

# Neighbourhood Services Scrutiny Committee



Library services provision – Support for employment and careers

Lee Warner, Head of Neighbourhood Services

# Neighbourhood Services Overview

The Council's Neighbourhood Services section delivers community and library services to people who live and work in Leicester City.

- A network of 27 facilities, including 9 Multi-Service centres:
- 16 library service points
- 15 community centres offering room hire
- Ward & Community Engagement Team



# Library Employment Support: national and local strategic context

Neighbourhood Services are committed to the Universal Offers developed by Libraries Connected:

- **Information & Digital** – Goal: “To ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online”

Other Universal Offers are linked:

- **Health & Wellbeing**
- **Culture & Creativity**
- **Reading**

# The National Context: DCMS Libraries Deliver:

“libraries help individuals into work. They run job clubs, back to work programmes and facilitated sessions with partner agencies such as Adult Learning and Skills, Jobcentre Plus and local organisations. They also provide training and support for digital skills and lifelong learning to prepare people for successful and productive careers...

Increasingly knowledge is becoming a driver of productivity and economic growth. Library information and knowledge management professionals help people understand and become part of the knowledge economy, to boost business competitiveness locally and nationally.”

## Long term health issues

Books and information  
Meeting spaces for groups

## Disability support

Access to equipment and facilities  
Accessible spaces  
Information resources



## Mental and wider health issues

Reading Well : Books on Prescription  
Autism and dementia-friendly libraries  
Safe and inclusive spaces

# Libraries deliver

targeted services for specific life situations

## Arriving in a new place

Local community information  
Citizenship test support  
English language classes

## Looking for work or starting a business

Job clubs and CV support  
Start-up business support  
Shared work spaces



## Urgent needs

Access to legal services  
Signpost to food banks  
Emergency information

## Lacking digital skills and access

Digital skills training  
Free WiFi and computers  
E-resources

# Leicester City context

Manifesto commitment May 2019

Lifelong learning:

“Leicester recognises, values and prioritises the need for people to learn throughout their lives and outside of formal education settings.”

A fair City:

“We will:

- Develop job creation, skills and investment plans for parts of Leicester which are economically excluded, including opportunities for local businesses and for young people to engage in positive activities”

# Library Services

## Delivery team and network:

- 16 library service points
- Supported by Service Delivery Managers and Neighbourhood Services Assistants
- **2.1million visits** to Neighbourhood Services 2019/20
- **180,000 hours** public computer access 2019/20
- **110,000 Wi-Fi** accesses 2019/20



# Advice and support sessions in libraries

# Work Coach Sessions

- Partnership with DWP developed during pandemic
- Work coach sessions trialled in 3 libraries Autumn 2020
- Service rolled out to 6 libraries in total Summer 2021
- From 25 February 2022 sessions also delivered at BRITE Centre
- Weekly sessions
- Call or visit the local library to book

# Work Coach Sessions – support available

## EMPLOYABILITY

- CV writing
- Supported job search
- Interview skills and tips
- Individual action plans
- Virtual jobs fair
- Redundancy support
- Direct link to vacancies

## QUALIFICATIONS

Sector specific training, including:

- I Health and social care
- I SIA (Security Industry Authority)
- I CSCS (Construction Skills Certification Scheme)
- I In-work retraining support
- I Direct links to adult education, training providers
- and support for young people

## MONEY ADVICE SERVICE

- Benefit support
- Better-off calculations
- Charitable applications
- Debt advice

## SPECIALIST SUPPORT

- Health issues/disabilities
- Childcare responsibilities
- Language barriers
- Ex-offenders
- Translation services available where required

# Work coach sessions available at:

- St Barnabas Library (0116) 299 5450
- Beaumont Leys Library (0116) 299 5460
- Pork Pie Library (0116) 299 5480
- New Parks Library (0116) 229 8200
- Highfields Library (0116) 299 5494
- St Matthews Library (0116) 222 1045
- BRITE Centre Library (0116) 299 5476

The background features a light teal gradient with several overlapping, semi-transparent shapes in a darker teal and greyish-blue. These shapes are curved and organic, resembling stylized hills or abstract architectural forms. The overall aesthetic is clean and modern.

# Support for Skills Development and access to Information

# Support for Children & Young People

- Reading Programmes to promote reading skills
  - Book Start programme
  - Our Best Book awards
  - Summer Reading Challenge
- Study support sessions
- STEM programmes
  - Code clubs
  - National Space Station partnership
- Cultural programmes
  - Amongst Ideal Friends library shows

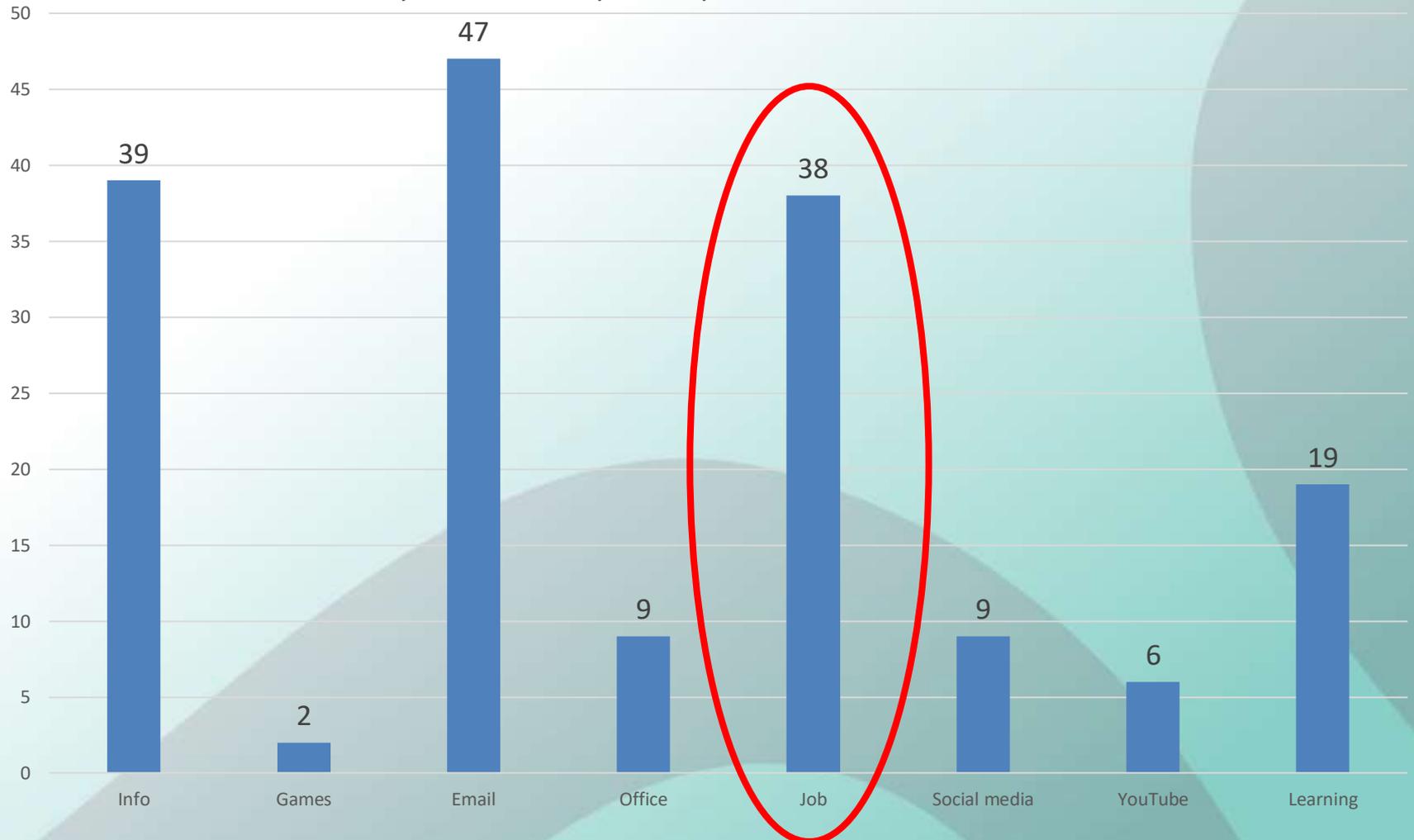
# Access to Computers & the Internet

- Trained staff to support general IT use
- Provision of 166 public access computers in 16 libraries (bookable, free of charge) – renewed 2020
- Public access Wi-Fi in all 16 libraries (free)
- “Leicester Connected” device loaning scheme
- High quality printing – rising demand
- Wi-Fi printing – new service Dec 21
- IT training suites at 5 neighbourhood centres



# What are people coming to do?

Survey: Beaumont Leys Library 3rd - 16th December 2019



# Learning: Beginners IT sessions

- “Learn my Way” sessions running for over 10 years
- Resources from Good Things Foundation
- For complete beginners
- Learn at your own pace
- Self-led courses with staff to support for confidence
- Topics covered include:
  - Mouse/keyboard
  - Internet safety
  - Filling forms
  - Universal Credit
  - Health online
- Offered at Central Library Mon – Fri, and at high demand community libraries
- Recommencing in spring 2022



**Are you taking part in Get Online Week?**  
**We are.**

 brought to you by 

## Computer Skills for Beginners

- Are you a complete beginner with computers?
- Are you worried about using them?
- Have you heard scary things about the internet?

*Don't worry we are here to help!*

We have sessions at libraries across Leicester so there is one near you.

• Beaumont Leys Library	• New Parks Library
• Belgrave Library	• Highfields Library
• Leicester Central Library	• Rushey Mead Library

Session days and times vary, please contact the individual library for further information. [www.leicester.gov.uk/libraries](http://www.leicester.gov.uk/libraries)  
Tel: 0118 454 3540



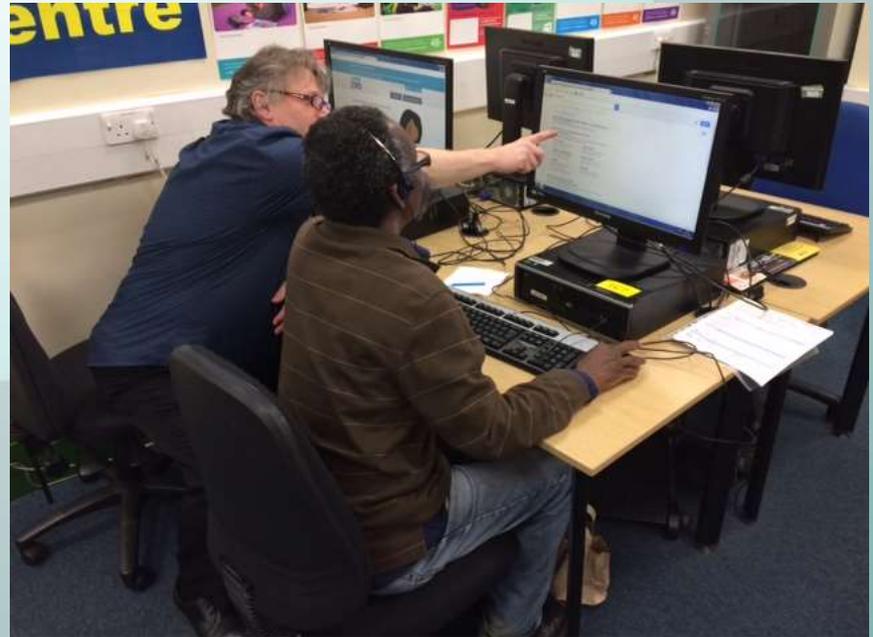
Leicester City Council

# Learning: support from library staff

Library staff routinely provide basic signposting and support to computer users

Most common customer support request areas\*:

1. Printing
2. Scanning documents
3. **Job search**
4. **Online forms**
5. Email (including set up)
6. Search engines
7. Browsing the Internet
8. Microsoft Word
9. Accessibility
10. Privacy settings



\*Source: "Capture IT" survey in Leicester City 2019/20

# Adult Learning in Neighbourhoods

- IT suites developed at 5 neighbourhood centres to support the LASALS programme at accessible community venues
- Basic Digital Skills Courses offered at a range of venues between 2018 – 2021
- A wide range of skills and classes are offered in Neighbourhood settings

<b>Adult Learning Enrolments</b>	<b>2018-2021</b>
Belgrave Neighbourhood Centre	1018
African Caribbean Centre	574
Brite	760
Central Library	29
Highfields Library	874
New Parks Library	100
Pork Pie Library	288
St Mathews NC	461
Tudor Centre	80
St Barnabas Library	459
<b>Total</b>	<b>4720</b>

# Kickstart roles in Neighbourhood Services

# Kickstart roles

- Neighbourhood Services are providing Government funded “Kickstart” roles in libraries and community centres
- The scheme is open to 18-25 year olds
- Offers an opportunity to develop skills in community settings
- 4 customer care roles, one in each area of the city
- 1 admin support role, centrally based
- Roles will commence in 2022, each for 6 month period

# Case Study: Beaumont Leys Library



# Case Study

## Beaumont Leys Library, Nov 2021

- Beaumont Leys library customer Kevin Moore was referred to Jobcentre work coach Jay Adata in November 2021 by library staff, advising that he needed some help with online job applications.
- Mr Moore explained: “At that time, I was on Universal Credit, and whilst I had previous work experience in security, I wasn’t particularly confident in my computer skills, which put me off some job applications.
- “Jay referred me for extra support and on a follow-up appointment she identified a job offer in my spam emails, something I clearly missed!”
- Jay explained the job offer was based on the condition that Mr Moore would complete online job training, an induction and upload all relevant ID, which Mr Moore would have previously found daunting. However, he was supported by Jay to improve his IT skills.
- He added: “With Jay’s support and liaison with the employer, I was successful in gaining a full-time position as a security guard. Without Jay being in the library, giving me that support, who knows where I would be now. I’ve started 2022 with a fresh start and lots to look forward to. I would like to thank both Jay and the library staff for their support.

Any Questions?