APPENDIX A: Community Hub Agreements
Public Protection and Communities Scrutiny Meeting; 23 April 2019

Each Community hub has a 4 year grant agreement with the council for the provision of a Community Hub which encompasses the following elements:

1. Revenue Payments

To assist in the operation of the site, the council funds £5,167 per annum.

2. Capital Investment

To assist groups establish their library premises, the council funded up to £15,000 per hub, that could be claimed throughout the initial 4 year grant period.

There is an application process that must be followed which includes the provision of quotes before spend is approved and released.

3. Income

The council agreed to Community Hubs retaining all income generated to support the running costs of their hub. This includes income from separate business incorporated within their venture, e.g. tea room or space rental.

4. Book Stock

The council, through the GLL, contract provides free book stock; stock maintenance; stock cataloguing and processing; provide access to all of the Lincolnshire library stock for those communities using the Library Management System (LMS) system and provide access to the county reservation system.

5. Heads of Terms - Property & ICT

For premises for which the council is the freehold owner, lease arrangement on county council owned properties is for a period of up to 10 years inclusive of break clauses, with a £1 peppercorn rent period of four years, prior to a rent review.

The council only provides insurance against fire, lightning, explosion, aircraft impact, storm (as defined in the Beaufort scale) and flood (a natural body of water escaping from its natural confines). The Tenants are responsible for contents insurance such as book stock, shelving, ICT equipment.

The council remains responsible for all items of hard facilities management (Hard FM) in line with the relevant legislation, including;

- Fire alarm and fire protection systems to include required testing of fire extinguishers
- Hot and cold water supplies, water pressurisation and thermostatic issues and the undertaking of water risk assessments in line with legislation. Water testing where it is necessary to do so
- Emergency lighting
- Compliance with electrical safety standards
- Equipment that enables access to the web-based LMS (library management system) for volunteers
- Equipment enabling filtered access to the internet from the Demised Premises known as the People's Network (PN)
- Equipment known as a multi-function device (MDF) enabling managed printing, scanning and copying
- 'Lift phone' facilities providing telephone facilities which connect only to the Customer Service Centre (CSC)
- Wireless internet access where already existing within the library premises
- Annual servicing of gas installations (including boilers, hot water units and fires)
- Security systems and intruder alarms
- Lifts (where installed)
- Air conditioning systems (where installed)
- Reactive repair to the external fabric of the building, mechanical and electrical systems, air conditioning, heating and ventilation systems
- External decoration

The Community Hub are responsible for the soft facilities management (Soft FM), including;

- Grounds maintenance
- Window cleaning (inside and outside)
- Pest control
- General and recyclable waste collections/ disposal
- Confidential waste collections
- Cleaning of all accommodation areas and compliance with hygiene standards
- Providing and paying for the Tenant's telephone, photocopying, computer and similar installations (for the avoidance of doubt the Tenant paying for all charges in connection with the use thereof and any other services supplied directly to the Demised Premises)
- Maintaining suitable records of the routine and regular flushing of water outlets to monitor temperatures in line with the water risk assessment
- CCTV systems (where installed)
- Portable appliance testing for electrical equipment

6. Fixtures and Fittings

The council arranges for the re-distribution of existing fixtures and fittings amongst the Community groups when requested.

7. ICT – core set of equipment

A core set of equipment was supplied to hubs as standard, all of which are paid for; supported and maintained by the council.

Core set of equipment supplied to hubs as standard[1]	Number of items
Desktop Personal Computer (PC) for volunteers to access the Library Management System (Spydus)	1
Desktop People's Network personal computers (PN PC) providing free internet access through the County Council's Netsweeper filter which is designed to comply with the County Council's Acceptable Use of Computers Policy.	2
Barcode Scanner	1
Telephone Handset providing free access to the County Council's Customer Service Centre (known as Voice Over Internet Provider (VOIP)	1
Slip Printer, which provides receipts to customers who want them.	1

Any additional items can be requested by the Community Hub, but the cost for both the Hire Purchase Initial Payment, and on-going Annual Support Charge, will be the responsibility of the Community Hub

8. GLL Support

GLL are obliged to provide each Community Hub with at least 4,000 items of book stock and ensure Community Hub users have access to the entire collection of stock held within Lincolnshire via the Library Management System.

Within their structure, they have a permanent Operations Manager and a team of Learning Development Officers (LDOs) to fulfil this obligation and to provide an innovative approach to supporting the community hubs.

The LDOs provide professional advice, support and training to the Hubs, ensuring they are as effective as possible and meeting their aims and objectives.

[1] *Some Community Hub sites inherited more equipment over and above the core set of equipment*

They are first point of contact for the hubs and are on hand to offer on-going advice and support on:

- Day to day operation of a library service including stock management, product placement, potential activities available
- Training
- Volunteer recruitment
- Policy and procedures

LDOs also support the setting up and opening of new Community Hubs and the relocation of Community Hubs. Providing advice on costs associated with these activities, acting as a conduit to the council corporate services (IMT and property), providing advice on layout of sites and best utilization of space.