



Welcome To Your Library

Hillingdon Project
Plan 2006 - 2008



healthy
Hillingdon
PROMOTING HEALTH IN THE COMMUNITY

Health Opportunities Promotion & Education
HOPE

Hillingdon **NHS**
Primary Care Trust

Welcome To Your Library
Hillingdon Project Plan 2006 - 2008

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May 2006

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Introduction

Welcome To Your Library (WTYL) is a national project connecting public libraries with refugees and asylum seekers. By increasing opportunities for participation, Welcome To Your Library aims to improve access to and quality of public library services for everyone. The national project will now run until the end of 2007 by which time there is an expectation that activities and systems will have become an integral part of public library work.

The London Borough of Hillingdon (LBH) has been selected as one of the 5 national areas within this project and consists of a partnership between Hillingdon Libraries, Healthy Hillingdon and Hillingdon HOPE (Health Opportunities, Promotion and Education).

Funded by the Paul Hamlyn Foundation and coordinated through the London Libraries Development Agency, the pilot project has been extended to a further five public library partners; LBH, Leicester City Council, Liverpool City Council, London Borough of Southwark, Tyne and Wear consortium.

WTYL National Vision

'We will connect public libraries and refugee communities to nurture learning, well-being and a sense of belonging for all.'

'We will achieve this through:

Participation of refugee communities throughout the work

Partnerships to raise awareness and increase public library use

Confident, trained library staff

Sharing good practice based on evidence

Advocacy for public library work with refugees and asylum seekers'

More information is available from www.llda.org.uk/cms/contentpage/wtyl

Hillingdon Context

1. Statistics

Hillingdon is the second largest London borough in terms of space. About 245,000 people live here with 21% from Black Minority Ethnic (BME) communities with a projected increase to 25% by 2011. 49% of the population is aged between 16-44 (Census 2001). The ethnic minority communities in Hillingdon are younger in age and make up a larger proportion (31%) of the population aged below 50. The borough is home to Heathrow airport with its implications for Refugee and Asylum Seeking (R&AS) communities as a first port of entry and then communities settle and over time communities have built up in the area. The borough has 12,000 refugee and asylum seeking families – the highest of all London boroughs. Currently there are up to 1,400 unaccompanied minors (UAM) in Hillingdon (Hillingdon Asylum Team 2006). There are 686 UAM over the age of 16 who are under the care of Hillingdon Council social services. These are a key group who need the services of the library.

2. Project Partners

Hillingdon Library Service

Hillingdon has a well developed Library Service with 17 branch libraries and 1 mobile library. It currently meets 7 out of the 10 Library Standards. It has an outreach programme led by the Outreach Manager and supported by the adult and children's teams, outreach and reader development staff. The service has a 3 year Reader Development Action Plan (2005-8), and a Learning Strategy (2005). The Learning team delivers support for the public in developing Skills for Life, as well as ICT skills in partnership with Adult Education and the Learning Hub. The service recognises in the Library Plan that improvement in community engagement through partnership working will drive forward the developments required by Framework for the Future.

Healthy Hillingdon

Healthy Hillingdon is a specialist health promotion partnership funded jointly by the London Borough of Hillingdon and Hillingdon Primary Care Trust. It is a multidisciplinary team who work together in partnership with others across statutory, voluntary private sectors and the community to design and support programmes for sustainable health promotion.

After 5 years of collaborative project work, the Library Service and Healthy Hillingdon saw the release of the Wanless Report in 2004 and the Choosing Health White Paper, as an opportunity for developing community engagement for health promotion and awareness. The partnership provides additional opportunities and capacity for public engagement through skills sharing and activity based work.

Healthy Hillingdon and the Library Service are developing a joint strategy that:

- increases health literacy of the library service
- raises awareness through local events and projects of health issues
- develops the use of libraries as community venues for access to information and projects on health, training, leisure, arts
- increases community engagement of marginalised groups within the community
- works with HOPE shared priorities.

HOPE (Health, Opportunity, Promotion and Education)

Hillingdon HOPE is a partnership led project set up in 2003 and managed through Healthy Hillingdon. The project is funded by the Big Lottery and are match funded by Hillingdon Primary Care Trust (PCT). In developing the WTYL project in Hillingdon, HOPE was seen as a key partner. The aim of HOPE is to address the health inequalities of the three most excluded groups within Hillingdon: travellers, homeless individuals and families, and refugee and asylum seekers. Its objectives are to build the capacity within the groups and to improve access to health services, education, training & employment opportunities, health education, and basic personal skills development.

3. The Partnership Development

The Library Service recognised their lack of expertise and capacity to develop appropriate services to R&AS communities and to address perceived barriers to use. Through the joint work with Healthy Hillingdon, the development of services as a partnership process was seen to be an effective model in meeting both services objectives. The Library Service offered safe environments, opportunities for informal learning and access to resources and information. Healthy Hillingdon offered a pro-active approach and skills in community engagement. HOPE offered knowledge of local hard-to-reach groups and skills in contacting them and developing projects.

4. National and Local Policy Drivers

National Framework For the Future 2003

This outlines the Government's vision for the role of public library services. Produced by the Department of Culture, Media & Sport (DCMS), it provides key objectives for Libraries, Learning and Information for the next decade.

Fulfilling Their Potential

A national development programme for young people's library services.

Every Child Matters

Youth Matters

These are frameworks developed by the government for improving outcomes for all children and young people and their families

Choosing Health

The key white paper from the Department of health for public health and health promotion.

Shared Priorities

In 2002, the Government and Local Government Association agreed a joint statement of shared public service delivery priorities, which identified issues where central government, local councils and other organisations must work together to improve the quality of people's lives.

Local Hillingdon's Community Strategy 2005-15

Developed through community consultation conferences, has 7 themes including:

- *A borough of Learning and Culture* where residents can develop their skills, broaden their knowledge and embrace new leisure pursuits
- *A safe borough* where crime is falling and the fear of crime is falling.
- *A borough with improving health, housing and social care* – where first class health and social care and decent affordable housing are available to all
- *A borough where opportunities are open to all* – where communities are closer and stronger.

“Opportunities for all” 2004

Hillingdon’s Equality and Diversity Plan for 2005-2008. Hillingdon is currently at Level 2 of the Equality Standard for Local Government.

Health Promotion Strategy

This is a 10 year strategy signed off by the Local Strategic Partnership.

Pan London Inequalities Collaborative

Healthy Hillingdon is a partner.

Public Health Information and Resource Forum

A national forum focussing on advancing health literacy and quality standards in the provision of public health information and public health libraries. Healthy Hillingdon representative sits on this forum

HOPE Business Plan 2006-8

This strategy has been accepted by NOF (The Big Lottery) to proceed with activities for vulnerable groups including refugees and asylum seekers between 2006-8.

Shared Priorities and Drivers

See Appendix 1.

5. Hillingdon WTYL Vision and Objectives

Hillingdon will become a borough where:

1. the partnership approach across the Library Service, Healthy Hillingdon and HOPE is seen as a model of the good practice, sharing skills and capacity agendas.
2. libraries are viewed by R&AS communities as a safe, first choice of contact for information and routes to learning, and that they feel confident in accessing libraries
3. staff are trained and supported to feel confident in providing a service for R&AS communities
4. the wider community has an opportunity to see the positive contribution R&AS communities bring
5. the learning from this project is integral to the service and not a bolt on
6. the local studies and archive material reflects the ethnicity, diversity and mobility of the population in Hillingdon.

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Appendix 1 : Expected Outcomes for WTYL Against National Drivers

Shared Priorities Outcomes	Every Child Matters Outcomes	Framework for the Future	Fulfilling their Potential	Generic learning outcomes using Inspiring Learning for All	Choosing Health Dept. Health White Paper	Hillingdon Community Strategy 2005-15	Welcome to your Library
			Young people experiencing high quality library services will:	See *1-5		We want to make Hillingdon:	Refugees and Asylum Seekers experiencing high quality library services will: See *6-10
Promoting Healthier Communities	Be Healthy	Measures to tackle social exclusion, build community identity and develop citizenship	Gain self-esteem Enjoy better mental health Make informed choices	1, 4	Tackling health inequalities Improving mental health and well being	A borough with improving health, housing and social care	6, 7, 9
Creating safer and stronger communities	Stay Safe Make a positive contribution	Measures to tackle social exclusion, build community identity and develop citizenship	Feel more confident and empowered Understand each other better Participate more in local decision making and their local community	4 1 1	Improving mental health and well being	A safe borough – where crime and the fear of crime is falling, policing is visible and our community is safer Improved partnership working	6 9

Raising standards in schools and improving quality of life for children and young people	Enjoy and achieve	The promotion of reading and informal learning	Enjoy reading widely Enhance their creativity Become more engaged in learning Develop better skills Perform better at school	1, 2, 3, 4, 5	Helping children and young people to lead healthy lives	A borough of learning and culture where residents can develop their skills, broaden their knowledge and embrace new leisure pursuits A borough where children and young people are healthy, safe and supported	6,7,8,9,10 6,7,8,9
Promoting the economic vitality of communities	Enjoy economic well-being	Access to digital skills and services including e-government	Develop better skills, leading to better employment prospects Become more informed about available choices	1, 2, 3		A prosperous borough where enterprise is encouraged, business supported and new jobs created for local people A borough where opportunities are open to all	6, 9 10

Table above adapted from work on the Improvement Model for "Fulfilling their Potential" developed in partnership by the Reading Agency, ASCEL (association of Senior Children's and Education Librarians) and the National Youth Agency, with input from the Society of Chief Librarians.

1. Knowledge and understanding.
2. Skills.
3. Activity behaviour and progression.
4. Attitudes and values.
5. Enjoyment inspiration creativity.
6. View libraries as a safe, first choice of contact for information and routes to learning and feel confident in accessing libraries.
7. Be welcomed by staff who are trained and supported to feel confident in providing a service for them.
8. Experience a library service where developments and learning from this project is integral to the service and not a bolt on.
9. Experience a library service where a partnership approach has been developed across libraries, health, HOPE as a model of good practice, sharing skills, capacity, agendas.
10. Experience a library service where the local studies and archive material reflects the ethnicity, diversity and mobility of the population in Hillingdon.

Appendix 2 : Welcome To Your Library - Action Plan 2006 - 2007

Develop a partnership approach across libraries, health, HOPE as a model of good practice, sharing skills, capacity, agendas						
Action	Outcomes	Time Frame	Who	Resources Required	Evaluation	Risk
Establish a steering group for the project with terms of reference.	Group meeting on agreed regular basis with minutes.	Ongoing	All	Time	Minutes kept to evidence regular meetings Plan in place	May be difficult to encourage overstretched partners to get involved
Identify the support staff from libraries and Healthy Hillingdon who run this project with support from steering group.	Agreed project and action plan developed. Recruit person within Healthy Hillingdon. Agree working role of ethnic minority librarian.	By April 2006 By June 2006 By April 2006	All Andrew Knight Healthy Hillingdon Eileen Smyth & Josie Mitchell - libraries	Time capacity	Core team identified, new post in place Individual action plan. Record of developments or initiatives undertaken by support staff.	Currently in job freeze and spending freeze so sets time delay with no end date.
Collate local and national data to create a profile of the R&AS communities through links with key voluntary and statutory organisations working with R&AS: <ul style="list-style-type: none"> Connecting Communities Citizens Advice Bureau HESA Primary Care Centre Hillingdon Law Centre Hillingdon Race Equality Council. Lobby statutory and voluntary groups to develop guidelines on how they collate and monitor data.	Database compiled of R&AS by gender and age at ward level. Developed database of activities and groups, communities, services supporting R&AS, voluntary organisations. Developed network of key personnel and activities in the borough.	Rapid assessment developed by 30 th March 2006 Continue with iterative process that builds up a long term picture. April – December 2006.	All	Time capacity Access to data sources Access to community groups.	Iterative process. Agreements made about how separate organisations will collate and share data. Database utilized to update and monitor profile of R&AS communities. Guidelines developed with statutory and voluntary groups, to ensure policies are in place to collate and monitor data.	Organisations don't have the information, or information is old and unreliable. Lack of access to community. Lack of commitment on setting up system to regularly collate and monitor data.

<p>Initiate project in Barnhill Ward through Yeading Library, Learning Framework project with Yeading JUN School, Tamil Refugee group, Barnhill ward health visiting team. Sessions in library to assess needs.</p> <p>Develop sessions in 4 more libraries to assess needs based on knowledge gained in first session.</p> <p>Review resource materials – begin with YE and continue across 4 more libraries as project develops.</p>	<p>Links established with Tamil group, health visiting team and Yeading School.</p> <p>Library session run during refugee week in June.</p> <p>Learning Framework developed, piloted and assessed.</p> <p>Through HOPE identify further 4 groups to work with as soon as staff in place.</p> <p>Staff information sessions completed in 5 identified pilot sites</p> <p>Learning frameworks developed matching expressed needs</p> <p>New resources in place in libraries as required by R&AS</p>	<p>March 2006</p> <p>June 2006</p> <p>December 2006</p> <p>March 2007</p> <p>March 2007</p> <p>December 2006- March 2008</p> <p>YE August 2007 and then other libraries to meet project timetable</p>	<p>HOPE</p> <p>ALL</p> <p>HOPE</p> <p>ALL</p> <p>ALL</p> <p>Library Service</p>	<p>Staff time</p> <p>Event budget</p>	<p>Head teacher evaluation.</p> <p>Next stage identified and developed – evidence of mainstreaming of this work between school and library.</p> <p>Learning framework model being adopted by other schools with local libraries.</p> <p>Monitoring data.</p> <p>Iterative process in each of the 4 libraries.</p> <p>Evaluation of awareness sessions with staff and evidence of staff feeling more confident in this area of work.</p> <p>Monitor stock issues from these resources.</p> <p>Feedback from R&AS groups.</p>	<p>Groups not committed to projects due to capacity or time.</p> <p>Project staff not in place Budget constraints.</p> <p>Budget constraints.</p>
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Identify key refugee planning/ discussion forum and regularly attend to raise agenda of WTYL.	Regular attendance at identified meetings with WTYL as standing item. Key partners identified to attend forum.	By November 2006	ALL	Admin support Staff time	Regular attendance – minutes of meetings to assess WTYL impact. Forums approaching the WTYL steering group for support or with ideas.	Commitment to attend meetings against other priorities.
Work Experience Schemes.	Identify what is already within Hillingdon. Assess need to extend or compliment existing provision. Develop provision.	By July 2006 By March 2007	ALL	Staff time Budget to develop provision	Initiation of WE scheme. Numbers involved. Feedback from WE people.	Budget requirement. Interest and commitment from R&AS.
Identify shared agendas with external partners (funding/in kind support).	Sustainability/Funding bids done and funding secured. Project development with in kind support.	March 2007-2008 March 2008	ALL	Staff time	Funding secured.	Alternate funding streams and/or in kind support available.
Through HOPE develop plan of activities to link into Refugee week. Identify others in the borough to work with for Year 2.	Host 1 key event during refugee week in Yeading Library with Yeading Junior School. Events in Year 2 delivered/ supported by range of providers.	June 2006 June 2007	HOPE & libraries	Admin support Publicity Venue	HOPE work linked into YE project. Feedback from Head teacher Next stage developed. Planning group in place for Refugee Week for 2007.	Activities not planned in time for 2006 event. Lack of plan.

Library Staff are trained and supported to feel confident in providing a service for Refugees and Asylum Seekers Communities						
Action	Outcomes	Time Frame	Who	Resources Required	Evaluation	Risk
Identify staff training needs.	Develop training plan and identify trainers.	Initial plan for YE by June 2006, then developed for further 4 libraries.	Library Service (JM) with support of other partners.	Service training budget.	Evaluation forms from staff training throughout project.	Budget restrictions.
Deliver training and assess effects.	Staff in 5 libraries and in outreach teams confident in providing support to R&AS communities in accessing resources and services.	By end of project in March 2008.			Before and after staff questionnaires.	Staff resistance to or lack of understanding of project.
Volunteering – research good practice in previous projects/other projects. Build links with R&AS to develop interest and confidence.	Volunteers successfully involved with the library service.	By March 2007	ALL (Josie Mitchell lead).	Staff time. Training programme.	Volunteer Scheme developed and feedback from volunteers and staff (1-1 discussion).	Lack of interest in R&AS. Capacity to deliver in Library Service.

Libraries viewed by Refugees and Asylum Seekers Groups as a safe, first choice of contact for information and routes to learning and that they feel confident in accessing libraries						
Action	Outcomes	Time Frame	Who	Resources Required	Evaluation	Risk
Review library joining procedures to reduce barriers to use by R&AS.	New procedures in place	October 2006	Library Service (Josie Mitchell)	Staff time	New procedures in place. Assessment of success from staff and R&AS groups. Increased membership in targeted branches.	Legal/political issues.
Review routes to learning to link to needs expressed by R&AS. Establish programmes for identified communities.	New sessions developed, current services promoted to R&AS. Sessions/programmes offered through the 5 identified libraries	With the programme as it develops across the 5 libraries.	Library Service (Helen Vincent & Alison Beer)	Staff time Budget to access learning e.g. ECDL	Revised Learning Plan in place 2007. Programmes delivered and evaluated.	Learning Team and Programme under current pressures. Budget restrictions .

Developments and learning from this project is integral to the service and not a bolt on						
Action	Outcomes	Time Frame	Who	Resources Required	Evaluation	Risk
IT development to ensure data analysis and retrieval	New Library Management System September 2006): Languages Monitoring ethnicity and collecting R & AS data. Create structure for ongoing mapping and to feed in new data and anecdotal information.	March 2007-2008	Library Service (Helen Vincent)	Staff time	Data collected as required for needs of project. Agreements made about how separate organisations will collate and share data.	Staff capacity New system can't deliver the data etc as expected.
Review library Publicity material	New material available to meet needs expressed by R&AS.	March 2007	Josie Mitchell	Staff time Publicity budget	Materials produced and available.	Project not prioritised by central communications team.
Marketing of WTYL <ul style="list-style-type: none"> • LA • members • lead officers • relevant departments • library staff • particular libraries. Get WTYL into the elected members position statement .	WTYL visible and understood across council officers, members and library staff. Position statement agreed.	Ongoing throughout project March 2007	Healthy Hillingdon (Andrew Knight) and all partners.	Staff time	Attendance at events and activities.	Lack of engagement and interest of council members and staff.

<p>Review stock</p> <ul style="list-style-type: none"> • current stock • locations • R&AS needs assessment and consultation • input from first pilot authorities. 	<p>New resources identified and acquired for the targeted branches (locations).</p>	<p>Ongoing throughout the project as it develops across the 5 libraries.</p>	<p>Library Service (Eileen Smyth)</p>	<p>Stock budget £500 per branch.</p>	<p>Increased issues from resource collections. Feedback from community groups.</p>	<p>Budget restrictions. Capacity to undertake review. Availability of resources, identifying suppliers. Current budget restrictions continue.</p>
<p>Develop role of ethnic minority librarian.</p>	<p>Workplan for 2006-2008 developed and in PADA.</p>	<p>Ongoing throughout project.</p>	<p>Library Service (Eileen Smyth)</p>	<p>Staff time</p>	<p>Monthly reports from librarian and OT sessions with manager.</p>	<p>Current budget restrictions continue.</p>
<p>Develop sustainability plan obtain/identify/redirect funding -in strategic library plans and vision.</p>	<p>Library Service Plan for 2006/2008 and 2008/2009 identifies routes to sustainability.</p>	<p>March 2008</p>	<p>Eileen Smyth</p>	<p>Staff time</p>	<p>Funding secured Evidenced in Library Plan</p>	<p>Senior Management commitment (current Head of Service retiring).</p>
<p>Weave into other event e.g.</p> <ul style="list-style-type: none"> • bookstart • summer reading challenge • Black History Month • Expressions 	<p>Mainstreamed in Outreach Programme planning.</p>	<p>Ongoing throughout project and final outcome by Mar 2008.</p>	<p>ALL</p>	<p>Staff time Budget to ensure events meet R&AS needs.</p>	<p>Evidenced in Outreach Programme, minutes of Outreach Meetings.</p>	<p>Budget restrictions</p>

The local studies and archive material reflects the ethnicity, diversity and mobility of the population in Hillingdon						
Action	Outcomes	Time Frame	Who	Resources Required	Evaluation	Risk
Work with Children's Fund project to develop videos on the theme of 'Being a refugee in Hillingdon'.	Have worked with 3 young peoples groups and produced video evidence of needs and ideas around libraries. Held celebration events in relevant libraries once videos completed.	By September 2007	Children's Fund and ALL	Staff time to work with Children's Fund.	Evidence of changed practice in targeted libraries meeting needs expressed by groups. Evaluation forms at events.	Staff capacity
Bridging the Gap project re-established and completed to engage with people to collect relevant materials.	Methodology to collect materials mainstreamed in Local Studies work.	By March 2008	Library Service – Carolynne Cotton	Staff time and events budget Curator's post re-established and time capacity.	Evidenced in the LS & H team plan and the Library Plan.	Budget restrictions

Reflective and monitoring diaries will be kept by all the steering group and the project workers as a means of evidencing and evaluation of the action plan