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

LEISURE AND CULTURE SUB COMMITTEE

10.00 am TUESDAY, 29 JANUARY 2019

COMMITTEE ROOM 1/2 - PORT TALBOT CIVIC CENTRE

PART 1

1. Declarations of Interest

2. Minutes of Previous Meeting *(Pages 5 - 10)*

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

4. Local Authority Partnership Agreement 2019-2020 *(Pages 11 - 24)*
    Report of the Head of Transformation

5. Welsh Public Library Standards Annual Report 2017-18
    (Pages 25 - 42) Report of the Head of Transformation

6. Beach Management Arrangements (Verbal Update)

7. To receive the Scrutiny Forward Work Programme 2017/18.
    (Pages 43 - 46)

8. To receive the Education, Skills and Culture Cabinet Board Forward
    Work Programme 2017/18. *(Pages 47 - 50)*

9. Urgent Items
    *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*

10. Access to Meetings
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

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

12. Celtic Leisure Six Months Performance Review 2018 - 19 (Exempt under Paragraph 14) *(Pages 51 - 56)*
Report of the Head of Transformation

S.Phillips
Chief Executive

Civic Centre
Port Talbot   **Wednesday, 23 January 2019**

Committee Membership:

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

Vice Chairperson: **Councillor M.Crowley**

Councillors: M.Ellis, H.N.James, S.Miller, S.Renkes, A.J.Richards, D.Whitelock and R.Phillips

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: **22 November 2018**

Chairperson:	Councillor A.L.Thomas
Councillors:	H.N.James, S.Miller, A.J.Richards, D.Whitelock and R.Phillips
Officers In Attendance	P.Walker, M.Napieralla, M.Halland C.Davies
Officers from Celtic Leisure	R.Lewis, C.Nowell and H.Rees-Byrne

1. **MINUTES FROM PREVIOUS MEETING**

   The committee noted the minutes of the previous meeting.

2. **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.

3. **CELTIC LEISURE ANNUAL PERFORMANCE REVIEW 2017-18 (EXEMPT UNDER PARAGRAPH 14)**

   Members were provided with a private and confidential presentation updating them on the financial performance of Celtic Leisure during the 2017 -2018 financial year, in comparison with their submitted revised budget.

   Members asked several questions in relation to the presentation and received appropriate responses.

Members noted the report and presentation.

4. **CELTIC LEISURE FIRST QUARTER PERFORMANCE REVIEW 2018 - 19 (EXEMPT UNDER PARAGRAPH 14)**

    Members were updated on the performance of Celtic Leisure during the first quarter 2018-19, in comparison to the submitted business plan, as detailed within the private circulated report.

    Members scrutinised the private report in detail and asked whether the social value calculator could be used for the Quarter performance reports. Officers informed members that they would discuss with Celtic Leisure what data from the Social Calculator they can include in the quarter Performance reports.

    Members noted the report.

    -The Committee moved in to Public Session-

5. **PONTARDAWE ARTS CENTRE BUSINESS PLAN AND CINEMA DEVELOPMENT**

    Members received information on a new business Plan for Pontardawe Arts Centre and for the Head of Transformation to be granted authority to engage with the Arts Council for Wales to secure a capital grant towards the cost of a new cinema development at Pontardawe Arts Centre.

    Members commended the officers for this report and were pleased that the friends had taken an interest and there was full engagement. Officers highlighted that the fiends have been an integral part to the process and contributed to the Business plan.

    Members queried about what the design of the cinema would be. Officers explained that the design team would make sure that the design is fit for purpose.

    Members asked were there much activity at Pontardawe Arts Centre weekly. Officers confirmed that the theatre was a very busy building as it was utilised most weekends by dance and drama groups. It was also noted that the studio and bar area are used to its maximum capacity.

Members referred to point 3 in appendix 1 to the report 'employ sustainable strategies that reduce the operating subsidy achieving a zero subsidy over time' and asked will this be a policy that will be equal to all leisure facilities. Officers explained that there had been a reduction in the Princess Royal theatres investment as the venue has a higher capacity and high profile artists. It was noted that the cinema would assist in the reduction of the subsidy.

Cllr. Richards asked about point 3 in appendix 1 to the report 'employ sustainable strategies that reduce the operating subsidy achieving a zero subsidy over time' and asked

Members asked for clarity on the timescales of the development. Officers explained that discussions would take place the first two weeks of December with the Arts Council, then depending on the assessment of procurement there could be a completion date for the end of 2020.

Members highlighted their concern in relation to the reduction of subsidy affecting the staffs pay.

Members questioned the marketing of the venue. Officers explained that there had previously been a survey on marketing which highlighted the importance of brochures still being available as social media isn't accessible to everyone. However, it was noted that social media plays a part in marketing as parents would be tagged in Facebook posts which promotes classes that are available at the venue.

Members commended the officers for the work they had achieved and highlighted that local officer and Members know the theatre the best, however appreciate receiving new ideas.

Members discussed and agreed to ask Cabinet Board to consider including an additional recommendation for the Business Consultant to guide the rate of progress towards a zero subsidy.

Therefore following scrutiny, it was agreed that Cabinet Board be asked to consider the following recommendations:

1. That the Pontardawe Arts Centre Business Plan as attached to the circulated report be approved;

2. That delegated authority be granted to the Head of Transformation to commence a procurement exercise in partnership with the Arts Council for Wales, to engage a business consultant at a cost of circa £12,500 and for authority to be granted to enter into any contractual arrangements associated with this arrangement;

3. That the rate of progress towards a zero subsidy be guided by the analysis of the business consultant.

6. **LOCAL AUTHORITY PARTNERSHIP AGREEMENT PERFORMANCE REVIEW 2017-18 (PRESENTATION)**

Members received an update on the outcomes from the Local Authority Partnership Agreement 2017 - 18 (LAPA). It was noted that the document is the authority's annual Strategic funding agreement with Sport Wales.

Members also received a presentation on Physical Activity and Sport Service (PASS).

Members commended the officers for the presentation as they felt that they had a better understanding of the work that the service do for the Community.

The Committee mentioned that the more social media coverage they can give on the service would provide more engagement.

Officers informed the Committee that there was an intervention project in relation to the negative and positive side to mobile phone use with children. It was highlighted that when this work is piloted then a report would be brought back to committee.

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

7. **DISCUSSION ON THE OUTCOMES FROM THE CEFN COED COLLIERY MUSEUM TOUR**

This item was deferred to the Education, Skills and Culture Scrutiny Committee for discussion.

8. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2018-2019**

Members were provided with the quarter 2 performance management data, complaints and compliments for the period 1st April 2018 to 30th September 2018 for Education, Leisure and Lifelong Learning Directorate. Members focused on scrutinising the Leisure and Culture aspect of the data only, as detailed within the circulated report.

Members highlighted their concern in relation to the data collected on libraries on the amount of books issued rather than footfall and therefore questioned officers what the reason for this change was. Officers explained that there were regulations on capturing data on libraries and therefore specifies that it had to be collected via book issues. Officers explained that a more detailed report on this issue would be coming to a future meeting of the Committee.

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

9. **THE SCRUTINY FORWARD WORK PROGRAMME 18/19**

Members noted the Forward Work Programme.

Members requested that a 6 month monitoring report be brought back to the Leisure and Culture Scrutiny Committee following the approval and appointment of a Business Consultant for the Pontardawe Arts Centre Cinema Development.

10. **THE EDUCATION, SKILLS AND CULTURE CABINET BOARD FORWARD WORK PROGRAMME 18/19**

The Forward Work Programme was noted.

CHAIRPERSON

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

EDUCATION, SKILLS AND CULTURE CABINET BOARD

LEISURE AND CULTURE SCRUITINY COMMITTEE

29th JANUARY 2019

Report of Mr Andrew Thomas Head of Transformation Education, Leisure and Lifelong Learning

Matter for Information

Wards Affected: "All wards"

LOCAL AUTHORITY PARTNERSHIP AGREEMENT 2019-2020

Purpose of the Report

To update Members on the local Authority Partnership Agreement 2019 - 20 (LAPA). This document is the authority's annual Strategic funding agreement with Sport Wales.

Background

The Local Authority Partnership Agreement (LAPA) is the strategic agreement for core funded programmes such as the Active Young People programme (A.Y.P.), Community Chest, and the Welsh Governments Free Swimming Initiative it also allows for additional programmes to be delivered that meet the specific needs of Neath Port Talbot.

The Physical Activity & Sport Service (P.A.S.S) delivers the LAPA In line with Sport Wales "Vision for Sport in Wales" and their seven key principles.

During 2019-20 the PASS team will continue to focus on providing a varied program that increases opportunities in all areas of Neath Port Talbot.

Our program will tackle inequalities by providing opportunities in deprived areas, developing community activities ensuring strong pathways and new

links for inclusive groups. The grant application LAPA is appended as Appendix 1

Financial Impact

Fully funded via Sport Wales.

Equality Impact Assessment

There are no equality impacts associated with this report, the report is for information only

Workforce Impacts

There are no workforce impacts associated with this report.

Legal Impacts

There are no legal impacts associated with this report.

Risk Management

There are no risk management issues associated with this report.

Consultation

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

Appendices

Appendix 1: Partner 12 Months programme Investment application. (1st April 2019 to 30th March 2020).

List of Background Papers

None

Officer Contact

1. Paul Walker,

    Operations Coordinator

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    ✉ p.walker@npt.gov.uk

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Partner 12 Months Investment (1st April 2019 to 30th March 2020)		
This extension works together with the 18/19 application form and is for exchequer and lottery investment		
To be completed by the partner	To be completed by the partner at the end of 6 months (30th September 2019)	To be completed by the partner at the end of 12 months (30th March 2020)
Vision for Sport in Wales	Vision for Sport in Wales – Progress	Vision for Sport in Wales – Progress
Please outline how your organisation is responding to the vision for sport? How will the Vision change your approach going forward?	*Please highlight successes and any challenges*	*Please highlight successes and any challenges*
In line with encouraging **"An active nation"** where everyone can have a lifelong enjoyment of sport' the NPT PASS team will continue to focus on providing a varied program that increases opportunities in all areas of Neath Port Talbot. Our program will tackle inequalities by providing opportunities in deprived areas, developing community activities ensuring strong pathways and new links for inclusive groups. Our work will impact on the **7 health and well-being goals** and we have designed this application to highlight the projects and programmes that will impact each of the seven goals. **1. A prosperous Wales:** Our leadership programme from ambassador level through to community coach and local authority officers provides a programme of training and development / employment opportunities. Elements of our community sport programme are organised as small enterprise this includes the hiring and payment of local facilities, payment for community coaches and accessing grant funding to expand opportunities and improve facilities and resources.		

Appendix 1

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This community pathway is linked to the elite pathway and will lead to more children and young people playing sport improve elite and national teams.

Festivals are organised to promote large sporting events and to inspire the next generation of sports stars.

2. A resilient Wales
In order to create a positive working environment staff are encouraged to stay active and to participate in activities along with the children and young people when appropriate.

We will take sport and activity to the door step of those people that need it most through our community sport programme and a collaboration with street games and other partners. We will encourage the people of Neath Port Talbot to use the wonderful natural resources and target projects and activities in the outdoors.

3. A healthier Wales.
Our projects and programmes all encourage children and young people to be active and develop new skills that can be transferred into sporting situations and into life in general.

A host of school based projects engaging children, young people and families will be targeted to the areas that need it most. The use of schools and community based facilities will provide suitable locations for community based physical activity sport.

A training programme for staff, coaches and volunteers will ensure that opportunities are developed in the correct way to ensure long term sustainability whilst also providing continued professional development.

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Appendix 1

4. A more equal Wales We will use data available to ensure that our resources are pooled into the correct places. A collaborative approach will be crucial in order to maximise the impact of our programmes and to raise awareness of activities in local communities. **5. A globally responsible Wales** Cycling is growing in popularity and Neath Port Talbot has some world class Mountain biking trails. Children and young people need to develop the skills to be able to access the trails and promotion is needed to raise awareness of what is on people's doorstep. Promoting active travel and improving links is important but children and young people must develop the skills and confidence to use these. We will ensure that children have opportunities to develop skills and improve confidence / fitness levels. **6. Cohesive Communities** The approach taken to project design is for bottom up planning to take place involving children and young people in the decision making and design process. Officers are placed in geographical areas and must be established as well-known members to the communities they are influencing. Creating active families will be important if we are to improve the activity levels in communities. A Collaboration of partners to improve the delivery and promote the awareness of activities is key along with bringing activities into the communities that need it most.		

Case studies, sharing success and rewarding success with sporting awards and regular posts to social media and the marketing team / local press will ensure that participation in communities is highlighted. **7.A Wales of Vibrant culture and thriving Welsh Language** Training and resources will be produced and delivered bilingually. Activities and sessions will be promoted in both English and Welsh. Highlighting and promoting Welsh sporting success and Welsh representation at large events will highlight Wales as a sporting nation and promote positive Welsh role models. The vision highlights that strong collaboration is needed between partners to create long term sustainable activity and sport. This lifelong participation in sport and the pathways that people may choose has influenced and shaped the direction of our sport plan. A variety of activities delivered in a fun enjoyable way and putting on the right activity in the right place can ensure that our work can help towards achieving an active nation with as many people as possible inspired into lifelong participation.		

We'd like you to tell us about your key areas of work over the 12-month extension period. (This should cover community/elite and governance aspects as appropriate)
For each area of work please outline;
   a. What do you hope to achieve?
   b. How you will know if you have made progress?
	Key Areas of work – Progress at 6 months	Key Areas of work – Progress at 12 months

Appendix 1

Please use the space below	Please highlight progress (both success & failure) and what you have learnt	Please highlight progress (both success & failure) and what you have learnt
A. Increase school club links by providing sessions through the AYP program and developing and supporting clubs in the local communities surrounding the schools. B. increased attendance in community clubs across NPT A. Young Ambassadors program, supporting young ambassadors to deliver extra-curricular session and gain leadership qualifications. Ensuring young ambassadors are trained and have the confidence to be the voice for community sport. The team will carry out mentor visits to primary school, organise sports crews and silver ambassadors and identify, interview and support Gold and Platinum ambassadors to increase sports participation and to present and deliver at events and sports camps B. Increased number of extra-curricular sessions running in both primary and secondary schools, case studies of young ambassador's work, numbers attending training / recruited into the programme. Number of YA's in employment- case studies tracking progress. A. Narrow the gap between participation in deprived areas and more affluent areas- target resources into the areas offering additional extracurricular clubs, community sessions and sports camps. Officers to work with selected schools to deliver a number of different projects in the school and local community including a project targeting young children and their families. B. Case studies from the participants in the communities targeted, numbers attending clubs, survey data, national statistics.		

Appendix 1

A- There is still a drop out in girls attending sport / activity sessions at KS4- Officers will arrange a KS4 girls only session at each comprehensive school with an incentive rewards scheme attached. The aim will be to engage girls into a suitable activity and provide exit routes as taster.

B- Case studies, attendance figures, number of girls accessing reward for attending sessions.

A Children with disabilities sessions should be active and have access to a range of opportunities and activities, sessions and clubs need to be as inclusive as possible. We will assist in the design and delivery of a community sport program of activities for children with disabilities to access. The officers will ensure that children have access to opportunities in school and that sessions and clubs are fully inclusive. Camps will offer specific groups for children to attend and will be inclusive and integrate children where and when possible.

B. Case studies, Disability KPI

A. Ensuring that deprived communities have a number of different affordable sessions to access on their doorstep. Collaboration with street games and the police will ensure we organise, deliver, support and promote sessions of physical activity and sport on the doorstep of people in these communities.

B. Street Games Data, case study, questionnaires.

A. To encourage the use of natural resources in Neath Port Talbot- We will offer taster sessions in surfing linking to the local surf club. We will organise, promote and deliver mountain bike clubs at Margam and at the Afan Valley. Sessions will be delivered in the outdoors and in

green space. We will assist with the development of mountain bike trails at Margam Park

B. Surf club and MTB club attendance, case studies.

A. Ensure that children in Neath Port Talbot remain active during holiday times and can access affordable quality provision- We will design and deliver a range of sports camps including multisport camps, adventurous activity camps and fit and fed camps targeting socio economically deprived communities. The team will assist in the delivery of the SHEP programme.

B. Promotional video of sports camps, data on SHEP programme, camp attendance and feedback from parents / carers and participants.

A. There is a need to improve the extra-curricular offer for primary schools across Neath Port Talbot. The sports survey results show that the extra-curricular participation in our primary schools is lower than in other areas. We will work with primary schools to increase this offer and create new opportunities.

B. Attendance figures at primary school clubs, sport survey data, case study and feedback.

A- We need to promote and raise awareness of our service and the opportunities that are available in the Local Authority. In order to do this we will use social media, our marketing team and the local and national press. We will plan festivals linking to big sporting events to raise the profile of sport and the Physical Activity Sport Service.

B- Engagement figures and insight on social media, festival attendance, short video of festivals / events shared, local press reports

Appendix 1

A- There is a need to support and maintain competitive sport opportunities in Neath Port Talbot for young people, the team will continue to organise support and expand the Swansea Bay Netball League, competitive badminton opportunities and an annual surfing and mountain biking competition.

B- Attendance to the netball league, surfing and mountain bike competition attendance, press release, case study

A- Training is needed for young leaders and teachers / volunteers / school staff in order to deliver engaging activity and sport sessions- We will work with Neath Port Talbot College to train BTEC sport students with the active young people organiser award. Students will be recruited as coaches / deliverers to work alongside the team. A course for school and club staff will be organised to promote the use of the games for sport pack.

Free Swimming.
Celtic Community Leisure will provide a range of structured activities and free splash sessions during school holidays and weekends for communities within Neath Port Talbot. This will include free top up swimming lessons. Celtic Community Leisure will offer free swimming for adults aged 60 years and over during all public swimming sessions throughout the year and also provide Aqua Aerobics sessions free for over 60's which are scheduled as follows: As per the requirements of FSI.

Community Chest:
Continued delivery of the Community Chest in partnership with the voluntary sector Committee. We will use Community Chest funding to Tackle inequalities in sport in NPT.

Appendix 1

Partner Investment - 12 Months Investment Request					
Completed by Partner		Completed by Partner		Completed by Sport Wales	
2018/19 (12 months) Investment	Budget Lines	12 Months Investment Request	Additional Comments (identify any underspend)	12 Months Investment	Additional Comments
£	AYP programmes (5*60 & Dragon Sport)	257,000			
£	Community Chest Admin	3,437			
£	FSI	151,500			
£	Community Sport Additional	22,795			
£	Total	434,732			
Partner Sign off (Name, Job title & date)		Partner Sign off (Name, Job title & date)		Partner Sign off (Name, Job title & date)	
Senior Officer - Comments and Sign Off		Senior Officer - Comments and sign off		Senior Officer - Comments and sign off	
Assessment on the above		*How did the partner do – 6 months*		*How did the partner do – 12 months*	
SO Name:	Date:	SO Name:	Date:	SO Name:	Date:

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

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

28th February 2019

REPORT OF HEAD OF TRANSFORMATION
ANDREW THOMAS

MATTER FOR DECISION

WARDS AFFECTED: All

Welsh Public Library Standards Annual Report 2017-18

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 6 and to note the feedback, comments and recommendations in the Annual Assessment Report 2017-18.

Executive Summary

This is the first year of the new framework 6 of the Welsh Public Library Standards, "Connected and Ambitious Libraries" which consists of 12 core entitlements and 16 quality indicators, 10 of which have set targets.

Neath Port Talbot now meet all 12 of the core entitlements in full. These core entitlements have been revised and enable the public to know what should be expected from their local public library service.

In respect of the 10 quality indicators which have set targets, Neath Port Talbot achieves 6 in full, 1 in part and fails to achieve 3, which allowing for comparison with the last year of framework 5, identifies a similar level of performance for those quality indicators where direct comparisons are possible.

In 2018, performance against the current Welsh Public Library Standards has also become one of the National performance Indicators for local authorities in Wales (NPI's).

The Quality Indicators which the library service fail are resource based and can be directly attributed to successive budget reductions since 2014, which has adversely impacted on stock purchases (QI 9 / QI 10), staffing levels (QI 13) and total opening hours of branch libraries (QI 16).

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 first year of the Sixth framework of the Standards – Connected and Ambitious Libraries which covers the period 2017 – 20. The framework consists of 12 core entitlements and 16 quality indicators, 10 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 £2,329,190 against the current original revenue budget of £1,612,753.

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 £139,000.

Staffing – An additional 14 full time members of staff would be required at an estimated cost of £240,000.

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 expenditure on book stock and staffing levels.

Performance against the current Standards is unlikely to improve without investment in the service and further reductions in the library service budget will have a negative impact on performance.

The possible closure or transfer to the community of any further libraries is also likely to have an adverse impact on the authorities' performance against the Welsh Public Library Standards, which

since 2018 have become one of the National performance indicators (NPI's) for local authorities in Wales.

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 2017-18.

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 2018.

Appendix 2: Annual Assessment Report 2017 – 18.

List of Background Papers

Connected and Ambitious Libraries: The sixth quality framework of the Welsh Public Library Standards 2017 -20

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

WPLSQI 1 Making a difference	Framework 6				Framework 5
Percentage of adults who think that using the library has helped them develop new skills	n/a				88%
Percentage of adults who have found helpful information for health and well-being at the library	n/a				86%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	n/a				99%
Percentage of adults who think that the library has made a difference to their lives	n/a				96%
Survey dates (month & year)	n/a			Survey date	Oct 16

Authority comment:

Next survey to be completed in 2018/19

	Framework 6				Framework 5
Percentage of children aged 7-16 who think that the library helps them learn and find things out	n/a				97%
Survey dates (month & year)	n/a			Survey date	Oct 16

Authority comment:

A survey was carried out in October 2016, at the end of Framework 5. The overall survey response rate was 78%. The survey results showed an increase in those responding very good or good to the questions asked, as can be seen in the table above. Neath Port Talbot will continue to carry out surveys every two years. The next scheduled survey will take place in 2018/19

WPLSQI 2 Customer satisfaction	Framework 6				Framework 5
Percentage of adults who think that the choice of books is 'very good' or 'good'	n/a				98%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	n/a				100%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	n/a				
Percentage of adults who think that the library is 'very good' or 'good' overall	n/a				100%
Survey dates (month & year)	n/a			Survey date	Oct 16

Authority comment:

Next survey to be completed in 2018/19

	Framework 6				Framework 5
Average overall rating out of ten awarded by users aged 7-16 for the library they use	n/a				9.7%
Survey dates (month & year)	n/a				Oct 16

Authority comment:

Next survey to be completed in 2018/19

WPLSQI 3 Support for individual development	2017-18	% of total			2016-17 % 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, information literacy and digital skills.	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.					

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 remains a key corporate priority for Neath Port Talbot via the Digital by Choice Strategy. Libraries have been at the forefront of supporting citizens to actively engage with the Council online. The upgrade of wifi provision in 2016-17 has led to a much higher take up of our internet offer. More and more users are choosing to use their own devices over the more formal desktop computers. The Library Service is proactive in delivering high quality sessions in the areas of literacy, numeracy and digital literacy. The library services 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 NPT libraries. The Library Service currently has three dedicated reading group collections for adults (English and Welsh) and for children. In total there are thirty eight reading groups using these collections in Neath Port Talbot.

WPLSQI 4 Support for health & wellbeing	2017-18	% of total
Number of static service points open for 10 hours per week or more providing:		
Books Prescription Wales scheme	8	100%
Better with Books scheme	8	100%
Designated health & wellbeing collection	8	100%
Information about healthy lifestyles & behaviours	8	100%
Signposting to health & wellbeing services	8	100%

This target has been met.

In line with new Corporate objectives well-being in a fundamental apsect of our service. As a result we have ensured that there are signposted health and well-being collections at all libraries, this includes access to information and events and support sessions to help visitors get the best possible service. The Library Service has long been a partner on the Books on Presciption scheme and in 2016-17 took up the Welsh Government Better with Books scheme. We have purchased the suggested collection and promote Better with Books at our libraries. The Library Service also works in partnership with a number of agencies inlcuding social services.

Number of static service points open for 10 hours per week or more providing:	
Shared Reading groups	0
Book clubs	8
Health information partnerships	5
Dementia friendly champions and services	0
Mental health awareness activities	3

Authority comment:

At the present moment there are no library based shared reading groups run in accordance with the guidance set out by the Reader Organisation. However there are 38 reading groups (adult and children, including Welsh language) that use libraries and the designated reading group collection - Hooked on Books - that meet on a regular basis. Each branch library has at least one reading group and supports others with information and providing books. Some of these groups will take the opportunity to share stories, poems, anecdotes and 'read aloud'. Also shared reading / reading aloud is something that does also happen at other activities taking place at the library i.e. Knit and Natter, Local History. While they are not billed as shared reading groups they do allow members of the public the opportunity to share and enjoy reading with one another. While there are no library-based shared reading groups there are regular sessions where library staff visit locations across Neath Port Talbot to read to audiences on a regular basis. These include schools, playgroups and nursing homes. In 2016-2017 the Service worked with Age Connect to establish two reading groups that met regularly. Five libraries currently have a regular event/activities with Macmillan, Quit Smoking and HWYL - signposting and guidance for mental health. Even though there are no designated dementia champions for the Library Service all staff have undertaken dementia awareness training. Moreover specialist staff within our Community Services department and at Branch Libraries have undertaken advanced dementia awareness training via the MALD training programme. This training led to the establishment of the dementia collection which had been trialed at selected nursing homes.

WPLSQI 5 User training	2017-18	Per 1,000 pop'n		2016-17
Total number of attendances at pre-arranged user training sessions organised by the library	10,900	77	per 1000 pop'n	81
Percentage of attendees who said that attendance helped them to achieve their goals	97%		%	95%
Please indicate the method used to calculate this figure	Representative sample			

Approximate number of feedback forms distributed	275	
Number of feedback forms included in the calculation	218	
Number of customers helped by means of informal training during the year	52,668	**372**

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 2018. A full range of activities with a range of audiences, including children, were evaluated. Some of these sessions were delivered by library staff, others by partner organsations. The feedback from not just this survey but over the course of the year is overwhelmingly positive and an endorsement of the Service's training programmes, its commitment to continuous professional development and the quality and professionalism of its library staff.

WPLSQI 6 User attendances at library events	2017-18	per 1000 pop'n	2016-17
Total number of attendances at events and activities organised by the library	74,469	**526**	*496*
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	8	**100%**	

This target has been met.

Authority comment, including examples of events:

This is the sixth consecutive year where the number of attendances at events has increased. Furthermore the range of activities has broadened this year, catering for a growing range of needs. For example we now hold sessions which are signposted as autism friendly. To us it shows a library that has many uses providing a wide range of services and activities to a wide range of people. It also shows that the work that we do is highly valued and supported by the public. Recognition must be given for the work, commitment and engagement of library staff, especially given the financial pressures that the Service has had to manage in recent years. The range of events includes: baby yoga, Lego clubs at all libraries, art workshops, homework clubs, adult colouring group, kids art clubs, Workways employment group, Age Connect IT, District Historical Society, author events, knitting and crochet groups, craft club, IT Help, writers groups, reading groups, film shows, mother and toddler groups, local choir events and after school clubs.

WPLSQI 7 Location of service points	2017-18		2016-17
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%**	**%**	*90%*

This target has been met.

The figure of 90% relates to the eight libraries and, for the first time, the mobile library operated by Neath Port Talbot but does not include any of the seven community-managed libraries although all members of Neath Port Talbot's libraries can still borrow, return and request items from these community managed libraries. Some of the Community managed libraries also have paid staff but are not included in this statutory service return. Neath Port Talbot implemented its model of community-managed libraries well in advance of any official guidance from Welsh Government i.e. the recommendations laid out in the 2014 Expert Review.

WPLSQI 8 Library use	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Total number of visits to library premises during the year	639,991	**4,520**	*4,632*
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	128,798	**910**	1,222
Total number of active borrowers during the year	26,937	**190**	156
Total number of library members	88,486	**625**	606
Total number of adult book issues	262,587	**1,855**	n/a
Total number of children's book issues	94,710	**669**	n/a
Total number of audio-visual issues	16,188	**114**	n/a
Total number of electronic downloads	20,848	**147**	n/a

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

Perfomance figures for the number of visitors and issues decreased in 2017-18. However the number of library members has increased. A fall in the number of visitors and issues was not unexpected. Early in the year there were some operational issues which affected visitor figures. The second half of the year has seen the numbers of visitors improve and return to where we would hope they would be. The number of visitors to the website continues to fall as more users prefer to interact with the Service via other channels, such as social media, which is not included in this data. Also not included are the digital services we offer which can be accessed directly, bypassing the website. 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. A new library management system will be in place in the autumn of 2018 which will mean a comprehensive cleanse of the borrower data. It should 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 ebook users, emagazine 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 the application is completed at a community managed library. This is because the 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 Authorities in Wales, the Service operates an opt-in scheme rather than opt-out. The fall in issue figures is part of a wider national trend which has seen numbers fall gradually over the last decade. However, in Neath Port Talbot we have identified some discrepanices in our current library management system due to technical issues with our network which has skewed some of the issue / usage figures. It is hoped that the new All Wales LMS system will rectify these problems. It should be noted that we do not include any books or other items that have been issued via the community-managed libraries, even though they are stocked directly from NPT's general library service's book stock.

WPLSQI 9 Up-to-date and appropriate reading material	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Total number of items acquired	16,510	117	156
Total materials expenditure (from WPLSQI 14)	167,603	£1,184	£1,487

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

The Library Service, like all departments within Neath Port Talbot, remains bound by Authority's Forward Financial Plan. Consequently the need to make the most efficient use of resources is the priority. As a result expenditure for 2017-18 has been one of the lowest during the period covered by the current Library Standards frameworks. There have been some book supply issues which together with the retirement of key supply staff have resulted in a reduction in stock acquistions. The fact remains that spending on stock has been lower this year as a result of previous budget reductions which have now been implemented. However the Council has already identified this as a major concern and addressed this matter by committing to an increase in the stock purchasing budget in excess of 20% for 2018 -19.

Total expenditure on material purchased for children	£16,120		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	10%	%	17%

Authority comment

In recent years the Service has prioritised children's stock and spent a higher percentage of its overall book budget on items for children. We have readdressed the balance this year, partly in response to the available book budget which was reduced but also partly due to our belief that the ratio of adult to children stock needed to be balanced. As a result of the 20% increase being granted in 2018-19 in our book budget, we expect expenditure on children's stock to be increased in line with our service and corporate priorities.

WPLSQI 10 Welsh language resources	2017-18	Per 1,000 pop'n	2016-17
Total expenditure on materials in the Welsh language	£1,723		
Percentage of materials exenditure on materials in the Welsh language	1%	%	3%
Spend per 1,000 Welsh-speaking resident population	£101	£	£311

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

As stated above there have been substancial reductions in our available spend this year. This has especially been reflected in the expenditure on Welsh stock. Exacerbating the issue have been some administrative and supply problems with Welsh book suppliers. We recognise that this level of Welsh spending is far from ideal and as a result have already matched the whole of 2016-17's spending on Welsh within the first 5 weeks of 2018-19.

Total number of isues of Welsh language material	6,633	47	

Authority comment

See Cell 98. Presently Welsh language issues account for 1.6% of total issues. This has been a fairly consistent percentage of Welsh lnaguage stock issued over the last ten years.

WPLSQI 11 Online access	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
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.

All statutory libraries provide at least one device giving free public access to the internet and networked digital content. All computers were replaced and upgraded in 2016 - 17.

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, capacity and reliability has been greatly improved so that it delivers at the same level of service as the desktop user. There are now many more users of the wifi service available in our libraries.

Total number of devices giving public access to the Internet:	90	6.36	6
Available in static libraries	90		
Available in mobile libraries	0		

Authority comment:

The number of PCs is more than sufficent to meet the level of demand at all libraries. We don't envisage increasing the number of desktop PC's and are concentrating resources on providing a high specification level of equipment. All of our PCs operate on an upgraded Windows10 and are replaced on a regular basis of 3 to 4 years.

Number of hours available for use of public access ICT facilities during the year	174,625		
Number of hours recorded for use of public access ICT facilities during the year	58,655	34%	39%

Authority comment:

The fall in computer usage comes as no surprise given the upsurge in the number of people using our wifi and their own portable devices with which they are more familiar. We will however continue to enhance our desktop provision with software and hardware upgrades. Also with more people using wifi we are able to dedicate more desktop time to users with specific needs i.e. job clubs, adult learning.

WPLSQI 12 Supply of requests	2017-18	%	2016-17 %
Total number of requests for specific items made during the year	8,850		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	7,250	82%	75%

This target has been met.

The total number of requests indicated above is based on a sample period undertaken in October 2017. 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. All reservations for items within Wales are made free of charge. Satisfaction of requests has been consistently high in Neath Port Talbot, reflecting the positive role of library staff in engaging with their users.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made	8,500	96%	95%

This target has been met.

See Cell 124

WPLSQI 13 Staffing levels & qualifications	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
Total number of staff (FTE)	36.2	2.56	2.61

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

Authority comment (including information about shared staff):

There is a slight fall in total FTE hours as a result of some changes to staff contracts where they have requested to work reduced hours for personal reasons. The Service took the opportunity to review its staffing structure in 2017 making a number of key posts permanent in the process.

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

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

Number of staff holding qualifications in cognate areas (FTE)	1.0		*£*	*1*
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			

Authority comment:

The Service is committed to professionally develop its staff. 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 management and Trade Unions.

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
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	66,950
Number of staff hours spent in training & personal/professional development	676

% of time spent in training & personal/professional development	**1.0%**		*2016-17*	*1.10%*

This target has been met.

Annual performance appraisals are integral to the library 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 regional and UK wide training events. Over the year training for all staff has been available for supporting Universal Credit, Library Management System updates, Emergency First Aid and Health and Safety management. In addition staff attend professional events related to their area of work, such as health and wellbeing, Dementia awareness.

Total number of volunteers active during the year	**31**		*2016-17*	*10*
Total number of volunteer working hours during the year	**2,525**		*2016-17*	*1,470*
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. 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 carrying out their role. They are not there to replace paid members of staff.

WPLSQI 14 Operational expenditure	2017-18	% of total	2016-17	% of total
Expenditure on staff	£1,051,566	*61%*		*58%*

Total materials expenditure	£167,603	*10%*	*12%*
Expenditure on maintenance, repair & replacement of equipment & buildings	£5,799	*0%*	*0%*
Total other operational costs	£493,749	*29%*	*29%*
Total revenue expenditure	£1,718,717	*100%*	
Total revenue expenditure per 1,000 population	**£12,139**		*£11,979*
Total capital expenditure	£0		
Total capital expenditure per 1,000 population	**£0**		*£0*

Authority comment:

The total revenue expenditure on libraries increased slightly in 2017-18. Much of this increase can be attributed to extra staff costs as a result of long term illness. With extra funding being allocated for 2018-19 it is anticipated that the total materials expenditure will increase. There are presently no plans for any capital projects.
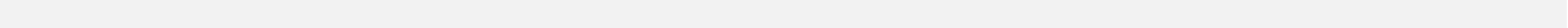
WPLSQI 15 Cost per visit	**2017-18**	**Ratio**	*2016-17*
Total revenue expenditure on staff & materials	£ 1,219,169.17		
Total income generated	£ 157,960		£ 110,283
Total number of visits to library premises during the year	639,991		
Total number of external visits to the library's web site during the year	128,798	**£1.38**	£ 2

Authority comment:

The stark drop in cost per visit from £2 to £1.38 is due to the slight change in guidelines for this standard (total revenue expenditure on **staff and materials**). Were this to be calculated based on last year's guidelines i.e. total revenue expenditure only, then cost per visit would be £2.03. Income has increased significantly in 2017. A grant of £15,000 from Coedffranc Community Council to support Skewen library has made up a large part of that increase. We continue to offer free internet and a free requests service and closely monitor charges in neighbouring authorities.

WPLSQI 16 Opening hours	**2017-18**	**Per 1,000 pop'n**	*2016-17 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 our users. There have been no changes to opening hours this year. The very slight fall in hours per 100 population is down to an increase in population numbers. It should be noted that the opening hours for community-managed libraries are not included in this standard, even though Neath Port Talbot continues to provide regular stock, access to the library management system, events and activities, access to requests and professional support and training. Were they to be included then this standard would be comfortably achieved. Also library staff carry out many duties out of hours and/or away from their branch library, taking the service to those in the community who can't easily access a service point. We do ensure that every hour of our available opening times are staffed by paid, trained and knowledgeable staff with a professional librarian always available to provide support.

Total number of unstaffed opening hours for all service points	0	

Authority comment:

All Service points are staffed 100% of the time by an experienced, paid member of staff. In order to ensure that there is a consistent level of service at all branch libraries it is vital that trained and knowledgable staff are available at all times.

		% of total	*2016-17 % of total*
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	14,425	**0.0%**	*0%*
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	42		
Total planned mobile library stops and home deliveries	2,080	**2.0%**	*2%*

Authority comment:

Neath Port Talbot has consistently maintained its advertised opening hours at all branch libraries throughout 2017/18. The only interruptions to this were as the result of snow in February 2018.

Welsh Public Library Standards 2017-2020: Neath Port Talbot

Annual Assessment Report 2017-18

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

1 Executive summary

Neath Port Talbot met all of the 12 core entitlements in full.

Of the 10 quality indicators which have targets, Neath Port Talbot achieved 6 in full, 1 in part and failed to achieve 3.

Neath Port Talbot library service continues to deliver effectively for its local community, despite some reductions in performance in 2017-18, notably with regard to cuts to the materials budget. It is encouraging that extra funding is to be allocated to address this downturn in 2018-19. The service also shows strength and leadership in a number of areas, and is to be commended for its contribution to sector developments around digital access and provision of e-resources in particular. The authority continues to support seven community-managed libraries (two less than in 2016-17), extending service reach beyond its eight official service points with consequent benefits for service users, although this contribution is not counted as part of statutory service performance.

- Neath Port Talbot submitted four case studies demonstrating the positive impact that the service makes. 97% of attendees at training sessions said they were helped to achieve their goals.

- Attendance at pre-arranged training sessions, and numbers helped by informal training have both fallen slightly, but are still amongst the highest in Wales.

- Attendance at events and activities organised by the library have increased, with performance per capital the second highest in Wales.

- Physical visits and book issues have declined, but operational issues, since resolved, are understood to have been a factor. There has been a welcome increase in library membership, and numbers of active borrowers.

- Budget reductions affected the materials budget in 2017-18, with overall spending falling by 20%. The acquisitions targets were as a result missed by some margin. There is a commitment to address this issue in 2018-19.

- Staffing levels and aggregate annual opening hours remain below target; the return does not include the seven community-managed libraries, although they continue to be supported by staff expertise, and a range of service resources.

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 these areas. A narrative assessment of the authority's performance is provided in Section 3.

2.1   Core entitlements

Neath Port Talbot is meeting all of the 12 core entitlements in full, with a focus on delivering services and resources in the areas of digital inclusion, health and well-being, children's literacy and lifelong learning. A range of services are provided for individuals and groups with special needs, including work with refugees to assist with language and technology skills. The service participates in the Books4u regional partnership and continues to support the Passport scheme which opens up academic libraries to Neath Port Talbot's library members. A Library Strategy (2016-2021) is in place setting out the vision and objectives for the service and how these align with wider corporate priorities.

2.2   Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, Neath Port Talbot is achieving 6 in full, one in part and is failing to achieve 3.

Quality Indicator	Met?	
QI 3 Support for individual development:		Met in full
a) ICT support	✔	
b) Information literacy and skills training	✔	
c) E-government support	✔	
d) Reader development	✔	
QI 4 (a) Support for health and well-being		Met in full
i) Book Prescription Wales scheme	✔	
ii) Better with Books scheme	✔	
iii) Designated health & well-being collection	✔	
iv) Information about healthy lifestyles and behaviours	✔	
v) Signposting to health & well-being services	✔	
QI 6 all static service points offer events/activities for users with special requirements	✔	Met in full
QI 7 Location of service points	✔	Met in full
QI 9 Up-to-date and appropriate reading material		Not met
Acquisitions per capita	x	
or Materials spend per capita	x	
QI 10 Welsh Language Resources		Not met
% of material budget spent on Welsh	x	
or Spend on Welsh per capita	x	
QI 11 Online access:		Met in full
a) i) Public access to Internet	✔	
ii) Wi-Fi provision	✔	
QI 12 Supply of requests		Met in full
a) % of requests satisfied within 7 days	✔	
b) % of requests satisfied within 15 days	✔	
QI 13 Staffing levels and qualifications:		Partially met
i) Staff per capita	x	
ii) Qualified staff per capita	x	

iii) Head of service qualification/training	✔		
iv) CPD percentage	✔		
QI 16 Opening hours per capita	x	Not met	

There has been no change in Neath Port Talbot's performance compared to the last year of the fifth framework for those quality indicators where direct comparisons are possible.

2.3　Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during this first year of the framework. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Neath Port Talbot has yet to complete its user surveys; these are due to be carried out in 2018/19.

Performance indicator		*Rank*	Lowest	Median	Highest
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	n/a		73%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	n/a		38%	90%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	97%	*11/17*	75%	98%	100%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. Neath Port Talbot provided four such case studies:

- Song and Rhyme – impact of these sessions on young families. Parents have noticed how they improve the children's confidence, communication skills, and socialisation; the parents themselves benefit from peer support, and have made new friends.

- Participation – impact of the library service on an individual with special needs; following the end of a work placement visiting the library has become a key part of his routine – attending classes, Local History coffee mornings, and borrowing books to help with personal projects – improving his knowledge and his emotional well-being.

- Home Delivery Services – the impact of this service on individuals with special needs; bringing them greater independence, and providing valuable social contact.

- Children's Well-being – the impact of the library on one child who has been attending since he was a baby; benefitting from free access to a range of books that his family could not afford to buy, and the opportunity to join the library's clubs / activities. He has developed advanced reading skills, and loves the library space and the great staff.

2.4　Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table

summarises Neath Port Talbot's position for 2017-18. 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 was not available to some authorities. Where possible, figures from the last year of the fifth framework have been included for comparison; however, in some cases a change in definition or the introduction of additional measures makes comparisons impractical. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator		*Rank*	Lowest	Median	Highest	*2016/17*
QI 1 Making a difference						
a) % of adults who think that using the library has helped them develop new skills:	n/a		24%	83%	94%	*88%*
c) health and well-being	n/a		33%	65%	95%	*86%*
d) enjoyable, safe and inclusive	n/a		90%	98%	100%	*99%*
QI 2 Customer satisfaction						
a) 'very good' or 'good' choice of books	n/a		88%	91%	98%	*98%*
b) 'very good' or 'good' customer care	n/a		93%	99%	100%	*100%*
c) 'very good' or 'good' IT facilities	n/a		74%	86%	94%	
d) 'very good' or 'good' overall;	n/a		93%	97%	99%	*100%*
e) users aged 16 & under rating out of ten	n/a		8.5	9.1	9.2	*9.7*
QI 5 User training						
a) attendances per capita	77	*5/22*	10	32	238	*81*
c) informal training per capita	372	*4/22*	15	199	473	*390*
QI 6 attendances at events per capita	526	*2/22*	82	228	684	*496*
QI 8 Library use						
a) visits per capita	4,520	*4/22*	2,501	4,047	7,014	*4,632*
b) virtual visits per capita	910	*10/22*	243	866	2,211	*1,136*
c) active borrowers per capita	190	*6/22*	100	154	229	*156*
QI 10 Welsh issues per capita*	47	*15/22*	4	68	663	
QI 11 Online access						
b) Computers per capita^	6	*21/22*	5	9	14	*6*
c) % of available time used by the public	34%	*7/22*	14%	27%	67%	*40%*
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	31	*11/21*	3	31	196	*10*
b) total volunteer hours	2,525	*4/21*	40	1,346	11,939	*1,470*
QI 14 Operational expenditure						
a) total expenditure per capita	£12,139	*10/21*	£7,047	£11,915	£17,771	*£11,979*
b) % on staff,	61%	*12/21*	44%	63%	75%	*58%*
% on information resources	10%	*16/21*	4%	13%	25%	*12%*
% on equipment and buildings	0%	*21/21*	0%	4%	20%	*0%*
% on other operational costs;	29%	*5/21*	0%	18%	37%	*29%*
c) capital expenditure per capita	£0	*14/20*	£0	£338	£17,432	*£0*
QI 15 Net cost per visit	£1.38	*17/21*	£1.24	£1.82	£2.41	*£1.94*

QI 16 Opening hours#						
(iii) a) % hours unplanned closure of static service points	0.00%	*1/21*	0.00%	0.02%	1.28%	*0.00%*
b) % mobile stops / home deliveries missed	2.02%	*15/20*	0.00%	0.35%	11.24%	*1.54%*

* per Welsh speaking resident population

^per 10,000 resident population

 # 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 can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance (where applicable) with the final year of the fifth framework (2016-17).

3.1   Meeting customer needs (QI 1-5)

Neath Port Talbot has yet to conduct its user surveys which are planned for 2018-19. All static libraries provide a full-range of support for individual development, and health and well-being is also well-supported. Attendance at pre-arranged training sessions, and numbers helped by informal training have both fallen slightly in 2017-18, but are still among the highest in Wales. 97% of attendees indicated that the training had helped them achieve their goals.

3.2   Access and use (QI 6-8)

Neath Port Talbot continues to meet the target for easy access to service points, with the additional benefits of access to seven community-managed libraries, which are not included within the statutory return. Attendance at events and activities organised by the library has increased again in 2017-18, with performance per capita the second highest in Wales, and provision made at all statutory libraries for those with special requirements. Numbers of visitors and book issues have however fallen, with the authority attributing this to operational issues early in the year, which were subsequently resolved. In contrast library membership and the number of active borrowers has increased, with membership figures reflecting use across both the eight statutory service points and the seven community-managed libraries. Issues with the current library management system are noted, which the transfer to the all-Wales LMS system in 2018-19 should address.

3.3   Facilities and services (QI 9-12)

The service has not met any of the acquisition targets in 2017-18, with funding an identified issue for service investment, as previous budget reductions have impacted the materials budget. Overall spending has dropped by around 20%, with expenditure on Welsh language resources particularly affected, down to less than a third of 2016-17 levels. Spending on children's materials has also fallen, but this in part reflects a balancing of adult / children's stock following heavy investment on children's resources in previous years. It is acknowledged that these levels of investment are of major concern, and the Council has already committed to an increase in the stock purchasing budget in excess of 20% for 2018 -19. PC provision has increased slightly, but while ICT usage remains above the median for Wales, usage is falling – a trend seen in most services as customers increasingly use their own devices in conjunction with Wi-Fi facilities. Performance in relation to supply of requests has improved, and both targets here are met.

3.4   Expertise and capacity (QI 13-16)

Overall staffing levels and numbers of qualified staff are broadly similar to 2016-17, but with Neath Port Talbot one of thirteen library services not meeting either target. Qualified leadership is in place, and the service continues to meet the target for the proportion of staff time spent on professional development activities. The use of volunteers has increased in 2017-18, with a total of 31 each providing an average of 81 hours to the service, supporting paid staff to carry out their roles. Volunteers based at community-managed libraries are not included in the figures, although all volunteers are offered the same level of training and support as paid staff, and the service provides professional guidance and support to the community run services.

Total revenue expenditure has actually increased slightly in 2017-18, with much of this increase attributed to extra staff costs as a result of long term illness. It is encouraging that extra funding is to be allocated in 2018-19 to address the corresponding shortfall in the materials budget. Aggregate opening hours are unchanged, with the average per capita below the median for Wales, and Neath Port Talbot one of six authorities not achieving the target. It should be noted that the performance reported does not include the seven community-managed libraries.

4   Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals.   Neath Port Talbot notes the connection between the service's own strategic goals and the priorities set out in the authority's Corporate Plan, the objectives of which are aligned with the Well-being of Future Generations Act. A comprehensive narrative is offered in relation to the ten core themes of the Library Strategy, including provision of digital services; support for the local economy; services enabling health, independence and well-being; and support for education and lifelong learning.

5   Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Neath Port Talbot cited the vision and core themes set out in its Library Strategy 2016-2021, and the aim to create a vibrant service that helps to address the Council's key priorities. Specific actions associated with the delivery of the strategy in 2018-19 could however have been detailed.

6   Conclusion

Neath Port Talbot library service continues to deliver effectively for its local community, despite some reductions in performance in 2017-18, notably with regard to cuts to the materials budget. It is encouraging that extra funding is to be allocated to address this downturn in 2018-19. The service also shows strength and leadership in a number of areas, and is to be commended for its contribution to sector developments around digital access and provision of e-resources in particular. The authority continues to support seven community-managed libraries (two less than in 2016-17), extending service reach beyond its eight official service points with consequent benefits for service users, although this contribution is not counted as part of statutory service performance.

Leisure and Culture Scrutiny Sub Committee
Forward Work Programme 2018/19

Date of Meeting	Agenda Item	Cabinet Board	Officer
26 June 2018	Celtic Leisure Quarter 4 Performance Data Report	26 Jul 2018	Paul Walker/Chris Millis
	Christmas /New Year Opening Times (libraries, Leisure Centres etc)	6 Sep 2018	Wayne John/ Andrew Thomas
	Tourism; Cllr A Llewelyn be invited to inform the group on the findings of the Tourism Task and Finish Group.		Cllr. Llewelyn
22 Nov 2018	Celtic Leisure Annual Report (Celtic to attend) (Celtic to be first on the agenda)	29 Nov 2018	Paul Walker/ Chris Millis
	Celtic Leisure Quarter 1 Performance Report	29 Nov 2018	Paul Walker/ Chris Millis
	Margam Park Business Plan (be presented at parent committee only for presentation)	29 Nov 2018	Paul Walker/ Andrew Thomas

Officer Responsible: Charlotte Davies

	Pontardawe Arts Centre Update		Paul Walker
	Outcomes from Cefn Coed Tour		Paul Walker
	Quarter 2 Performance Indicators		Paul Walker/ Neal Place
	Local Authority Partnership Agreement Sports Wales (presentation)		Paul Walker
29 Jan 2019	Celtic Leisure 6 Months Performance Review 17/18	28 Feb 19	Paul Walker/ Chris Millis
	Welsh Public Libraries Standards Annual Report	28 Feb 19	Wayne John
	Beach Management Arrangements		Andrew Lewis/ Paul Walker/ Dave Phillips
	Local Authority Partnership Agreement Additional Funding Report		Paul Walker
23 Apr 2019	Princess Royal Theatre update		Paul Walker
	Report on what work the new tourism team is doing in relation to the heritage offer and leisure offer in NPT		Simon Brennan

	Gnoll Park Monitoring report on the effect and income from the decision to increase charges (including information on the Gnoll park business plan and any updates)		Andrew Lewis
	Afan Forest Park monitoring report on the impact that the changes may have had on the existing businesses.		David Phillips
	Performance of Community Centres post transfer including; type of transfer, financial position, sustainability and type of use.		Paul Walker

Items to be programmed in for future meetings
- 6 Month Monitoring Report following the approval and appointment of a Business Consultant for the Pontardawe Arts Centre Cinema Development.

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

2018/2019 FORWARD WORK PLAN (DRAFT)

EDUCATION, SKILLS AND CULTURE CABINET BOARD

ATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Leisure and Culture Scrutiny Sub Committee	Contact Officer/ Head of Service
28 Feb 19	School Admissions Policy 21/22 (Outcomes of Consultation)	Decision	Annual		Helen Lewis/ Andrew Thomas
	School Terms and Holiday Dates 22/23 (Permission to Consult)	Decision	Annual		Helen Lewis/ Andrew Thomas
	Celtic Leisure 6 Months Performance Review 17/18	Monitoring	Quarterly	29 Jan 19	Paul Walker/ C.Millis
	Welsh Public Libraries Standards Annual Report	Information	Annual	29 Jan 19	Wayne John
	Childcare Facilities within Schools	Decision	Annual		C.Millis
	Local Authority Partnership Agreement Sports Wales	Decision	Annual	29 Jan 19	P.Walker
	Quarter 3 Performance Indicators	Monitoring	Quarterly		C.Glover/ M.Daley
	MEAS Report	Information	Topical		Mike Daley Chris Millis

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
11 April	Children and Young People Plan	Decision	Topical		Aled Evans
	School Attendance Report	Monitoring	6 Monthly		John Burge/ Andrew Thomas
	Annual Pupil Performance including Key Stage 4 Data	Monitoring	Annual		Carl Glover/ C.Millis
	Think Families Partnership Update	Information	Topical		C.Millis, ASCloverly
	Adult Community Learning Update	Information	Topical		C.Millis ASCleverly

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
23 May	School Terms and Holiday Dates 22/23 (Outcomes of Consultation)	Decision	Annual		Helen Lewis/ Andrew Thomas
	School Improvement Performance, Priorities and Capacity	Information	Annual		Mike Daley

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