

## **Item 11 - Question Time**

### Response to Mr A Baxter

The Customer Services Board made a decision, on 25 May 2015, to retain 22 Service Points (including 2 Service Points which will be managed by High Life Highland) and to provide Access Points in 10 communities. This will release the £160,000 savings agreed by Highland Council and sustain a service in all but three communities served by the current network. This means a reduction of 4.51FTE across the network and consideration here will be given to redeployment or opportunities for voluntary severance or early retirement.

Staff in the two Service Points moving across to High Life Highland will also move across to that organisation and will see no impact on their pay.

Access Points will be run by library staff employed by High Life Highland. There will be a reduction in pay for staff in four locations where the Service Point is currently run as part of the library service.