



## ***ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD***

***Immediately Following Scrutiny Committee on  
FRIDAY, 9 DECEMBER, 2016***

***COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE***

### **PART 1**

1. To agree the Chairperson for this Meeting
2. To receive any declarations of interests from Members
3. To receive the Minutes of the previous Economic and Community Regeneration Cabinet Board held on 28 October, 2016 and the Special Meeting held on 14 November, 2017 *(Pages 5 - 14)*

### **To receive the Report of the Head of Participation**

4. Quarter 2 Performance Monitoring - Education *(Pages 15 - 26)*

### **To receive the Joint Report of the Head of Planning and Public Protection and the Head of Property and Regeneration**

5. Quarter 2 Performance Monitoring - Environment *(Pages 27 - 40)*

### **To receive the Report of the Head of Transformation**

6. Welsh Public Library Standards Annual Report 2015 -16 *(Pages 41 - 70)*

7. Christmas and New Year Opening Times 2016 - 17  
(Pages 71 - 76)  
*Libraries, Theatres, Community Centres, Margam Country Park, Leisure Centres and Swimming Pools.*
8. **To receive the Forward Work Programme 2016/17**  
(Pages 77 - 78)
9. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Statutory Instrument 2001 No 2290 (as amended)
10. Access to Meetings - to resolve to exclude the public for the following items pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No. 2290 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

## **PART 2**

**To receive the Private Presentation of Celtic Leisure**  
(Exempt under Paragraph 14)

**To receive the Private Report of the Head of Transformation**

11. Celtic Leisure - Half Year Performance Review 2016 - 17  
(Exempt under Paragraph 14) (Pages 79 - 82)

**To receive the Private Joint Report of the Head of Property and Regeneration and the Head of Transformation**

12. Proposed Acquisition of Land and Rights Adjoining the Site of Ysgol Gynradd Ystalyfera, Ystalyfera (Exempt under Paragraph 14)  
(Pages 83 - 90)

**To receive the Private Joint Report of the Head of Property and Regeneration and the Head of Streetcare**

13. Proposed Lease of Bowls Pavilion at King George V Memorial Park, Pontardawe (Exempt under Paragraph 14) (Pages 91 - 96)

**To receive the Private Report of the Head of Property and Regeneration**

14. Turbine House and Hydroelectric Power Scheme  
(Exempt under Paragraph 14) (Pages 97 - 102)

**S.Phillips**  
**Chief Executive**

**Civic Centre**  
**Port Talbot**

**Thursday, 1 December, 2016**

**Cabinet Board Members:**

**Councillors:** A.J.Taylor and M.L.James

**Notes:**

- (1) *If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee. Members are asked to make these arrangements direct and then to advise the committee Section.*
- (2) *The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process).*

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**EXECUTIVE DECISION RECORD**

**CABINET BOARD - 28 OCTOBER, 2016**

**ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD**

**Cabinet Board Members:**

Councillors: A.J.Taylor (Chairperson) and P.A.Rees

**Officers in Attendance:**

C.Morris, P.Walker, W.John, C.Barnard and Mrs.T.Davies

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1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.J.Taylor be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD HELD ON 16 SEPTEMBER, 2016**

Noted by the Committee.

3. **ANNUAL PLANNING PERFORMANCE REPORT 2015/16**

**Decision:**

That the Annual Planning Performance Report 2015/16, attached at Appendix 1 to the circulated report, be approved for submission to the Welsh Government, and published on the Council's website.

**Reason for Decision:**

To comply with the requirements of the Welsh Government whereby each Local Planning Authority in Wales is required to produce, submit and publish an Annual Planning Performance Report by the 31 October, 2016.

**Implementation of Decision:**

The decision is an urgent one for immediate implementation. The Chairperson had agreed to this course of action and therefore there would be no call-in of this decision.

4. **FIVE SUPPLEMENTARY PLANNING GUIDANCE DOCUMENTS**

In addition to the recommendations contained in the report, the Scrutiny Committee requested that decision Number 4 below, be added as a footnote to Paragraph 1.0.3 of the Planning Obligations Supplementary Planning Guidance (SPG), for clarity. Cabinet Members agreed with the Scrutiny Committee's request.

1. That the responses and recommendations to the representations received, as set out in Appendix 1 to the circulated report, be agreed;
2. That the revised SPG as set out in Appendices 2 to 6 of the circulated report (Planning Obligations SPG; Affordable Housing SPG; Baglan Energy Park Development Framework SPG; Pollution SPG and Parking Standards SPG), be agreed;
3. That the adoption and publication procedures as set out in the circulated report, be implemented;
4. That a clear distinction be drawn between 'S106 Agreements' and 'Community Fund Contributions' - whereas a S106 Agreement needs to satisfy the five tests set out in Paragraph 2.1.2 (Planning Obligations SPG), Community Fund Contributions are voluntary arrangements entered into by developers which secure benefits for those local communities that are most affected by development proposals. Such contributions have no influence on the determination of any planning application.

**Reason for Decisions:**

To ensure that clear supplementary guidance be issued by the Council in respect of Planning Obligations, Affordable Housing, Baglan Energy Park Development Framework, Pollution and Parking Standards.

**Implementation of Decisions:**

The decisions will be implemented after the three day call in period.

**Consultation:**

This item has been subject to external consultation.

5. **YSGOL BAE BAGLAN - COMMUNITY BENEFITS**

**Decision:**

That the report be noted.

6. **DELEGATED POWER**

**Decision:**

That the report be noted.

7. **LIBRARY STRATEGY 2016-21**

**Decision:**

That the Library Strategy for 2016-21, as detailed at Appendix 1 to the circulated report, be approved.

**Reason for Decision:**

To ensure that Neath Port Talbot complies with Welsh Public Library Standards and delivers an efficient and valued service to residents.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

8. **FORWARD WORK PROGRAMME 2016/17**

**Decision:**

That the Forward Work Programme be noted.

9. **ACCESS TO MEETINGS**

**Decision:**

That pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

10. **PORT TALBOT PERIPHERAL DISTRIBUTOR ROAD PHASE 2 -  
EXTENSION OF STATUTORY PERIOD FOR CLAIMS FOR  
COMPENSATION**

**Decision:**

That the time limit to negotiate claims under the Port Talbot Peripheral Distributor Road, Phase 2 Scheme, to all named parties within the private, circulated report, be extended to 31 March, 2017.

**Reason for Decision:**

To secure approval for the immediate action required in respect of claims under the Port Talbot Peripheral Distributor Road, Phase 2 Scheme.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.



11. **BRYN BOWLS PAVILION**

**Decision:**

That the granting of the lease for the Bryn Bowls Pavilion to the Trustees of Bryn Welfare Bowls Club, on the standard terms as set out in the private circulated report, be approved.

**Reason for Decision:**

To allow the Bowls Pavilion to continue to be used in conjunction with the adjoining Bowls Green for the benefit of the community.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

**Consultation:**

This item has been subject to external consultation.

12. **PROPOSED FIXED TERM TENANCY OF THE FORMER FAIRWOOD FABRICATIONS PREMISES, DOCKS ROAD, PORT TALBOT**

**Decision:**

That the terms and conditions for the granting of the fixed term tenancy of the premises formerly known as Fairwood Fabrications Premises at Docks Road, Port Talbot, as set out in the private circulated report, be approved.

**Reason for Decision:**

To enable the premises to be let and a rent to be received.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

13. **ADVENTURE GOLF COURSE AT ABERAVON SEAFRONT**

**Decision:**

That the Head of Property and Regeneration be granted delegated powers as follows:

- a) To commence a procurement exercise for the granting of a lease (and any associated documentation) for the Adventure Golf Course at Aberavon Seafront;
- b) To set the Heads of Terms for the lease and any other associated documents and for such arrangements to be included in the procurement documentation issued to the interested bidders;
- c) To establish the criteria on which the tenders are to be evaluated and also to accept the highest scoring tender on the basis of this criteria - in the event that the highest scoring bidder declines the award, delegated authority be granted to accept the next highest scoring and so on;
- d) To enter into a lease and any associated documents with the successful bidder.

**Reason for Decision:**

To enable the letting of the Adventure Golf Course at Aberavon Seafront which will provide a rental income and supports the objectives of the Neath Port Talbot Destination Management Plan.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

14. **WELSH ROW GARAGE, TONMAWR**

**Decision:**

That the terms and conditions for the disposal of the premises known as Welsh Row Garage, Johns Terrace, Tonmawr, Neath, to the current lessee as detailed in the private, circulated report, be approved.

**Reason for Decision:**

To facilitate capital investment in the premises and obtain a capital receipt.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

**Consultation:**

This item has been subject to consultation with the Local Member.

15. **PROPOSED DISPOSAL OF THE FORMER CLUN PRIMARY SCHOOL, CLYNE, NEATH**

Members noted a verbal amendment to the private circulated report, where by the area should read: 9,319 square metres.

**Decision:**

That the offer to purchase the property formerly known as Clun Primary School, Clyne, Neath, from Mr J.S, as detailed in the private circulated report, be approved.

**Reason for Decision:**

To enable the sale of a surplus property and to attain a capital receipt.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

**Consultation:**

This item has been subject to consultation with the Local Member.

**CHAIRPERSON**

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**EXECUTIVE DECISION RECORD**  
**CABINET BOARD - 14 NOVEMBER, 2016**  
**ECONOMIC AND COMMUNITY REGENERATION (SPECIAL)**

**Cabinet Board Members:**

Councillors: M.L.James (Chairperson) and A.J.Taylor

**Officers in Attendance:**

A.Thomas, C.Millis and Mrs.J.Woodman-Ralph

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1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor.M.L.James be appointed Chairperson for the meeting.

2. **MEMBERS DECLARATIONS OF INTEREST**

The following Members made a declaration of interest at the commencement of the meeting:-

Councillor M.L.James    Report of the Director of Education, Leisure and Lifelong Learning re: Y Cynllun 2016-18 (The Plan) as he is School Governor at Llangiwig Primary School.

Councillor A.J.Taylor    Report of the Director of Education, Leisure and Lifelong Learning re: Y Cynllun 2016-18 (The Plan) as he is School Governor at Eastern Primary School.

3. **Y CYNLLUN 2016 - 18 (THE PLAN)**

**Decision:**

That approval be granted to the relevant sections of the Y Cynllun 2016 – 18 Business Plan that falls under the remit of Economic, Community and Regeneration Cabinet Board as detailed within the circulated report.

**Reason for Decision:**

To meet the requirements of the Performance Management Framework.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

**CHAIRPERSON**

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

**Economic and Community Regeneration Cabinet Board**

9 December 2016

**Report of the Head of Participation**

Chris Millis

**Matter for Monitoring**

**Wards Affected:** All Wards

**Quarterly Performance Management Data 2016-2017 –  
Quarter 2 Performance (1st April 2016 – 30th September  
2016)**

**Purpose of the Report**

To provide members with quarter 2 performance management data, complaints and compliments for the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> September 2016 for Education, Leisure and Lifelong Learning Directorate. This will enable the ECR Cabinet Board to discharge their functions in relation to performance management.

**Executive Summary**

Summary of the Library Service including number of visitors, material issued and a summary of the number of people participation in a sporting activity at the council facilities.

## **Background**

Quarterly Data for members to compare results/outcomes.

## **Financial Impact**

The progress described in the quarterly report was delivered within reduced budgets.

## **Equality Impact Assessment**

The Equality Act 2010 requires public bodies to “pay due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- foster good relations between persons who share a relevant protected characteristics and persons who do not share it.”

As the focus of this report is to report progress and Neath Port Talbot schools produce an annual Strategic Equalities Plan there is no requirement to undertake an equality impact assessment.

## **Workforce Impacts**

The progress described in the quarterly report was achieved against a backdrop of a reduced workforce alongside ongoing financial challenges.



## **Legal Impacts**

### **This progress report is prepared under:**

The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

## **Risk Management**

NPTCBC have a legal duty under the The Local Government (Wales) Measure 2009 to make arrangements to secure continuous improvement.

## **Consultation**

There is no requirement under the Constitution for external consultation on this item.

## **Recommendations**

Members monitor performance contained within this report.

## **Reasons for Proposed Decision**

Matters for monitoring. No decision required.

## **Implementation of Decision**

Matters for monitoring. No decision required.

## **Appendices**

Appendix 1 - Quarterly Performance Management Data 2016-2017

Appendix 2 - Compliments and Complaints 2016-2017

## **List of Background Papers**

1. The Neath Port Talbot [Corporate Improvement Plan - 2015/2018](#) “Rising to the Challenge”;
2. Monitoring Forms/spreadsheets
3. Welsh Government Statistical Releases

## **Officer Contact**

Neal Place, Performance Management Officer.  
E-mail [n.place@npt.gov.uk](mailto:n.place@npt.gov.uk). Tel. 01639 763619



**Neath Port Talbot**  
**Castell-nedd Port Talbot**  
County Borough Council Cyngor Bwrdeistref Sirol

**Quarterly Performance Management Data 2016-2017 –  
Quarter 2 Performance (1st April 2016– 30th September 2016)**

**Report Contents:**

Section 1: Key points.

Section 2: Quarterly Performance Management Data and performance key

Section 3: Compliments & Complaints Data

**Section 1: Key points.**

**Sport and Leisure**

Visitors to local authority sports and leisure centres who participating in physical activity have seen a steady rise in numbers due to the increasing popularity of the new Aberavon Leisure and Fitness Centre.

**Libraries**

Visitor numbers across most libraries continue to rise, reflecting the increase in the number of events and activities being held and also the popularity of programmes such as Every Child a Library Member, Festival of Learning, Song and Rhyme and Summer Reading Challenge.

## Section 2: Quarterly Performance Management Data and Performance key

### 2016-2017 – Quarter 2 Performance (1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016)

**Note: The following references are included in the table. Explanations for these are as follows:**

**NSI) National Strategic Indicators (NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-17.

**(PAM) Public Accountability Measures** - consist of a small set of "outcome focussed" indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

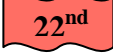
**(SID) Service Improvement Data** - can be used by local authority services and their regulators as they plan, deliver and improve services.

**All Wales** - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.

**(L)** Local Performance Indicator set by the Council.

	<b>Performance Key</b>
😊	Maximum Performance
↑	Performance has improved
↔	Performance has been maintained
v	Performance is within 5% of previous year's performance
↓	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
—	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.

## Leisure and Libraries

No	PI Reference	PI Description	2015/16 Actual	All Wales 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	LCS/002(b) (NSI)	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	5,331 (748,992 visits)	8,409 	2583 (362,924 visits)	<b>2,825</b> (396,943 visits)	↑

2	<b>LCL/00 1(b) (NSI)</b>	The number of people using Public Libraries during the year, per 1,000 population.	5,745 (807,077 visits)	5,374 <b>5<sup>th</sup></b>	2990 (420,028 visits)	<b>2,957</b> (416,909 visits)	<b>v</b>
3	<b>LCL/00 4 (SID)</b>	The number of library materials issued, during the year, per 1,000 population.	3,071 (431,549 issued)		1,578 (221,668 issued)	<b>1,539</b> (216,998 issued)	<b>v</b>
Page 22	<b>LCL/00 3 (SID)</b>	The percentage of library material requests supplied within 7 calendar days.	76%		—	<b>Reported 3rd Qtr</b>	—
5	<b>LCL/00 2a (SID)</b>	The number of publicly accessible computers per 10,000 population.	6		—	<b>Reported 4th Qtr</b>	—
6	<b>LCL/00 2b (SID)</b>	The percentage of available computer hours, in use.	42%		—	<b>Reported 4th Qtr</b>	—

### Section 3: Compliments and Complaints

#### 2016-2017 – Quarter 2 (1st April 2016– 30th September 2016) – Cumulative data

	Performance Key
↑	Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year.

No	PI Description	Full	Quarter 2	Quarter 2	Direction of
1	<b><u>Total Complaints - Stage 1</u></b>	544	542	17	↑
	a - Complaints - Stage 1 upheld	481	481	0	

	b -Complaints - Stage 1 <u>not</u> upheld	<b>63</b>	<b>61</b>	<b>17</b>	
	c -Complaints - Stage 1 partially upheld	<b>0</b>	<b>0</b>	<b>0</b>	

No	PI Description	Full year 2015-16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
Page 24 2	<b><u>Total Complaints - Stage 2</u></b>	<b>1</b>	<b>0</b>	<b>1</b>	↓
	a - Complaints - Stage 2 upheld	<b>0</b>	<b>0</b>	<b>0</b>	
	b - Complaints - Stage 2 <u>not</u> upheld	<b>1</b>	<b>0</b>	<b>1</b>	
	c- Complaints - Stage 2 partially upheld	<b>0</b>	<b>0</b>	<b>0</b>	
3	<b><u>Total - Ombudsman investigations</u></b>	<b>1</b>	<b>0</b>	<b>1</b>	↓
	a - Complaints - Ombudsman investigations upheld	<b>0</b>	<b>0</b>	<b>0</b>	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	<b>1</b>	<b>0</b>	<b>1</b>	



4	Number of compliments	3	0	0	↔
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**Summary:-**

**Stage 1:- 2016/17 has seen a dramatic DECREASE in the number of complaints received when compared to 2015/16 second quarter, from 535 to 17. The complaints mainly concern Margam Park events, the price of the car park and the construction work undertaken at the park. All the complaints were not upheld but processes are in place to prevent future reoccurrences where ever possible.**

**Stage 2 :- 2016/17 has seen the number of complaints rise by 1 when compared to 2015/16 second quarter. This complaint concerned the library services public consultation process but was not upheld.**

**Ombudsman:- One complaint was escalated to the Ombudsman but was not upheld.**

**Compliments:- The number of compliments has remained at zero.**

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## NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

### Economic and Community Regeneration Cabinet Board

9 December 2016

### JOINT REPORT OF THE HEAD OF PLANNING AND PUBLIC PROTECTION – N. PEARCE AND THE HEAD OF PROPERTY AND REGENERATION – S. BRENNAN

**Matter for Monitoring**

**Wards Affected:** ALL

### ECONOMIC & COMMUNITY REGENERATION PERFORMANCE INDICATORS FOR QUARTER 2 OF 2016/17

- 1 Quarterly Performance Management Data 2016-2017 – Quarter 2 Performance (1st April – 30<sup>th</sup> September 2016)

#### **Purpose of the Report**

- 2 To report quarter 2 performance management data for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2016 for Environment. This will enable the Economic and Community Regeneration Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

#### **Executive Summary**

- 3 In line with the Council's six improvement priorities embedded within the Corporate Improvement Plan, Environment scrutinise performance within Economic Development, Planning, Building Control and Asset Management. On the whole performance demonstrates improvement in line with what we planned to deliver, with statutory deadlines being met.

## **Background**

4 The role of Scrutiny Committees was amended at the Annual Meeting of Council in May 2010 to reflect the changes introduced by the Local Government (Wales) Measure 2009; Environment will:

- Scrutinise the performance of all services and the extent to which services are continuously improving.
- Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens.
- Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery

Failure to produce a compliant report within the timescales can lead to non-compliance with our Constitution. Furthermore failure to have robust performance monitoring arrangements could result in poor performance going undetected.

## **Financial Impact**

5 The performance described in the report is being delivered against a challenging financial background.

## **Equality Impact Assessment**

6 None required.

## **Workforce Impacts**

7 During 2015/16, the Environment Directorate saw a further downsizing of its workforce (by 87 employees) as it sought to deliver savings of 2.717 million in the year.

## **Legal Impacts**

8 This progress report is prepared under:

1. The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

2. The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

## **Risk Management**

- 9 Failure to produce a compliant report within the timescales can lead to non – compliance with our Constitution. Also failure to have robust performance monitoring arrangements could result in poor performance going undetected.

## **Consultation**

- 10 No requirement to consult

## **Recommendations**

- 11 Members monitor performance contained within this report.

## **Reasons for Proposed Decision**

- 12 Matter for monitoring. No decision required.

## **Implementation of Decision**

- 13 Matter for monitoring. No decision required.

## **Appendices**

- 14 Appendix 1 - Quarterly Performance Management Data 2016-2017– Quarter 2 Performance (1<sup>st</sup> April to 30<sup>th</sup> September 2016) – APPENDIX 1

## **List of Background Papers**

- 15 The Neath Port Talbot [Corporate Improvement Plan - 2015/2018](#) “Rising to the Challenge”;

## **Officer Contact**

- 16 Joy Smith, Road Safety and Business Performance Manager  
Tel. 01639 686581  
Email: j.smith@npt.gov.uk



**Quarterly Performance Management Data 2016-2017– Quarter 2  
Performance (1st April to 30<sup>th</sup> September 2016)**

**Report Contents:**

**Section 1: Key Points**

**Section 2: Quarterly Performance Management Data and Performance Key**

**Section 3: Compliments & Complaints Data**

**Section 1: Key Points**

**Economic Development**

The Economic Development Team continues to deal with a significant number of requests for support from local businesses. So far this year these requests have, in general, been of a more positive nature as many businesses are considering investing in expansion and growth. Many of these investments are encouraging new private sector investment and supporting the creation of new and the safeguarding of existing jobs within the County Borough. It is anticipated, therefore, that overall performance will increase as 2016/17 year progresses.

The granting of Enterprise Zone status for Port Talbot Waterfront is also of huge benefit to local businesses and should help further promote economic growth and job creation in the area.

The team also provides advice and support to individuals considering starting up in business. This year there has been a significant increase in the number of local residents considering self-employment and this is reflected in the popularity of the Enterprise Club that the Team runs from the Sandfields Business Centre.

In addition, the team continues to work closely with Careers Wales, Department of Works and Pensions and Welsh Government to help those facing redundancy from Tata while also providing support to the many local businesses within their supply chain that have to deal with staff losses or look for new markets.

## **Planning**

The second quarter has a significant improvement in the average time taken to validate applications (PLA/M001) in addition to the time taken to determine applications from received date to determination (PLA/M002). This is as a consequence of the introduction of “invalidity notices” in March 2016 and associated new internal processes. While there remains an increasing focus on “front-loading” discussions on applications and determination of applications swiftly wherever possible, planning performance overall has, however, fallen compared to the same quarter in 2015/16. A further review of processes having regard to the new legislative changes will therefore be undertaken to improve efficiencies, reduce bureaucracy and therefore reduce delays. This should, in turn, improve our overall performance going forward having regard to the 8 week statutory deadlines.

## **Building Control**

It is regrettable to report a slight drop in performance in both BCT004 and BCT007 in comparison with the figures reported last year.

The drop in performance is anticipated to be only temporary and due wholly to staffing issues related to the sudden and unexpected departure of an experienced member of staff. The recruitment process for a replacement is now complete and training of the new member of staff ongoing

It must be stressed that at no time have any legal targets been missed.

## **Asset Management**

Local Authority buildings conditions and maintenance are annual indicators and will be reported during the quarter 4 period of 2016/17.

## Section 2: Quarterly Performance Management Data and Performance Key

### 2016-2017 – Quarter 2 Performance (1<sup>st</sup> April to 30<sup>th</sup> September 2016)

**Note: The following references are included in the table. Explanations for these are as follows:**

**(NSI) National Strategic Indicators (NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-17.







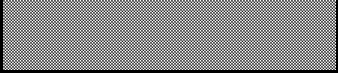
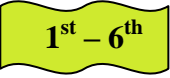
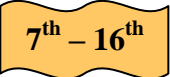
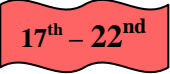
**(PAM) Public Accountability Measures** - consist of a small set of "outcome focussed" indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

**(SID) Service Improvement Data** - can be used by local authority services and their regulators as they plan, deliver and improve services.

**All Wales** - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.

**(L)** Local Performance Indicator set by the Council.



	<b>Performance Key</b>
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous year's performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	2015/16 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in mid quartiles (7 <sup>th</sup> – 16 <sup>th</sup> ) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in lower quartile (17 <sup>th</sup> – 22 <sup>nd</sup> ) in comparison with All Wales national published measures (NSI & PAM's).

## 1. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
1	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.6 days	31.5 days		30.4 days	15.8 days (6,432 total days – 408 determined applications)	↑
2	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	82.7 days	96.1 days		101.3 days	85.5 days (34,893 total days – 408 determined applications)	↑
Page 34	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	79%	70.3%		81.1%	74.8% (107 of 143 applications)	↓
	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	30.4%	16%		20%	14.3% (1 of 7 applications)	↓
<p>Given the relatively low number of major applications determined (7), the drop in performance equates to a single application. The complexity of major applications determined in the period also means that the statutory 8 week target is often difficult to achieve, with increasing focus nationally now on determining such applications within an “agreed period of time”. Nevertheless, performance on major applications is soon to be the subject of an internal review to ensure that resources and processes are focused on delivering major developments planning permission in a timely manner.</p>								
5	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	87.4%	95.1%		95.21%	94.2% (145 of 154 applications)	v
6	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	63.5%	66.1%		63.3%	57.7% (60 of 104 applications)	↓
<p>The regrettable drop in performance for PLA/004 (b) and (d) has been as a result of the range and complexity of applications handled in the period, and challenging circumstances including the absence on long-term sickness of a member of the team</p>								

7	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved	96.4%	96.3%		96.57%	96.6% (394 of 408 applications)	↔
8	PLA/006(b) (NSI)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	42%	30%	36% 12 <sup>th</sup>	Reported Annually		—

## 2. Planning and Regulatory Services – Building Control

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
Page 35	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	96.6%	99.02%		98.8%	95.12%	v
	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	100%	95.12%		95.2%	93.9%	v

## 3. Economic Development

11	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	361	271		141	173	↑
As a direct result of the Council's Innov8 programme of support for new businesses and the Team working in partnership with key organisations to support individuals affected by the Tata redundancies, the number of people attending the Council's Enterprise Club which provides advice and guidance on self-employment has increased when compared to the same period last year								
12	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	187	184		119	119	↔

The Team has seen a significant increase in the number of applications from local businesses for funding to support investments in areas such as capital equipment, website development, accreditations, training and general marketing activities which has resulted in outputs this quarter being maintained in comparison to the same period last year. However, we anticipate performance to further increase during the last two quarters of this year.								
13	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	686	584		346	225	↓
The Team receives a high volume of enquiries from existing businesses looking for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. The Team also deals with referrals from other business support organisations such as Business Wales, and with new contracts for delivery now been issued and working relationships established, we anticipate performance will significantly increase in the next two quarters of this year.								

#### 4. Corporate Health – Asset Management

Page No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
36	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.21%	7.68%				—
15	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	39.79%	38.22%				—
16	CAM/001bii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	56.72%	50.76%				—
17	CAM/001 biii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	28.17%	27.29%				—
18	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	43.33%	42.83%				—

19	<b>CAM/001aiv</b> (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	9.67%	11.27%		<b>Reported Annually</b>	—
20	<b>CAM/037</b> (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	6.8%	4.4%			—
21	<b>CAM//001bi</b> (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	15.11%	21.95%			—

### Section 3: Compliments and Complaints

#### 2016/2017 – Quarter 2 (1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016) – Cumulative Data for ECR Board

	<b>Performance Key</b>
↑	Improvement : Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5% / Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more / Reduction in Compliments by 5% or more of previous year.

Page 38	PI Description	Full Year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	<b>3</b>	<b>0</b>	<b>3</b>	↓
	a - Complaints - Stage 1 upheld	<b>0</b>	<b>0</b>	<b>0</b>	
	b -Complaints - Stage 1 <u>not</u> upheld	<b>3</b>	<b>0</b>	<b>2</b>	
	c -Complaints - Stage 1 partially upheld	<b>0</b>	<b>0</b>	<b>1</b>	

No	PI Description	Full Year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	15	8	4	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	8	4	
	c- Complaints - Stage 2 partially upheld	0	0	0	
3	<b><u>Total - Ombudsman investigations</u></b>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	
39+	<b>Number of Compliments</b>	5	2	4	↑
<p>Stage 1 complaints have increased by 3 compared to this time last year  Stage 2 complaints have decreased by 4 compared to this time last year  Compliments have increased by 2 compared to this time last year  Welsh Language - There were no complaints in relation to the Welsh Language</p>					

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## NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

### Economic and Community Regeneration Cabinet Board

9 December 2016

### Report of the Head of Transformation – A Thomas

#### Matter for Decision

**Wards Affected:** All Wards

### Welsh Public Library Standards Annual Report 2015 -16

#### Purpose of the Report

1. To approve the Annual Report to the Welsh Government in respect of the authorities library services performance against the Welsh Public Library Standards framework 5 and to note the feedback comments and recommendations in the Annual Assessment Report 2015-16.

#### Executive Summary

2. This is the second year of framework 5 of the Welsh Public Library Standards, which consist of 18 core entitlements and 16 quality indicators, 7 of which have set targets.

Neath Port Talbot met 17 of the 18 core entitlements in full and failed to meet 1, which relates to the provision of a Library Service Strategy.

Of the 7 quality indicators which have targets, Neath Port Talbot achieved 2 in full, 3 in part and failed to achieve 2.

This is a slight decline in performance compared to the previous year and can be attributed to budget reductions which have impacted on stock purchases, staffing levels and opening hours.

## **Background**

3. Public libraries are a statutory service under the Public Libraries and Museums Act 1964. In Wales, all local authorities are required to report annually to the Welsh Government via the Museums, Archives and Libraries Division on their performance against the current framework of the Welsh Public Library Standards, which the Welsh Government use as an interpretation of local authorities complying with their statutory function in providing a comprehensive and efficient library service as required under the 1964 Act.
4. This is the second year of the fifth framework of the Standards which covers the period 2014 - 2017. The framework consists of 18 core entitlements and 16 quality indicators, 7 of which have set targets upon which the authorities' performance is evaluated.

## **Financial Impact**

5. Following reductions in the library services budget of nearly £600,000 or 30% of the total budget, in order to fully comply with the Welsh Public Library Standards, Neath Port Talbot would need to increase expenditure in the following areas:
  - Book stock - an additional £100,000
  - Staffing - an additional 13 full time members of staff would be required at an estimated cost of £210,000.
  - Public Access Computers - an additional 38 public access computers are required at a cost of £19,000.

## **Equality Impact Assessment**

6. None required.

### **Workforce Impacts**

7. There are no workforce implications.

### **Legal Impacts**

8. The Annual Report ensures that the authority complies with its statutory duty to provide a public library service under the Public Libraries and Museums Act 1964.

### **Risk Management**

9. Due to reductions in the library services budgets, performance against the current framework 5 of the Welsh Public Library Standards is unlikely to improve before 2017 -18. This will mean that Neath Port Talbot would be failing to meet its statutory responsibility in a number of areas as highlighted by the Standards report.

### **Consultation**

10. There is no requirement under the Constitution for external consultation on this item.

### **Recommendations**

11. Members are asked to approve the Annual Report to Welsh Government and note the feedback comments included in the Assessment letter for 2015 -16.

### **Reasons for Proposed Decision**

12. To enable the authority to comply with its statutory duty of providing a library service in Neath Port Talbot.

### **Implementation of Decision**

13. The decision is proposed for implementation after the three day call in period.

## **Appendices**

14. Appendix 1 - Neath Port Talbot - Annual Return 31st March 2016
15. Appendix 2 - Annual Assessment Report 2015 - 16

## **Officer Contact**

16. Wayne John, County Librarian,

Tele: 01639 899829.

E mail: [w.john@npt.gov.uk](mailto:w.john@npt.gov.uk)



## Annual return pro-forma: Year ending 31 March 2016

### Guidance notes

The return is to be made over three worksheets, together with a Word document. Authorities should take note of the following:

The *Definitions and guidelines for data collection and reporting* document provides guidance for completing the return.

Where data are included in the annual public library actuals return to CIPFA, the same figure should be used for this return.

Only those cells where data are required can be selected; other areas of the return are shaded. The tab key can be used to move to the next available cell.

MALD reserves the right to request evidence of the information provided in the return to assist with the assessment process.

### Context

This sheet requires some descriptive details for the authority, and contact details for the person to whom any queries should be addressed.

### Core entitlements

This sheet deals with the 18 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

### Quality indicators

This sheet covers the 16 public library standard quality indicators. For some indicators authorities are required to enter the raw data from which quantitative standards are derived; calculation will then take place automatically.

For those standards with quantitative targets, values are compared to the target set, and an indication given of whether or not that standard has been met. Space has been provided for comment; authorities failing to meet targets will be prompted to use this space to detail any mitigating circumstances, and plans for future improvement.

A comparative figure for the year ending 31 March 2015 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

The most recent figures available should be given for those PIs which are required only once in the three year period, and the date of data collection given in the space provided.

### Submission

When completed, the return should be submitted via email to MALD:

[mald@wales.gsi.gov.uk](mailto:mald@wales.gsi.gov.uk)

Closing date for receipt of returns:

**Friday 24th June 2016**

For more information please contact:

Alyson Tyler

[alyson.tyler@wales.gsi.gov.uk](mailto:alyson.tyler@wales.gsi.gov.uk)

0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

**Contextual data****Year ending 31 March 2016**

Authority	<b>Neath Port Talbot</b>
Resident population	140,490
Percentage of population aged under 16	17.5%
Percentage of population able to speak and read Welsh (see notes)	12.0%
No. of static service points open 10+ hours per week	8
No. of static service points open for less than 10 hours per week	0
No. of Mobiles	1
Community libraries open 10+ hours per week	
<i>No. of community managed libraries</i>	5
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
Community libraries open for less than 10 hours per week	
<i>No. of community managed libraries</i>	4
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
How many, if any, of these community libraries are included in this return (see notes)?	None
No. of Independent Community Libraries	0
<u>Contact details for queries regarding this return</u>	
Name	Wayne John
Telephone	01639 899829
Email	<a href="mailto:w.john@npt.gov.uk">w.john@npt.gov.uk</a>
Has this Annual Return been approved by the authority prior to its submission to MALD?	No
When is approval expected?	December 2016
When will the definitive version be submitted to MALD?	December 2016

## Compliance with Core Entitlements

### Entitlement

Compliance  
(please select)

### Authority comments

#### Customers and Communities

1 Ensure friendly, knowledgeable and qualified staff are on hand to help.

Fully met

Results from our user surveys carried out in October 2014 indicate that the public value both the library service and it's staff very highly with a customer care rating of 95% or above in 2013 and 2014. By means of personal development reviews and a wide ranging training programme, staff are fully able to maximise their potential and continue their professional development. The Library Service has a training budget to ensure that staff are able to continue their professional development. In addition to qualified professional, specilaist staff at Library Headquarters, the three main libraries all have a professionally qualified senior librarian. All staff attended a bespoke customer care training course in 2016. Library staff have always been encouraged to share their experiences and skills both within Neath Port Talbot and as part of our regional networks.

2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.

Fully met

The Library Service, in collaboration with external partners, continuously expands its range of activities to cater for all age groups and interests. These include: Song and Rhyme Times, Homework Clubs, Storytimes, Lego Clubs, sewing and craft sessions, reading and writing groups, local history groups and many more. Attendances at events have increased for four consecutive years indicating that more and more people are being made aware of the wide range of activities that the library offers.

## Compliance with Core Entitlements

<p><b>3</b> Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.</p>	<p>Fully met</p>	<p>All NPT libraries offer a wide range of services and resources to support Lifelong learning. In contributing to the authority's corporate priorities, the Library Service is presently focussed on delivering services and resources in the areas of digital inclusion, health and well being, children's literacy and lifelong learning. The activities are undertaken either directly by the service or with assistance from external partners/professionals. Staff are regularly kept updated, and if needed, trained in any new information resources.</p>
<p><b>Access for all</b></p>		
<p><b>4</b> Open to all members of their communities</p>	<p>Fully met</p>	<p>The Library Service values equality and the right for everyone to access the service. Where issues do arise with physical access to buildings then alternative service delivery is always available. Equality issues are underpinned with staff training and comprehensive corporate guidance from the Council. Neath Port Talbot has a Strategic Equality Plan available at all libraries. The Service is able to monitor demographics through the library management system and the authority's management information unit.</p>
<p><b>5</b> Free to join</p>	<p>Fully met</p>	<p>The Library Service meets its statutory obligation of being free to join and free to access the core services of book borrowing and access to information - this includes access to all our services. Neath Port Talbot has participated in the Every Child a Library Member scheme, aimed at children in Year 4 at school. A core message of the scheme highlights that the library is free to join and use. Membership of Neath Port Talbot Libraries gives all users access to libraries managed by the Library Service and community managed libraries. Users are able to join the library either through their local branch library or via the online joining form.</p>



## Compliance with Core Entitlements

<p>6 Provide a safe, attractive and accessible physical space with suitable opening hours</p>	<p>Fully met</p>	<p>Seven of our eight libraries have been refurbished via Welsh Government funding over the past ten years. Skewen Library is the only library that remains to be refurbished. Opening hours at libraries are reviewed frequently and adjusted to cater for local needs. Accessibility audits are carried out every three years to ensure compliance with DDA.</p>
<p>7 Provide appropriate services, facilities and information resources for individuals and groups with special needs</p>	<p>Fully met</p>	<p>A range of services are provided for all individuals and groups with special needs. The housebound delivery service provides books (including large print) and spoken word in a number of different formats directly to people's homes. Digital services enables 24-hour access to information resources as well as ebooks, ezines and eaudio resources. There is a wide range of assistive technology and hardware available at all Neath Port Talbot managed libraries.</p>
<p><b>Learning for life</b> 8 Lend books for free.</p>	<p>Fully met</p>	<p>The free loan and reservation of books remains an important element of our core service. The service continues to provide a free requests service for books on order and in stock within Neath Port Talbot libraries and from other library services across Wales (free interlending). This free requests service is also extended to the nine community managed libraries.</p>
<p>9 Deliver free access to information.</p>	<p>Fully met</p>	<p>Free access to information remains a core library service available through the internet, non-fiction stock or reference material. This also includes free access to newspapers and magazines, including emagazines. NPT libraries participates in the Books4u and SWAMP regional interlending schemes.</p>

## Compliance with Core Entitlements

<p>10 Provide free use of the Internet and computers, including Wi-Fi.</p>	Fully met	<p>Using the internet and computers, including wifi, at all statutory branch libraries is free. There are no charges relating to time used. Library members may use a PC for up to 2 hours daily and additional hours can be used if there is free space. All facilities relating to computer use and IT training are advertised internally and externally through a variety of means including adverts, social media and website.</p>
<p>11 Deliver free use of online information resources 24 hours a day.</p>	Fully met	<p>There is 24/7 access to a number of online services including e books, e zines and e audio. In addition there are links from the Library Service website to a number of free online e resources including Access to Research and National Library of Wales website. The access to e resources provided by Neath Port Talbot Libraries is held up as best practice as part of the Council's Digital by Choice Strategy.</p>
<p>12 Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.</p>	Fully met	<p>There is a stock management team which meet on a regular basis. Selection policy is reviewed annually and takes into account changing needs of users and any budgetary constraints. The Library Service uses its Library Management System and its online reporting tools to identify areas of stock for development. We offer a wide range of resources in all formats- these include large print, audio books, e books and e audio. The Library Service provides a wide variety of material in different formats, both written and digital for all ages in a wide variety of languages.</p>

## Compliance with Core Entitlements

13 Share their catalogues, to enable a single search of all Welsh library resources.

Fully met

An online catalogue is available from the Library Service's website, which includes enhanced features such as book cover images and synopses. This allows users to search for titles across all library stock without the need to log in or be a member. Staff and volunteers are trained in the use of the online catalogue including volunteers at all the nine community managed libraries. Furthermore the Service participates in Cat Cymru (Find a Book Search) and Books4U - a regional partnership in South Wales to facilitate shared lending material.

## Leadership and development

14 Promote libraries to attract more people to benefit from their services.

Fully met

Library staff attend a number of large scale external events throughout the authority and actively promote the library service via a number of methods. The Library Service also participates in the all Wales and regional marketing campaigns. A library marketing group which manages the services marketing budget and coordinates promotional activities in all our libraries. The group formulates and implements a marketing and communications plan for libraries. The Library Service has for a number of years used social media to advertise its services and promote events in libraries.

15 Regularly consult users to gather their views on the service and information about their changing needs.

Fully met

User and Non-user surveys are undertaken every two years. These seek the views of both adults and children at all eight libraries. In addition surveys are carried out for specific aspects of the service such as IT services and events. Library users are consulted through feedback forms, social media contact and via Neath Port Talbot's Comments, Compliments and Complaints procedure. Staff also receive anecdotal feedback at a number of events and talks undertaken by staff.

**Compliance with Core Entitlements**

<p>16 Work in partnership to open up access to the resources of all Welsh libraries.</p>	<p>Fully met</p>	<p>Neath Port Talbot acts as the lead Welsh authority in the purchasing consortium for both books, e books and e audio. The Library Service works in partnership with 12 other authorities on the Books4u inter lending scheme and also provides access for library members to academic libraries through the SWAMP passport scheme. This facilitates open access to university and college libraries within South West Wales. A link to Access to Research is available on the Service's website and staff are encouraged to promote it to users.</p>
<p>17 Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.</p>	<p>Not met</p>	<p>In 2015/16 the Service began work on a new five-year library strategy. This has been presented to senior officers within the authority and is currently waiting to be approved by full Council. After which it will then be published on the authority and Service's website by September 2016 in both English and Welsh. The Library Service strategy brings together and updates a number of library policies and outlines the vision and objectives for the next five years in conjunction the Council's corporate priorities.</p>
<p>18 Provide a clear, timely and transparent complaints process if things go wrong.</p>	<p>Fully met</p>	<p>Neath Port Talbot has a comprehensive Comments, Compliments and Complaints procedure that the Library Service adheres to and features on its website.</p>

## Welsh Public Library Quality Indicators

Customers and communities		<b>Neath Port Talbot</b>
<b>WPLSQI 1 Making a difference</b>		<b>2015-16</b>
Percentage of adults who think that using the library has helped them develop new skills	N/A	<i>Survey date (month &amp; year)</i> <span style="border: 1px solid black; padding: 2px;">October 2014</span>
Percentage of adults who have found helpful information for health and well-being at the library	N/A	
Percentage of adults who experience the library as an enjoyable safe and inclusive place	N/A	
Percentage of adults who think that the library has made a difference to their lives	N/A	
<b>Authority comment:</b> The survey which was carried out in October 2014 followed the guidelines set out by MALD and used the template that was provided in the definitions document. Surveys were undertaken at all eight of Neath Port Talbot's libraries but not at any community managed libraries. Neath Port Talbot has concerns regarding the wide variation in the data reported across Wales last year. The validity and relevance of the survey is questionable given the wide range in some responses. Neath Port Talbot libraries will continue to conduct surveys of both users and non users as part of our public consultation process and will carry out another full survey in October 2016.		
Percentage of children aged 7-16 who think that the library helps them learn and find things out	N/A	<i>Survey date (month &amp; year)</i> <span style="border: 1px solid black; padding: 2px;">October 2014</span>
Percentage of children aged 7-16 who think that the library has made a difference to their lives	N/A	
<b>Authority comment:</b> The survey which was carried out in October 2014 followed the guidelines set out by MALD and used the template that was provided in the definitions document. Surveys were undertaken at all eight of Neath Port Talbot's libraries but not at any community managed libraries. Neath Port Talbot has concerns regarding the wide variation in the data reported across Wales last year. Neath Port Talbot will continue to conduct surveys of the public and will carry out a full survey in October 2016.		

## Welsh Public Library Quality Indicators

WPLSQI 2 Customer satisfaction	2015-16		2014-15
Percentage of adults who think that the choice of books is 'very good' or 'good'	N/A		97%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	N/A		95%
Percentage of adults who think that the library is 'very good' or 'good' overall	N/A		99%
<i>Survey dates (month &amp; year)</i>	N/A		October 2014
<p><b>Authority comment:</b>            Neath Port Talbot consistently performs well in these question areas so it is no surprise to see high standard maintained. A comparison with the last survey which was carried out in 2013 shows the same results for two of the question areas but a slight decrease in the rating for customer care. As part of our action plan for 2015/16 Neath Port Talbot carried out customer care training for every member of library staff.</p>			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	N/A	<i>Survey date (month &amp; year)</i>	October 2014
<p><b>Authority comment:</b>            The Library Service is very pleased with this reported figure which is positive seal of approval from the children of Neath Port Talbot to what is being provided for them. The Library Service's enthusiastic staff are constantly striving to provide new , innovative and imaginative events and activities for children. It should be noted that this rating does not take into account any work that is done with children under 7 such as the popular song and rhyme sessions aimed at the under 4s.</p>			
WPLSQI 3 Support for individual development	2015-16	% of total	2014-15 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	8	100%	100%
Training to improve literacy, numeracy and digital skills.	8	100%	100%
Information literacy sessions for users.	8	100%	100%
Support for users to access local and national e-government resources.	8	100%	100%
Reader development programmes/activities for both adults and children	8	100%	100%
This target has been met.			

## Welsh Public Library Quality Indicators

Basic support in the use of ICT is delivered by library staff and through a partnership approach with external organisations such as Communities First/Digital Communities Wales/Learn Direct (NPT College). This approach has been successful in providing a regular programme of basic support at all eight libraries. Digital inclusion has become a corporate priority for Neath Port Talbot with the implementation of the Digital by Choice Strategy. Libraries have been at the forefront of supporting citizens to actively engage with the Council online. The Library Service is proactive in delivering high quality sessions in the areas of literacy, numeracy and digital literacy. During Adults Learning Week 2015, a number of taster sessions and events were organised at all our libraries. The library services also participates in Literature Wales' South Wales Literature Development programme which has helped deliver literacy/writing projects in both English and Welsh and to targeted audiences in Neath Port Talbot. Furthermore the Library Service has a dedicated literacy officer for children working in libraries, schools and out in the community. Working with partners such as Job Centre Plus and Get NPT Online has led to the continuation of job clubs at all of our libraries. The Library Service currently has three dedicated reading group collections for adults (English and Welsh) and for children. There are thirty seven active reading groups that are supported by these collections within Neath Port Talbot.

### WPLSQI 4 User training

**Total number of attendances at pre-arranged user training sessions organised by the library**

**Percentage of attendees who said that attendance helped them to achieve their goals**

**Please indicate the method used to calculate this figure**

**Approximate number of feedback forms distributed**

**Number of feedback forms included in the calculation**

**Number of customers helped by means of informal training during the year**

**Authority comment (including note on the method used to calculate the results):**

The figures reported are based on a sample period carried out over a three week period in February/March 2016. A full range of activities with a range of audiences, including children, were evaluated. The result is an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality of staff.

	2015-16	Per 1,000 pop'n	2014-15
<b>Total number of attendances at pre-arranged user training sessions organised by the library</b>	10,169	72	
<b>Percentage of attendees who said that attendance helped them to achieve their goals</b>	95%		94%
<b>Please indicate the method used to calculate this figure</b>	Representative sample		
<b>Approximate number of feedback forms distributed</b>	583		
<b>Number of feedback forms included in the calculation</b>	579		
<b>Number of customers helped by means of informal training during the year</b>	53687	382	
<b>Authority comment (including note on the method used to calculate the results):</b>	The figures reported are based on a sample period carried out over a three week period in February/March 2016. A full range of activities with a range of audiences, including children, were evaluated. The result is an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality of staff.		
<b>Access for all</b>			<b>Neath Port Talbot</b>
<b>WPLSQI 5 Location of service points</b>	2015-16		2014-15

## Welsh Public Library Quality Indicators

<b>Population density (persons per hectare)</b>	<b>3.2</b>	
<b>% of households within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop</b>	<b>82%</b>	% <b>96%</b>

**This target has been met.**

The figure of 82% relates to the eight libraries operated by Neath Port Talbot and does not include any of the nine community managed libraries although all members of Neath Port Talbot's libraries can still borrow, return and request items from these libraries.

<b>WPLSQI 6 Library use</b>	<b>2015-16</b>	<b>Per 1,000 pop'n</b>	<b>2014-15 Per 1,000 pop'n</b>
<b>Total number of visits to library premises during the year</b>	<b>635,423</b>	<b>4,523</b>	<b>4,486</b>
<b>Please indicate the method used for calculation</b>	Full year count		
<b>Total number of external visits to the library's web site during the year</b>	<b>171,654</b>	<b>1,222</b>	<b>1,222</b>
<b>Total number of active borrowers during the year</b>	<b>23,404</b>	<b>167</b>	<b>173</b>
<b>Total number of library members</b>	<b>84,315</b>	<b>600</b>	<b>588</b>
<b>Total number of book issues (adult and children combined)</b>	<b>409,271</b>	<b>2,913</b>	<b>3,048</b>
<b>Total number of audio-visual and electronic issues/downloads</b>	<b>22,278</b>	<b>159</b>	<b>171</b>

**Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):**

From April 1st 2014, community managed libraries were no longer counted as part of Neath Port Talbot's statutory service and therefore their performance data is not included in this return. This applies to the number of visits and the number of issues/downloads. Data for the total number of active borrowers is taken from the library management system. Data cleansing is still carried out on an ongoing basis through the Tell us Once scheme also a fuller cleanse of the system has been completed removing long term inactive borrowers. This was carried out in November 2016. It should also be noted that the data for active borrowers only count those who visit the library to borrow items or to use the computer. It does not count e book users, e zine users, those who attend events and activities or who come in to find out information, therefore as an indication of library usage, it is limited. The total number of library members encompasses all who join through the library management system, even if this is done at a community managed library. This is because NPT library membership allows the user to access any facility regardless of where they joined. Neath Port Talbot also participates in the Every Child a Library Member scheme, although unlike most authorities in Wales, the Service operates an opt-in scheme rather than opt-out due to concerns on safeguarding issues.

<b>WPLSQI 7 User attendances at library events</b>	<b>2015-16</b>	<b>Per 1,000 pop'n</b>	<b>2014-15 Per 1,000 pop'n</b>
<b>Total number of attendances at events and activities organised by the library</b>	<b>54,386</b>	<b>387</b>	<b>384</b>



## Welsh Public Library Quality Indicators

This is the fourth consecutive year where the number of people attending events in libraries has increased. This shows that libraries in Neath Port Talbot remain as relevant as ever and are well supported the public. There are now many more events and activities organised by library staff contributing to the effective marketing of the service to the public. These events are delivered to a wide range of audiences covering all age ranges starting with babies. It is a positive reflection on the hard work, commitment and engagement of library staff, especially given the background of financial pressures that the Service has had to manage.

<b>Learning for life</b>		<b>Neath Port Talbot</b>	
<b>WPLSQI 8 Up-to-date reading material</b>	<b>2015-16</b>	<b>Per 1,000 pop'n</b>	<b>2014-15 Per 1,000 pop'n</b>
<b>Total number of items acquired</b>	21,911	<b>156</b>	240
<b>Total materials expenditure (from WPLSQI 14)</b>	£211,575	<b>£1,506</b>	£2,023
<b>This target has not been met. Please add any comments below:</b>			
As part of the Authority's Forward Financial Plan the Library Service was required to make additional savings in 2015/16 of £240,000, £120,000 of which was contributed directly from the bookfund. As a result of further efficiency savings being found in some areas of the library service, £40,000 was eventually transferred back into the bookfund. For 2016/17 this figure will be reduced back to £120,000. As a result of these cuts the Service has had to prioritise areas of stock expenditure - these include popular adult fiction in English and children's books.			
<b>Lending stock at the start of the year</b>	<b>227,101</b>		<b>2014-15</b>
<b>Total acquisitions of materials for loan</b>	<b>21,906</b>		
<b>Replenishment rate</b>	<b>9.6%</b>		% <b>13%</b>
<b>This target has not been met. Please add any comments below:</b>			
This reflects a proactive approach to stock editing and a purchasing policy to replace popular stock.			
<b>WPLSQI 9 Appropriate reading material</b>	<b>2015-16</b>		<b>2014-15</b>
<b>Total expenditure on material purchased for children</b>	<b>£32,517</b>		£ <b>54,838</b>
<b>Does this figure include expenditure on a Schools Library Service?</b>	<b>No</b>		
<b>Percentage of materials expenditure for children</b>	<b>16%</b>		% <b>19%</b>
<b>This target has been met.</b>			

## Welsh Public Library Quality Indicators

Due to financial cuts and the impact on our bookfund, the Service has had to prioritise its spending and children's stock has been identified as an area that requires additional resources. This supports our corporate priorities and provides essential resources to schemes such as Every Child a Library Member. Therefore the cut in children's books has not been at the same rate as some other stock areas.

**Total expenditure on materials in the Welsh language**

**£3,018**

**Percentage of materials expenditure on materials in the Welsh language**

**1.5%**

%

3%

**Spend per 1,000 Welsh-speaking resident population**

**£179**

£

£457

**This target has not been met. Please add any comments below:**

In line with significant budget cuts our spending on Welsh stock has declined this year as the Service has had to prioritise some other stock areas. There have also been difficulties in the selection and supply of suitable Welsh stock. Following discussions earlier this year with Welsh Books Council a solution to this problem has now been found. The early retirement of a Bibliographic Services Officer and the deletion of the post resulted in the loss of specialist knowledge in selection and processing of stock.

The library Service supports two Welsh reading groups with a dedicated collection of books and also provides a range of material for Welsh learners.

### WPLSQI 10 Online access

2015-16

Per 10,000 pop'n

2014-15 Per 10,000 pop'n

**Total number of networked public access computers**

**87**

**6.19**

6.30

**This target has not been met. Please add any comments below:**

## Welsh Public Library Quality Indicators

In order to fully achieve this standard NPT would require a further 37 public access PCs. Where practical the Service has increased the number of computers available to the public. There are however a number of factors which, at present restrict any further improvement in performance in this standard. 1) There is insufficient space to provide the extra computers in our libraries. 2) The rate of computer usage in Neath Port Talbot has been consistently around 45% over the last four years indicating that therefore the number of computers currently available is more than adequate to meet user demand. Purchasing an extra thirty seven computers in order to meet this standard would go against Neath Port Talbot's value for money spending policy and raise questions about the waste of public money. The Service does however have 22 iPads which it uses at time of peak demand or for specific work with user groups and a further nine computers which are used for specific purposes i.e job club. In addition the availability of mobile internet, coupled with increased demand for wifi, has led to more independence and less reliance on fixed computers. As a result the Library Service will be prioritising improvement to the wifi infrastructure at our main libraries and also piloting the use of the Cloud for wifi access.

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Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?

Yes

Yes

**This target has been met.**

We have previously provided internet access on the mobile library, however due to the time limitations of the mobile schedules, technical difficulties due to the geographical area and the lack of demand, internet access was withdrawn from the mobiles on a cost efficiency basis.

Do all static service points provide Wi-Fi access for the public using their own devices?

Yes

**This target has been met.**

As previously stated the Library Service is now looking to implement the Cloud to provide wifi services. This will give a consistent approach across other Council buildings and the retail sector in Neath Port Talbot.

### WPLSQI 11 Use of ICT

	2015-16	% used	2014-15 %
Number of hours available for use of public access ICT facilities during the year	166,220		
Number of hours recorded for use of public access ICT facilities during the year	70,537	42%	46%
Number of hours available for use of Wi-fi networks by the public during the year	14,425		

## Welsh Public Library Quality Indicators

<b>Number of hours recorded during which Wi-fi networks were used by the public during the year</b>	6,093	42%	37%
<b>Authority comment:</b> Computer usage on fixed computers in libraries has fallen slightly in 2015/16 but wifi usage has increased and this is a trend that we expect to continue during the next few years. Our computers are available for 100% of the time that branch libraries are open. To comply with audit instructions in relation to key performance indicators Neath Port Talbot does not count the 22 iPads or the nine computers which are not permanently available, thus providing some consistency in the data provided in our returns. NPT transferred over 30% of our public access PC's to Community managed libraries and these are not included in this report.			
<b>WPLSQI 12 Supply of requests</b>	<b>2015-16</b>	<b>%</b>	<b>2014-15 %</b>
<b>Total number of requests for specific items made during the year</b>	9,750		
<b>Number of requests which are notified to the user as being available within 7 calendar days of the request being made</b>	7,410	76%	81%
<b>Number of requests which are notified to the user as being available within 15 calendar days of the request being made</b>	9,068	93%	94%
<b>Authority comment:</b> The total number of requests indicated above is based on a sample period undertaken in October 2015. The sample covered the eight Neath Port Talbot Libraries. The public can still reserve and collect items from community managed libraries, however their data is not included and is not reported as part of our statutory provision. Reservations can be made and collected free of charge at all community libraries. Satisfaction of requests has been consistently high in Neath Port Talbot, reflecting the positive role of library staff in engaging with their users. However there has been a slight decrease in performance this year which can be attributed to the bookfund cut, the reduction in available delivery hours and stock being held longer at community managed libraries.			
<b>Leadership and development</b>			<b>Neath Port Talbot</b>
<b>WPLSQI 13 Staffing levels &amp; qualifications</b>	<b>2015-16</b>	<b>Per 10,000 pop'n</b>	<b>2014-15 Per 10,000 pop'n</b>
<b>Total number of staff (FTE)</b>	37.1	2.64	2.95
<b>This target has not been met. Please add any comments below:</b>			

## Welsh Public Library Quality Indicators

Neath Port Talbot lost a further 5 posts in April 2015. None of these posts were replaced. At present Neath Port Talbot's recruitment policy is encompassed within the workforce strategy, so therefore it is unlikely that this standard will be achieved during this current framework.

**Number of staff holding recognised library related qualifications (FTE) (including cognate areas)**

8.3

0.59

0.67

**This target has not been met. Please add any comments below:**

**Number of staff holding qualifications in cognate areas (FTE)**

1.0

**Number of posts which require a library qualification**

10.0

**Number of staff with library qualifications in posts which do not require a library qualification**

0.0

As mentioned above the early retirement and the deletion of the post of Bibliographic Services Officer has meant that for the first time the Service has failed to meet the standard on having sufficient professionally qualified staff. NPT is committed to professionally develop its existing staff. A number of staff have pursued various qualifications in library studies and leadership and management. One member of staff has a teaching qualification which relates to their work in schools and is added here as a qualification in a cognate area. Currently there are a number of unqualified library staff in roles that do require library qualifications. This is because the Service adheres to Neath Port Talbot's policy on recruitment and redeployment which is supported by Trade Unions.

Page 2

**Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?**

Yes

Yes

**Please give details of current qualifications held:**

Professional Examinations, Chartered Librarian, Associate / CILIP

**This target has been met.**

**Where does this post sit within the local authority management structure?**

The County Librarian now reports to the Co-ordinator of Operations

**What is the post held by the most senior professional librarian (if different from the above)?**

As above

**Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?**

As above

**Total staff working hours during the year**

61,199

**Number of staff hours spent in training & personal/professional development**

438

**% of time spent in training & personal/professional development**

0.7%

**This target has not been met. Please add any comments below:**

## Welsh Public Library Quality Indicators

Annual employee development reviews are integral to the Service's staff training programme. It is here that staff are encouraged to extend their skills with suitable, relevant courses and attendance at seminars/conferences. Staff are encouraged to identify any relevant courses that they wish to attend, these include both regional and UK wide training events. Furthermore a number of staff have been speakers and facilitators at both regional and national events.

**Total number of volunteers active during the year**

18

2014-15

6

**Total number of volunteer working hours during the year**

2,175

2014-15

1,210

**Do you have Investors in Volunteers accreditation relating to the NOS?**

In progress

**Briefly describe the training and support offered to volunteers.**

**Authority comment:**

This figure represents the total number of volunteers for Neath Port Talbot's statutory library service and does not include those volunteers based at community managed libraries. All volunteers are offered the same training and support as regular Neath Port Talbot library staff. The Library Service also provides professional guidance and support to all 9 community managed libraries.

### WPLSQI 14 Operational expenditure

Expenditure on staff

2015-16

% of total

2014-15

% of total

Total materials expenditure

£981,550

57%

61%

Expenditure on maintenance, repair & replacement of equipment & buildings

£211,575

12%

16%

Total other operational costs

£44,938

3%

0%

Total revenue expenditure

£469,444

27%

23%

Total revenue expenditure per 1,000 population

£1,707,507

100%

100%

Total capital expenditure

£12,154

£12,379

Total capital expenditure per 1,000 population

£0

£1,245

**Authority comment:**

A further budget cut in 2015/16 of £240,000 resulted in the reduction of five members of staff and a 50% cut in the bookfund. Operational and maintenance costs are now being charged directly to the Library Services budget, the total expenditure on the Service does not therefore reflect the impact of budget cuts on the Service as a whole.

### WPLSQI 15 Cost per visit

2015-16

Ratio

2014-15

Total revenue expenditure

£ 1,707,507

Total income generated

£94,888.00

£93,032.00

Total number of visits to library premises during the year

635,423

Total number of external visits to the library's web site during the year

171,654

£2.00

**Authority comment:**

## Welsh Public Library Quality Indicators

There has been a further reduction in the cost per visit from £2.17 to £2.00. Neath Port Talbot is now one of the most cost efficient library services in Wales.

### WPLSQI 16 Opening hours

#### Aggregate annual opening hours for all service points

**This target has not been met. Please add any comments below:**

Opening hours are frequently reviewed, monitored and amended / increased to meet the demand of our users. The fall in hours is down to the decommissioning of one mobile library vehicle due to budget cuts in the last year. Branch library opening hours for Neath Port Talbot managed libraries have not been reduced at any point. The large decrease in opening hours over the last two years can be attributed to the transfer of nine community managed libraries, whose opening hours are not included and cutbacks to the mobile library service via the decommissioning of one vehicle.

	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
<b>Aggregate annual opening hours for all service points</b>	15,700	112	120
<b>Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability</b>	0	<b>% of total</b>	<b>2014-15 % of total</b>
<b>Total planned opening hours of all static service points</b>	16,850	0.0%	0%
<b>Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability</b>	27		
<b>Total planned mobile library stops and home deliveries</b>	2,080	1.3%	1%

#### Authority comment:

Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2014/15. There were no interruptions due to adverse weather conditions.

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# Welsh Public Library Standards 2014-17

## Neath Port Talbot

### Annual Assessment Report 2015-16

This report has been prepared based on information provided in Neath Port Talbot's annual return, case studies and narrative report submitted to Museums, Archives and Libraries Division of the Welsh Government.

#### 1) Executive summary

Neath Port Talbot met 17 of the 18 core entitlements in full and failed to meet 1.

Of the 7 quality indicators which have targets, Neath Port Talbot achieved 2 in full, 3 in part and failed to achieve 2. This is a decline in performance compared to last year.

Budget cuts have begun to erode achievements in what was previously a strong service. The reduction in investment in staff and materials for the statutory service is a cause for concern, and continued cuts may impact on the level of support which can be provided to community managed libraries.

- Neath Port Talbot carried out an impact survey in October 2014, which provides strong evidence of impact. Four excellent impact case studies written by the users themselves described a range of benefits of using the library service.
- Neath Port Talbot carried out customer surveys in October 2014, with mixed results. Training is well attended and there is a high level of informal support.
- The target for easy access to service points is met, and visits have increased. Indicators of use are generally above the median for Wales as whole. Attendances at library events have increased for the fourth consecutive year.
- Significant cuts to the book fund in 2015-16 have affected collection development, and many targets in this area are missed this year. Levels of ICT provision are low, and the authority is prioritising improvements to the Wi-Fi infrastructure. Usage of ICT facilities is above the median for Wales.
- Staffing has also been cut, and targets which have been met in the past are now missed. This is a further cause for concern. Volunteers within the statutory service give 120 hours each on average. Average net cost per visit has fallen to £2.00 in 2015-16, below the median for Wales.
- Considering the four areas in the framework (*Customers and communities; Access for all; Learning for life; and Leadership and development*) in comparison to the rest of Wales, Neath Port Talbot reports a mixed performance in all areas except *Leadership and development*, where most of the indicators are below the median. It remains an efficient service, with a low cost per visit.

Neath Port Talbot had been steadily improving, as seen in previous reports, and it is disappointing to note that previous gains, especially around stock performance, are now being eroded. The transfer of around half its branches to community groups has restricted what can be included in the return. The service continues to support these libraries with a range of resources, including book stock and IT, but no direct staff, and follows the guidance on community managed libraries in omitting their data from its return.

Compared to the previous year, performance has declined in several areas, largely as a result of funding cuts. The community managed libraries are well supported, as noted above.

## 2) Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

### a) Core entitlements

Neath Port Talbot is meeting 17 of the 18 core entitlements in full, but failed to meet 1, concerning access to the library's strategy, policy and objectives. A new five-year strategy was developed during the year, which will be published following approval by the full Council.

### b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Neath Port Talbot is achieving 2 in full, 3 in part and is failing to achieve 2 of the indicators:

Quality Indicator	Met?	
QI 3 Individual development:		Met in full
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Met in full
QI 8 Up-to-date reading material:		Not met
a) Acquisitions per capita	✗	
or Materials spend per capita	✗	
b) Replenishment rate	✗	
QI 9 Appropriate reading material:		Partially met
a) % of material budget on children	✓	
b) % of material budget spent on Welsh	✗	
or Spend on Welsh per capita	✗	
QI 10 Online access:		Partially met
a) All service points	*	
Computers per capita	✗	
b) Wi-Fi provision	✓	
QI 13 Staffing levels and qualifications:		Partially met
a) Staff per capita	✗	
b) Professional staff per capita	✗	
c) Head of service qualification/training	✓	
d) CPD percentage	✗	
QI 16 Opening hours per capita	✗	Not met

\* Authorities are not penalised on this indicator if all static service points provide internet access but their mobiles do not.

Targets which were met last year for replenishment rate, professional staff per capita, CPD and opening hours have not been met this year. However, the targets for spending on

children’s materials and online access at all service points have been achieved this year.

### c) *Impact measures*

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people’s lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

Neath Port Talbot carried out an impact survey in October 2014.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	93%	6/12	86%	93%	99%
e) % of adults who think that the library has made a difference to their lives:	73%	11/13	36%	87%	97%
% of children who think that the library has made a difference to their lives:	85%	3/11	57%	73%	93%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	95%	12/17	85%	97%	100%

Neath Port Talbot provided 4 outstanding impact case studies which showed the real difference the library service makes in users’ own words:

- A user for whom cycling to the library became a reason to go out following illness
- An unemployed user who has gained confidence in using a computer
- A user who feels part of her local community from using the library
- The personal and professional impacts for one user at different stages of her life

### d) *Quality performance indicators and benchmarks*

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Neath Port Talbot’s position for 2015-16. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are obtained from customer surveys which only need to be carried out once during the three year framework period, or those where relevant data elements were not available to some authorities. Figures reported in respect of last year for QI 4 to QI 16 are repeated for convenience of comparison. Note that indicators ‘per capita’ are calculated per 1,000 population.

Performance indicator		Rank	Lowest	Median	Highest	2014/15	Rank
QI 1 Making a difference							
a) new skills	72%	7/13	23%	72%	92%		
c) health and well-being	44%	9/13	26%	58%	93%		
d) enjoyable, safe and inclusive	84%	13/13	84%	97%	100%		
QI 2 Customer satisfaction							
a) ‘very good’ or ‘good’ choice of books	97%	1/14	74%	89%	97%		
b) ‘very good’ or ‘good’ customer care	96%	8/14	90%	97%	99%		
c) ‘very good’ or ‘good’ overall;	99%	1/14	92%	97%	99%		

Performance indicator		Rank	Lowest	Median	Highest	2014/15	Rank
d) child rating out of ten	9.0	9/13	8.0	9.2	9.5		
QI 4 User training							
a) attendances per capita	72	4	5	30	390	67	3
c) informal training per capita	382	2/19	3	195	1017	371	2 / 21
QI 6 Library use							
a) visits per capita	4,523	9	2,467	3,967	6,185	4,486	9
b) virtual visits per capita	1,222	7	340	976	2,475	1,222	6
c) active borrowers per capita	167	7	45	157	273	173	10
QI 7 attendances at events per capita	387	3	60	223	666	384	3
QI 11 Use of ICT - % of available time used by the public							
a) equipment	42%	5	20%	31%	68%	46%	7
b) Wi-Fi services	42%	7/8	20%	60%	90%	37%	5 / 8
QI 12 Supply of requests							
a) % available within 7 days	76%	5	57%	71%	86%	81%	2
b) % available within 15 days	93%	3	71%	86%	96%	94%	1
QI 13 Staffing levels and qualifications							
(v) a) total volunteers	18	11	0	18	103	6	14
b) total volunteer hours	2,175	3	0	582	3,699	1,210	5
QI 14 Operational expenditure							
a) total expenditure per capita	£12,154	13/21	£7,516	£12,749	£18,760	£12,379	17
b) % on staff	57%	13/21	40%	58%	79%	61%	8
% on information resources	12%	13/21	7%	13%	23%	16%	4
% on equipment and buildings	3%	14/21	1%	3%	20%	0%	22
% on other operational costs	27%	8/21	0%	20%	39%	23%	11
c) capital expenditure per capita	£0	14/21	£0	£272	£4,677	£1,245	6
QI 15 Net cost per visit	£2.00	18/21	£1.83	£2.43	£3.53	£2.05	11 / 11
QI 16 Opening hours ( <i>see note</i> )							
(ii) a) % hours unplanned closure of static service points	0.00%	1	0.00%	0.00%	0.16%	0%	1
b) % mobile stops / home deliveries missed	1.30%	9/19	0.00%	0.71%	23.44%	1.0%	12 / 19

Note: Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

### 3) Analysis of performance

The core entitlements and quality indicators are divided into four key areas. This section of the report outlines performance against the quality indicators within these four areas, and compares results with those from the first year of the framework.

#### a) Customers and communities

Neath Port Talbot carried out customer surveys in October 2014, which were reported in detail last year. All libraries provide the full range of support for individual development, and a partnership approach is used to provide basic ICT support. Training is well attended, and levels of informal training are the second highest in Wales.

#### b) Access for all

Neath Port Talbot meets the target for access to service points, and the figures reported do not include 9 community managed libraries, although library members continue to use these services. There has been a slight increase in visits to library premises (which is positive, and

bucking the Wales trend), although the number of active borrowers, which includes those who use computers, but not e-book users, has fallen slightly. These levels of use are above the median for Wales; issues figures are not however, which may be influenced by use of the community libraries which is not included. Attendances at library events has increased for the fourth consecutive year, as a result of more events being offered and improved marketing, and levels per capita are the third highest in Wales.

### ***c) Learning for life***

Neath Port Talbot suffered a significant cut to the book fund in 2015-16, and as a result has missed the targets for acquisitions this year. The authority meets the target for spending on children's materials. The proportion of the total spent on Welsh language material has fallen, and targets have not been met, as other stock areas have been prioritised. Difficulties experienced in the selection and supply of Welsh language stock have been resolved following discussion with the Welsh Book Council.

Online access is provided at all static service points, but is no longer available on the mobile library owing to a combination of technical issues and lack of demand. There has been a further slight fall in the number of public access PCs available, and the authority does not plan to increase this, citing lack of space coupled with low usage as offering poor value for money; however the authority notes ownership of an additional 22 tablet devices and 9 computers used for specific activities which it has not included in the return in order to keep its reporting the same for the WPLS and CIPFA. Usage of ICT facilities is above the median for Wales. Wi-Fi usage has increased, and improvements to this infrastructure are seen as a priority.

Neath Port Talbot supplies requests in a timely way, despite a slight fall in the speed of supply this year, attributed to cuts in the book fund, reductions in available delivery hours, and stock being held longer at community managed libraries.

### ***d) Leadership and development***

Targets for staffing levels and staff development have not been met this year, and this is an area of some concern, where previously the authority performed well. Adherence to the council's policy on redeployment has led to some unqualified staff in posts which require qualifications. The head of service is a Chartered Librarian. Within the statutory service, Neath Port Talbot used 18 volunteers, who give an average of 120 hours each to the service. All are offered the same training and support as paid staff. The service also provides professional guidance and support to volunteers at the 9 community libraries.

A significant budget cut fell in the areas of staff and materials, and the authority notes that as a result of a change in the way operational and maintenance costs are charged, the 2% reported fall in expenditure does not reflect the impact of cuts on the service. The average net cost per visit at £2.00 is below the median for Wales. Opening hours have fallen as a result of decommissioning one mobile library vehicle; branch hours have remained unchanged. Neath Port Talbot is one of five authorities to cut opening hours below the target this year.

## **4) Strategic context**

Neath Port Talbot provided a comprehensive statement detailing the library service's contribution towards local authority agendas and wider Welsh Government priorities. Five broad areas were described; working with children and young people, literacy, information literacy, digital inclusion and health and wellbeing.

## **5) Future direction**

Neath Port Talbot expects to continue to provide a mix of statutory and community managed libraries, which has proved sustainable to date, together with a digital 24/7 online service. The vision for a vibrant library service delivered in partnership with other agencies and the voluntary sector is designed to ensure that statutory obligations are maintained.

## **6) Conclusion**

Budget cuts have begun to erode achievements in what was previously a strong service. The reduction in investment in staff and materials for the statutory service is a cause for concern, and continued cuts may impact on the level of support which can be provided to community managed libraries.

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL  
ECONOMIC AND COMMUNITY REGENERATION CABINET  
BOARD**

**9 December 2016**

**Head of Transformation - A.Thomas**

**Matter for: Decision**

**Wards Affected: All**

**Christmas and New Year Opening Times Libraries,  
Theatres, Community Centres, Margam Country Park,  
Leisure Centres and Swimming Pools 2016 -17**

**Purpose of the Report**

1. The purpose of this report is for Members to agree the proposed opening times for libraries, museums, theatres, community centres, Margam Country Park and leisure centres and swimming pools over the Christmas and New Year period 2016 - 17.

**Executive Summary**

2. Proposed Opening and Closure of facilities over the Christmas Holiday period 2016

**Background**

3. Members will be aware that traditionally over the Christmas and New Year period the opening times of the above facilities are amended to reflect patterns of demand and to accommodate statutory Bank Holidays. The proposals for opening and closing have a direct effect on front line staff and the arrangements for their annual leave over this period.

The following proposals have been prepared by taking into consideration historical levels of usage of the facilities.

Appendix 1 - Proposed Opening Hours Leisure Centres and Swimming Pools

Appendix 2 - Proposed Opening Hours – Margam Country Park, Libraries, Museums, Theatres and Community Centres.

### **Financial Impact**

4. There are no financial impacts associated with this report.

### **Equality Impact Assessment**

5. There are no equality impacts associated with this report.

### **Workforce Impacts**

6. There are no equality impacts associated with this report.

### **Legal Impacts**

7. There are no legal impacts associated with this report

### **Risk Management**

There is no Risk impacts associated with this report

### **Consultation**

8. There is no requirement under the Constitution for external consultation on this item.

### **Recommendations**

9. That Members agree the proposals for Christmas and New Year opening and closure for the above facilities as detailed within Appendices 1 – 2.



## **Reasons for Proposed Decision**

10. To ensure that the Council's facilities are available to the public when there is a demand for them to be open and to enable managers to make appropriate arrangements with front line staff over their annual leave.

## **Implementation of Decision**

11. The decision is proposed for implementation after the three day call in period.

## **Appendices**

12. Appendix 1 - Proposed Opening Hours Leisure Centres and Swimming Pools

Appendix 2 - Proposed Opening Hours – Margam Country Park, Libraries, Museums, Theatres and Community Centres.

## **List of Background Papers**

13. None.

## **Officer Contact**

Paul Walker Operations Coordinator .

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## Appendix One

### PROPOSED OPENING HOURS LEISURE CENTRES AND SWIMMING POOLS

	23.12.16	24.12.16	25.12.16	26.12.16	27.12.16	28.12.16	29.12.16	30.12.15	31.12.15	01.01.17	02.01.17
<b>Aberavon LC Gym</b>	6.00am – 6.00pm	8.00am – 12.00pm	Closed	Closed	9.00am – 1.00pm	Normal Opening	Normal Opening	8.00am – 6.00pm	8.00am – 12.00pm	Closed	8.00-6.00pm
<b>Aberavon L C</b>	6.00am – 6.00pm	8.00am – 11.00pm	Closed	Closed	8.00am – 6.00pm	Normal Opening	Normal Opening	Normal Opening	8.00am – 12.00pm	Closed	8.00-6.00pm
<b>NLC Pool/Squash</b>	Normal Opening	Closed	Closed	Closed	Closed	7.00am – 4.00pm	7.00am – 4.00pm	Closed	Closed	Closed	Closed
<b>NLC Gym</b>	Normal Opening	Closed	Closed	Closed	9.00am – 3.30pm	7.00am – 4.00pm	7.00am – 4.00pm	9.00am – 3.30pm	Closed	Closed	9.00am – 3.30pm
<b>VON Pool</b>	Normal Opening	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
<b>VON Gym</b>	Normal Opening	Closed	Closed	Closed	9.00am – 1.00pm	8.00am – 3.00pm	8.00am – 3.00pm	9.00am – 1.00pm	Closed	Closed	Closed
<b>NSC</b>	Normal Opening	Closed	Closed	Closed	10.00am – 3.00pm (Gym only)	10.00am – 3.00pm (Gym only)	10.00am – 3.00pm (Gym only)	10.00am – 3.00pm (Gym only)	10.00am – 3.00pm (Gym only)	Closed	Closed
<b>NSC-BAR</b>	Normal Opening	2.00pm – 11.00pm	11.00am – 3.00pm	12.00am – 11.00pm	4.00pm - 11.00pm	4.00pm - 10.00pm	4.00pm - 10.00pm	4.00pm - 10.30pm	12.00pm - 12.30am	Closed	Normal Opening
<b>PSP</b>	Normal Opening	Closed	Closed	Closed	8.00am – 4.00pm	8.00am –	8.00am –	8.00am –	Closed	Closed	Closed
<b>PLC Gym &amp; Sports Hall</b>	Normal Opening	Closed	Closed	12.00pm-8.00pm	9.00am-5.00pm	9.00am-5.00pm	9.00am-5.00pm	9.00am-5.00pm	Closed	Closed	Closed
<b>PLC-BAR</b>	Normal Opening	Closed	Closed	12.30pm-7.30pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
<b>Gwyn Hall</b>	Normal Opening	10.30am-5.00pm	Closed	Closed	10.30am – 8.00pm	10.30am – 8.00pm	10.30am – 8.00pm	10.30am – 8.00pm	10.30am – 5.00pm	Closed	Normal Opening

## **Appendix Two**

### **PROPOSED OPENING HOURS – MARGAM COUNTRY PARK**

The proposal for Margam Country Park is to close at 1.00pm on Friday 23<sup>rd</sup> December 2016. During the period from Monday 26<sup>th</sup> December 2016 to Monday 2<sup>nd</sup> January 2017; the Park will be open 10am-4 pm for those wishing to walk around however no facilities will be available.

The Park will reopen as normal on Tuesday 3<sup>rd</sup> January 2016.

### **PROPOSED OPENING HOURS – LIBRARIES, MUSEUMS AND THEATRES.**

The proposal for libraries is to close at 12.30pm Friday 23<sup>rd</sup> December 2016 and to re-open on Tuesday 3<sup>rd</sup> January 2017.

The proposal for the Princess Royal Theatre is to close at 12.30pm Friday 23<sup>rd</sup> December 2016 and re-open 10.00am on Tuesday 3<sup>rd</sup> January 2017

The proposal for Pontardawe Arts Centre is too close to the public following pantomime on Thursday 22<sup>nd</sup> December 2016 and will re-open on Tuesday 3<sup>rd</sup> January 2017.

### **PROPOSED OPENING HOURS – COMMUNITY CENTRES**

The proposal for Croeserw Community Education Centre is to close from 1pm Friday 23<sup>rd</sup> December 2016 and reopen Tuesday 3<sup>rd</sup> January 2017.

**2016/2017 FORWARD WORK PLAN (DRAFT)**

**ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD**

<b>Meeting Date and Time</b>	<b>Agenda Items</b>	<b>Type (Decision, Monitoring or Information)</b>	<b>Rotation (Topical, Annual, Biannual, Quarterly, Monthly)</b>	<b>Contact</b>
<b>20<sup>th</sup> Jan 2017</b>				
	Open Space & Green Space (SPG)	Decision		L.Beynon
	Development & the Welsh Language (SPG)	Decision		L.Beynon
	Fabian Way (SPG)	Decision	Topical	L.Beynon
	Corporate Property Asset Management Plan	Info	Annual	S.Brennan
	Property Performance Report	Info	Annual	S.Brennan
	Energy Performance Report	Info	Annual	S.Brennan/ Chris Jones

**Economic and Community Regeneration Cabinet Board – Forward Work Programme (DRAFT)**

<b>Meeting Date and Time</b>	<b>Agenda Items</b>	<b>Type (Decision, Monitoring or Information)</b>	<b>Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)</b>	<b>Contact</b>
<b>3<sup>rd</sup> March 2016</b>	Quarterly Performance Monitoring (Q3)	Monitor	Quarterly	A.Headon
	Celtic Leisure Quarterly Report 16/17	Monitor	Quarterly	C.Millis
	<b><i>Business Plans</i></b>	<b><i>Decision</i></b>	<b><i>Annual</i></b>	<b><i>ALL</i></b>
	Renewable and Low Carbon Energy (SPG)	Decision		L.Beynon
	Design (SPG)	Decision		L.Beynon

<b>Meeting Date and Time</b>	<b>Agenda Items</b>	<b>Type (Decision, Monitoring or Information)</b>	<b>Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)</b>	<b>Contact</b>
<b>Special – 13 March 2017 10am</b>	Integrated Network Map	Decision		L.Beynon

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