



***LEISURE AND CULTURE SUB COMMITTEE***

***2.00 PM THURSDAY, 10 MARCH 2022***

***VIA MICROSOFT TEAMS***

**All mobile telephones to be switched to silent for the duration of the meeting**

1. Welcome and Roll Call
2. Chairs Announcements
3. Declarations of Interest
4. Minutes of Previous Meeting
  - 23<sup>rd</sup> September 2021
  - 16<sup>th</sup> December 2021
5. Monitoring of Margam Park - Verbal Update
6. Neath Port Talbot Library Service Update - Presentation (*Pages 3 - 22*)
7. Quarter 3 Performance Management Data (1st April 2021- 31st December 2021) (*Pages 23 - 28*)
8. Forward Work Programme (*Pages 29 - 30*)
9. Urgent Items  
Any urgent items (whether public or exempt) at the discretion of the Chairperson pursuant to Section 100B (4) (b) of the Local Government Act 1972

**K.Jones**  
**Chief Executive**

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

**Friday, 4 March 2022**

**Committee Membership:**

**Chairperson: Councillor S.H.Reynolds**

**Vice  
Chairperson: Councillor R.Mizen**

**Councillors: A.McGrath, S.Miller, S.Renkes, J.Hale,  
A.J.Richards, D.Whitelock and J.Jones**

**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.*



# Neath Port Talbot Libraries

Report to the Leisure Committee

March 10, 2022

## Llyfrgelloedd Castell-nedd Port Talbot

Adroddiad i'r Pwyllgor Hamdden

Mawrth 10, 2022

Paul Doyle  
*Children's Literacy Officer*

Wayne John  
*County Librarian*

# Responding to the pandemic

When NPT libraries closed in March 2020 the response from library staff was immediate. Within a little over a week we had:

- Moved to an online library service.
- Extended loan times and suspended all fines for overdue books.
- Set up a programme of daily activities and events on our social media pages.
- Set up a digital network to ensure song and rhyme and Bookstart continued online.
- Established communication channels so that staff could keep in contact with library members.





# Responding to the pandemic

A number of staff were redeployed to support the Council's pandemic operations. Others had to learn new skills quickly and demonstrated great flexibility, creativity and commitment at a difficult time for many.

It was the most challenging time for us all but we are proud of how Library Service staff adapted, innovated and rose to that challenge.



## Responding to the pandemic

Whilst libraries were closed our members were able to use the wide range of resources that were available. We saw a significant increase in the usage of the Borrowbox service, providing ebooks and eaudio books, with many new members joining. Neath Port Talbot played a key role in securing an extra £100,000 from Welsh Government to purchase ebooks and eaudio for the whole of Wales. This was done within the first two weeks of the national lockdown.



# Responding to the pandemic

In addition we were able to provide up to date newspapers through PressReader, and magazines via the Libby app.

Library staff were on hand to provide telephone help for people using our online resources.

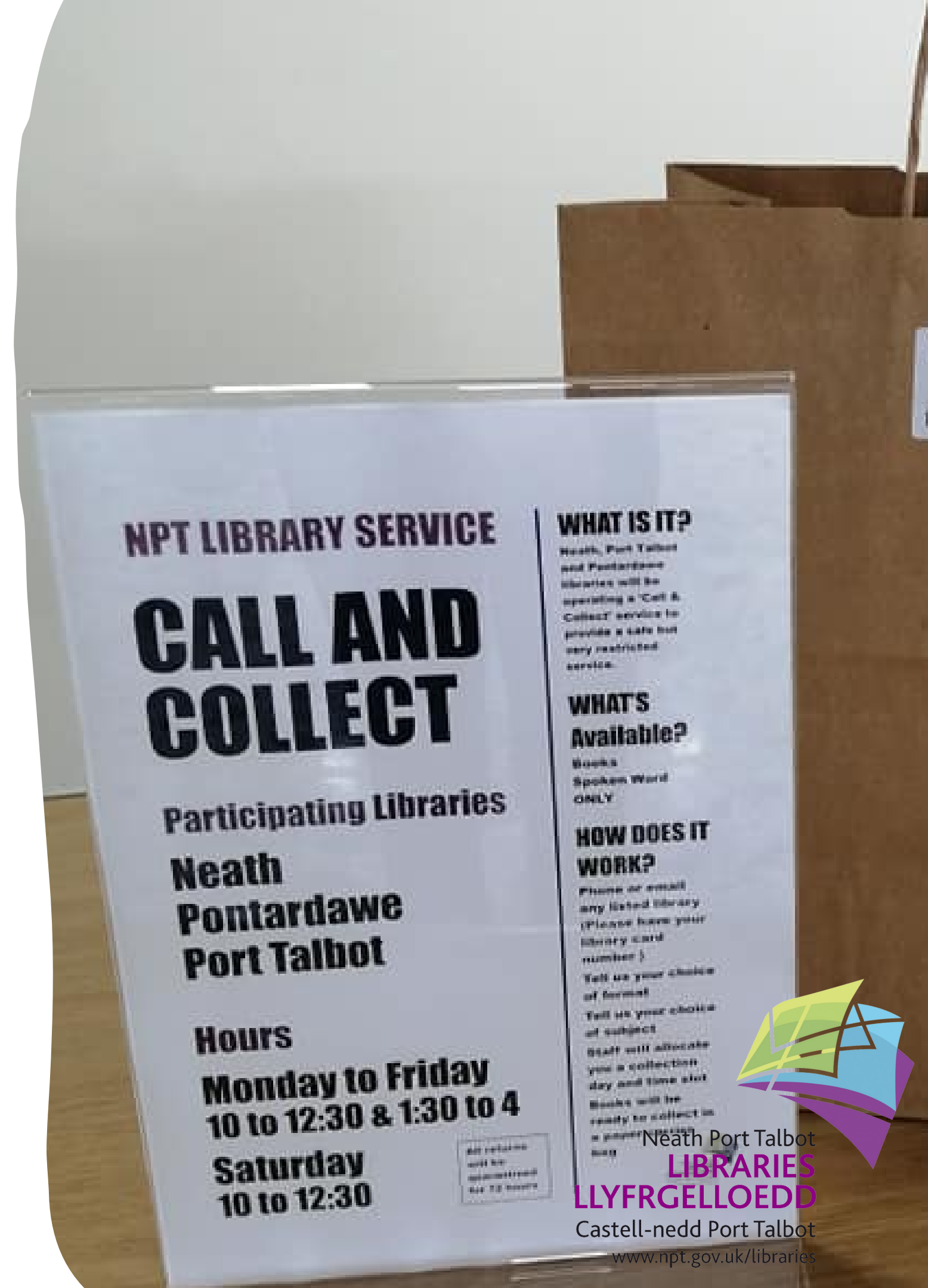
Also ancestry.com was free to use at home for all library members to allow them to continue with their family history research. Feedback from our members tells us that this was greatly appreciated.



# Responding to the pandemic

As Welsh Government rules changed we were able to reintroduce parts of the Library Service.

- The Mobile Library and Home Delivery Service resumed in June 2020 and has continued to operate ever since.
- A 'Call and Collect' Service was introduced at all libraries which meant members could request books and collect them from the Library. Over 3400 bags of books were collected by library users. Library staff were very proactive in selecting books to meet the reading needs of their members.





# Responding to the pandemic

Following consultation with staff, Health and Safety Officers, Unions and Senior Management we created a recovery plan and began a phased reopening of libraries from June 2020 and by the end of August all libraries were safely reopened for browsing and IT access.

Assisted by Welsh Government's Cultural Resilience Fund, which allowed us to ensure essential safety measures were put in place, Neath Port Talbot was one of the first library services in Wales to reopen.





## Responding to the pandemic

Covid safety measures meant that not all activities, events and services were able to return but by putting library users at the heart of what we do we have been able to welcome people back to the library, safely. We know that restoring public confidence in visiting busy libraries will take time and that is why we are following our recovery plan and taking our time also. For many of our members the library has been a lifeline over the last two years, helping to combat isolation and provide a little bit of normal in a chaotic world.





# Delivering a Library Service

Once we were able to fully reopen our libraries number of changes needed to be made to ensure the safety of our visitors.

Many of our activities and events continue to take place with restricted numbers and less than half of our PCs have been available. It was also clear that we still had to provide an online library service for people who felt unable to be out in public. Once again the Cultural Resilience Fund proved invaluable as it allowed us to purchase equipment to ensure we could continue to deliver online content to a high standard.





# Delivering a Library Service

Libraries have been able to provide a safe environment for our visitors to browse books, attend activities and use the IT equipment. As digital skills have become more important library staff have played a vital role in helping many members of our communities get online. One of the many examples of innovation has been the pilot project that is ongoing at Neath Library where members of the public can borrow tablet devices. We hope to rollout this scheme to all Neath Port Talbot Libraries this year.





# Delivering a Library Service

We have been able to provide many different activities to our online users. These have included:

- Song and Rhyme sessions
- Sunday Storytimes
- Adult Learners Week
- Family History sessions
- Weekly Lego Club
- The Saturday Quiz
- Local history research

More recently many of these, including song and rhyme are now taking place in the library.





# Delivering a Library Service

We have been able to continue our work with schools giving children the opportunity to engage with books, stories and authors with both virtual visits and actual visits in the classroom.

Both the 2020 and 2021 Summer Reading Challenge were delivered online, at school and at the library. Indeed, 2021 was one of our most successful Summer Reading Challenge programmes we have ever had. Class visits to libraries are slowly returning and are very welcome.





# Delivering a Library Service

One thing we have all missed is being able to hold creative and cultural events and activities in our libraries. As restrictions have eased we have been able to reintroduce more back into libraries. We are currently delivering a wide ranging Winter of Wellbeing programme, funded by Welsh Government, at all our libraries with creative arts and crafts as our main focus.





# Community Managed Libraries

It has been a challenging time for the network of community managed volunteer libraries. Since 2020 we have: highlighted funding opportunities which has led to the refurbishments of both Blaengwynfi and Cymmer Libraries; kept the volunteers up to date with the latest Welsh Government guidance; supported access to online resources and reading groups at a number of the libraries; and delivered live and virtual events. We should take this opportunity to commend the dedication of the volunteers over the last two years in keeping these libraries open.

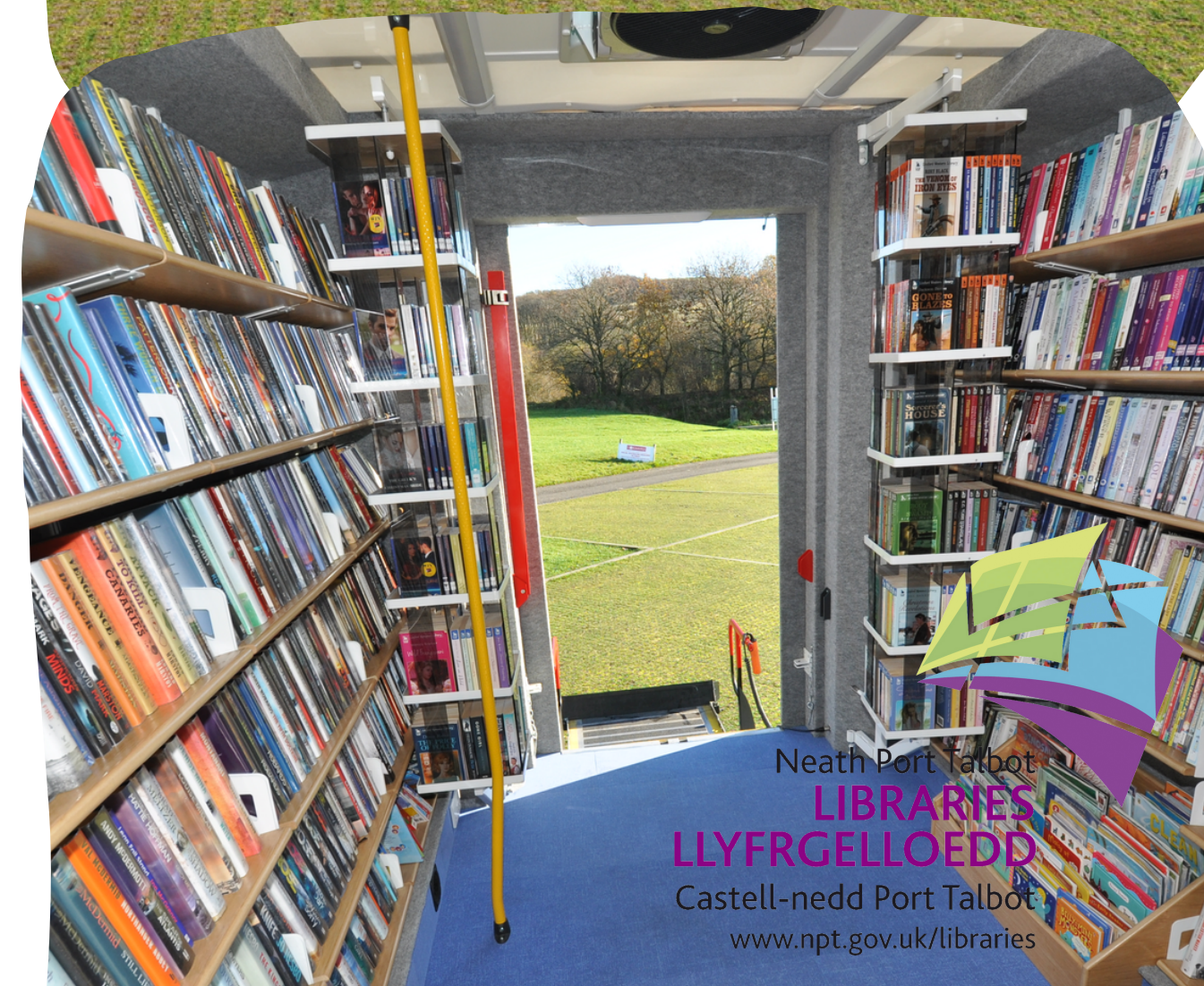




# Achieving our Strategic Aims

During the last two years we have been able to achieve many of our strategic aims in spite of the pandemic.

We now have a new Mobile Library and Home Library Service electric vehicle which are transforming how we deliver these two vital services to some of our most isolated and vulnerable citizens. Both services have remained operational since resuming in June 2020.





# Achieving our Strategic Aims

In the summer of 2020 the Library Service (together with ELRS) completed its relocation from its old Headquarters in Velindre to the vacant Ynysmaerdy Primary School in Briton Ferry. To do this we had to transfer over 240,000 items of stock from one location to the other.





# Achieving our Strategic Aims

With support from Welsh Government funding and in partnership with Coedffranc Town Council Skewen Library was relocated to Carnegie Hall in Skewen in March 2020. This has created many more opportunities for the library with enhanced IT facilities and more space for library users. Work is well underway on the new Neath Library as part of the town centre redevelopment.





# How are We Performing?

As a result of successive lockdowns in 2020-2021 libraries were only open for four and a half months in that year, all with reduced hours. As expected the number of annual visitors fell by 88% and the number of book loans by 66%.

At the same time the number of ebook and eaudio loans rose by 100% in 2020/21 as digital content partially bridged the gap caused by the enforced closures.





# How are We Performing?

Since April 2021 the number of monthly visitors to libraries has grown by 51% from 13894 to 21007. The number of monthly physical book loans has increased by 74%, from 11448 to 19969 . However, compared to 2019, the number of visits is down by 62% The number of book loans is down 42%. These figures are consistent with the picture for the whole of Wales and the UK. There is still work to be done, but the Service is moving in the right direction. With more activities and events returning to the library, and with a new Neath Library on the horizon, there are reasons to be optimistic as we continue our post Covid recovery.

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Neath Port Talbot  
**LIBRARIES**  
**LLYFRGELLOEDD**  
Castell-nedd Port Talbot  
[www.npt.gov.uk/libraries](http://www.npt.gov.uk/libraries)



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL / CYNGOR BWRDEISTREF SIROL CASTELL-NEDD PORT TALBOT**

**Leisure and Culture Cabinet Board / Bwrdd Cabinet Addysg,  
Sgiliau a Diwylliant**

10<sup>th</sup> March 2022

**Head of Support Services & Transformation/ Pennaeth  
Gwasanaethau Cymorth & Trawsnewid**

Rhiannon Crowhurst

### **Matter for Monitoring**

**Wards Affected: All Wards**

### **Report Title**

Quarterly Performance Management Data 2021-2022 –  
Quarter 3 Performance (1st April 2021– 31st December 2021)

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

To provide members with quarter 3 performance management data, for the period 1st April 2021 to 31st December 2021 for Education, Leisure and Lifelong Learning Directorate relating to Leisure and Culture. This will enable the Leisure and Culture Cabinet Board to discharge their functions in relation to performance management.

**Executive Summary:**

The report provides data relating to the Library Service concerning the number of visitors and percentage of quality indicators achieved, a summary of the number of people participating in a sporting activity at the council facilities and the number of visitors to our Theatres.

**Background:**

Members are presented with a full suite of Leisure and Culture KPI's (Corporate Plan and Local KPI's).

A list of quarter 3 key performance KPI's with progress comments on each indicator are attached as appendix 1.

KPI status:

- GREEN (green traffic light) - KPI's that have improved on or achieved target
- AMBER (amber traffic light) - KPI's that have not achieved target but performance is within 5%
- RED (red traffic light) - KPI's that are 5% or more below target

Where available, appendix 1 provides performance data for quarter 3 performance for 2019/20, 2020/21 & 2021/22. The target provided is for the corresponding period.

**Financial Impacts:**

The performance described in the report is being delivered against a challenging financial backdrop and reduced budget.

**Integrated Impact Assessment:**

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

**Valleys Communities Impacts:**

No implications.



**Workforce Impacts:**

The Council's workforce continues to contract as financial resources continue to reduce. In recognition of the scale of change affecting the workforce, a new Corporate Workforce Plan has been developed to support the workforce to adapt to the changes that are taking place.

**Legal Impacts:**

This Report is prepared under:

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

The Well-being of Future Generations (Wales) Act 2015

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

**Risk Management Impacts:**

Failure to provide a suitable monitoring report within the timescales could lead to non-compliance with our Constitution. Also, failure to have robust performance monitoring arrangements in place could result in poor performance going undetected.

**Consultation:**

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

**Recommendations:**

Members monitor performance contained within this report.

**Reasons for Proposed Decision:**

Matter for monitoring. No decision required.

**Implementation of Decision:**

Matter for monitoring. No decision required.

**Appendices:**

Appendix 1: Key Performance Management Data - Quarterly.

**List of Background Papers:**

The Neath Port Talbot Corporate Improvement Plan - 2019-2022

Monitoring forms/spreadsheets

Welsh Government Statistical Releases

**Officer Contact:**

Neal Place, Performance Management Officer.

E-mail [n.place@npt.gov.uk](mailto:n.place@npt.gov.uk). Tel. 01639 763619





Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

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# Performance Indicators





Neath Port Talbot Council

Appendix 1 - Leisure and Culture – Key Performance Indicators - Quarter 3 ( 1st April - 31st December) - 2021/22



*Print Date: 11-Feb-2022*

**How will we know we are making a difference (01/04/2021 to 31/12/2021)?**

| PI Title   | Qtr. 3 Actual 19/20 | Qtr. 3 Actual 20/21 | Qtr. 3 Actual 21/22 | Qtr. 3 Target 21/22 | Perf. RAG  |
|--|---------------------|---------------------|---------------------|---------------------|--|
| <b>Organisation</b>  |                     |                     |                     |                     |  |
| CP/072 - Number of visits to our theatres  | 217161.00           |                     | 83802.00            |                     | <br>NA    |
| There has been a fall in visitor numbers to theatres compared to quarter 3 2019/20 figure due to COVID-19. No data available for quarter 3 2020/21 and no target set in the 2021/23 Corporate Plan due to COVID-19.  |                     |                     |                     |                     |  |
| CP/073 - PAM/040 - Percentage of quality Indicators achieved by the Library Service  | 66.67               |                     |                     | 0.00                | <br>NA    |
| Due to COVID a number of the Quality Indicators are currently no longer relevant or practical. A report from Welsh Government is being prepared.   |                     |                     |                     |                     |  |
| CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population  | 5787.94             |                     | 3094.98             |                     | <br>NA    |
| There has been a fall in visitor numbers to leisure centres per 1,000 population compared to quarter 3 2019/20 figure due to COVID-19. The figure is increasing steadily from quarter 2 2021/22.<br>No data available for quarter 3 2020/21 and no target set in the 2021/23 Corporate Plan due to COVID-19. |                     |                     |                     |                     |  |
| ELLL - LCL001 - The number of visits to public libraries during the year, per 1,000 population (measured cumulatively over the financial year - quarterly)   | 3971.94             | 534.97              | 1400.27             | 3900.00             | <br>Red |
| Visits to libraries are still subject to the impacts of COVID which has reduced the number of events and activities together with the range of services.   |                     |                     |                     |                     |  |

## Leisure and Culture Scrutiny Sub Committee (All starting 2pm unless otherwise stated)

| Meeting Date               | Agenda Item   | Cabinet Board            | Contact Officer             |
|----------------------------|---|--------------------------|-----------------------------|
| <b>2021</b>                |   |                          |                             |
| 1 <sup>st</sup> July       | Items to be confirmed   |                          |                             |
|                            |   |                          |                             |
| 23 <sup>rd</sup> September | Christmas/New Year Opening Times (Libraries, Leisure Centres etc)   | 14 <sup>th</sup> October | Paul Walker                 |
|                            | Service Update Report (verbal) – Theatre’s, Margam Park (information on the effect that Covid-19 is having on venues) |                          | Paul Walker                 |
|                            | Physical Activity Sport Service Update – pass (presentation)  |                          | Mark Naperella/ Paul Walker |
|                            | Quarter 1 Performance Report  |                          | Neil Place                  |
| 16 <sup>th</sup> December  |   |                          |                             |
|                            | Quarter 2 Performance Report  |                          | Neil Place                  |
|                            | National exercise referral scheme - presentation  |                          | Paul Walker/ Lisa Jones     |
| <b>2022</b>                |   |                          |                             |
| 10 <sup>th</sup> March     | Monitoring of Margam Park – Verbal Update   |                          | Paul Walker                 |
|                            | Quarter 3 Performance Report  |                          | Neil Place                  |
|                            | Library Performance Report  |                          | Wayne John                  |

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