedule.

LCC will continue to provide Grounds Maintenance FOC under the terms of our lease.

KCL have negotiated with NWLDC for removal of waste.

KCL have agreed to buy back the following Soft FM from LCC

- Window Cleaning inside and out (twice yearly)
- Washroom Services (monthly)
- Security Key Holding

Attachments

KCL Risk Assessments x 2

KCL Schedule of Planned Building Maintenance (as mentioned in section 9)

CC16a Financial Return (April 1st 2016 – March 31st 2017)

The annual report should be sent to the Head of Service, 2 weeks prior to the date of the annual meeting.

Signed

Date

Name

Role

Signed

Date

Name

Role



Kegworth Community Library	116241
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CC16a

Receipts and payments accounts			
For the period from	01/04/2016	To	31/03/2017

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Kegworth Parish Council Grant	£2,000		£0	£2,000	-
LCC Grant Funding	£5,930		£0	£5,930	-
LCC £5K Capital Grant Funding		£2,499	£0	£2,499	-
KCL Friends Lottery Club	£1,605		£0	£1,605	-
HMRC Gift Aid	£414		£0	£414	-
Cheque / Cash Donations	£1,526			£1,526	-
Library Charges	£415	£0	£0	£415	-
Photocopier Charges	£224	£0	£0	£224	-
Donated Book Sales	£876			£876	-
Room Hire	£824			£824	-
Miscellaneous Sales Income	£431	£0	£0	£431	-
Sub total (Gross income for AR)	£14,245	£2,499	£0	£16,744	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	14,245	2,499	-	16,744	-
A3 Payments					
Advertising / Promotion Expenses	344	49	-	393	-
Repairs / Maintenance / Cleaning	237	412	-	649	-
KCL Friends Lottery Club Prize Money	295		-	295	-
Insurance	575		-	575	-
Activity Books / USB Sticks	126	20	-	146	-
Stationery etc	212	164	-	376	-
Utilities - Gas, Elec, Water, Telephone	1,381		-	1,381	-
Subscriptions / Xero & 3Rings	176		-	176	-
General / Misc Expenses	192	68	-	260	-
£5K Fund (LCC) Cameras / Hi Fi etc		223	-	223	-
Staff / Entertainment Refreshments		54	-	54	-
Postage	7		-	7	-
S106 Purchases		220	-	220	-
Travel expenses	105		-	105	-
Sub total	3,650	1,210	-	4,860	-
A4 Asset and investment purchases, (see table)					
Furniture / Notice Board		661	-	661	-
CCTV / Music Hi Fi etc		1,106	-	1,106	-
Sub total		1,767	-	1,767	-
Total payments	3,650	2,977	-	6,627	-
Net of receipts/(payments)	10,595	478	-	10,117	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	868	1,218	-	2,086	-
Cash funds this year end	11,463	740	-	12,203	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Co-op Bank Account	11,463	740	-
		-	-	-
		-	-	-
	Total cash funds	11,463	740	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

	Details	Unrestricted to nearest £	Restricted to nearest £	Endowment to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval