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

LEISURE AND CULTURE SUB COMMITTEE

10.00 am TUESDAY, 23 JANUARY 2018

COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE

PART 1

1. To receive any declarations of interest from Members

2. To receive the Minutes of the Leisure and Culture Scrutiny Sub Committee held on 17th October 2017. *(Pages 5 - 8)*

3. To receive the Scrutiny Forward Work Programme 2017/18. *(Pages 9 - 10)*

4. To receive the Education, Skills and Culture Cabinet Board Forward Work Programme 2017/18. *(Pages 11 - 16)*

5. To scrutinise information and monitoring issues being reported by:

   Report of the Head of Transformation

6. Welsh Public Library Standards Annual Report 2016-17 *(Pages 17 - 48)*

7. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

8. Access to Meetings to resolve to exclude the public for the following item(s) pursuant to Section 100A(4) and (5) of the Local Government Act 1972 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the above Act.

PART 2

9.   To scrutinise private information and monitoring issues being reported by:

Report of the Head of Transformation

10.   Half Year Performance Review 2017/2018 Celtic Leisure (Exempt under Paragraph 14) *(Pages 49 - 52)*

S.Phillips
Chief Executive

Civic Centre
Port Talbot   **Monday, 15 January 2018**

Committee Membership:

Chairperson: **Councillor A.L.Thomas**

Vice Chairperson: **Councillor M.Crowley**

Councillors: M.Ellis, J.Evans, S.Miller, S.Renkes, R.L.Taylor, D.Whitelock and C.Williams

Notes:

(1)   If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.

(2)   If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.

(3)   For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.

(4)   The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.

(5)   Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.

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LEISURE AND CULTURE SUB COMMITTEE

(Council Chamber - Port Talbot Civic Centre)

Members Present: **17 October 2017**

Chairperson:	**Councillor M.Crowley**
Councillors:	M.Ellis, S.Renkes, R.L.Taylor and D.Whitelock
Officers In Attendance	A.Thomas, P.Walker and Miss.C.Davies

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1. **MINUTES OF THE LEISURE AND CULTURE SCRUTINY SUB COMMITTEE HELD ON 11TH JULY 2017.**

   The Scrutiny Committee noted the minutes.

2. **SCRUTINY FORWARD WORK PROGRAMME 2017/18.**

   The Scrutiny Committee noted the Scrutiny Forward Work Programme with the following amendment.

   It was noted that there was an error with the officer name that was allocated to reports on the Forward Work Programme and that the name Chris Millis be amended to Andrew Thomas.

3. **EDUCATION, SKILLS AND CULTURE CABINET BOARD FORWARD WORK PROGRAMME 2017/18.**

   The Scrutiny Committee noted the Education, Skills and Culture Cabinet Board Forward Work Programme.

4. **MARGAM COUNTRY PARK BUSINESS PLAN**

   Members received information on the implementation of a new Business Plan for Margam Country Park.

It was noted that the implementation of the business plan may have workforce impacts, it was noted that when this is the case they would be reported in subsequent reports to Members.

Members asked that when the costs are set for weddings in the orangery are they commercial prices and whether they could be increased by 10% as example to have a better income. Officers confirmed that they are set at a commercial price as they have to be comparable with other venues. It was noted that Margam Orangery is having a better income from Christmas parties and conferences.

Members noted that a grant application for wet weather parking had been approved at Margam Country Park.

Members queried that there isn't enough advertisement on Margam Country Park. Officers highlighted that in the Business Plan it had been proposed, that in order to exploit the income generating opportunities, increased capacity is required, as all staff currently employed are focussed on service delivery. Additional human resources are required, specifically a professional marketing officer. This officer will operate 50% of the time developing the artistic offer and marketing at the Princess Royal Theatre and 50% promoting the programme and facilities at Margam Country Park/ Orangery.

Members highlighted that marketing is fundamental however, wanted assurance that it would not take over the importance of Education. Officers confirmed that they have the same priorities and advised members that a report was coming to a future Leisure and Culture Sub Committee which will include all the information on the educational element of Margam Country Park.

Members asked if the unions had site of the report. Officers confirmed that they had not seen the report, but they would be consulted once the business plan had been approved for implementation.

Following scrutiny, the Committee was supportive of the proposal to be considered by the Cabinet Board.

5. **LOCAL AUTHORITY PARTNERSHIP AGREEMENT PERFORMANCE REVIEW 2016-2017**

    Members received an update on the outcomes from the Local Authority Partnership Agreement 2016 -17 (LAPA).

    Members commended and noted that in 2015 Sport Wales carried out the second all Wales school sport survey and Neath Port Talbot retained its position of number 1 out of 22 Local Authorities for children's participation in physical activity.

    Members commended the work that the PASS team have delivered on the National Exercise Referral Scheme.

    Following scrutiny, it was agreed that the report be noted.

6. **ACCESS TO MEETINGS**

    RESOLVED: that pursuant to Section 100A(4) and (5) of the Local Government Act 1972, 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 above Act.

7. **FIRST QUARTER PERFORMANCE REVIEW 2017 -18 CELTIC LEISURE (EXEMPT UNDER PARAGRAPH 14)**

    Members received an update on the performance of Celtic Leisure during the first quarter, in comparison to the submitted ten year business plan.

    Members queried how the Annual Sickness level was 2.4% and not 1.2%. Officers informed Members that they would get clarification with the relevant officer and get back to Members.

    Following scrutiny, it was agreed that the report be noted.

CHAIRPERSON

171017

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Leisure and Culture Scrutiny Sub Committee
Forward Work Programme 2017/18

Date of Meeting	Agenda Item	Cabinet Board	Officer
11 July 2017	Performance Monitoring (Quarter 4)	20 Jul 2017	C.Millis/C.Glover/ N.Place
17 October 2017	Performance Report Celtic Leisure (Quarter 1) 2017/18	14 Sept 2017	Chris Millis/ Paul Walker
	Local Authority Partnership Agreement (Sports Wales)	9 Nov 2017	Paul Walker
	Margam Business Plan	9 Nov 2017	Paul Walker
23 January 2018	Welsh Public Libraries Standards Annual Report	25 Jan 2017	Wayne John
	Celtic Leisure Half Year Performance Review 17/18	25 Jan 2017	Chris Millis/Paul Walker

Officer Responsible: Charlotte Davies

24 April 2018	Celtic Leisure Quarter 3 Performance Data Report	3 May 2018	Paul Walker/Chris Millis

Education, Skills and Culture – Forward Work Programme (DRAFT)

2017/2018 FORWARD WORK PLAN (DRAFT)

EDUCATION, SKILLS AND CULTURE CABINET BOARD

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Leisure and Culture Scrutiny Sub Committee	Contact Officer/ Head of Service
25 Jan 18	School Improvement Performance, Priorities and Capacity	Information	Annual	-	H.Morgan-Rees
	Inclusion Update Report	Information	Annual		Hayley Lervy/ Andrew Thomas
	Celtic Leisure Half Year Performance Review 17/18	Monitor	6 Monthly	23 Jan 18	C.Millis/ Paul Walker
	Welsh Public Libraries Standards Annual Report	Information	Annual	23 Jan 18	Wayne John
	Annual Pupil Performance including Key Stage 4 Data	Monitoring	Annual	-	Carl Glover/ C.Millis
	School Attendance Report for Academic Year to include Penalty Notice Numbers.	Information	Annual	-	John Burge/ Andrew Thomas
	Welsh in Education Strategic Plan (Results of Consultation)	Decision (for Commending to Council)	Annual	-	Aled Evans

　　Officer Responsible: Jayne Woodman-Ralph

Agenda Item 4

Education, Skills and Culture – Forward Work Programme (DRAFT)

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Cultural and Leisure Scrutiny Sub Committee	Contact Officer/ Head of Service
15 Feb	Performance Monitoring Report (Quarter 3)	Monitoring	Quarterly	-	C.Millis/Paul Walker
	School Attendance (6 Monthly Update Report)	Monitoring	6 Monthly	-	John Burge/ Andrew Thomas
	Inclusion Strategy	Decision	Annual		Hayley Lervy/ Andrew Thomas
	Responses to Consultation on the proposal in regard to Cymmer Afan Comprehensive School.	Decision	Topical		Richard Gordon/ Andrew Thomas
	Play Sufficiency Update	Information	Annual	-	ASC/ Chris Millis
	Childcare Sufficiency Report	Information	Annual	-	ASC/ Chris Millis
	Families First Annual Report and Budget Update – including TAF	Monitoring	Annual	-	ASC/ Chris Millis
	Flying Start Annual Report and Budget Update	Monitoring	Annual	-	ASC/ Chris Millis
	Family Information Service	Information	Annual	-	ASC/ Chris Millis
	Childcare Facilities within Schools	Information	Annual	-	C.Millis

Education, Skills and Culture – Forward Work Programme (DRAFT)

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation	Cultural and Leisure Scrutiny Sub Committee	Contact Officer/ Head of Service
15 MAR	School Admissions Policy 19/20 (Outcomes of Consultation)	Decision	Annual	-	Helen Lewis/ Andrew Thomas
	School Terms and Holiday Dates 20/21 (Permission to Consult)	Decision	Annual	-	Helen Lewis/ Andrew Thomas
	Adult Community Learning Update	Information	Topical	-	Angeline Spooner-Cleverly

Education, Skills and Culture – Forward Work Programme (DRAFT)

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Culture and Leisure Scrutiny Sub Committee	Contact Officer/ Head of Service
12 APR					

Education, Skills and Culture – Forward Work Programme (DRAFT)

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Leisure and Culture Scrutiny Sub Committee	Contact Officer/ Head of Service
3 MAY	School Terms and Holiday Dates 20/21 (Outcomes of Consultation)	Decision	Annual	-	Helen Lewis/ Andrew Thomas
	Celtic Leisure Performance Data Report (Quarter 3)	Monitoring	Quarterly	24 April 2018	Paul Walker/ C.Millis

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

EDUCATION, SKILLS AND CULTURE CABINET BOARD
LEISURE AND CULTURE SCRUTINY COMMITTEE

23rd January 2018

REPORT OF HEAD OF TRANSFORMATION
ANDREW THOMAS

MATTER FOR DECISION

WARDS AFFECTED: All

Welsh Public Library Standards Annual Report 2016-17

Purpose of the Report

To approve the Annual Report to the Welsh Government in respect of the authorities library services performance against the Welsh Public Library Standards (WPLS) framework 5 and to note the feedback, comments and recommendations in the Annual Assessment Report 2016-17.

Executive Summary

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

In 2017, following publication of the Library Service Strategy 2016-21, Neath Port Talbot now meet all 18 of the core entitlements in full.

In respect of the 7 quality indicators which have set targets, Neath Port Talbot achieves 2 in full, 3 in part and fails to achieve 2, which has remained the same level of performance throughout the current framework, the result of which can be directly attributed to successive budget reductions since 2014, which have adversely impacted on stock purchases, staffing levels and opening hours.

Background

Public libraries are a statutory service, provided 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 (MALD), on their individual performance against the current framework of the Welsh Public Library Standards, which the Minister uses as an interpretation of local authorities complying with their statutory duty in providing a "comprehensive and efficient" library service as required under the 1964 Act.

This is the third and final year of the fifth framework of the Standards which covers the period 2014 – 17. The framework consists of 18 core entitlements and 16 quality indicators, 7 of which have set targets upon which the library services performance is evaluated.

Following the transfer of 9 libraries to community management in April 2014, the Welsh Government commissioned a Report on Community Managed Libraries and the Statutory Provision of Public Library Services in Wales (May 2015), which only recognises those community libraries where paid staff are available for a minimum of 50% of the opening hours. This excludes most of the community libraries in Neath Port Talbot and directly impacts on the total number of aggregated opening hours which can be attributed towards Quality Indicator 16.

Financial Impact

Since 2014, the library service has seen budget reductions of nearly £600,000 or 30% of the total budget. The current Standard Spending Assessment (SSA) for the library service is £2,560,000 against the current revenue budget of £1,572,000.

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 would be required at a cost of £19,000.

Equality Impact Assessment

There are no equality impacts associated with this report.

Workforce Impacts

There are no workforce implications

Legal Impacts

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

Risk Management

Due to reductions in the library service budget, performance against the Welsh Public Library Standards has deteriorated since 2013 and those standards that the authority fail to achieve are mostly resource based, namely book stock and staffing levels.

The Annual Assessment Report 2016-17 (appendix 2) acknowledges the current difficult budget situation, while noting that the service is finally stabilising after a number of difficult years.

The next Standards framework 6, covers the years 2017 – 2020 and consists of 12 core entitlements and 16 quality indicators.

Consultation

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

Recommendation

It is recommended that Members approve the Annual Report to Welsh Government and note the contents of the Annual Assessment Report 2016-17.

Reasons for Proposed Decision

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

Implementation of Decision

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

Appendices

Appendix 1: Neath Port Talbot – Annual Return 31st March 2017.

Appendix 2: Annual Assessment Report 2016 – 17.

List of Background Papers

None

Officer Contact
Wayne John, County Librarian
☎01639 899829
✉ w.john@npt.gov.uk

Annual return pro-forma: Year ending 31 March 2017

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 2016 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

Closing date for receipt of returns:

Friday 23rd June 2017

For more information please contact:

Alyson Tyler
alyson.tyler@wales.gsi.gov.uk
0300 062 2103 (direct line)
0300 062 2112 (MALD main number)

Contextual data

Year ending 31 March 2017

	Neath Port Talbot
Authority	
Resident population	140,992
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	
No. of community managed libraries	5
No. of community supported libraries	0
No. of commissioned libraries	0
Community libraries open for less than 10 hours per week	
No. of community managed libraries	4
No. of community supported libraries	0
No. of commissioned libraries	0
How many, if any, of these community libraries are included in this return (see notes)?	0
No. of Independent Community Libraries	0

Contact details for queries regarding this return

Name	Wayne John
Telephone	01639 899829
Email	w.john@npt.gov.uk

Has this Annual Return been approved by the authority prior to its submission to MALD?	No
When is approval expected?	December 2017
When will the definitive version be submitted to MALD?	December 2017

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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	The Library Service conducted a new user survey in October 2016. The results from this survey have shown that the public value both the library and library staff very highly. Staff ratings for both adults and children were exceptionally high and an improvement on the previous years survey. Via annual performance appraisals staff are fully able to maximise their potential and continue their professional development. In 2016-17 staff have undertaken specific training in the areas of dementia awareness, supporting universal credit and updating library management system skills. Ensuring training is up to date and relevant to what staff and users need is a key part of the library training plan. The authority also provides internal training and support for Health & Safety, First Aid and Customer service.The Library Service has a training budget to ensure that staff are able to continue their professional development and to meet new challenges. In addition to qualified professional specilaist staff at Library Headquarters, the three main Area libraries all have a professionally qualified senior librarian backed up by a library staff that boasts a wealth of experience. We ensure that a professionally qualified member of staff is always available to assist with enquiries and provide support to the Community library network. Library staff have always been encouraged to share their experiences and skills both within Neath Port Talbot and as part of 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, such as Communities First, continuously expands its range of cultural events and activities to cater for all age groups and interests. These include: Song and Rhyme Times sessions, Homework clubs, Storytimes & Activities, Lego clubs, craft sessions, reading and writing groups, Job clubs, local history groups - Talks and workshops, board games sessions, Film screenings, Meet the Author nights, Quiz sessions and a range of ICT and learning support. The Festival of Learning (Adult Learners Week) in 2016 delivered a wide range of activities and events at libraries. It proved hugely successful with a healthy take up from the public. Attendances at events have increased for five consecutive years indicating that more and more people are being made aware of the wide range of activities that the library offers and the valuable contribution that these events make towards the authorities corporate priorities in supporting health and wellbeing and learning.

Compliance with Core Entitlements

3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.	Fully met	The Library Service is focussed on delivering services and resources in the areas of digital inclusion, health and well being, children's literacy and lifelong learning, all of which are linked to the authorities corporate priorities. In 2016 a dementia awareness collection of resources was established. The collection is aimed at carers and nursing homes, but is also available to the public. Neath Library staged a health and fitness project in collaboration with a local partner using Fitbit technology. All library activities are undertaken either within the service or with assistance from external partners/professionals. Staff are regularly kept updated, and if needed, trained in any new information resources. Mood boasting books and health and wellbeing collections are available and promoted at all NPT libraries. ICT support is provided at all our libraries, together with Job clubs and a range of cultural events and activities which encourage community participation. On line resources and multi cultural material is available in various formats and libraries promote events in both English and the Welsh language. We provide free access to a wide range of material and information and activly encourage organisations and groups to use library facilities as their contact points within the community.

Access for all

4 Open to all members of their communities	Fully met	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, such as the Home Delivery Service or Mobile library are 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 data provided by the authority's management information unit. All our libraries have seperate Children's sections with specific stock for all age ranges and abilities. Library members can join on line and order and collect items from any library including the network of community managed libraries. We also operate a temporary library membership for those visiting the area.
5 Free to join	Fully met	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, including the wide range of on line resources. 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 promotes the message that the library is free to join. 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 the branch library or via the online joining form.

Compliance with Core Entitlements

6 Provide a safe, attractive and accessible physical space with suitable opening hours	Fully met	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. The Library Service has explored options to enhance the library service at Skewen during the last year. Our refurbishment programme has done much to enhance the library environment and is borne out by the October 2016 survey results which show an increase from 84% to 99% when users are asked to rate the library space. Opening hours at libraries are regularly reviewed and adjusted to cater for local needs and demands. There was no loss of opening hours in 2016-17. Accessibility audits are carried out every three years to ensure compliance with DDA.
7 Provide appropriate services, facilities and information resources for individuals and groups with special needs	Fully met	A range of services are provided for all individuals and groups with special needs. The Home Delivery service (over 600 members) provides books (including large print) and audio books directly to people's homes. Digital services enables 24-hour access to information resources as well as e books, e magazines and e audio resources. There is a wide range of assistive technology and hardware available at all Neath Port Talbot managed libraries. The Service now acts as an agent for the British Wireless for the Blind, also working alongside colleagues from Social Services on referrals and assessments. Port Talbot Library has worked with refugees to assist in supporting their language and technology skills. The library service also delivers books and resources to all the nursing homes throughout the authority and together with the Mobile library ensures that all communities are served.

Learning for life

8 Lend books for free.	Fully met	The free loan and reservation of books remains an important element of our core library service. The service continues to provide a free requests service for books that are on order and in stock within Neath Port Talbot libraries or from other local authority library services across Wales (free interlending). We also operate a free interlending agreement with the Academic libraries within the area. This free requests service is also extended to the nine community managed libraries.
9 Deliver free access to information.	Fully met	Free access to information is provided through the internet, non-fiction stock or reference material and an ever increasing range of specialised on line resources This also includes free access to newspapers and magazines, including e magazines. The Service actively promotes Neath Port Talbot's new community directory - an online resource for all community information needs as well as continuing to support the Passport scheme which opens up the stock and resources of academic libraries (Swansea University) to Neath Port Talbot's library members. The Service participates in the Books4u regional interlending scheme.

Compliance with Core Entitlements

10	Provide free use of the Internet and computers, including Wi-Fi.	Fully met	Using the internet and public access computers, including wifi, at all statutory libraries is free. There are no charges relating to time used. Users may reserve a PC for up to 2 hours daily and additional hours can be used if there is free space available. In 2016 wifi services were upgraded to deliver a much better user experience. All facilities relating to computer use and IT training are advertised internally and externally through a variety of means including adverts, social media and our website.
11	Deliver free use of online information resources 24 hours a day.	Fully met	There is 24/7 access to a number of online services including e books, e zines and e audio titles. In addition there are links from the Library Service website to a number of free online e resources including Access to Research and those provided by the National Library of Wales site. The Council currently promotes engaging with the public on line and access to e resources provided by Neath Port Talbot Libraries is held up as best practice and a part of the Council's Digital by Choice Strategy. 2016 saw the website redesigned and the library services online catalogued upgraded, making it more user friendly and easier to search.
12	Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.	Fully met	Our Stock Selection policy is reviewed annually to ensure maximum use of limited resources. The Library Service uses its Library Management System and its online reporting tools to identify areas of stock for development. We offer resources in a wide range of formats, these include large print, audio books, e books and e audio. The Library Service provides a wide variety of material in all formats, both written and digital for all ages in a wide variety of languages. Spending on Welsh language items was increased in 2016.
13	Share their catalogues, to enable a single search of all Welsh library resources.	Fully met	An upgraded online catalogue is available from the Library Service's website, which includes enhanced features such as cover images and synopses. This allows users to search for titles across all library stock without the need to log in or be a library member. Staff and volunteers are trained in the use of the online catalogue including the nine community managed libraries. Furthermore the Service participates in Cat Cymru (Find a Book Search / Find a Library) and Books4U scheme - a regional partnership in South Wales to share lending material via access to on line catalogues.

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 through a number of methods. These include World Book Day, Every Child a Library Member, Summer Reading Challenge, Bookstart Week, the Festival of Learning and in 2016, the Roald Dahl centenery. The Library Service also participates in the all Wales and regional library marketing campaigns. A library marketing group which manages the marketing budget coordinates promotional activities for libraries. The group formulates and implements a marketing and communications plan for all libraries. The Library Service has for a number of years successfully used social media to advertise its services. (Facebook, Twitter)

Compliance with Core Entitlements

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 in Neath Port Talbot(October 2016 is the most recent). 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 provision at external events. 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 library events. Feedback from users has assisted in developing the upgrading of both hardware and software at all eight libraries and is used to monitor opening hours, activities and service priorities and developments.
16	Work in partnership to open up access to the resources of all Welsh libraries.	Fully met	Neath Port Talbot acts as the lead Welsh authority in the purchasing consortium for both e books, e zines and e audio. The Library Service works in partnership with 12 other authorities on the Books4u Regional inter lending scheme and also provides access 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 encouarged to promote it to users. The Library Service also participates in partnerships with the local Academic libraries including Neath Port Talbot College library.
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.	Fully met	In 2015/16 the Service began work on a new five-year library strategy. This was approved by Council and published in 2016 and can be found on the Library Service's home page 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 with the Council's corporate priorities. https://www.npt.gov.uk/default.aspx?page=15631
18	Provide a clear, timely and transparent complaints process if things go wrong.	Fully met	Neath Port Talbot has a comprehensive Comments, Compliments and Complaints procedure that the Library Service adheres to and features on its website.

Welsh Public Library Quality Indicators

Customers and communities		Neath Port

WPLSQI 1 Making a difference — 2016-2017

	2016-2017		
Percentage of adults who think that using the library has helped them develop new skills	**88%**		
Percentage of adults who have found helpful information for health and well-being at the library	**86%**		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	**99%**		
Percentage of adults who think that the library has made a difference to their lives	**96%**	*Survey date (month & year)*	*October 2016*

Authority comment:

A new survey was carried out in October 2016 following the guidelines set out by MALD. In all 4000 forms were distributed across 8 libraries. Community managed libraries are not inlcuded in the survey. The overall survey response rate was 78%. Though there were small variances with some of the questions. The survey results show an increase in those responding very good or good to the questions asked. Neath Port Talbot will carry out surveys every two years. The next scheduled survey will take place in October 2018.

Percentage of children aged 7-16 who think that the library helps them learn and find things out	**97%**		
Percentage of children aged 7-16 who think that the library has made a difference to their lives	**97%**	*Survey date (month & year)*	*October 2016*

Authority comment:

A children's survey was undertaken at the same time as the adult survey. This again followed the MALD guidelines. 1000 surveys were distributed. The response rate was better than the adult rate at 92%. Library staff ensured that where possible there was an even spread of children between the ages of 7-16 being surveyed. The next children's survey will take place in October 2018.

WPLSQI 2 Customer satisfaction

	2016-2017		2015-16
Percentage of adults who think that the choice of books is 'very good' or 'good'	**98%**		*97%*
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	**100%**		*95%*
Percentage of adults who think that the library is 'very good' or 'good' overall	**100%**		*99%*
Survey dates (month & year)	*October 2016*		

Authority comment:

Neath Port Talbot consistently performs well in these question areas so it is no surprise to see a high standard maintained. A comparison with the last survey which was carried out in 2014 shows an improvement in all three question areas. Library staff undertook customer care training in 2016 which can, in some part, account for the 100% rating.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	**9.7**	*Survey date (month & year)*	*October 2016*

Welsh Public Library Quality Indicators

Authority comment:

The Library Service is very pleased with this reported figure which is a 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 deliver 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 nor does it include the work carried out in schools with children.

WPLSQI 3 Support for individual development	2016-2017	% of total	2015-16 % 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. Staff training sessions aimed at improving access to e-gov resources and knowledge of digital inclusion were held in 2016. 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. Upgrading the wifi provision so that it matches the experience of the desktop user has been one of our key priorities as well as improving the range of loaded software available at all our libarries. The Library Service is proactive in delivering high quality sessions in the areas of literacy, numeracy and digital literacy. The 2016 Festival of Learning was successful in delivering a wide range of activities. The library services also participates in Literature 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 in the community. Working with Job Centre Plus and Get NPT Online has led to the continuation of job clubs at libraries. The Library Service currently has three dedicated reading group collections for adults (English and Welsh) and for children. There are thirty nine reading groups supported by these collections within Neath Port Talbot.

WPLSQI 4 User training	2016-2017	Per 1,000 pop'n	2015-16
Total number of attendances at pre-arranged user training sessions organised by the library	11,467	81	
Percentage of attendees who said that attendance helped them to achieve their goals	95%		95%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	516		
Number of feedback forms included in the calculation	507		
Number of customers helped by means of informal training during the year	54921	390	

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 2017. A full range of activities with a range of audiences, including children, were evaluated. The Library Service has been able to deliver more IT sessions in 2016 in partnership with Get NPT Online. The overall results plus feedback is an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality of its staff. The training programme has foucssed explicity on areas of growing need within the library. In the case of digital inclusion training staff have become more confident in dealing with a wider range of issues, reflected in part in the high numbers of customers being helped via informal training.

Welsh Public Library Quality Indicators

Access for all			Neath Port
WPLSQI 5 Location of service points	**2016-2017**		*2015-16*

	2016-2017		2015-16
Population density (persons per hectare)	3.2		
% 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	**90%**	%	*82%*

This target has been met.

The figure of 90% relates to the eight libraries and, for the first time, the mobile library which is operated by Neath Port Talbot. It 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.

WPLSQI 6 Library use	**2016-2017**	**Per 1,000 pop'n**	*2015-16 Per 1,000 pop'n*
Total number of visits to library premises during the year	653,135	**4,632**	*4,523*
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	160,210	**1,136**	1,222
Total number of active borrowers during the year	22,007	**156**	167
Total number of library members	85,453	**606**	600
Total number of book issues (adult and children combined)	391,525	**2,777**	2,913
Total number of audio-visual and electronic issues/downloads	38,309	**272**	159

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

Welsh Public Library Quality Indicators

Actual visits to public libraries have increased for the third year running. In this period the library has expanded its range to activities for all users. The staff have been positive and proactive in achieveing this increase, especially at a time when resourcers are being cut back. The number of visits to the website, however, has declined. *(Please note that the figures here do not correspond to what has been reported to Cipfa and for the national key performance indicator. For this report, data as suggested by MALD has been included - see cell54 also - but that data isn't included in the Cipfa/KPI guidelines).* The Library Service website is no longer the first port of call for online library users. The Service operates on multiple channels, including social media outlets, which are not included in this data. Furthermore the improved wifi option in libraries means that fewer customers are using the desktop PC option. 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 magazine users, those who attend events and activities or who come in to find out information, therefore as an indication of library usage, it is somewhat limited. The total number of library members encompasses all who join through the library management system, even if this is completed at a community managed library. This is because 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 though unlike most of the other authorities in Wales, the Service operates an opt-in scheme rather than an opt-out.This scheme may have contributed to a slight fall in the number of active users in 2016 as access to a library is limited to many children in the more rural parts of Neath Port Talbot.

WPLSQI 7 User attendances at library events	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of attendances at events and activities organised by the library	69,878	496	387

Authority comment:

This is the fifth consecutive year where the number of attendances at events has increased. This shows that libraries in Neath Port Talbot remain as relevant as ever and are well supported by the public. There are now many more events and activities organised by library staff at libraries and within the community. These events are delivered to a wide range of audiences of all ages. It is a positive reflection on the hard work, commitment and engagement of library staff, especially given the financial pressures that the Service has had to manage.

Learning for life			*Neath Port*
WPLSQI 8 Up-to-date reading material	**2016-2017**	**Per 1,000 pop'n**	*2015-16 Per 1,000 pop'n*

Welsh Public Library Quality Indicators

	2016-2017		2015-16
Total number of items acquired	22,063	**156**	*156*
Total materials expenditure (from WPLSQI 14)	£209,628	**£1,487**	*£1,506*

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

The Library Service, in common with all departments within Neath Port Talbot, remains bound by the Authority's Forward Financial Plan. Consequently the need to make most efficient use of resources is our priority. Even with the decrease in the resources budget the Library Service has purchased more items this year - a slight 0.7% increase. More paperbacks have been added to stock which has contributed to a 9% increase in paperback issues, this is at a time when overall book issues have decreased.

			2015-16
Lending stock at the start of the year	244,692		
Total acquisitions of materials for loan	22,009		
Replenishment rate	**9.0%**	%	*10%*

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

The Service has not been as effective in its stock management this year, with a reduction in the quantity of older stock being removed from the shelves. Uncertainty around the bookfund budget has restricted purchasing and as a result more items have remained on shelves for longer, items which would have been replenished in previous years. This is an area that must be addressed in 2017-18.

WPLSQI 9 Appropriate reading material	2016-2017		*2015-16*
Total expenditure on material purchased for children	£35,541		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	**17%**	%	*19%*

This target has been met.

Due to a reduction in the bookfund, the Service has prioritised its spending to include children's stock. This supports the Corporate priorities that are geared towards children and young people as well as promoting and improving literacy standards. The library service promotes schemes such as Every Child a Library Member,the Summer reading challenge and the Service's reading group collections for children.

Total expenditure on materials in the Welsh language	£5,260		
Percentage of materials exenditure on materials in the Welsh language	**2.5%**	%	*2%*
Spend per 1,000 Welsh-speaking resident population	**£311**	£	*£179*

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

Welsh Public Library Quality Indicators

Last year, issues with the supply of Welsh books were highlighted. These were addressed and working with the Welsh Books Council on stock selection, the expenditure on Welsh items has increased by £132 per 1000 Welsh speaking population. The Service continues to support Welsh reading groups in the county with a dedicated collection of books for them.However achieving this target would have to be at the expense of transferring resources from other more popular categories of stock.

WPLSQI 10 Online access	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of networked public access computers	86	**6.10**	*6.19*

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

The Library Service has not added any further public access PCs in 2016-17. The stock of PCs currently in service are coming to the end of their use. New higher spec PCs are now being installed at all libraries. These PCs will operate on an ungraded Windows10 system. Where space allows there will be an increase in the numbers of PCs provided. However in order to fully achieve this standard the Service would require a further additional 37 PCs. There are however a number of factors which, at present restrict any further improvement in performance in this standard. 1) There is insufficient space in most of our libraries to provide this number of extra computers. 2) The rate of computer usage in Neath Port Talbot has been consistently around 40% over the last four years. Therefore the number of computers currently available is more than adequate to meet user demand. 3) Many library users prefer the option of using their own devices with the library services wifi network. Purchasing an extra thirty seven computers in order to meet this standard would go against Neath Port Talbot's spending policy and raise questions about the waste of public money. What has been a better use of resources in 2016-17 has been delivering an enhanced wifi offer. It is inevitable though that a better wifi offer will further negate the need for as many extra PCs. Where required the Service is able to call upon the use of 22 iPads for workshops and educational use with specific groups. These work best for specific events or activities at the library.

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

This target has been met.

We have previously provided internet access on the mobile libraries, however due to the time limitations of the mobile schedules, where stops range from 15 mins to 1 hour, technical difficulties due to the geographical area and or poor signal and the general lack of demand for internet access on the Mobile, the service was withdrawn from the mobile library when equipment reached the end of its lifespan.

Welsh Public Library Quality Indicators

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

This target has been met.

Wifi was enhanced at all libraries in 2016-17. The user experience has been greatly improved so that it delivers the same level of service as for the desktop PC user.

WPLSQI 11 Use of ICT	2016-2017	% used	2015-16 %
Number of hours available for use of public access ICT facilities during the year	163,845		
Number of hours recorded for use of public access ICT facilities during the year	64,994	40%	42%
Number of hours available for use of Wi-fi networks by the public during the year	-		
Number of hours recorded during which Wi-fi networks were used by the public during the year	-		

Authority comment:

Computer usage on fixed computers has fallen slightly in 2016/17. The 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 to the public. As mentioned above improvements to wifi is contributing to fewer hours being used on desktop public access facilities.

WPLSQI 12 Supply of requests	2016-2017	%	2015-16 %
Total number of requests for specific items made during the year	8,500		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	6,350	75%	76%

This target has been met.

	2016-2017	%	2015-16 %
Number of requests which are notified to the user as being available within 15 calendar days of the request being made	8,050	95%	93%

This target has been met.

The total number of requests indicated above is based on a sample period undertaken in October 2016. 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 out statutory provision. Reservations can made and collected free of charge at all communtiy 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 cut in the bookfund, the reduction in available van delivery hours and time scale in moving stock being held at community managed libraries.

Leadership and development	*Neath Port*

Welsh Public Library Quality Indicators

WPLSQI 13 Staffing levels & qualifications	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of staff (FTE)	36.8	**2.61**	*2.64*

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

Authority comment (including information about shared staff):

Neath Port Talbot libraries lost one member of staff due to retirement in 2016-17. This post was filled from within the library concerned. However this did leave a vacant post at that library. At present Neath Port Talbot's recruitment policy is encompassed within the workforce strategy, so therefore it is unlikely that any significant increases in achieving this target will be seen in the immediate future.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	7.5	**0.53**	*0.59*

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

As mentioned above the retirement of one member of staff has led to a slight fall in the number of staff holding library related qualifications. This qualified post was, however, filled by another qualified member of staff. That member of staff was in a post which does not require a qualified member of staff. The Service is committed to professionally develop its library staff. Staff have pursued various qualifications in library studies, 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.NPT libraries ensures that a professionally qualified librarian is available at all times to support community managed libraries.

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 (FTE)	0.0		
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 reports to the Co-ordinator of Operations within the Education Directorate
What is the post held by the most senior professional librarian (if different from the above)?	As above

Welsh Public Library Quality Indicators

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	59,840			
Number of staff hours spent in training & personal/professional development	636			
% of time spent in training & personal/professional development	1.1%			

This target has been met.

Annual performance appraisals 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 external seminars/conferences. Staff are encouraged to identify any relevant courses that they wish to attend, these include regional and UK wide training events. Furthermore a number of staff have been speakers and facilitators at both regional and national events. This year, additional training was provided for all library staff in Dementia Awareness, Digital Inclusion, Supporting Universal Credit and LMS training.

Total number of volunteers active during the year	10		2015-16	18
Total number of volunteer working hours during the year	1,470		2015-16	2,175
Do you have Investors in Volunteers acreditation 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 community managed libraries. Volunteers have been successfully used to support the summer reading challenge - Reading Hacks - young volunteers. These volunteers (older children) have acted as mentors for younger children to encourage them with their reading. Volunteers are only ever used to support paid staff in providing an enhanced service to the public, rather than replacing existing staff in carrying out their role. A number of Friends groups have also been established to promote and support their local library.

WPLSQI 14 Operational expenditure	2016-2017	% of total	2015-16	% of total
Expenditure on staff	£983,986	58%		57%
Total materials expenditure	£209,628	12%		12%
Expenditure on maintenance, repair & replacement of equipment & buildings	£7,640	0%		3%
Total other operational costs	£487,678	29%		27%

Welsh Public Library Quality Indicators

	2016-2017		2015-16
Total revenue expenditure	£1,688,932	*100%*	*100%*
Total revenue expenditure per 1,000 population	**£11,979**		*£12,154*
Total capital expenditure	£0		
Total capital expenditure per 1,000 population	**£0**		*£0*

Authority comment:

The total revenue expenditure on libraries fell by 1% in 2016-17. The Service has renegotiated contracts in a number of areas, including building cleaning over the course of the year, bringing overall costs down in the process. These contracts have no direct impact on the frontline delivery of the service. After a period of more significant cuts the Service has strived to minimise any further cuts on frontline delivery.

WPLSQI 15 Cost per visit	**2016-2017**	**Ratio**	*2015-16*
Total revenue expenditure	£ 1,688,932		
Total income generated	£110,283		*£94,888.00*
Total number of visits to library premises during the year	653,135		
Total number of external visits to the library's web site during the year	160,210	**£1.94**	

Authority comment:

A combination of increased visitors, increased income and a 1% reduction in revenue budget means that cost per visit has now been reduced to £1.94. It is Neath Port Talbot's aim to make the service as efficient as possible at a time when public service spending is closely scrutinised. Income targets has seen a significant increase this last year. This is due to the active promotion of the library's available space for hire, such as meeting rooms, resulting in a increase in the income of room hires.

WPLSQI 16 Opening hours	**2016-2017**	**Per 1,000 pop'n**	*2015-16 Per 1,000 pop'n*
Aggregate annual opening hours for all service points	15,700	**111**	*112*

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

Opening hours are frequently reviewed, monitored and amended/increased to meet the demands of the library users. The slight fall in hours per 1000 population is due to population increase and not any direct cut in hours. Branch library opening hours for Neath Port Talbot managed libraries have not been reduced at any point during the past few years. Opening hours for Community managed libraries are not included in this calculation, although some of the Community libraries with paid staff now meet the existing guidlines for inclusion in statutory provision.

	% of total		*2015-16 % of total*

Welsh Public Library Quality Indicators

Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	0		
Total planned opening hours of all static service points	16,850	**0.0%**	*0%*
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	32		
Total planned mobile library stops and home deliveries	2,080	**1.5%**	*1%*

Authority comment:

Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2016/17. There were no interuptions due to adverse weather conditions at any of our libraries.The Mobile library / home delivery service did have some brief interuptions to service as recorded in this return, largely due to vehicle maintenance issues and staff sickness. Borrowers were notified and alternative deliveries scheduled.
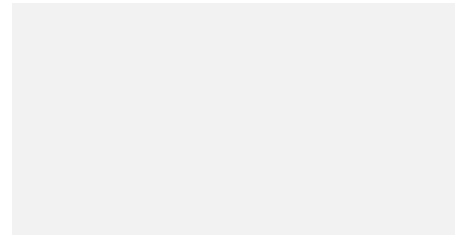
Welsh Public Library Standards 2014-17

Neath Port Talbot County Borough Council

Annual Assessment Report 2016-17

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 all of the 18 core entitlements in full

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

Following significant budget cuts over recent years the authority has maintained expenditure levels this year, and achieves high customer satisfaction. Following some years of change, the service appears to be stabilising and has areas of improvement which should be praised. The continuing low levels of staff, acquisitions and opening hours remain a cause for concern for the maintenance of current levels of performance, particularly if there is any further pressure on the budget. Half the authority's service points are now managed by the community, and are not included in the return, which has an impact on overall performance.

- Four excellent impact case studies described a range of benefits of using the library service. 95% of attendees at training sessions said they were helped to achieve their goals.

- Neath Port Talbot carried out customer surveys in October 2016 which saw improvements in all areas over the last survey carried out in October 2014. Customer satisfaction ratings were very high and the proportion of adults who rate the choices of books, customer care standards and the library overall as very good or good are the highest in Wales.

- Attendance at both formal and informal training has increased over last year, with the per capita level of informal training the second highest in Wales.

- Physical visits have increased slightly over last year and the per capita level remains above the median for Wales. Virtual visits have reduced over last year and this is attributed to the growth in visits to the library's social media accounts rather than the website. The number of requests has fallen slightly but they continue to be delivered in a timely manner.

- Anticipated cuts to the book fund were not made this year, however, the per capita levels of acquisitions and materials expenditure remain below target level.

- Staffing levels remain below target; however, there has been an increase in the number of staff hours spent in training so that this target is now achieved. Opening hours remain unchanged and below target.

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 performs well in the areas of *Customers and communities* and *Access for all*, but less well on *Learning for life*.

Compared to the previous year where there were significant cuts, performance levels have generally been maintained this year, although several areas remain below target. The return does not include the nine community libraries although the service continues to support these libraries with a range of resources, including book stock and IT, but no direct staff.

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. Neath Port Talbot provides support to 9 community managed libraries which are not included in the return.

a) Core entitlements

Neath Port Talbot now meets all of the 18 core entitlements in full, following approval and publication of the library's strategy, policy and objectives during the year.

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	✘	
<u>or</u> 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	✘	
<u>or</u> Spend on Welsh per capita	✘	
QI 10 Online access:		Partially met
a) All service points	✔	
Computers per capita	✘	

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Quality Indicator	Met?	
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.

This is the same position as last 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 a survey of adults and children in October 2016.

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:	97%	*5/19*	68%	93%	100%
e) % of adults who think that the library has made a difference to their lives:	96%	*3/19*	36%	86%	97%
% of children who think that the library has made a difference to their lives:	97%	*2/17*	58%	82%	98%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	95%	*14/19*	80%	97%	100%

Neath Port Talbot provided 4 impact case studies which showed the real difference the library service makes:

- Two volunteer IT supporters, one of whom has since obtained an apprenticeship and the other who has increased in confidence and gained experience.

- Feedback from three participants in a creative writing project for chronic pain sufferers, who have all benefited in different ways.

- Support for a refugee family, including language sessions which have led to one member enrolling at a local college, and the use of ICT in support of the children's school work.

- Sessions with dementia sufferers in care homes, which are to be extended.

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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 2016-17. 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 those where relevant data elements were not available to some authorities. Figures reported in respect of the first two years of the framework 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	2015/16	Rank	2014/15	Rank
QI 1 Making a difference									
a) new skills	88%	3 /19	23%	71%	93%				
c) health and well-being	86%	3 /20	26%	56%	94%				
d) enjoyable, safe and inclusive	99%	6 /19	93%	98%	100%				
QI 2 Customer satisfaction									
a) 'very good' or 'good' choice of books	98%	1 /20	74%	90%	98%				
b) 'very good' or 'good' customer care	100%	1 /20	90%	99%	100%				
c) 'very good' or 'good' overall;	100%	1 /20	92%	97%	100%				
d) child rating out of ten	9.7	2 /19	8.6	9.1	10.0				
QI 4 User training									
a) attendances per capita	81	4	3	34	248	72	4	67	3
c) informal training per capita	390	2 /20	1	156	712	382	2 / 19	371	2 / 21
QI 6 Library use									
a) visits per capita	4,632	5	2,453	4,033	6,751	4,523	9	4,486	9
b) virtual visits per capita	1,136	7 /21	341	922	2,299	1,222	7	1,222	6
c) active borrowers per capita	156	11	77	153	235	167	7	173	10
QI 7 attendances at events per capita	496	1	62	214	496	387	3	384	3
QI 11 Use of ICT - % of available time used by the public									
a) equipment	40%	6 /21	16%	32%	69%	42%	5	46%	7
QI 12 Supply of requests									
a) % available within 7 days	75%	7 /21	48%	70%	82%	76%	5	81%	2
b) % available within 15 days	95%	2 /21	65%	85%	96%	93%	3	94%	1
QI 13 Staffing levels and qualifications									
(v) a) total volunteers	10	15	0	24	209	18	11	6	14
b) total volunteer hours	1,470	7	0	798	5,156	2,175	3	1,210	5
QI 14 Operational expenditure									
a) total expenditure per capita	£11,979	11 /21	£6,745	£11,979	£16,968	£12,154	13 / 21	£12,379	17
b) % on staff	58%	10 /21	46%	58%	75%	57%	13 / 21	61%	8
% on information resources	12%	13 /21	4%	13%	25%	12%	13 / 21	16%	4
% on equipment and buildings	0%	20 /21	0%	4%	20%	3%	14 / 21	0%	22

Performance indicator		Rank	Lowest	Median	Highest	2015/16	Rank	2014/15	Rank
% on other operational costs	29%	7 /21	9%	22%	37%	27%	8 / 21	23%	11
c) capital expenditure per capita	£0.00	15/21	£0	£341	£16,692	£0	14 / 21	£1,245	6
QI 15 Net cost per visit	£1.94	16 /20	£1.50	£2.33	£3.30	£2.00	18 / 21	£2.05	11 / 11
QI 16 Opening hours *(see note)*									
(ii) a) % hours unplanned closure of static service points	0.00%	1	0.00%	0.00%	0.48%	0.00%	1	0%	1
b) % mobile stops / home deliveries missed	1.54%	10/19	0.00%	0.13%	8.33%	1.30%	9 / 19	1.0%	12 / 19

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

Data on Wi-Fi usage has only been provided by three authorities for 2016-17 and so is not included in the table above.

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 two years of the framework.

a) Customers and communities

Neath Port Talbot carried out customer surveys in October 2016 which saw improvements in all areas over the last survey carried out in October 2014. The proportion of adults who have found helpful information for health and well-being at the library has almost doubled since the last survey and now stands at 86% - the third highest in Wales. Customer satisfaction ratings were very high and the proportions of adults who rate the choices of books, customer care standards and the library overall as very good or good are the highest in Wales. Attendances at formal training sessions have increased over last year, with 95% of attendees indicating the sessions had helped them achieve their goals.

Attendance at informal training sessions has also increased slightly this year, and the per capita levels remain the second highest in Wales. Overall performance within this category should therefore be praised.

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 compared to last year and the per capita level remains above the median for Wales. Virtual visits, however, have fallen compared to last year and it is noted that this may be due to the website no longer being the first online port of call for members, with the service operating through multiple channels including social media. Overall library members have increased slightly, although the number of active borrowers has fallen, partly as a result of a full cleanse of the system which was undertaken in November 2016. Attendance at events and activities organised by the library has increased by 28%, and the per capita level is the highest in Wales.

c) Learning for life

Neath Port Talbot has maintained similar levels of acquisitions and materials expenditure compared to last year when there had been a significant cut to the book budget. It does not meet any of the acquisitions targets, although it can be seen as a positive sign that the anticipated further cuts to the book fund were not made this year. Expenditure on materials for children has also been maintained and the proportion of materials expenditure accounted for by these items meets the target. Materials expenditure on items in the Welsh language has increased over last year, however, this still falls below the target.

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. Neath Port Talbot does not currently meet the target for computer provision, however, they do cite a lack of space, adequate provision given the levels of usage and an increasing number of members using their own devices as reasons why the number of PCs will not be increased. It is also noted that new higher spec PC's are currently being installed in libraries throughout the authority, and that an additional 22 tablet devices and 9 computers used for specific activities are not included in the return; including this provision would not reach the target set, however.

The number of requests has fallen slightly over last year; however, they continue to be supplied in a timely manner, with 95% of requests satisfied within 15 days – the second highest level in Wales. It is noted that these figures do not include requests made at the community libraries.

d) Leadership and development

Targets for staffing levels have not been met again this year, with a slight decrease in both overall and professional staff due to one member of staff retiring. It is noted that 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. There has been an increase in the number of staff hours spent in training so that the staff development target has been met – this is an improvement over last year. It is noted that staff are encouraged to identify any relevant courses that they wish to attend, these include regional and UK wide training events. The number of volunteers has fallen this year, with a total of ten each providing an average of 147 hours to the service. It is noted that the number of volunteers does not include those at community libraries and that all volunteers are offered the same training and support as library staff. The service also provides professional guidance and support to volunteers at the 9 community libraries, but not authority-funded staff work directly in the libraries.

Following significant budget cuts over previous years, the service has strived to minimise any further cuts on frontline delivery. A small decrease of 1.1% in total revenue expenditure is largely attributed to the renegotiation of several contracts which has brought overall costs down but has no direct impact of the delivery of frontline services. Opening hours are unchanged over last year and remain below target level.

4) Strategic context

Neath Port Talbot provided a comprehensive statement detailing the library service's contribution towards the priorities set out in the Corporate Improvement Plan, taking into

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account the seven national well-being goals.

5) Future direction

Neath Port Talbot expects to continue to provide a mix of statutory and community managed libraries, 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

Following significant budget cuts over recent years the authority has maintained expenditure levels this year, and achieves high customer satisfaction. Following some years of change, the service appears to be stabilising and has areas of improvement which should be praised. The continuing low levels of staff, acquisitions and opening hours remain a cause for concern for the maintenance of current levels of performance, particularly if there is any further pressure on the budget. Half the authority's service points are now managed by the community, and are not included in the return, which has an impact on overall performance.

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