



## City and County of Swansea

### Notice of Meeting

You are invited to attend a Meeting of the

## Scrutiny Performance Panel - Service Improvement, Regeneration and Finance

**At:** Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

**On:** Tuesday, 17 October 2023

**Time:** 10.00 am

**Convenor:** Councillor Chris Holley OBE

#### Membership:

Councillors: P M Black, C M J Evans, E W Fitzgerald, T J Hennegan, P R Hood-Williams, L James, D H Jenkins, M H Jones, M Jones, S M Jones, J W Jones, M W Locke, B J Rowlands, W G Thomas, M S Tribe and T M White

---

### Agenda

### Page No.

**1 Apologies for Absence**

**2 Disclosures of Personal and Prejudicial Interests**

[www.swansea.gov.uk/disclosuresofinterests](http://www.swansea.gov.uk/disclosuresofinterests)

**3 Prohibition of Whipped Votes and Declaration of Party Whips**

**4 Minutes**

To receive the minutes of the previous meeting(s) and agree as an accurate record.

**1 - 2**

**5 Public Questions**

Questions can be submitted in writing to Scrutiny [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk) up until noon on the working day prior to the meeting. Written questions take precedence. Public may attend and ask questions in person if time allows. Questions must relate to items on the open part of the agenda and will be dealt with in a 10 minute period.

**6 Audit Wales Report - Setting of Wellbeing Objectives**

Cllr David Hopkins – Cabinet Member for Corporate Services & Performance

Lee Wenham – Head of Communications and Marketing

Richard Rowlands – Strategic Delivery & Performance Manager

Audit Wales Officers

**3 - 26**

<b>7</b>	<b>Welsh Public Library Standards Annual Performance Report</b> Cllr Elliott King – Cabinet Member Equalities, Human Rights and Culture Karen Gibbins – Library Services Manager Bethan Lee – Principal Librarian	<b>27 - 81</b>
<b>8</b>	<b>Work Plan</b>	<b>82 - 84</b>
<b>9</b>	<b>Letters</b>	<b>85 - 90</b>

**Next Meeting:** Tuesday, 14 November 2023 at 10.00 am

*Huw Evans*

**Huw Evans**  
**Head of Democratic Services**  
**Tuesday, 10 October 2023**  

---

**Contact: Scrutiny Officer - 01792 636292**

# Agenda Item 4



City and County of Swansea

## Minutes of the **Scrutiny Performance Panel - Service Improvement, Regeneration and Finance**

**Multi-Location Meeting - Gloucester Room, Guildhall / MS**

**Teams**

**Tuesday, 26 September 2023 at 10.00 am**

**Present:** Councillor C A Holley (Chair) Presided

**Councillor(s)**

E W Fitzgerald  
D H Jenkins  
J W Jones  
T M White

**Councillor(s)**

P R Hood-Williams  
M Jones  
W G Thomas

**Councillor(s)**

L James  
S M Jones  
M S Tribe

**Cabinet Member(s)**

Cllr Rob Stewart  
Cllr David Hopkins

Cabinet Member for Economy Finance and Strategy  
Cabinet Member for Corporate Services and Performance

**Officer(s)**

Ben Smith  
Richard Rowlands  
Rachel Percival

Director of Finance / Section 151 Officer  
Strategic Delivery & Performance Manager  
Scrutiny Officer

**Apologies for Absence**

Councillor(s): P M Black and B J Rowlands

---

**13 Disclosure of Personal and Prejudicial Interests**

There were no disclosures of Personal and Prejudicial Interests.

**14 Prohibition of Whipped Votes and Declaration of Party Whips**

None.

**15 Minutes**

Minutes of the previous meeting were agreed.

**16 Public Questions**

There were no public questions received.

## **17 Capital Outturn and Financing 2022/23**

Cllr Rob Stewart Cabinet Member for Economy, Finance and Strategy and Ben Smith the Director of Finance and Section 151 Officer attended to give an overview.

- This report gives the capital outturn position as at 31 March 2023 reporting a net underspend of £28.8m. Cabinet approved the underspend be carried over into 2023/24 at their September meeting.
- Since March several large-scale schemes have added to the programme due to material overspending or reprofiling. The first quarter budget report of 2023/24 due to Cabinet in October will reference a capital programme for the current year in excess of £150 million. This has been complicated by some significant cost overruns, which has affected many Councils.
- The carried over underspend has been earning the Council over 5% interest in the short term but will eventually be spent where allocated.
- Where possible fixed price contracts with developers are secured and the Council are confident the capital programme remains afforded and affordable within the overall policy.

## **18 Quarter 1 2023/24 Performance Monitoring Report**

Cllr David Hopkins Cabinet Member for Corporate Services and Performance and Richard Rowlands Corporate Performance Manager presented the report.

- At the end of the first quarter there were 19 Indicators that met or bettered their targets, 3 indicators were within 5% of the target and 6 indicators that missed their targets. An additional 5 indicators had no target in this quarter.
- Sickness levels have improved however are still high in some departments which is still being closely monitored.
- This year a new suite of measures relating to Nature Recovery and Climate Change have been added. Work is still ongoing in this area to identify measures that are robust, clearly defined and can be confidently reported.

## **19 Work Plan**

The work plan was discussed including potential development sites to review during the year.

The meeting ended at 11.00 am

**Chair**

# Agenda Item 6



## Report of the Director of Corporate Services

Service Improvement, Regeneration and Finance Scrutiny Panel – 17<sup>th</sup>  
October 2023

### Audit Wales Report - Setting of well-being objectives

<b>Purpose:</b>	To make available to the scrutiny panel for review and comment the Audit Wales report and the Council's response into the setting of well-being objectives. The Audit Wales report fulfils the duty on the Auditor General to carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.
<b>Policy Framework:</b>	Corporate Plan 2023/28 <i>Delivering a Successful and Sustainable Swansea</i> .
<b>Consultation:</b>	Access to Services, Finance, Legal.
<b>Recommendation(s):</b>	It is recommended that the Panel:  1) reviews the draft report and the Council's response to provide comment.
<b>Report Author:</b>	Richard Rowlands
<b>Finance Officer:</b>	Paul Roach.
<b>Legal Officer:</b>	Debbie Smith.
<b>Access to Services Officer:</b>	Rhian Millar.

#### 1. Introduction

- 1.1 The Well-being of Future Generations (Wales) Act 2015 (the Act) places a 'well-being duty' on 48 public bodies. The duty requires those bodies to set and publish 'well-being objectives' that are designed to maximise their contribution to achieving each of the Act's seven national well-being goals. They must also take all reasonable steps, in exercising their functions, to meet those objectives.

1.2 The Auditor General must carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.

1.3 To do something in accordance with the sustainable development principle means acting 'in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs'. To achieve this, a public body must take account of the five ways of working: long term, integration, involvement, collaboration, and prevention.

## **2. Aim of the examination**

2.1 The aim of this examination was to:

- explain how Swansea Council (the Council) applied the sustainable development principle throughout in the process of setting its well-being objectives;
- provide assurance on the extent that the Council applied the sustainable development principle when setting its well-being objectives; and
- identify opportunities for the Council to further embed the sustainable development principle when setting well-being objectives in future.

2.2 Audit Wales set out to answer the question 'to what extent has the Council acted in accordance with the sustainable development principle when setting its new well-being objectives'. They did this by exploring the following questions:

- Was the process the Council put in place to set its well-being objectives underpinned by the sustainable development principle?
- Has the Council considered how it will make sure it can deliver its well-being objectives in line with the sustainable development principle?
- Has the Council put in place arrangements to monitor progress and improve how it applies the sustainable development principle when setting its well-being objectives?

2.3 Appendix 1 of the Audit Wales report lists the positive indicators Audit Wales used to inform their examination and report.

## **3. Findings.**

3.1 Audit Wales found that the Council had applied the Sustainable Development Principle in setting its Well-being Objectives (WBOs). They concluded that embedding its approach to engagement and performance monitoring will further strengthen this.

3.2 Audit Wales made the following recommendation:

- The Council should continue to build on the progress it has made in applying the sustainable development principle in the setting of its well-being objectives by:
  - embedding its new Consultation and Engagement strategy and its Co-Production Policy and using them to draw on the views of the full diversity of its citizens in designing and delivering its WBOs;
  - clearly demonstrating how future financial savings and risks might impact the delivery of its WBOs;
  - ensuring that cumulatively its refreshed Service Plans are able to effectively measure progress on delivering its WBOs; and
  - ensuring that any future Service Plans also takes the opportunity to include / expand the number of measures which focus on outcomes and impacts.

#### **4. Council response**

- 4.1 The Council was pleased that the report acknowledged that the Council had applied the sustainable development principle to the setting of its well-being objectives.
- 4.2 In addition to the new Consultation and Engagement Strategy and the recent work with the 'Coproduction Lab', the Council also recently piloted a digital citizens' panel to improve engagement as part of its part 6 performance duties under the Local Government and Elections Act 2021 to help strengthen how we engage with citizens on our WBOs.
- 4.3 When next reviewing service plans, the Council will look to include more information on collaboration with partners to deliver its WBOs and will also examine how the golden thread between the steps in the corporate plan and the detail set out within service plans can be possibly strengthened.
- 4.4 The Council has identified corporate performance and success measures for 2023/24 but will continue to keep these under review, including outcome measures, to measure the steps to deliver our well-being objectives and their impact; although alternative and perhaps more sustainable ways to measure the citizens perspective are also being investigated. The Council is also now planning a customer satisfaction survey to be undertaken by the end of 2023/24 and the development of population outcome indicators for the PSB well-being plan and links to each of our WBOs. That said, the Council still believes that a national outcomes framework would help local authorities address this issue and would also allow benchmarking to take place.
- 4.5 The Council is reviewing its plans for the prevention strategy and will reflect on its financial planning to see if it can further strengthen how its considered future financial risks and savings targets could impact the delivery of the Councils WBOs. The Council will implement any changes to its performance management framework as a result of the above as

quickly as possible, while making sure any changes have been fully explored and consulted on before being implemented.

- 4.6 As part of budget planning for the coming year a session will be set up with Cabinet/Corporate Management Team to align any proposed budget decisions with the current WBO's so there is an ongoing alignment between the objectives, the budget and Medium-Term Financial Plan and the individual service plans.

## **5. Integrated Assessment Implications**

- 5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage.
- Consider opportunities for people to use the Welsh language.
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

- 5.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

- 5.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

- 5.1.3 This report sets out the findings from a recent Audit Wales examination on the extent to which the Council has acted in accordance with the sustainable development principle when setting its new well-being objectives; there is no direct impact on people or communities.



**6. Financial Implications**

6.1 None.

**7. Legal Implications**

7.1 None.

**Background Papers:** None

**Appendices:**

**Appendix A** Audit Wales report. Setting of well-being objectives – City and County of Swansea Council

**Appendix B** IIA

## Setting of well-being objectives – City and County of Swansea Council

Audit year: 2022-2023

Date issued: July 2023

Document reference: 3709A2023

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000. The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and the Wales Audit Office are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to Audit Wales at [infoofficer@audit.wales](mailto:infoofficer@audit.wales).

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

# Contents

## Contents

Background: Our examinations of the setting of well-being objectives	4
Carrying out our examination at City and County of Swansea Council	5
How and when City and County of Swansea Council set its well-being objectives	5
What we found:	7
The Council has applied the Sustainable Development Principle in setting its Well-being Objectives. Embedding its approach to engagement and performance monitoring will further strengthen this.	7
Recommendations	10
Appendices	
Appendix 1: Key questions and what we looked for	11

## Background: Our examinations of the setting of well-being objectives

- 1 The Well-being of Future Generations (Wales) Act 2015 (the Act) places a 'well-being duty' on 48 public bodies. The duty requires those bodies to set and publish 'well-being objectives' that are designed to maximise their contribution to achieving each of the Act's seven national well-being goals.<sup>1</sup> They must also take all reasonable steps, in exercising their functions, to meet those objectives.
- 2 The Auditor General must carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.<sup>2</sup> We are carrying out a rolling programme of these examinations, up to early 2025.<sup>3</sup>
- 3 To do something in accordance with the sustainable development principle means acting 'in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs'. To achieve this, a public body must take account of the five ways of working: long term, integration, involvement, collaboration, and prevention.<sup>4</sup>
- 4 We designed an assessment framework to enable us to assess the extent to which public bodies have applied the sustainable development principle when setting their well-being objectives. **Appendix 1** sets out further information on our approach, including a set of 'positive indicators' that illustrate what good could look like.
- 5 In designing our approach, we considered what we could reasonably expect from public bodies at this point in time. Public bodies should now be familiar with the sustainable development principle and ways of working and be seeking to apply them in a meaningful way. At the same time, we appreciate that public bodies are still developing their experience in applying the sustainable development principle when setting well-being objectives. Therefore, the examinations include consideration of how public bodies are applying their learning and how they can improve in future.

<sup>1</sup> The seven national well-being goals are; a prosperous Wales, a resilient Wales, a healthier Wales, a more equal Wales, a Wales of cohesive communities, a Wales of vibrant culture and thriving Welsh language, and a globally responsible Wales.

<sup>2</sup> Section 15 (1) (a) Well-being of Future Generations (Wales) Act 2015

<sup>3</sup> The Auditor General must carry out examinations over the period set out in the Act, which begins one year before a Senedd election and ends one year and one day before the following Senedd election.

<sup>4</sup> Section 5 Well-being of Future Generations (Wales) Act 2015

## Carrying out our examination at City and County of Swansea Council

- 6 The aim of this examination was to:
  - explain how City and County of Swansea Council (the Council) applied the sustainable development principle throughout in the process of setting its well-being objectives;
  - provide assurance on the extent that the Council applied the sustainable development principle when setting its well-being objectives; and
  - identify opportunities for the Council to further embed the sustainable development principle when setting well-being objectives in future.
- 7 We set out to answer the question 'to what extent has the Council acted in accordance with the sustainable development principle when setting its new well-being objectives'. We did this by exploring the following questions:
  - Was the process the Council put in place to set its well-being objectives underpinned by the sustainable development principle?
  - Has the Council considered how it will make sure it can deliver its well-being objectives in line with the sustainable development principle?
  - Has the Council put in place arrangements to monitor progress and improve how it applies the sustainable development principle when setting its well-being objectives?
- 8 We discussed the timing of the examination with the Council, and we tailored the delivery to reflect its specific circumstances.
- 9 We gathered our evidence in the following ways:
  - reviewing key documents;
  - running a workshop with key officers and Members who were involved with setting the well-being objectives; and
  - carrying out a final clarification meeting on outstanding issues with key individuals in addition to the above.
- 10 We also provided some informal feedback to officers on the key findings from our work prior to sharing this report.

## How and when the Council set its well-being objectives

- 11 The Council's new Corporate Plan 2023-2028 – 'Delivering a successful and sustainable Swansea' (the Corporate Plan) was adopted by the Council on the 30 March 2023. The Corporate Plan is structured around the Council's six new Well-being Objectives, these being:

- safeguarding people from harm....so that our citizens are free from harm and exploitation;
  - improving education and skills....so that everyone in Swansea gains the skills and qualifications they need to succeed in life;
  - transforming our economy and infrastructure....so that Swansea has a thriving mixed use City Centre and a local economy that will support the prosperity of our citizens;
  - tackling poverty and enabling communities....so that every person in Swansea can achieve their potential;
  - delivering on nature recovery and climate change....so that we maintain and enhance nature and biodiversity in Swansea, reduce our carbon footprint and tackle climate change;
  - transformation and financial resilience....so that we and the services that we provide are sustainable and fit for the future;
- 12 The Council is required to publish a well-being statement under the Well-being of Future Generations Act, which it has incorporated into its new Corporate Plan that is published on the Council's website.
- 13 Over the last twelve months the Council, in recognition of the need to update its corporate arrangements, has been undertaking an extensive refresh of its corporate policy and strategic landscape, including refreshing its Digital and Workforce Strategies. A key part of this refresh has also been to review its approach to its Corporate Plan and in how it positions its new Well-being Objectives (WBOs). In the drafting of its new Corporate Plan the Council has applied lessons learned from the previous setting of WBOs. These key lessons included:
- the development of a clearer long-term vision for Swansea that the new WBO's are more closely aligned with; and
  - a focus on ensuring that there was better alignment between the Council's and the Public Service Boards (PSB) WBOs.

## What we found

The Council has applied the Sustainable Development Principle in setting its Well-being Objectives. Embedding its approach to engagement and performance monitoring will further strengthen this

## The process for setting well-being objectives

### Evidence Base

- 14 The Council has used a wide range of evidence to inform the setting of its well-being objectives. It has clearly shown how it has used evidence which considers short, medium and longer-term risks and needs. This included:
- Annual Report and self-Assessment 2021-2022
  - Council's Recovery Plan
  - Council's Policy Commitments Statement 7 July 2022
  - Council's Corporate Risk Register
  - Swansea PSB Assessment of Local Wellbeing 2022;
  - Welsh Government's Future Trends Report
  - Future Generations Commissioners Report 2020
- 15 For five of its WBOs, other than for the one focused on Safeguarding where a slightly different process was used, the Council drafted a document that describes why the priority area has become a WBO and provided an analysis of the evidence that it has used to inform its decision. For each of the five WBOs, the Council undertook a detailed IIA assessment which provides additional consideration of wider impacts. In our view, this approach provides a clear rationale and evidence base for the setting of the Council's WBOs.

### Consultation and Involvement

- 16 Whilst the Council did seek to engage citizens directly on its new WBOs, through a specific consultation exercise, the response rate was low and this engagement did not reach the full diversity of the population. In addition to this specific consultation the Council also drew evidence from existing engagement and consultation



exercises for example; its 'WBO temperature check'<sup>5</sup> from Spring 2022, its climate change survey in 2021 and a stakeholder consultation workshop around its approach to economic development which took place in June 2021. However, in our view the Council needs to strengthen how it engages with citizens on its WBOs.

- 17 The Council has reflected on its approaches to engagement and involvement and has recognised that it needs to do more to engage particular groups such as older people. It has recently adopted a new Consultation and Engagement Strategy and this and its recent work with the 'Coproduction Lab' and resultant proposed Coproduction Policy should provide useful frameworks for continuing to improve engagement and coproduction with its citizens.

## Planning to improve well-being

- 18 The Council's Corporate Plan and the Individual IIA's completed for five of the WBOs include a clear narrative of how the WBOs consider the National Goals, the five Ways of Working, how the new WBO supports the Council's other WBOs and wider impacts. The IIA also show the relationship between the Council WBOs and PSB WBOs. Having this wider understanding of the impact of its WBOs should ensure the Council is better placed to design and deliver effective steps to improve the well-being of Swansea.
- 19 The Council's WBOs have been set with the consideration of addressing both short and longer term needs/challenges and preventing things from getting worse. Good examples of this are its WBO around climate change and with its centralised approach to tackling poverty. In support of its approach to prevention the Council has an existing Prevention Strategy 2018-21. Whilst the principles in its Prevention Strategy should remain relevant, it could be brought up to date to ensure it effectively supports the Council's new Corporate Plan.
- 20 The Corporate Plan includes some measures which seek to measure the broader impacts on well-being for example: 'Report regularly on collaboration successes with Climate Charter signatories, PSB, citizens, schools, businesses, community groups and environmental partners'. Expanding its range of measures to include those which are outcome focused will enable the Council to strengthen how it measures its progress on improving the well-being of its citizens.
- 21 The Corporate Plan recognises the importance of working in partnership with others to deliver its WBOs and includes examples of exiting collaborations such as those around school improvement, safeguarding, economic regeneration and health. The Corporate Plan includes a brief narrative on how the Council will collaborate to deliver its WBOs. Whilst this recognition of the need to work with others is positive it will be important that the more detailed Service Plans include

<sup>5</sup> Council survey where citizens were asked their views about the Council's existing Well-being Objectives and performance delivering them and whether they were the right objectives to improve well-being in Swansea now and in the future.

more information on how and when it will collaborate with partners to deliver of its WBOs.

## **Delivering the well-being objectives**

- 22 The key mechanism for delivering its WBOs will be through steps and service objectives detailed within its recently refreshed Service Planning framework. At the time of our examination the Council was in the process of completing its Service Plans. The Council's new Service Plan template now requires services to demonstrate how their priorities support the Council's WBOs and to define what measures/KPIs and targets will be used to determine progress. It will be important that once Service Plans have been completed, the Council takes stock to ensure that the cumulative steps, actions and measures outlined within the Service Plans enable it to effectively deliver and measure the progress it is making on its WBOs.
- 23 In the development of its Corporate Plan the Council agreed several guiding principles which in our view were helpful in ensuring that the Corporate Plan was set in a context of available resources. Examples of these guidelines include:
- development of the Corporate Plan and Medium-Term Financial Plan should be coterminous.
  - the Policy Commitments<sup>6</sup> should be steps, or incorporated into steps, to deliver each Priority.
  - steps to deliver each WBO should only be included in the Plan if they are fully funded.
- 24 This approach should provide a helpful baseline for the Council to clearly show how its resources are being used to deliver its WBOs. In our view it will be important for the Council to ensure that its ongoing financial planning reflects how future financial risks and savings targets will impact the delivery of its WBOs.

## **Monitoring the well-being objectives**

- 25 The Council's Annual Report 2021-2022 captures the progress it made on delivering its prior WBOs and that information helped shape its new WBOs and steps to deliver them. Including success measures in its new Corporate Plan and introducing a revised self-reflection tool, which requires services to specifically reflect on their performance against the Council's WBOs, should enable it to more effectively capture evidence to measure and track its progress.
- 26 For some of its WBOs, such as the one around tackling poverty, the Council has set a basket of measures that will cut across the organisation, including Finance, Housing, Education and Economic Development. Whilst some of the Council's WBOs are by definition more cross cutting in nature, in our view the Council should

<sup>6</sup> Policy Commitments drawn from the Political Manifesto of the current administration.

continue to develop measures for its other WBOs that both cut across the organisation and are more focus on outcomes and impacts.

- 27 The Council will continue to monitor progress on its current WBOs through its existing quarterly and annual performance monitoring arrangements. At the time of our review, aspects of its Performance Management Framework (PMF) and supporting software were being refreshed. It will be important that any new or refreshed PMF is embedded quickly to ensure that the Council is able to effectively monitor its progress on its WBOs.

## Recommendations

R1 The Council should continue to build on the progress it has made in applying the sustainable development principle in the setting of its well-being objectives by:

- embedding its new Consultation and Engagement strategy and its Co-Production Policy and using them to draw on the views of the full diversity of its citizens in designing and delivering its WBOs;
- clearly demonstrating how future financial savings and risks might impact the delivery of its WBOs;
- ensuring that cumulatively its refreshed Service Plans are able to effectively measure progress on delivering its WBOs; and
- ensuring that any future Service Plans also takes the opportunity to include expand the number of measures which focus on outcomes and impacts.

# Appendix 1

## Key questions and what we looked for

The table below sets out the question we sought to answer in carrying out this examination, along with some sub-questions to guide our evidence gathering. It also includes some 'positive indicators' that have been tailored to this examination, adapted from those we have previously used to inform our sustainable development principle examinations. This list is not a checklist, but rather an illustrative set of characteristics that describe what good could look like.

<b>To what extent has the body acted in accordance with the sustainable development principle when setting its new well-being objectives?</b>	
<b>Planning: Was the process the body put in place to set its well-being objectives underpinned by the sustainable development principle?</b>	
	<b>Positive indicators</b>

**To what extent has the body acted in accordance with the sustainable development principle when setting its new well-being objectives?**

**Has the body used data and other intelligence to understand need, risks and opportunities and how they might change over time?**

- The body has a clear and balanced assessment of progress against previous well-being objectives that has been used to inform the body’s understanding of the ‘as is’/ short-term need.
- The body has set well-being objectives based on a good understanding of current and future need, risk and opportunities, including analysis of future trends. This is likely to be drawn from a range of local and national sources, such as:
  - Public Services Boards’ well-being assessments
  - Regional Partnership Boards’ population assessments
  - The results of local involvement/ consultation exercises
  - Service monitoring and complaints
  - Future Trends report
  - Natural Resources Wales’ State of Natural Resources Report (SoNaRR) for Wales and Area Based Assessments
- The body has sought to understand the root causes of problems so that it can address negative cycles and intergenerational challenges through its well-being objectives.

**Has the body involved others in developing its well-being objectives?**

- The body uses the results of involvement to help select its well-being objectives. That involvement – whether primary, secondary or a combination – reflects the full diversity of the population.
- Involvement reflects good practice and advice from the Future Generations Commissioner.

<b>To what extent has the body acted in accordance with the sustainable development principle when setting its new well-being objectives?</b>	
<b>Has the body considered how the objectives can improve well-being and have a broad impact?</b>	<ul style="list-style-type: none"> <li>• The well-being objectives have been designed to improve well-being in the broadest sense and make a contribution across the seven national well-being goals.</li> <li>• The well-being objectives have been designed to reflect and capitalise on the connections between different areas of work.</li> <li>• There is a well-developed understanding of how the well-being objectives impact on/ relate to what other public bodies are trying to achieve and opportunities to work together.</li> </ul>
<b>Has the body designed the objectives to deliver longer-term benefits, balanced with meeting short-term needs?</b>	<ul style="list-style-type: none"> <li>• The body has set objectives that are sufficiently ambitious and have been designed to drive activity across the organisation.</li> <li>• The objectives are designed to meet short and longer-term need. Where objectives are set over a short to medium timeframe, they are set in the context of longer-term considerations or ambitions.</li> </ul>
<b>Resourcing and delivery: Has the body considered how it will make sure it can deliver its well-being objectives in line with the sustainable development principle?</b>	
<b>Has the body considered how it can resource the well-being objectives?</b>	<ul style="list-style-type: none"> <li>• Resources have been allocated to ensure the objectives can be delivered over the short and medium-term, but the body has also considered longer-term resources, risks and/or how it can resource longer-term objectives.</li> </ul>

**To what extent has the body acted in accordance with the sustainable development principle when setting its new well-being objectives?**

	<ul style="list-style-type: none"> <li>• The body has allocated resources to deliver preventative benefits, where these are described in its well-being objectives.</li> </ul>
<p><b>Has the body considered how it can work with others to deliver their objectives?</b></p>	<ul style="list-style-type: none"> <li>• The body is drawing on its knowledge of partners objectives/ activity, its relationships and collaborative arrangements to make sure it can deliver on cross-cutting ambitions.</li> </ul>
<p><b>Monitor and review: Has the body put in place arrangements to monitor progress and improve how it applies the sustainable development principle when setting its well-being objectives?</b></p>	
<p><b>Has the body developed appropriate measures and monitoring arrangements?</b></p>	<ul style="list-style-type: none"> <li>• Performance measures are designed to reflect the sustainable development principle, e.g., by focusing on outcomes that cut across departmental/ organisational boundaries and deliver multiple (including preventative) benefits over the longer term.</li> <li>• There is a 'golden thread' that will allow the body to clearly and transparently report on progress to meeting the objectives.</li> </ul>
<p><b>Is the body seeking to learn from and improve how it has applied the sustainable</b></p>	<ul style="list-style-type: none"> <li>• The body shows self-awareness and a commitment to improving how it applies the sustainable development principle so that it can do so in a meaningful and impactful way.</li> </ul>

## To what extent has the body acted in accordance with the sustainable development principle when setting its new well-being objectives?

### development principle to setting its well-being objectives?

- The body has learnt from setting previous well-being objectives and from applying the sustainable development principle more generally and has improved the process for setting its new well-being objectives.
- The body has or plans to reflect on how it has applied the sustainable development principle in this round of setting well-being objectives.





Audit Wales

1 Capital Quarter  
Cardiff CF10 4BZ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

E-mail: [info@audit.wales](mailto:info@audit.wales)

Website: [www.audit.wales](http://www.audit.wales)

We welcome correspondence and telephone calls in Welsh and English.  
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.

# Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

## Which service area and directorate are you from?

Service Area: SDU

Directorate: Corporate Services

### Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

### (b) Please name and fully describe initiative here:

Audit Wales report: Setting of well-being objectives – City and County of Swansea Council. This report sets out the findings from a recent Audit Wales examination on the extent to which the Council has acted in accordance with the sustainable development principle when setting its new well-being objectives.

### Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Integrated Impact Assessment Screening Form

Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches?  
Please provide details below – either of your activities or your reasons for not undertaking involvement**

This report sets out the findings from a recent Audit Wales examination on the extent to which the Council has acted in accordance with the sustainable development principle when setting its new well-being objectives. Consultation or engagement is not needed or relevant to this report.

**Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:**

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?  
Yes  No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?  
Yes  No
- c) Does the initiative apply each of the five ways of working?  
Yes  No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?  
Yes  No

**Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)**

High risk

Medium risk

Low risk

**Q6 Will this initiative have an impact (however minor) on any other Council service?**

Yes       No      If yes, please provide details below

**Q7 Will this initiative result in any changes needed to the external or internal website?**

Yes       No      If yes, please provide details below

# Integrated Impact Assessment Screening Form

**Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?**

*(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)*

**Outcome of Screening – This report sets out the findings from a recent Audit Wales examination on the extent to which the Council has acted in accordance with the sustainable development principle when setting its new well-being objectives; there is no direct impact on people or communities.**

**Q9 Please describe the outcome of your screening using the headings below:**

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

(NB: This summary paragraph should be used in the ‘**Integrated Assessment Implications**’ section of corporate report)

This report sets out the findings from a recent Audit Wales examination on the extent to which the Council has acted in accordance with the sustainable development principle when setting its new well-being objectives; there is no direct impact on people or communities.

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

<b>Screening completed by:</b>
<b>Name:</b> R Rowlands
<b>Job title:</b> Strategic Delivery & Performance Manager
<b>Date:</b> 18/09/23
<b>Approval by Head of Service:</b>
<b>Name:</b> Lee Wenham
<b>Position:</b> Head of Communications & marketing
<b>Date:</b> 18/09/23

Please return the completed form to [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)

# Agenda Item 7



## Report of the Cabinet Member for Culture, Human Rights and Equalities

Service Improvement, Regeneration and Finance Scrutiny Performance Panel  
17 Oct 2023

### Report on Welsh Public Library Standards, Welsh Government assessment for Swansea Libraries for 2021-22 and the library service submission for 22-23

<b>Purpose</b>	To brief/update the Scrutiny Committee on the Delayed feedback from the Welsh Government on Swansea Council Libraries performance in relation to the Welsh Public Library Standards (WPLS) 2021 – 2022 and their WPLS performance submission for 2022-23
<b>Content</b>	This report presents an overview of the Welsh Public Libraries Framework and feedback for the periods 21-22 and submission for 22-23
<b>Councillors are being asked to</b>	Consider the information provided and give views
<b>Lead Councillor</b>	Elliott King
<b>Lead Officer</b>	Karen Gibbins
<b>Legal Officer</b>	Debbie Smith
<b>Finance Officer</b>	Peter Keys
<b>Access to Services Officer</b>	N/A

#### 1. Background

- 1.1 The Public Libraries and Museums Act 1964 makes it a statutory duty of all local authorities to “provide a comprehensive and efficient library service for all persons desiring to make use thereof”.
- 1.2 To help define the terms “comprehensive and efficient,” and to encourage and facilitate a development strategy for Welsh public libraries, the Welsh Government embarked on a series of assessment frameworks. This report is a response to the sixth quality framework, “Connected and Ambitious Libraries 2017-2020. (Appendix E). This Framework has been extended by the Welsh Government until 2023 - 2024 period to give time to develop a new post Covid Framework.

1.3 There was a delay in the assessment of the 2021 - 2022 performance framework by Welsh Government and the final report was received on 2 August 2023. (Appendix A)

## 2 Briefing

### 2.1 2021-22 Performance Reporting

Local Authorities were asked to report on:

- Twelve core entitlements listed in the Framework.
- Report progress against **six** quality indicators instead of sixteen but not tested or ranked.
- Provide a report of their strategic narrative and future direction.
- Provide case studies showing the impact of the library service.
- Invited to provide digital data about online activity demonstrating impact.

2.2 The annual report from the Welsh Government Minister for Finance and Local Government Rebecca Evans (Appendix A) details a summary of the response public libraries made during this reporting period and comments on Swansea Library Service performance.

2.3 The report mentions that across Wales active borrower numbers have fallen since pre-pandemic, but figures are increasing again. Swansea reported a 30% increase on previous year.

2.4 Adult and children book borrowing increased across Wales and Swansea reported a strong 600% increase on adult titles for the previous year and 1470% increase on children's titles respectively.

2.5 Wider themes and highlights mentioned in the ministers report include the increase in hub models and co-locating other services for which the impact is to be monitored this is alongside an increase in open plus models of service that allow for library usage when staff are not present. National initiatives supporting wellbeing are widely implemented. The removal of library book fines was also a theme across Wales.

2.6 The Welsh Government commented that highlights for Swansea Libraries in 2021/22 were:

- Work with the Good Things Foundation "Everyone Connected" initiative, which distributed devices and data to those in data poverty.
- "Reading Well" for mental health schemes and participation in the "EPP Service" supporting those living with long term mental health.
- Work on diversity in its library collections
- Temporary cessation of book fines in 21/22 and 22/23.

2.7 The report also comments on major relocation project to move the City Centre Library to the City Centre Hub as part of Transforming Towns and UK Government levelling up Funding.

2.8 Case Studies provided included use of libraries by Kurdish All Wales Association volunteers and Penlan library activity with local Welsh school. Appendix B

2.9 **2022 -23 Performance Submission**

Appendix C is a copy of the recent submission for the period 22/23 which is currently being assessed. The final report from the Welsh Government is not yet available. This submission is being presented to you as it provides the most recent and most up to date information about the library service current performance against the same WPLS performance framework 6.

2.10 Based on the advice and definitions provided, the service expects to have met all the Core Entitlements within the framework.

2.11 During this period, we reported on all the Quality Indicators as in pre-covid periods and conducted an updated customer survey across all sites to ensure customer satisfaction data recorded was up to date. A sample of quality indicator data provided can be seen below.

WPLSQI 1 Making a difference	Framework 6
Percentage of adults who think that using the library has helped them develop new skills	69%
Percentage of adults who have found helpful information for health and well-being at the library	65%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	93%
Percentage of adults who think that the library has made a difference to their lives	95%
<i>Survey dates (month &amp; year)</i>	Nov-22
Percentage of children aged 7-16 who think that the library helps them learn and find things out	68%
<i>Survey dates (month &amp; year)</i>	Nov-22

WPLSQI 8 Library use	2022-23	Per 1,000 pop'n
Total number of visits to library premises during the year	574,678	2,416
Please indicate the method used for calculation	Full year count	
Total number of external visits to the library's web site during the year	138,112	581
Total number of active borrowers during the year	39,781	167
Total number of library members	79,416	334
Total number of adult book issues	438,671	1,844
Total number of children's book issues	250,310	1,052
Total number of audio-visual issues	16,428	69
Total number of electronic downloads	269,153	1,132

2.12 Making a difference QI 1 is based on our November 22 Customer survey. Results from survey suggest that library customers enjoy using the safe spaces but that learning and skills are not a priority for everyone. QI2 demonstrates

that 99% of adult customers think the library service is “good or very good”. Active user data figures are approximately the same from previous year and this period gives us a new benchmark to track visits to library premises post-pandemic. Adult and children book issues have settled as post-pandemic 3 week borrowing rules were applied. This period saw the winding down of the removal of library fines temporarily funded from ERF funding.

- 2.13 The service spent £385,788 on reading materials, of which 21% was spent on children’s books. This equals £1,622 per 1000 population.
- 2.14 There were 38,807 hours of PC use across libraries by members of the public and 44,684 WIFI logins, this demonstrates how residents are changing their use of libraries and bringing their own devices but using the free broadband available.
- 2.15 Residents placed 71,423 reservations on items 72% of which were made available within 7 days of the request being placed.
- 2.16 Events and activities in libraries were attended by 55,214 residents across the service during 22/23.
- 2.17 Staffing will remain an area attracting comment from the Welsh Government as we have a low level of qualified library staff. Wherever possible, the service will seek to support the recruitment of professional and qualified library staff and if opportunities to make a job role require a library qualification, it will be investigated. Other options which will be investigated in the future are work based qualifications for front line staff, apprenticeships, and the potential to offer these within the capacity of the service.
- 2.18 This period WPLS submission required only one impact case study. Swansea chose an example of how libraries support people through bereavement. It demonstrates that the face to face service available at libraries provided a resident with a friendly ear to share their loss, advice about council bereavement services and an opportunity to log in to pc’s, find further advice and financial information allowing them to manage the burial service better themselves. (Appendix D)

### **3. Conclusions/Key Points Summary**

- 3.1 Both these submissions help demonstrate how Swansea Libraries is recovering from the Covid pandemic and how it continuing to support residents during the cost of living crisis. The 21/22 year saw the library returning to library visits and moving away from Click and Collect services. Libraries returned to normal opening hours and service delivery throughout the period.

22/23 saw the library service receive external funding via Poverty & Prevention to help libraries become Safe Spaces. This funding enabled the provision of warm drinks and family games and some new charging points in libraries. This period also included the roll out of a new service to enable customers to print from their own mobile devices in libraries. This service provided by a third party



company “Princh” was regularly requested and has been received well by customers.

Libraries continue to support the roll out of Period Poverty Products across all library venues and supported this with sewing/crafting events to teach residents to make reusable period products. This has helped support the attendance at events at libraries throughout the year.

Also during 22/23 library teams have worked towards applying for the library of sanctuary status for Central library which we are currently awaiting assessment. This has assisted us in creating new partnerships and new activities in the library.

Discussions to see how Central Library can relocate to the City Centre Hub continue and we look forward to understanding what new opportunities this will present. A Welsh Government grant has been awarded for £300k to help with the fit-out of library shelving and provide some transformational digital library service provision in the space.

#### **4. Legal implications**

4.1 None

#### **5. Finance Implications**

5.1 None

#### **6. Integrated Assessment Implications**

6.1 None.

**Background papers:** *None.*

#### **Appendices:**

Appendix A Welsh Government Report 21/22 Ministerial Forward

Welsh Government Report 21/22 Swansea Report

Appendix B Welsh Public Libraries Framework 21/22 case studies

Appendix C Welsh Public Libraries submission 22/23

Appendix D Welsh Public Libraries Framework 22/23 impact assessment

Appendix E Connected and Ambitious Libraries 2017-2020 (extended)

## Ministerial Foreword

The year 2021/22 saw public libraries in Wales recovering from the disruption of the pandemic. As public confidence grew in going into public spaces, libraries were able to resume more of their on-site services. However, for varied reasons, the speed of the resumption of services has varied between authorities. Consequently, the extent to which services and user numbers have recovered is uneven and I did not consider that it was appropriate to ask services to report against the full framework of Welsh Public Library Standards.

This report represents a more focussed data collection exercise. Services have reported their performance against the Core Indicators of service provision as specified in Framework 6 of the Welsh Public Library Standards. The remainder of the report focusses on qualitative data collection. From the information which has been provided, I am pleased to see that as the pandemic receded, public libraries continued to support their local communities and contribute to Welsh Government priorities especially in relation to health and well-being.

A handwritten signature in black ink that reads "Rebecca Evans". The signature is written in a cursive, flowing style.

Rebecca Evans MS

Minister for Finance and Local Government

## Overview

For the period 2021/22, all services:

- reported on the 12 Core Entitlements of the WPLS (Table 1 summarises the extent to which all authorities met the Core Entitlements).
- reported their progress against six quality indicators of the WPLS (instead of the full 16), but they have not been tested on whether they met or failed to meet those quality indicators;
- provided a report of their strategic narrative and future direction;
- provided case studies showing the impact of the library services on their communities; and
- were invited to provide digital data. This requested information on 'Click and Collect', services; number of online sessions held; and the number of individuals who took part in online sessions.

This year's individual service reports are based on independent assessments of this information. In addition to the individual service reports, the independent assessors have provided a summary of the overall 'headlines' for the period 2021/22:

### Library use

- Active borrower numbers, having fallen almost universally during the first year of the pandemic began to recover. Nonetheless, speed of recovery varies greatly. In 2020/21 numbers fell in all services except one. In 2021/2022, these figures increased across Wales, with only three services not seeing an increase. The rises ranged from 7% to 172% but all remained below pre-pandemic levels.
- Adult issue numbers follow a similar pattern to active borrowers but again with wide variation between services. Between 2020/2021 numbers fell in all services, but in 2021/2022 have risen everywhere. The rises ranged from 43% to 600%, but only one service has returned to pre-pandemic levels.
- The pattern for children's issue is similar but with even greater variation. In 2020/21 numbers fell in all services, but in 2021/22 numbers rose everywhere. The rises ranged from 85% to 1,700%, but only two services have returned to pre-pandemic levels.
- Total e-issues have increased 212% on pre-pandemic levels. Overall, however there is an 88% decrease in e-issues between 2021-22 and the previous year perhaps as users were more able to access physical library stock. Six services have seen an increase in figures between 2020-21 and 2021-22 but remainder have decreased.

### Wider themes

- The wide variation seen in the data on borrower numbers and issues is reflected more broadly in this year's reports, which show some library services recovering and thriving, others are continuing to find it more difficult more to emerge from the impact of the pandemic.
- The support for Welsh language was noticeably strong across many services.

- Hub models (co-locating libraries with other services) have been introduced in several services. The impact of this model of delivery needs to be monitored.
- National initiatives had wide take-up and appeared to have been well received, for example the Welsh Government-funded Winter of Wellbeing.
- Open Plus/Open+ models (enabling card-entry access outside of staffed hours) are increasingly being adopted either to extend opening hours, or to replace staffed hours.
- There were examples of new initiatives being launched over the year, even among services which were struggling with resources and staffing. Examples include the introduction of Borrowbox (e-Book and e-Audio), Makerspaces, 'library of things' (equipment lending), and initiatives to measure social value.
- The removal of fines, either permanently or as a pilot, seems to be a growing pattern, with the aim typically being to increase library use and reach new users.
- Some services were able to review their overall purpose and goals and published these as new strategies in the reporting period, but many are relying on work done pre-pandemic.
- Some services lacked current information on needs of residents and users, often because the pandemic had made it difficult to conduct user surveys. Wider data gathering about the needs of residents who do not currently use libraries is an area of weakness in some services.

Table 1

<b>Core Entitlement</b>	<b>Fully met</b>	<b>Partially</b>	<b>Not met</b>
1 Libraries in Wales will be free to join and open to all.	22	0	0
2 Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.	22	0	0
3 Libraries in Wales will provide access to a range of services, activities and high-quality resources in a range of formats to support learning, personal well-being and development, community participation, and culture and recreation.	22	0	0
4 Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special needs.	21	1	0
5 Libraries will provide appropriate safe, attractive and accessible physical spaces with suitable staffed opening hours.	21	1	0
6 Libraries in Wales will lend books for free and deliver free access to information, including online information resources available 24 hours a day.	20	2	0
7 Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.	21	0	1
8 Libraries in Wales will provide access to services, cultural activities and high-quality resources in the Welsh language.	22	0	0
9 Libraries in Wales will work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	22	0	0
10 Libraries in Wales will work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.	22	0	0
11 Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.	17	4	1
12 Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.	15	4	3

## Swansea

### Overview and location

Library services in Swansea were delivered by Swansea Council. The service included 17 branches and one home delivery vehicle, with 96% of residents living within 2.5 miles of a library.

### Library service performance

Swansea provided evidence that it fully met all 12 core entitlements. The independent assessment agreed.

Core entitlement	Service self-assessment	Independent assessment
1 Libraries in Wales will be free to join and open to all.	Fully met	Fully met
2 Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	Fully met
3 Libraries in Wales will provide access to a range of services, activities and high quality resources in a range of formats to support learning, personal well-being and development, community participation, and culture and recreation.	Fully met	Fully met
4 Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special needs.	Fully met	Fully met
5 Libraries will provide appropriate safe, attractive and accessible physical spaces with suitable staffed opening hours.	Fully met	Fully met
6 Libraries in Wales will lend books for free and deliver free access to information, including online information resources available 24 hours a day.	Fully met	Fully met
7 Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.	Fully met	Fully met
8 Libraries in Wales will provide access to services, cultural activities and high quality resources in the Welsh language.	Fully met	Fully met
9 Libraries in Wales will work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully met	Fully met
10 Libraries in Wales will work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.	Fully met	Fully met
11 Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.	Fully met	Fully met
12 Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision, in	Fully met	Fully met

print and online, in a range of languages appropriate for the community.		
Total – fully met	12	12
Total – partially met	0	0
Total – not met	0	0

### Library use

Over the reporting year, the service had 167 active borrowers per 1,000 population, representing a 30% increase from the previous year. Adult book issues increased by 600% to 2,505 issues per 1,000 population, while children’s book issues increased by 1470% to 2,073 issues per 1,000 population.

Membership meanwhile reduced by over 4,500, though some of this can be attributed to heavy data cleansing. Overall, Swansea libraries saw a strong return of its physical offer with electronic downloads and ‘Click and Collect’ both reducing as physical issues increased impressively.

### Highlights

Highlights for the year included:

- The service worked with the Good Things Foundation on the ‘Everyone Connected’ initiative to distribute free personal devices and data to those in data poverty.
- The service continued to support and promote the Reading Well for Mental Health schemes in all libraries and supported the Education Programmes for Patients (EPP) service, who provided a variety of free self-management courses for people living with long-term health conditions and for carers.
- The service worked towards the de-colonisation of its collections. This included the use of Collection HQ to monitor the diversity of stock and work on making the stock across the libraries represents Black, Asian and minority cultures as well as the LGBTQIA+ community.
- The service removed library fines temporarily – this will continue into 2022/23.

### Materials, Welsh language and overall spend

The service’s material expenditure has returned to previous level after a 25% overall reduction in 2020/21. The service placed in the top quartile in terms of book budget and in the third quartile for materials spend per 1,000 population. 18% of materials spend was on children’s resources, the service placed in the median across Wales. The high number of both children and adult book issues suggest the current stock is popular and is based on a good selection of new materials.

The percentage of spend on Welsh language resources decreased, but the actual spend per 1,000 population increased, with the service in the third quartile nationally in terms of issues per Welsh speaker. The service used social media to promote their Welsh language content and continued to build relationships with Welsh language primary schools to help support pupils.

Despite some issues related to Covid-19 remaining, the service provided a range of events to both children and adults, with over 33,000 people attending. Events included regular rhyme times, coding clubs and carer afternoons as well as newer initiatives such as hosting the Kurdish All Wales Association to provide a space for their work in supporting Black, Asian and minority communities.

### Staffing

The service ranked in the top quartile for total staff per 10,000 population but for library-qualified staff it was in the bottom quartile. The service acknowledged the need to build library qualifications and staff training and was taking steps to address this, including supporting a cohort of staff to complete 'Digital Champions' training.

### Digital data

Swansea provided digital data including click and collect and the number of online sessions held. 'Click and Collect' orders reduced by 69%, and e-issues by 20%, although the service ranked in the third quartile for both these services nationally. Online sessions increased by 628% but this large increase was partially due to the new use of a social media management platform that provided more data on activity and engagement than the previous year. The service provided online renewals and item requests, and links to wellbeing, business support and newspapers.

### Future plans

Swansea Council's libraries showed many positive signs of recovery. The increase in borrowers and issues suggest much of the hard work in bringing users back to libraries has worked. Over the course of 22/23, the plan to build on its recovery by continuing to build relationships with schools in the local area to bring in new users, host a new Cultural Community Coordinator to develop partnership working and impact across the wider cultural sector, and continue to be prominent in delivering digital inclusion priorities.

A major challenge and opportunity on the horizon is the planned move of Swansea Central Library to a new location supported by Welsh Government Transforming Towns and Transformation Capital Grants funding, and UK Government Levelling Up funding.

### Case studies

Swansea provided four case studies including stories from library users. This included activities by of local volunteers in the Kurdish All Wales Association delivering free Kurdish classes for children aged 6-8 years and the improved relationship between Penlan Library and a local Welsh-language school.



## Swansea Libraries WPLS 2021-22

### Appendix 2 – case study template and additional strategic narrative

Good impact case studies are expected to include evidence that the library service has made a positive difference to an individual (or group of individuals). This would normally go beyond a description of services provided and their use, to show the outcome, and may include testimony from the customers concerned.

#### Authority: Swansea Council

The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each), two of which can be digital. However, the digital case studies are not compulsory.

Please indicate if permission for the Welsh Government to re-use and/or publish the case studies has been obtained or not: Permission not obtained for any case studies.

#### a) **Working with Kurds All Wales Association at Morriston Library**

Local volunteers with the Kurds All Wales Association (a not for profit organization aiming to provide help and support to all the BAME communities across Wales, especially the Kurds) were looking for an accessible and welcoming place in their local community to use to provide free Kurdish classes for children aged between 6 and 8 years.

A representative of the group identified the library as such a place and after their approach the Library Manager was able a free community meeting space on a weekly basis. In addition, staff could support the class organisers with other services such as printing and copying of materials and library memberships and other wider service benefits for the families who were attending.

As well as the immediate benefit of a welcoming place in the locality with open access for those who wished to attend; the use of this base in the library at the centre of the community helped the group to share information and demonstrate evidence about the impact and success of the classes. This base was then used to access additional funding with which they were able to hire a larger space, which was better able to accommodate the class for a greater number of families as it grew in size. The good relationship the library built with the group and families who attended classes continues and the new customers who had not accessed the library before continue to benefit from its services, including access to reading material in English (and Welsh) for those associated with the group for whom English is a second language.

#### b) **YGG Tirdeunaw Wellness Reading Group at Penlan Library**

Penlan Library have taken the opportunity to strengthen ties with a local Welsh medium primary school, following a move to a new build site close to the library. Previously the distance from the library made it difficult to establish regular library visits. However, since the move (and with the support of the Winter of Wellbeing Grant grant) a weekly bilingual reading group was established for the nurture/rainbow group children who all have

different emotional support needs. Each session started with a bilingual empathy story read in English by library staff and then reading by the children in Welsh. Activities such as crafts, parachute play and some yoga were also incorporated into the story sessions. The confidence of the group members grew weekly and they all thoroughly enjoyed expressing themselves through the craft or movement part of the session. Topics explored included sharing, being a friend, being individual, trying new things, growing and feelings and this offered an opportunity to engage the children with material from the library empathy collections and the Reading Agency, Reading Well material. Through the introduction of the library through the reading group, some children from the group have visited the library after school with their families, attended library events, becoming regular library customers.

Following the success of the group the library is initiating these sessions to other nurture groups from different schools in the community.

Here are some examples of the school's social media posts following reading group sessions.



**Tirdeunaw** @Tirdeunaw · Mar 23



A wonderful wellbeing session by Jodi for the pupils at Penlan library today as part of the Winter of Wellbeing by @Discovermore #PenlanLibrary #Tirdeunaw #lles



**Tirdeunaw** @Tirdeunaw · Mar 23



Sesiwn lles gwych i ddisgyblion gan Jodi yn llyfrgell Penlan heddiw fel rhan o weithdy Gaeaf Llawn Lles @Darganfodmwy #Tirdeunaw #lles

### c) **Multiple benefits of library membership to a senior customer at Gorseinon Library**

LD is a 76-year-old lady who has been an avid library user throughout her life. She suffers from Chronic Fatigue Syndrome and other health problems that have led to her having difficulty concentrating and reading as well as carrying on her work as an aspiring author.

Previously she used the Central Library to aid in her Masters degree and teaching role, but in more recent years has been a frequent customer of Gorseinon.

L visited the library creative writing group which started her journey of writing poetry, and often used the public access PCs to type documents for publication. She has found access to help using the PCs invaluable, as well as general guidance provided by staff which has helped her complete her work as well as providing a source of information and inspiration through borrowing books relevant to her studies:

*“To me the service is immeasurable, it’s like gold. It’s such a valuable benefit, I couldn’t have done it without you. You have such a wealth of knowledge and have given me help with such a broad range of topics.”*

L struggled during the COVID-19 pandemic when the library was briefly closed and had a reduced service. Suffering from isolation and Covid related cognitive disability she was having difficulty reading simple texts and she missed the library. However, adaptations made once the service could operate again, such as extended loans and renewals and suspending overdue charges, reportedly helped remove some of anxiety she was experiencing and helped her complete her writing.

The impact and benefit to L of the service provided by Gorseinon Library in terms of free access to a PC and printing, digital support to produce her work to a standard, the writing skills and social interaction from the writing group attendance

*“On so many occasions I’ve worked here all day... I accomplished something – you’re helping a writer to be published.”*

*“(during COVID and library closure) it was completely bleak. I could get books to read. You were always very kind and didn’t mind if I kept renewing (books). I hated the fines, so was so pleased I didn’t have to pay any – the really heavy burden was gone.”*

*“I would really miss you if you were closed again. You’re open to different requests and have so much knowledge.”*

**d) Digital Support and information and signposting for a customer at St Thomas Library**

In late 2021 a gentleman approached the library for help with an IT issue as he had limited IT skills. He had not used the library for quite some time and was in particular need of help due to extremely difficult personal circumstances.

The presenting need was to retrieve information from a mobile phone and print out multiple copies as the information was required as part of an ongoing police investigation and would potentially be ongoing for some time to complete.

The library staff were able in the first instance to show the customer how to use the public PC to access the information needed and transfer it to a suitable format maximising the print space and drastically reduce the amount of printing and associated costs when on a limited budget. The customer then disclosed other issues he was dealing with, and the library staff were able to signpost to other local support, including the local MP, Local Area Coordinator, church and the food bank. The confidentiality offered and trust engendered by library staff was key to the gentleman due to the nature of his issues.

This new customer has been using the library almost daily since their initial visit and is extremely grateful for the opportunity to use a convenient and welcoming space to both work on their dossier and to meet with various service providers. It has made an enormous difference to their self-worth and wellbeing to know that they have access to a safe space, as this is paramount due to their personal circumstances. They have thanked staff many times for the peace of mind that comes from using the library. The initial query for help to use a PC has become a much wider example of how, with a customer centred approach to our work, a library can offer a wide range of support and discreet signposting to relevant services.

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

During this reporting period, Swansea Libraries worked to demonstrate how the service contributed to Welsh Government's Programme for Government.

Supporting wellbeing and mental health continued to be a priority this year with continued high levels of anxiety and isolation. Swansea Council Libraries have continued to support and promote the Reading Well for Mental Health schemes in all our libraries and have also agreed to support the Education Programmes for Patients (EPP) service, who provide a variety of free self-management courses for people living with any long-term health conditions or people in a caring role. We have continued to deliver library services to the most vulnerable via our housebound delivery service. During the pandemic, we expanded our service to deliver to residents who are anxious and have also changed our qualifying criteria to include carers (including young carers).

We continue to support people to develop new skills, gain employment and create better lives. This is achieved through providing access to information, skilled trained staff and the provision of free internet access and Wi-Fi in our libraries. With the easing of restrictions, through our partners in Workways +, we were able to reintroduce sessions in libraries for those who are seeking employment. We successfully bid via the Good Things Foundation, Online Network Centres to deliver digital support for members of the community who could not otherwise engage to complete the 2021 Census online. Following the completion of Digital Champions training for a core cohort of staff in 2021 we have begun to work with the Swansea Council for Voluntary Services to investigate the role of digital volunteers being based in the library as part of the Our Neighbourhood Project.

In the last year, Swansea Council Libraries have been actively looking at ways to work towards net zero. We have trialled the use of recycled cardboard library cards and intend to further roll these out to replace our plastic library cards for new customers or as replacements. We have entered into discussions with our stock suppliers about how we can decrease the use of plastics in our book servicing and have started work on a pilot de-jacketing project. We have been encouraging our staff to be creative when offering craft activities in libraries, making use of recycled products and controlling our spending where possible.

Swansea Council Libraries continue to support children's literacy through several methods. School visits have begun to restart within our buildings, but libraries have also supported schools with library staff undertaking virtual visits on Teams. We continue to promote our book banded sections, which help parents/carers choose books that support children's reading levels in schools. Libraries have created book bags at different book band levels, making it easier for parents to select books. We also continued to support and promote the Summer Reading Challenge throughout the summer, with added support from an internal Summer of Fun grant from our Play team. We also encouraged children's creativity with a wide range of activities and events, funded by Welsh Government's Winter of Wellbeing grant scheme.

Swansea Council Libraries continue to work towards the de-colonisation of our collections and ensure that we are selecting stock that reflects all our residents and communities. We are using Collection HQ to monitor the levels of diverse stock which includes stock that represents Black, Asian and minority cultures and our LGBTQIA+ communities across our libraries. Our aim is to ensure that diverse stock becomes embedded into our collection as normal practice and not just for special displays or promotions. Several of our staff have received training on promoting

## **Appendix B**

library services to the LGBTQIA+ community, including in cataloguing and categorisation of stock to allow for easier searching. The service is working towards becoming a Library of Sanctuary and is developing improved networks with refugees and those in need in our communities

All our staff undertake mandatory training in safeguarding for vulnerable people and children, VAWDASV (Violence against Woman, Domestic Abuse and Sexual Violence) to ensure that we are protecting the most vulnerable in our communities. In this reporting period we have also revised the application of our membership procedures to make it easier for individuals with no permanent address (effectively homeless) to make use of a library membership as part of our work with a local homelessness charity on the launch of their new community information app.

Swansea Council Libraries have committed to increase spend on Welsh language resources for adults and children. This year, we have concentrated spend on books to support those learning the Welsh language and those for school age children. We are also actively promoting our Welsh language material with displays and promotions and hope to foster greater relationships with Welsh medium primary schools to respond to the needs of their pupils.

Work has started on relocating Central Library to a city centre hub supported by Transforming Towns funding. Looking forward, Swansea Council Libraries continues to seek opportunities for further capital investment and Levelling Up funding. This will help to improve library buildings and develop new services in communities, in order to support communities across all Swansea to become better places to live.

3. Please provide a short statement about the future direction and plans for the library service (indicative length 200 words).

Reflecting on the past year Swansea Library service is showing positive signs of emerging from the Covid period and regaining some of the performance and visitors which have been lost. As a service we chart many key performance indicators and trajectories are looking positive in many areas.

For the year 2022-23 we will be building on this emerging recovery. Work has been undertaken to remove library fines and charges through funding from the council's Covid Emergency Recovery Fund. We will be campaigning to have these permanently removed in the long term to support the poverty agenda in Swansea especially as we are moving into such challenging cost of living times.

We are continuing to look at ways of delivering the actions in our library plan. This year we are particularly hoping to work with local schools to support the new Wales School Curriculum. The relocation of the Central Library will take up considerable resource and we will be working towards making this a transformative library in a community hub space. Swansea's new cabinet have also indicated ambitions to look at the feasibility of more community hubs in Swansea which will include library service points.

Our priority of supporting local ageing well initiatives continue, and we will be embracing ways of being age friendly across the service.

This year will see the service host a new Cultural Community Coordinator role expanding opportunities to introduce art and culture to wider communities and target diverse groups in our areas. This post will also support the digital inclusion priorities for the service. We will also continue to look at ways we can support our council and Welsh Governments net zero ambitions.

## WPLSQI 1 Making a difference

## Framework 6

Percentage of adults who think that using the library has helped them develop new skills	69%	
Percentage of adults who have found helpful information for health and well-being at the library	65%	
Percentage of adults who experience the library as an enjoyable safe and inclusive place	93%	
Percentage of adults who think that the library has made a difference to their lives	95%	
<i>Survey dates (month &amp; year)</i>	Nov-22	

## Authority comment:

A new survey completed this year has provided a refresh of responses about services. The survey was conducted online and in print. It is reassuring to see that adults report that libraries make a difference to their lives has increased since the last survey in 2018 as has those who feel libraries have been helpful in providing information on Health and well being. Performance in other areas has been consistent

Percentage of children aged 7-16 who think that the library helps them learn and find things out	68%	
<i>Survey dates (month &amp; year)</i>	Nov-22	

## Authority comment:

This response is disappointing but needs further investigation. Responses to the children's survey were poor. Children are increasingly using online information resources for learning and information and this in Wales is often via HWB resources or other school recommended apps. Children's book publication in non fiction titles are reducing and the whole sector is showing signs of change. Libraries have been focusing their delivery to this age group on reading for pleasure and supporting wellbeing.

## WPLSQI 2 Customer satisfaction

## Framework 6

Percentage of adults who think that the choice of books is 'very good' or 'good'	92%	
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	99%	
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	90%	
Percentage of adults who think that the library is 'very good' or 'good' overall	99%	
<i>Survey dates (month &amp; year)</i>	Nov-22	

## Authority comment:

The response here indicates that book purchasing policies, practices and skills continue to meet the needs of Swansea library customers and residents. Despite challenging IT support issues customers using IT facilities have reported improved levels of satisfaction compared to the previous survey.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.6	
<i>Survey dates (month &amp; year)</i>	Nov-22	

## Authority comment:

Great to see a support from young people who use libraries. It is important we maintain this demographic within our service in the years to come and grow services with them.

**WPLSQI 3 Support for individual development (Comment on any change to provision since 2018-19)**

2022-23

% of total

Number of static service points open for 10 hours per week or more providing:

£ 11

Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.

16

100%

Training to improve literacy, numeracy, information literacy and digital skills.

16

100%

Support for users to access local and national e-government resources.

16

100%

Reader development programmes/activities for both adults and children

16

100%

This target has been met.

**WPLSQI 4 Support for health & wellbeing (comment on any change to provision since 2018-19)**

2022-23

% of total

Number of static service points open for 10 hours per week or more providing:

Books Prescription Wales scheme

16

100%

Better with Books scheme

16

100%

Designated health & wellbeing collection

16

100%

Information about healthy lifestyles & behaviours

16

100%

Signposting to health & wellbeing services

16

100%

This target has been met.

Number of static service points open for 10 hours per week or more providing:

Shared Reading groups

3

Book clubs

13

Health information partnerships

16

Dementia friendly champions and services

11

Mental health awareness activities

16

Authority comment:

There are many examples of shared reading activity in libraries however we do not have the evidence to confidently respond to this quality indicator. Lots of child activity at some but less adult and vice versa. This needs more careful monitoring and scrutiny of definition to ensure a better response in the future.

Book clubs are held at most libraries (all except 3 libraries) but examples of clubs held outside of library opening hours at other venues could also be supplied but not included in this response

Dementia friendly - all libraries have access to the Reading Well collections and most libraries have undertaken dementia training and one library has delivered specific "events" listed as Dementia. Many libraries have dementia champions in libraries.

**WPLSQI 5 User training**

2022-23

Per 1,000 pop'n

2018-19



Total number of attendances at pre-arranged user training sessions organised by the library	2,523	11	per 1000 pop'n
Percentage of attendees who said that attendance helped them to achieve their goals	86%		%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	500		
Number of feedback forms included in the calculation	76		
Number of customers helped by means of informal training during the year	27,000	114	
Authority comment (including note on the method used to calculate the results):			
This year we are seeing a gradual recovery to pre covid levels of activity but this remains reduced and is reflected in this data response. The service will continue to organise activity to attract audiences to the learning, wellbeing support and cultural activities provided by libraries			

WPLSQI 6 User attendances at library events	2022-23	per 1000 pop'n	2018-19
Total number of attendances at events and activities organised by the library	55,214	232	per 1000 pop'n
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	16	100%	
This target has been met.			
Authority comment, including examples of events:			
The summer of 2022 saw the delivery of a major 2 day event at Swansea Central Library. StoryTrails was part of the UNBOXED: Creativity in the UK and was run in partnership with The Reading Agency and the StoryFutures Academy. StoryTrails sought to discover the hidden stories of Swansea and share them through immersive storytelling experiences. Prior to 2 full days of activities, staff in Swansea Libraries worked with local creatives to help source content for an augmented reality trail (accessed through a mobile AR app) and an immersive spatial map of Swansea, containing stories from around Swansea. For two days in August 2022, the StoryTrails team worked with staff to host two days of immersive experiences in Swansea Central Library. This included guided AR trails telling the story of Italian immigration in Swansea, live screenings of the spatial map within a fully immersive 3D screening area, VR headset experiences and immersive film content on ipads. Legacy equipment, including VR headsets, Android phones and iPad Pros has allowed us to continue to demo augmented reality apps and VR in libraries through out the rest of the year. Summer of Fun grants assisted the delivery of events and activities to support the Summer Reading challenge and libraries became warm spaces to with family events during the colder months. A small number of games were purchased to support libraries as warm spaces which helped create another avenue for activity in libraries. This was also supported by the service organised programme of Autumn Events some in collaboration with Swansea Fusion Officer and Art on Prescription and young writers workshops in collaboration with Dylan Thomas Centre			
WPLSQI 7 Location of service points	2022-23		
Population density (persons per hectare)	6.5		
% 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			%

WPLSQI 8 Library use	2022-23	Per 1,000 pop'n
Total number of visits to library premises during the year	574,678	2,416
Please indicate the method used for calculation	Full year count	
Total number of external visits to the library's web site during the year	138,112	581
Total number of active borrowers during the year	39,781	167
Total number of library members	79,416	334
Total number of adult book issues	438,671	1,844
Total number of children's book issues	250,310	1,052
Total number of audio-visual issues	16,428	69
Total number of electronic downloads	269,153	1,132

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse; please also provide a note of any statistics collected on social media use, and how this data is counted):

The service cleanses its membership data on a monthly basis and therefore details are accurate. Edownloads have increased due to pressreader. We strictly report web site visits as per the definition. More people are using the great PORI app and directly using the Bolinda Ebook app. The external visits site is now really only recording first time visits or looking for update site information etc. Swansea libraries uses hootsuite to manage social media platforms and this provides a data dashboard. Highlights such as 4000 posts, 919,000 impressions, a reach of 865,000 users across the networks. Swansea libraries has 12000 fans and followers across its social media network. A full report can be provided if required

WPLSQI 9 Up-to-date and appropriate reading material	2022-23	Per 1,000 pop'n
--	---------	-----------------

Total number of items acquired	33,574	141
Total materials expenditure (from WPLSQI 14)	£385,788	£1,622

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

We continue to concentrate our spend on high demand titles in fiction and recreational non-fiction, but also increased spend on ebooks and e-audio titles for use by residents in Swansea. We have spent slightly less than last year, some of this can be accounted by an increase in costs of titles and a reduction in spend on our DVD collection, which has been performing poorly for a number of years. Some of our spend has been

Total expenditure on material purchased for children	£79,237	
Does this figure include expenditure on a Schools Library Service?	No	
Percentage of materials expenditure for children	21%	%

Authority comment

We have proportionally spent slightly more on children's material this year - we have targeted spends on bi-lingual material to support arrivals from Ukraine but also other languages of those seeking sanctuary in Swansea. We continue to purchase material to support national campaigns, such as Empathy Day and Week and work with schools to promote and foster a love of reading in children.

WPLSQI 10	2022-23	Per 1,000 pop'n
-----------	---------	-----------------

Total expenditure on materials in the Welsh language	£11,233	
Percentage of materials expenditure on materials in the Welsh language	3%	%
Spend per 1,000 Welsh-speaking resident population	£512	£

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

We have committed to spending more on material in the Welsh language. Total expenditure on Welsh has increased by 1% since last year, also spend per 1,000 Welsh speaking resident pop has increased from £456 to £512. We have concentrated spend on materials for school age children, especially in libraries, where there is a Welsh medium school located in their catchment area and on materials to support those learning the Welsh language.

Total number of issues of Welsh language material	12,838	54
---	--------	----

Authority comment

Issues in Welsh language includes 12,175 printed material and 663 borrowbox. Welsh language book issues remain poor to grow however considering the decline in library use in general since Covid this figure remains very strong, perhaps indicating that the work teams are doing to promote Welsh Language titles is having an impact. To be monitored.

WPLSQI 11 Online access (comment on any change to provision since 2018-19)	2022-23	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.

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

Yes

This target has been met.

Total number of devices giving public access to the Internet:

229

9.63

per 10,000 pop'n

Available in static libraries

229

Available in mobile libraries

0

Authority comment:

The service continues to grow access to tablets in libraries for use by library customers. This reporting procedure allowed us to use the Mobile Device Management System set up by IT which will make further development of mobile devices in the future.

Number of hours available for use of public access ICT facilities during the year

263,955

Number of hours recorded for use of public access ICT facilities during the year

38,807

15%

%

Authority comment:

Number of Wifi logins = 46,684 Approx 100,000 less hours available due to reduction in pcs available and just a quarter of actual usage in comparison. This indicator is demonstrating the changing access to good quality IT equipment, broadband/WIFI and free data cards. The IT provision in libraries is very much supporting those requiring non mobile device equipment eg lengthy government form filling, access to printing, access to software applications not available on mobile devices.

Page 49

### WPLSQI 12 Supply of requests

2022-23

%

Total number of requests for specific items made during the year

71,423

Number of requests which are notified to the user as being available within 7 calendar days of the request being made

51,425

72%

This target has been met.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made

60,710

85%

This target has been met.

### WPLSQI 13 Staffing levels & qualifications

2022-23

Per 10,000 pop'n

Total number of staff (FTE)

71.4

3.00

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

Authority comment (including information about shared staff):

This year continued to find retention and recruitment of staff a challenge. Internal recruitment processes are increasing the vacancy lag and staff turn over is high with many finding better paid jobs which are not front facing. Staff are seeking more flexible home working opportunities.

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

6.2

0.26

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

Unable to comment on how this can be improved - it requires targeted funding to create well paid jobs attracting qualified staff

Number of staff holding qualifications in cognate areas (FTE)	0.0	
Number of posts which require a library qualification	6.0	
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.2	

Authority comment:

Wherever possible the service will seek to support the recruitment of professional qualified library staff and if opportunities to make a job role prerequisite a library qualification it will be investigated. Other options which will be investigated in the future are work based qualifications for front line staff and apprenticeships and the potential to offer these within the capacity of the service.

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

Please give details of current qualifications held:

BA Hons Library and Information Studies MCLIP

Please give details of training undertaken

not relevant - ignore

This target has been met.

Where does this post sit within the local authority management structure?	Reports to Head of Cultural Services within the Place 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)?	3rd/4th tier	
Total staff working hours during the year	122,356	
Number of staff hours spent in training & personal/professional development	670	
% of time spent in training & personal/professional development	0.5%	

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

624 training sessions totalling 670 hours. The service continues to endeavour to use workarounds for poor recording system for staff training and there is evidence to suggest these figures are under representative of actual training. However the council has introduced a new learning and development platform to make staff record their training and these figures under represent the amount of training taking place in the service. These figures do not include induction training, new IT platform learning and training eg sharepoint. Neither do they include self led training related to new working practices such as H&S and building maintenance, photocopiers, print management systems or new finance procedures which are part of everyone's working day.

Total number of volunteers active during the year	7	
Total number of volunteer working hours during the year	200	
Do you have Investors in Volunteers accreditation relating to the NOS?	No	

Briefly describe the training and support offered to volunteers.

Volunteers are provided with a brief induction and access to some mandatory training modules online to support them in the workplace. In-house training is provided specific to the role by staff who supervise them.

Authority comment:

We value the volunteers who spend time with us during the year. They fill positions which are not part of the role of a paid member of staff or to support special projects such as the Summer Reading challenge/Digital Champion. They are valuable assets to the service. Management of volunteers is timely and this prevents expansion of volunteer roles and pressure on paid staff roles increases.

WPLSQI 14 Operational expenditure	2022-23	% of total	
Expenditure on staff	£2,410,357	78%	
Total materials expenditure	£385,788	12%	
Expenditure on maintenance, repair & replacement of equipment & buildings	£77,151	2%	
Total other operational costs	£230,747	7%	
Total revenue expenditure	£3,104,043	100%	
Total revenue expenditure per 1,000 population	£13,051		
Total capital expenditure	£76,256		
Total capital expenditure per 1,000 population	£321		

Authority comment:

Capital expenditure includes front door works, a new fire alarm, a roof repair, and emergency roof. The capital expenditure directly relates to centralised building asset management priority of works and fire and health and safety matters occurring in an adhoc way during the year eg the fire alarm at Clydach library was condemned due to an electrical fault and the roof has suffered long term leaks which we hope have now finally been resolved.

WPLSQI 15 Cost per visit	2022-23	Ratio	
Total revenue expenditure on staff & materials	£ 2,796,145.47		
Total income generated	£121,021.15		Income
Total number of visits to library premises during the year	574,678		
Total number of external visits to the library's web site during the year	138,112	£3.75	Cost per visit

Authority comment:

The online visits recorded does not demonstrate the high amouny of digital enagement across social media platforms and digital apps. The success of the service can be seen by looking at the performance and use made on each of these services data recording which is not reflected in the visits to the library web site. The PORI app allows great access to information about the library service with no need to visit the library web site.

WPLSQI 16 Opening hours (Comment on any change to provision since 2018-19)	2022-23	Per 1,000 pop'n	
Aggregate annual opening hours for all service points	29,484	124	
This target has been met.			

Total number of unstaffed opening hours for all service points	0		
--	---	--	--

Authority comment:

No comment

		% of total	
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	37		
Total planned opening hours of all static service points	29,484	0.13%	
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		
Total planned mobile library stops and home deliveries	1,219	0.00%	

1,219 home deliveries (1,128 by Community Services and 91 by branches). This service continues to provide a valuable service to those unable to attend a library venue.

## Swansea Libraries WPLS 2022-23

### Appendix 2 - impact statement and additional strategic narrative

Instead of the case studies previously submitted, authorities are asked to submit one impact statement for their service. Good impact statements are expected to include evidence that the library service has made a positive difference to an individual (or group of individuals). This would normally go beyond a description of services provided and their use, to show the outcome, and may include testimony from the customers concerned provided you have their permission to include this. Individuals should not be named within the impact statement.

#### Authority: Swansea Council

**1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Indicative length 300 words**

*Please indicate if permission for the Welsh Government to re-use and/or publish the impact statement has been obtained or not: Yes - obtained*

*No – not obtained – permission granted to be shared for this purpose*

A customer at a community library in west Swansea recently suffered a close bereavement, that of his father who he lived with. This left him not only with his grief but also having to deal with arrangements. He expressed to staff how he felt comfortable sharing with them how it had affected him and it was very apparent that his anxiety and distress were reduced after spending time in the library.

*“Sometimes I just need to talk to someone, I am so lonely without my Dad. Thank you for listening.”*

He also chose to use the library space to meet with friends and family and others and tell them about his father's passing and discuss the funeral arrangements etc. He was able to meet the minister who is going to conduct the funeral service and together, using the computer facilities in the library, they created and printed the Order of Service. It had been worrying him how he was going to be able to do this within his budget otherwise, especially as he has no computer access at home and was also grateful for the facility in the library to scan and print essential documents. He had never scanned anything before and had difficulty concentrating on tasks at times, so also benefitted from staff assistance with digital skills also.

*“I don't know how I would have managed without you helping me and being able to do the Orders of Service myself has saved me a fortune at this difficult time.”*

*“Ever since I was a little boy I have always thought of the library as a safe and welcoming place. There is nowhere else in the community where I can go and feel welcome to stay for as long as I need to without having to buy a drink or food.”*



Llywodraeth Cymru  
Welsh Government

# Connected and Ambitious Libraries:

The sixth quality framework of Welsh Public Library Standards 2017-2020



# Contents

3

Foreword

---

4

1. Introduction

---

10

2. Core entitlements

---

12

3. Quality indicators

---

22

4. Reporting,  
monitoring and  
assessment

---

24

5. The Well-being  
of Future  
Generations Act

---

26

6. Community  
managed libraries

---

# Foreword

**Public libraries connect people, information and culture.** The Welsh Government and local authorities have an established record of working well together to achieve ambitious goals for our library services. I am delighted to be working collaboratively with local authorities on a new framework of Welsh Public Library Standards, to ensure that we continue to provide the citizens of Wales with high quality public library services.

As library users know, libraries provide everyone with a wealth of information, resources, activities and cultural opportunities. They are places of ambition and learning where people can gain new skills, leading to job success and prosperity; they encourage people to be active and healthy through a range of health information services and partnerships; and they connect and unite people, not only with each other and local communities, but also with culture and the world beyond Wales. They also make a valuable contribution to the seven goals of the Well-being of Future Generations Act.

All parts of the public sector are facing considerable financial pressure, including public library services. The expectations of citizens, for a high quality library service, need to be balanced with what is practical and possible to deliver, alongside the statutory requirement to provide a "comprehensive and efficient" service as specified in the Public Libraries and Museums Act 1964.

The Welsh Public Library Standards framework provides a mechanism to enable service providers to plan their provision, and for the public to know what they can expect from their library service. The framework also enables me to assess provision and performance of Welsh public library services as part of my statutory duty under the Public Libraries and Museums Act 1964.

I am pleased that this new framework increases the emphasis on outcome and impact measures to help identify the wider benefits of using the library service. In conjunction with promoting the Standards to make our library services as sustainable and efficient as possible, further consideration will also be given to the regional consortia model which was outlined in the Expert Review of Public Libraries and the Scoping a New Future for Welsh Public Libraries report.

I welcome this new framework of the Standards and the opportunities that it provides to continue the positive partnership between the Welsh Government and local authorities to continue to deliver an outstanding connected and ambitious public library service in Wales.

## **Ken Skates, AM**

Cabinet Secretary for  
Economy and Infrastructure



# 1. Introduction

**“Freedom, Prosperity and the Development of society and individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.**

**“The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.”<sup>1</sup>**

## 1.1. The benefits of using public libraries

Library service engagement with individuals and with the wider community drives benefits in many of the Welsh Government’s priority areas such as prosperity, resilience, equality, cohesive communities, culture, learning and health and well being. How the library interacts with its stakeholders – chiefly the users (and potential users) of the service – is key to the provision of a quality service. User perceptions of the services available derive from their experiences.

Libraries which engage appropriately with their customers will provide the maximum benefits both for individuals and the community. As well as providing training and learning support for individuals, libraries contribute to society in other ways, such as providing access to computers and e-government for digitally excluded members of the community.

The public library has a key role in social inclusion. It may be the only place in the community where users can spend time in a safe and neutral environment. Supporting job-seekers in their search for work contributes to the local – and

national – economy. By providing specialist facilities and services for those in the community who might have special needs, libraries contribute to health and well-being. Such benefits will only be achieved if the library provides equality of access for all. Much information is now more easily accessible online – indeed, some is only available online – and libraries are uniquely positioned to facilitate access to resources which may be too costly for individuals (e.g. the cost of the basic hardware, Internet access or the resource subscription).

Libraries play a key role in providing information, promoting knowledge and developing skills for people of all ages and all walks of life. From children's first steps in listening to stories and learning to read, to providing quiet spaces for study, and supporting older people in using new technologies, libraries contribute to the delivery of literacy targets, information literacy and digital inclusion.

Good libraries play an important part in shaping people's views of local government. In order to deliver quality,



sustainable services to the public, libraries need active leadership and a programme for development enabling them to respond in a timely way to the changing information and cultural needs of their local communities. Staff must have the skills, knowledge and confidence to deliver services and meet customer needs, demonstrated by appropriate professional qualifications. Libraries have the opportunity to contribute to a range of wider local and national government agendas, but this will only happen if the library is pro-active in promoting its role, based on a strong vision linked to those agendas.



## 1.2. What this means for the people of Wales

The sixth framework of Welsh public library standards builds on the developments in the fifth framework. It comprises 12 core entitlements and 16 quality indicators to monitor how well library services realise these benefits for the people of Wales. The mapping between benefits and indicators is not a simplistic one, as measuring outcomes and impacts at a service-wide level cannot be achieved directly, but must be inferred from broader indicators.



The table below shows the indicators in this framework which are most directly related to some of the key benefits of using public libraries. Libraries which perform well on these indicators will be engaging appropriately with their customers to make a difference to their lives.

Outcomes and impacts	Core entitlements	Quality indicators
People in Wales will be able to increase their knowledge / skills having used the library	2, 3	1, 3, 5
People in Wales will be able to take part in reading and other cultural events organised by the library service	3	4, 6, 9, 10, 12
People in Wales will feel part of a community using the library service	3, 11	1, 7, 8
People in Wales will be able to take advantage of the opportunities offered in the digital world using the library service	2, 6, 7	4, 9, 11
Personal health and well-being is enhanced by using the library	3, 4	1, 4
People in Wales can participate more fully in local affairs via the facilities in the library	3, 6	3, 11

Other core entitlements and quality indicators are concerned with the effective management of services, which underpins the effective delivery of the outcomes and impacts. All can be related to one or more of the seven goals of the Well-being of Future Generations Act; details are given in Section 5.

### 1.3. Fulfilling the statutory duty

The Public Libraries and Museums Act 1964<sup>2</sup> makes it a duty of the relevant Welsh Ministers (currently the Cabinet Secretary for Economy and Infrastructure) **“to superintend and promote the improvement of the public library service provided by local authorities and to secure the proper discharge by local authorities of the functions in relation to libraries conferred upon them as library authorities under this Act”**.

<sup>2</sup> Available at <http://www.legislation.gov.uk/ukpga/1964/75/contents>

Under the same Act, library authorities are required to **“provide a comprehensive and efficient library service for all persons desiring to make use thereof”**.

Since 2002, the Welsh Ministers have fulfilled this duty through the Welsh Public Library Standards (WPLS, or the Standards). The first framework ran from 2002 to 2005 with subsequent frameworks covering the periods 2005-08, 2008-11, 2011-14 and 2014-17. Each individual framework evolved to reflect the changing needs and expectations of public library users. In addition to the fulfilment of statutory duties, the WPLS framework plays a valuable role in supporting the development of public library services.

There is general consensus among stakeholders concerned with the provision of public library services in Wales that these performance measurement frameworks, introduced and administered

by the Welsh Government for the sector, have helped public library services to improve in a number of ways and in key areas. For example, as a result of the Standards, there have been significant improvements in service areas such as the delivery of requests and provision of ICT facilities and services, leading to enhanced outcomes for library customers.

Local authorities have a statutory duty (under section 7 of the Act) to provide a library service and encourage both adults and children to make full use of that library service. The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are fulfilling their duties under the 1964 Act, and in assessing the comprehensiveness and efficiency, in terms of the manner of delivery, of library services in Wales.



#### 1.4. Community managed libraries

Since about 2014 the number of independent and semi-independent libraries in Wales, frequently referred to as community managed libraries, has increased. Guidance issued by the Welsh Government in 2015 on community managed libraries has now been updated and is included here, at Section 6, rather than in a separate document, as previously. It includes criteria to be fulfilled in order that a community managed library might be included in the library service's annual return as part of the statutory service, and details of the data to be provided on all community managed libraries.

#### 1.5. The sixth quality framework

The aims of this sixth framework of Welsh Public Library Standards are to:

- enable the Cabinet Secretary for Economy and Infrastructure to fulfil the statutory requirements of the 1964 Act in respect of superintending the provision of a 'comprehensive and efficient' library service by local authorities;
- provide a robust assessment of the performance of library services;
- have clear links to the Welsh Government's programme for government<sup>3</sup>, to ensure credibility across local government in Wales;
- be relevant and useful to all local authority library services in Wales;
- be transparent, easily understood and accepted by all stakeholders;
- incorporate outcome measures to show the benefits of using libraries;
- act as a driver for improvements to library services and local communities; and
- minimise the burden of data collection on library authorities.

<sup>3</sup> Taking Wales Forward 2016-2021, available at <http://gov.wales/docs/strategies/160920-taking-wales-forward-en.pdf>

The framework has been based largely on the fifth framework, updated to take account of the changed local authority environment within which library services must work, and continues to provide opportunities for libraries to deliver services in innovative ways and the flexibility to make best use of the resources available to them. It will come into operation on 1st April 2017, and libraries will make their first report against its requirements in the summer of 2018. This document describes the new framework in detail.

**Section 2** lists the 12 core entitlements, and self-assessment prompts will be provided in the guidance for library staff.

**Section 3** describes the 16 quality indicators, which are of three broad types.

- Input indicators are concerned primarily with what the library service will provide for the citizens of Wales in key areas in order that the core entitlements can be delivered.
- Output indicators are concerned with levels of use. When considered alongside input indicators, they can give an indication of the efficiency of delivery of the service.
- Outcome and impact indicators measure the direct or indirect effects of the library service on its users, and on the wider community. They show the difference libraries make to people's lives.

Most indicators will be reported every year; some may be reported once in the three year period, for example, where user survey data are required. For some indicators, formal targets are set, although such targets are not appropriate in all cases.

Libraries will be expected to compare their performance on all indicators with previous years, and to meet the targets where these are set. Benchmarking of authorities will be possible when all results are available.

<sup>4</sup> See <http://gov.wales/topics/culture-tourism-sport/museums-archives-libraries/?lang=en> for details



The nature of the geography, distribution of population and other factors within individual authorities can cause significant variations in the approaches necessary to the planning and delivery of library services. For this reason, Welsh library authorities are offered alternatives against which to measure their services in some of the indicators described, and should choose the most appropriate to reflect their circumstances.

Definitions of the various terms and guidance on methods of data collection are not specified in this document; however these will be included with the reporting template provided to library services, and are available on request<sup>4</sup>. In all cases, detailed guidance on data collection and calculation will be provided to library authorities to ensure consistency and



comparability. Existing data will be utilised wherever practicable. Where appropriate, international standard definitions and methods have been adopted.

**Section 4** of this document details the reporting requirements, which include an element of self evaluation and descriptive reporting in addition to key service statistics and the performance indicators, and describes the monitoring and assessment process. A holistic view of assessment will be taken.

Library performance will be judged on all the aspects of the framework, including compliance with the core entitlements, ranking on the quality indicators, how many quality indicators are met in full and in part, and the narrative providing

evidence of the impact of the service on individuals and the community.

Library provision spans a range of Welsh Government outcomes, offering a range of services which often support two or more of the outcomes simultaneously. The Well-being of Future Generations Act<sup>5</sup> lists seven broad areas of priority, and **Section 5** of this framework document aligns the core entitlements and quality indicators with these areas, giving examples of the contribution the library service makes.

<sup>5</sup> See <http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en> for details



## 2. Core entitlements

A set of core library entitlements for Welsh citizens was first incorporated into Making a Difference, the fifth quality framework of Welsh Public Library Standards. These entitlements have been revised and refocused for this sixth framework, to enable the public to know what they can expect from their public library service.

These entitlements are initially self-assessed by each authority. A number of questions are specified in the Guidance document, which the authority is required to take into account when making their self-assessment. It is not necessary to be able to answer every question positively to meet the core entitlement, but justification for the assessment, which could refer to other relevant provision, should be provided in the return. The self-assessment will be moderated by MALD, the Independent Adviser, and a small Reference Group of senior librarians to ensure consistency between authorities.

**WPLSCE 1** Libraries in Wales will be free to join, and open to all.

**WPLSCE 2** Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.

**WPLSCE 3** Libraries in Wales will provide access to a range of services, activities and high quality resources in a range of formats to support lifelong learning, personal well-being and development, community participation, and culture and recreation.

**WPLSCE 4** Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special requirements.

**WPLSCE 5** Libraries in Wales will provide appropriate safe, attractive and accessible physical spaces with suitable staffed opening hours.

**WPLSCE 6** Libraries in Wales will lend books for free, and deliver free access to information, including online information resources available 24 hours a day.

**WPLSCE 7** Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.

**WPLSCE 8** Libraries in Wales will provide access to services, cultural activities and high quality resources in the Welsh language.

**WPLSCE 9** Libraries in Wales will work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.

**WPLSCE 10** Libraries in Wales will work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from those services.

**WPLSCE 11** Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.

**WPLSCE 12** Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.



# 3. Quality indicators



The quality indicators in this sixth framework build on the previous framework, and include additional measures covering the outcomes and impact of the library service. They fall into two broad types; those which are provided for monitoring and benchmarking performance over time and between authorities, and those which have specific targets.

## WPLSQI 1 Making a difference

This selection of indicators assesses the impact of library use on people's lives in a variety of ways. Although some are relevant to other areas of this framework, they are grouped together here as being key to the overall customer experience.

Authorities will report, at least once in the three year period:

- a) the percentage of adults who think that using the library has helped them develop new skills;
- b) the percentage of young people who think that the library helps them learn and find things out;
- c) the percentage of adults who have found helpful information for health and well-being at the library;
- d) the percentage of adults who experience the library as an enjoyable, safe and inclusive place;
- e) the percentage of adults who think that the library has made a difference to their lives.

Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice, at least once during

the three-year period of this framework. Authorities will be given guidance on the conduct of the survey and wording of questions to ensure comparability. Respondents answering 'not applicable' or 'don't know' should be excluded from the calculation.

Authorities may conduct more frequent surveys if they wish to do so and report accordingly.

## **WPLSQI 2 Customer satisfaction**

Customer satisfaction is a key element of library performance. As with the indicators concerned with library impact (QI 1), some of these are relevant to other areas of this framework, but are grouped together here as being key to the overall customer experience.

Authorities will report:

- a)** the percentage of adults who think that the choice of books available in the library they use is 'very good' or 'good';
- b)** the percentage of adults who think that the standard of customer care in the library they use is 'very good' or 'good';
- c)** the percentage of adults who think that the IT facilities provided in the library they use are 'very good' or 'good';
- d)** the percentage of adults who think that overall the library they use is 'very good' or 'good';
- e)** the average overall rating out of ten awarded by users aged 16 or under for the library they use.

Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice, at least once in the three-year period of this framework.

It is appreciated that not all authorities wish to use the CIPFA PLUS suite of survey instruments (from which the above indicators are drawn), and guidance will be issued to ensure that authorities which

choose to use their own surveys will have comparable results. Authorities may conduct more frequent surveys if they wish to do so and report accordingly.

## **WPLSQI 3 Support for individual development**

Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:

- a)** basic support in the use of the ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available;
- b)** training to improve literacy, numeracy, information and digital skills, and assistance in developing or enhancing capabilities to identify and access appropriate resources efficiently and effectively; critically evaluate information; and apply information appropriately to further objectives, such as educational, employment, health and well-being.

Training programmes may be developed and delivered with appropriate partners outside the library service;

- c)** support for users to access local and national e-government resources;
- d)** reader development programmes/ activities for both adults and children.

The format of the support offered and frequency of any specific timetabled sessions should be appropriate both for the size of the service point and local community needs.

## **WPLSQI 4 Support for health and well-being**

- a)** Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:
  - i. Book Prescription Wales scheme
  - ii. Better with Books scheme



- iii. Designated health and well-being collection
  - iv. Information about healthier lifestyles and healthy behaviours - leaflets, books etc
  - v. Signposting to health and well-being services
- b)** Authorities will report the number of static service points open for 10 hours per week or more in which the following services are available on a regular basis
- i. Shared Reading groups (reading aloud together)
  - ii. Book clubs (discussion of chosen book)
  - iii. Macmillan cancer or other health information partnerships
  - iv. Dementia Friendly services
  - v. Mental health awareness activities

### WPLSQI 5 User training

This indicator assesses the extent to which sessions offered match local need, and the impact of those sessions for the participants. Reader development sessions; literacy, numeracy, information and digital skills sessions; ICT sessions, etc., should all be included. Include sessions arranged in collaboration with partner agencies. User training may have a general audience, or be targeted towards specific sub-groups of the population e.g. children, carers, unemployed persons, etc.

Sessions may require advance registration, or be open to all on a drop-in basis. Include sessions also reported under WPLSQI 4.

Authorities will report:

- a)** the total number of attendances at pre-arranged training sessions organised and/or hosted by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000;



- b) the percentage of attendees at such sessions who said that attendance helped them to achieve their goals;
- c) the number of customers helped by means of informal training during the year, divided by the resident population, multiplied by 1,000.

Part b) of this indicator should ideally be derived from a simple feedback form offered to all attendees, but may be based on sessions during one or more sample periods.

Part c) of the indicator may be derived by sampling. Authorities will be provided with guidance to ensure consistency of reporting.

### WPLSQI 6 User attendances at library events

The purpose of this indicator is to estimate the attraction of library events for the library's population to be served, and the extent to which such events meet local need.

- a) Authorities will report the total number of attendances at events and activities organised by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000.

Include events with literary, cultural or educational intent, e.g. author visits, reading groups, literary discussions, digital and information literacy workshops, genealogy workshops, health literacy, financial literacy, job seeking etc.

Events specifically for children are included, such as storytelling, poetry, music. Include events delivered by partner organisations in collaboration with the library service.

- b) Libraries shall ensure that events or activities for those who have special requirements are offered in all static service points open for 10 hours per week or more. The events or activities may be promoted specifically for an intended group, or open to all, but with a clear target group in mind.

Special requirements can include physical and health impairment, economic disadvantage (e.g. long-term unemployed), cultural difference (e.g. non-native speakers, new arrivals), educational background, or other circumstances that require special library services. Authorities should provide specific examples of such events and list joint working with relevant social inclusion organisations and partners.

### WPLSQI 7 Location of service points

No stipulation is made with regard to minimum opening hours of static libraries (on a site by site basis) however, authorities are asked to consider the viability of service points which are open for fewer than 10 hours per week. Equally, no stipulation is made with regard to length or frequency of mobile library stops, however it is expected that mobile libraries will visit each scheduled stop at least 12 times per year.

Authorities shall ensure that they meet the following criteria for the location of service points and mobile library stops, according to their population density:

Population density	% of households	Distance from library
20 or more persons per hectare	At least 95%	Within 2 miles of a static service point
More than 1 but fewer than 20 persons per hectare	At least 75%	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
1 person or fewer per hectare	At least 70%	Within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop

### WPLSQI 8 Library use

Seven measures of use of the library are required, covering the physical and the electronic resources provided. Together, they assess the library's success in attracting users to its services.

Authorities will report:

- a) the total number of visits to library premises during the year divided by the resident population, multiplied by 1,000;
- b) the total number of external visits to the library's website during the year divided by the resident population, multiplied by 1,000;
- c) the total number of active borrowers divided by the resident population, multiplied by 1,000.
- d) the total number of library members
- e) the total number of book issues (adult and children separate)
- f) the total number of audio-visual issues
- g) the total number of electronic downloads

The data used should be those as reported to CIPFA for the public library actuals return.

### WPLSQI 9 Up-to-date and appropriate reading material

This and the next indicator are designed to ensure adequate investment and an appropriate balance of resources across various sections of the community.

- a) Library authorities should achieve
  - either a minimum of 243 items acquired per 1,000 resident population or a minimum spend of £2,180 per 1,000 resident population annually.

Books and e-books, periodicals, audio-visual material and electronic resources are all included.

Authorities should include their contribution to consortium purchases where relevant.

- b) Library authorities will report
  - The percentage of the material budget spent on resources for children.

## WPLSQI 10 Welsh language resources

This indicator is designed to ensure materials in Welsh are provided in line with local requirements and the socio-demographic characteristics of the population.

### a) Authorities should achieve:

Either a minimum of 4% of the material budget, or, a minimum of £750 per 1,000 Welsh speaking resident population.

Authorities will also report:

### b) Total issues of resources in the Welsh language per 1,000 Welsh speaking resident population.

## WPLSQI 11 Online access

### a) Every static library should provide

- i. A minimum of one device giving public access to the Internet and networked digital content. Computers, laptops, tablets, and other mobile devices are all included.
- ii. Wi-Fi access for users to bring their own laptops or mobile devices.

### b) Authorities will report the total number of devices giving public access to the Internet

- i. Available in static libraries, per 10,000 resident population
- ii. Available in mobile libraries.

Computers, laptops, tablets, and other mobile devices are all included.

### c) Authorities will report the percentage of available time allocated for use of public access ICT equipment actually taken up by users. This should be aggregated across all libraries in the authority, including mobiles.

## WPLSQI 12 Supply of requests

This indicator measures the efficiency of the public library service in responding to requests for material which is not immediately available.

Authorities should achieve:

- a) A minimum of 64% of requests for material to be notified to the user as being available within 7 calendar days of the request being made;
- b) A minimum of 79% of requests for material to be notified to the user as being available within 15 calendar days of the request being made.

Requests for pre-publication material shall be counted from the date of publication. Material which is not owned by the library but must be acquired by purchase or by inter-library loan is included in the calculations.

## WPLSQI 13 Staffing levels and qualifications

- i. Library authorities shall achieve total establishment staffing levels for the service of 3.6 (full time equivalent) per 10,000 resident population. Staff who do not work directly in service provision, e.g. cleaners, are excluded. Include only those staff paid from the library service budget.
- ii. The total number of staff (full time equivalent) holding recognised qualifications in librarianship, information science or information management per 10,000 resident population should not fall below 0.65. Staff with qualifications in cognate areas, such as ICT, heritage or leisure management or education and learning may be included in the calculations if they occupy posts on the library staff establishment which require those qualifications, and when the qualifications held are relevant to their current roles and functions within the library service.





Include only those staff paid from the library service budget.

- iii. The designated operational manager of the library service shall, either be the holder of recognised qualifications in librarianship, information science or information management, or, have undertaken relevant library management training within the last 3 years.

Authorities will also report:

- a) where this post sits within the local authority management structure;
- b) the post held by the most senior professional librarian (where different); and
- c) where that post sits within the local authority management structure.
- iv. A minimum of 1% of aggregate staff working hours should be spent in training and personal / professional development during the year. All library staff should

be encouraged to undertake training and development relevant to their role and responsibilities, and to improve their skills.

- v. Library authorities may offer members of the community the opportunity to volunteer, to support additional services in libraries managed and run by the library authority. Such opportunities can, for example, enhance the life skills and employability of individuals, contributing to tackling poverty outcomes.

Where there is community involvement in delivering the library service at a branch level, we expect there to be paid staff working alongside the volunteers in the libraries, for some of the time.

Library authorities that use volunteers to deliver additional services 'in house' (as opposed to community managed libraries) shall ensure:

- a designated volunteer coordinator

from the library service's permanent professional staff coordinates those parts of the service involving volunteer workers;

- each volunteer receives a written role description;
- legal requirements are met for each volunteer in relation to their role;
- both induction training and continuing training is provided for all volunteers;
- volunteers are appropriately supervised; and
- they have achieved, or are actively working towards, Investing in Volunteers accreditation<sup>6</sup>.

Authorities will report:

- a) the total number of volunteers across the year;
- b) the total number of volunteer hours during the year;
- c) whether they have accreditation status relating to the NOS or are working towards this accreditation.

Note that in order to meet this indicator in part, the service must achieve at least three of the five elements, including (iii), relating to the qualifications of the operational manager.

### **WPLSQI 14 Operational expenditure**

In the current economic climate it is not thought appropriate to set a target for overall library expenditure, but spending on the public library service will continue to be scrutinised closely.

Authorities will report:

- a) the total revenue expenditure per 1,000 resident population;
- b) the percentages of this total spent on staff, materials and information resources, maintenance, repair and replacement of equipment and buildings, and other operational costs;

<sup>6</sup> See <http://iiv.investinginvolunteers.org.uk/inyourcountry/iiv-wales> for more information



- c) total capital expenditure per 1,000 resident population.

Authorities which complete the CIPFA public library actuals return should use the same data here.

### WPLSQI 15 Cost per visit

This indicator is useful for justifying expenditure of public funds, giving a proxy for value for money, but it must be interpreted in conjunction with demographic indicators and quality indicators relating to use. It measures the cost of the library service related to the number of library visits, including virtual visits.

Authorities will report:

- The total expenditure on library staff and materials, net of generated income, divided by the sum of the number of physical visits to library premises (including mobiles) plus the number of visits to the library web site during the year.

Authorities which complete the CIPFA public library actuals return should use the same data here. The ratio will be automatically calculated from data provided for other indicators.

### WPLSQI 16 Opening hours

- i. Welsh public libraries should achieve a level of aggregate staffed (paid staff and/or volunteers) opening hours across all service points administered by the authority of no less than 120 hours per annum per 1,000 resident population.
- ii. Authorities will report the total number of unstaffed opening hours across all service points administered by the authority per 1,000 resident population.
- iii. This part of the indicator is concerned with the adequacy of the library service's maintenance programme and staffing strategy. Authorities will report:

- a) the total number of hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability as a percentage of the total planned opening hours of all static service points during the year;
- b) the number of mobile library stops and/or home delivery services missed as a result of vehicle failure or staff unavailability, as a percentage of the total number of planned mobile library stops and/or home delivery services during the year.

Scheduled opening hours not open as a result of adverse weather conditions, or any other cause beyond the library's control, are not included.



# 4. Reporting, monitoring and assessment

The statutory requirements of public library service provision in Wales are enshrined in the Public Libraries and Museums Act 1964. The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are fulfilling their duties under the 1964 Act, and in assessing the efficiency of the manner of delivery of library services in Wales.

## 4.1. Reporting requirements

Each year, local authorities will be required to report their performance against the various elements of the framework. The return will include a compliance rating against the core entitlements – indicating whether these are fully met, partially met, or not met, with appropriate description / explanation. For all entitlements which are not fully met, the return should also include a strategy for improvement in the following year.

Individual authority returns will also include data showing performance against the quality indicators included in this framework, together with a comparison for the previous year. Where performance has declined, the return should include the authority's strategy to halt the decline. Where targets are not met, the return should include a narrative outlining proposals and a timescale to achieve these targets. These data will be drawn together to provide an overview of Welsh public library services as a whole, to assist with identification of good practice, and of areas where action may be required to bring about improvements.

Measurement of the impact of public library services – the difference those services make to people's lives – is not easily quantifiable. For this reason, a qualitative element will be included in the reporting.

Each authority's return should include at least one, but no more than four, specific case studies describing the impact which the library service has had on an individual, or on a group of individuals, during the year. This is expected to describe not only the service provided and the use made of that service, but also the outcomes for the individuals or members of group as a consequence. Guidance will be provided on the format of the case studies and appropriate material to include. Such case studies will build into a valuable source of evidence of impact and value, and will further promote the spread of good practice across Wales.

A second qualitative element of reporting will be a narrative that demonstrates how the library service is contributing towards both local authority agendas and wider Welsh Government priorities and strategic goals, including any relevant legislative frameworks. The purpose of this strand of reporting is to encourage libraries to be aware of the wider social drivers (e.g. health and well-being; digital inclusion including information literacy; literacy, including reading and the connection with digital literacy; community engagement and community benefits, including families, children and young people, older people, welfare reform; Welsh language and culture), to which their service should be able to demonstrate a contribution, and to make explicit their relevance and value to policy makers at local, regional and national level.

A short description of the authority's future direction and plans for the library service over the following year will be included. Authorities will also be required to confirm that feedback in the form of opinion on the year's performances achieved by each library service has been

adequately considered by the member with responsibility for library services and by the relevant management, scrutiny and performance monitoring procedures.

A reporting template will be provided to authorities to ensure that reporting is consistent and comparable across Wales.

#### **4.2. Monitoring and assessment procedures**

The process of monitoring and assessing will be led by MALD: Museums Archives and Libraries division of the Welsh Government, and will follow the pattern established in earlier frameworks. Annual returns should be submitted by the deadline each year, and will be scrutinised for completeness by an independent reviewer and a peer reference group. The independent reviewer will then prepare a formal written feedback report, covering all aspects of the framework, including all quality indicators and narrative elements, which will be delivered to each authority in the autumn, in time to address any issues raised as part of their formal service planning process. This feedback will be formally disseminated to library authority chief executives and also to council leaders, scrutiny officers or performance managers as well as to the managers of library services. The annual reports will be made public, via the MALD web pages.

The independent reviewer will prepare a summary overview each year, including an analysis of overall performances, and significant trends within those performances, against the entitlements and quality indicators. The highest, lowest and median performances in Wales will be calculated for each indicator where this is possible. The overall analysis will be disseminated to all local authorities, usually during an annual seminar. At the end of the framework period a summary report will be published via the MALD web site.

The findings of these processes will be brought to the attention of the relevant Minister annually, highlighting achievements and trends and also problem areas, such as

declining performances, incidences of non-compliance or recurring failure, together with a diagnosis of the causes wherever possible. Noteworthy improvements in performances and improving trends will also be drawn to the Minister's attention.

The core entitlements and quality indicators set out in this framework deal with aspects of the library service which are considered by the Welsh Government to be necessary – but are not necessarily sufficient – for the delivery of a comprehensive and efficient library service under the terms of Section 10 of the Public Libraries and Museums Act 1964.

As the ultimate sanction in the cases of failure to deliver a comprehensive and efficient library service, the Welsh Government can institute an inquiry, issue a direction and transfer the library functions of a library authority to itself or to another authority/organisation. Sanctions would be invoked in cases where, for example, a significant number of the core entitlements and performance targets are not reached, there is a failure consistently to reach the average performance of comparable Welsh authorities with no evidence of improvement over time, or performance across the service as a whole is consistently falling year on year.

To date, it has not been necessary to implement any of these sanctions due to constructive discussion between the relevant parties.

# 5. The Well-being of Future Generations Act



Libraries have a clear contribution to make to the seven goals of the Well-being of Future Generations Act.

## 5.1. A prosperous Wales

Development of a skilled and well-educated population is a fundamental aspect of public libraries' activity. Examples of how this is achieved include providing access to a world of lifelong learning through relevant book stock and online information, and the provision of free IT equipment, broadband and Wi-Fi, which supports education, small businesses and job seeking. Core entitlements 2, 3, 6 and 7, and quality indicators 1, 3, 5, 7, 8, 9, 12, 13 and 15 all monitor aspects of public libraries' contribution to this goal.

## 5.2. A resilient Wales

Social and economic resilience is supported by encouraging and promoting individual personal development, enabling people and society to adapt to changing circumstances.

Regular consultation with users ensures that the services themselves are resilient and able to adapt to changing needs. Two core entitlements are particularly pertinent here, 3 and 11, together with quality indicators 4, 11 and 14. Examples of how this is achieved in practice include support for greater community involvement in running library services, and book stock that encourages a more resilient lifestyle with access to IT so people can self-educate about the issues.

### **5.3. A healthier Wales**

Physical and mental well-being is a key offer of public libraries, not only by providing information on which to base informed choices for the benefit of health in the future but also designated collections and schemes such as Book Prescription Wales titles loaned through libraries, which directly benefit individuals with health concerns. Relevant core entitlements for this goal are 3 and 4; quality indicators 1, 4, and 6 monitor activity.

### **5.4. A more equal Wales**

Libraries are welcoming, inclusive and offer pro-active outreach and public engagement activities in deprived and socially excluded communities. Support for government initiatives such as Universal Jobmatch and Universal Credit enable those without IT skills or facilities to fulfil their potential. Core entitlements 1, 2, 4, 6 and 7, and quality indicators 3, 4, 11, 13 and 14, all monitor public libraries' contribution to this goal.

### **5.5. A Wales of cohesive communities**

Libraries offer a safe neutral place within the community which provides opportunities for people to connect with each other. The one-stop-shop or hub model being developed in many areas further connects local communities with the services they need. Other examples include support for community involvement through the provision of information about the local area. Core entitlements 1, 3 and 5, and quality indicators 1, 6, 13 and 16 monitor aspects of public libraries' contribution to this goal.

### **5.6. A Wales of vibrant culture and thriving Welsh language**

With explicit provision in the current framework covering the provision of material in the Welsh language, libraries are well placed to contribute in this area. They promote and protect Welsh culture and language, and encourage participation in the arts and recreation through the availability of a good range of stock in Welsh, and a host of cultural events and activities. Core entitlements include 2, 3, 6, 8, 9, and 10, and quality indicators 2, 6, 8, 9 and particularly 10 are all relevant here.

### **5.7. A globally responsible Wales**

A commitment to make the most efficient use of resources is embodied in the quality indicators. MALD works with the British Standards Institute and International Standards Organisation in developing and using quality indicators for libraries which conform to ISO 11620.

Further, the borrowing of books is a great recycling tool, reducing the impact on the environment. Libraries in Wales work together in book purchasing consortia, digital/e-book consortia and the All-Wales Library Management System. Core entitlement 12 is directly related to global good practice, while quality indicators 14 and 15 are related to the balance and efficiency of service provision.



# 6. Community managed libraries



Since about 2014 there has been a growing number of independent and semi-independent libraries in Wales, frequently referred to as community managed libraries. Guidance issued by the Welsh Government in 2015 on community managed libraries has now been updated and is included here rather than in a separate document, as previously.

Welsh Government guidance on community managed libraries recommends that for such libraries to be considered as part of the authority's statutory provision, they must meet the core entitlements contained within the Standards framework. For the purposes of the sixth framework of public library standards, community managed libraries which receive ongoing support from the local authority library service in terms of shared resources, qualified staff and a 'seamless' customer experience can be considered for inclusion in the return.

For example, libraries conforming to the following models may be eligible:

- Elements of resources and staff provided or co-ordinated by the local library service, with the building in community ownership and a contribution towards staffing from the community council with the staff employed by the library service.
- Limited resources and regular staffing (defined hours) provided by the local library service, the building in community ownership and assistance from volunteers.

Models involving the transfer of the building and resources to the community and entirely run by volunteers with minimal (or no) ongoing assistance from the local library service in managing the facility are not eligible for inclusion.

It is appreciated that different models may exist within a single authority, so that some community managed libraries may be included in the returns, while others may not. For full consideration of whether community managed libraries can be included in the statutory service, the following minimum criteria should be met, along with meeting all the core entitlements:

- A service level agreement with the local authority public library service to include resource sharing activities such as inter-library loans;
- Paid staff, whether funded by the local authority library service or from other sources (e.g. community councils) available for 50% of the library opening hours specified in the service level agreement;
- The provision of a range of material, e.g. books, multimedia/audio-visual, Internet access and staff to support access to and utilisation of these resources;
- Authority support for the ICT facilities, which should be free at the point of use;
- Full access to and use of the local authority's library catalogue including the ability to place reservations, for members of the public. Paid staff would be expected to have access to the LMS.

The purpose of these criteria is to ensure that the public receives a high quality, comprehensive and efficient public library service that is deemed worthy of the statutory service. It is possible for a community managed library to achieve all the proposed criteria outlined above, and if they meet these and the core entitlements, they could be considered for inclusion as part of the local authority's statutory provision of public library services.

As identified above, this is achievable by entering a partnership with their local authority public library service and/or working with community councils and groups.

## 6.1. Reporting and data collection

If community managed libraries are considered by the authority to be part of the statutory service and are included in the annual return, the guidance document on what data to gather and how applies to all the libraries. The same rigour should be used to gather data in community managed libraries as in other libraries.

In addition, the Welsh Government wishes to monitor the support and resources provided to community managed libraries within the authority, and the extent to which they have been included in the indicators in this framework.

All authorities will therefore be asked to provide the following information, as part of the contextual data in the return:

- a) The number of community managed libraries for which the authority provides
  - i. Paid staff
  - ii. Full access to and use of the local authority's library catalogue for members of the public
  - iii. Support for the ICT facilities
  - iv. Shared and rotated stock services
  - v. A service level agreement including resource sharing activities such as inter-library loans
- b) The total annual aggregate opening hours of community managed libraries within the authority.
- c) The total number of staff hours per annum dedicated to supporting community managed libraries. Include front-line staffing and management support and administration time.

Separate figures for the above will be sought for those community managed libraries included in the return (i.e. those meeting all five bullet points above), and those not included, where available.



## Image Credits

All images © Welsh Government – Welsh Libraries unless otherwise stated

**Page 1:** Wrexham Central Library

**Page 3:** Ken Skates AM (image: © Crown copyright (2017) Visit Wales)

**Page 5:** Top: Llanelli Library, Middle: Rhyl Library, Bottom: Torfaen Libraries

**Page 7:** Top: Computer training group, Prestatyn Library, Bottom: Cwmbran Library

**Page 8:** Llanelli Library

**Page 9:** Carmarthen Library

**Page 11:** Shared reading group at Ty Cae Nant Residential Home, Torfaen Libraries

**Page 12:** Reading at home service, Torfaen Libraries

**Page 14:** Baby and toddler group, Prestatyn Library

**Page 18:** Reference room, Llanelli Library

**Page 19:** Seren Walker, Cwmbran Library

**Page 21:** Welsh language discussion group, Aberkenfig Library

**Page 24:** School visit, Maesteg, Bridgend

**Page 26:** All Stitched Up, Blackwood Library

**Page 28:** Risca Library

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.

OGL © Crown copyright 2017 WG31019  
Print ISBN: 978 1 4734 9294 3 Digital ISBN: 978 1 4734 9295 0

# Agenda Item 8

## Service Improvement, Regeneration and Finance Work Plan 2023/24

<p><b>Meeting 1</b> Tuesday 10am 27 Jun 2023</p>	<p><b>Last meeting of Service Improvement and Finance</b></p> <ul style="list-style-type: none"> <li>• <b>Road Repairs</b> Cllr Andrew Stevens – Cabinet Member for Environment and Infrastructure Stuart Davies – Head of Highways and Transportation Bob Fenwick – Group Leader Highways Maintenance</li> </ul>
<p><b>Meeting 2</b> Tuesday 10am 11 July 2023</p>	<p><b>Last meeting of Development and Regeneration</b></p> <ul style="list-style-type: none"> <li>• <b>Focussed Topic: Project Review - Swansea Arena</b> Cllr Rob Stewart – Cabinet Member for Economy, Finance and Strategy Cllr Robert Francis-Davies - Cabinet Member for Investment, Regeneration &amp; Tourism Lee Richards – City Centre Leader /Lisa Mart – Venue Director</li> <li>• <b>Regeneration Programme / Project Monitoring Report</b> Cllr Robert Francis-Davies – Cabinet Member for Investment, Regeneration, Events &amp; Tourism Phil Holmes – Head of Planning and City Regeneration Huw Mowbray - Development and Physical Regeneration Strategic Manager</li> </ul>
<p><b>Meeting 3</b> Tuesday 10am 5 Sept 2023</p>	<ul style="list-style-type: none"> <li>• <b>Revenue Financial Outturn 22-23 and Revenue Outturn 22-23 (Housing Revenue Account)</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> <li>• <b>Annual Performance Monitoring Report 2022/2023</b> Cllr David Hopkins – Cabinet Member for Corporate Services &amp; Performance Richard Rowlands – Strategic Delivery &amp; Performance Manager</li> <li>• <b>Annual Review of Performance 2022/2023</b> Cllr David Hopkins – Cabinet Member for Corporate Services &amp; Performance Richard Rowlands – Strategic Delivery &amp; Performance Manager</li> </ul>
<p><b>Meeting 4</b> Tuesday 10am 26 Sept 2023</p>	<ul style="list-style-type: none"> <li>• <b>Capital Outturn and Financing 2022/23</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> <li>• <b>Quarter 1 2023/24 Performance Monitoring Report</b> Cllr David Hopkins – Cabinet Member for Corporate Services &amp; Performance Richard Rowlands – Strategic Delivery &amp; Performance Manager</li> </ul>
<p><b>Meeting 5</b> Tuesday 10am 17 Oct 2023</p>	<ul style="list-style-type: none"> <li>• <b>Audit Wales Report – Setting of Wellbeing Objectives</b> Cllr David Hopkins – Cabinet Member for Corporate Services &amp; Performance Richard Rowlands – Strategic Delivery &amp; Performance Manager</li> <li>• <b>Welsh Public Library Standards Annual Performance Report</b> Cllr Elliott King – Cabinet Member Culture, Human Rights and Equalities Karen Gibbins – Library Services Manager Bethan Lee – Principal Librarian</li> </ul>
<p><b>Meeting 6</b> Tuesday 10am 14 Nov 2023</p>	<ul style="list-style-type: none"> <li>• <b>Q1 Revenue and Capital Budget Monitoring Report – 2023/24</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> <li>• <b>Regeneration Project(s) Update – Skyline/Copr Bay</b> Cllr Robert Francis-Davies – Cabinet Member for Investment, Regeneration, Events &amp; Tourism Phil Holmes – Head of Planning and City Regeneration Huw Mowbray - Development and Physical Regeneration Strategic Manager</li> </ul>
<p><b>Meeting 7</b> Tuesday 10am 12 Dec 2023</p>	<ul style="list-style-type: none"> <li>• <b>Mid Term Budget Statement 2023/24</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Review of Revenue Reserves</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> <li>• <b>Recycling and Landfill - Annual Performance Monitoring Report</b> Cllr Cyril Anderson– Cabinet Member Community Services Chris Howell – Head of Waste Management and Parks Matthew Perkins – Group Leader, Waste</li> </ul>
<b>Meeting 8</b> Tuesday 10am 16 Jan 2024	<ul style="list-style-type: none"> <li>• <b>Budget Proposals</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> <li>• <b>Q2 Revenue and Capital Budget Monitoring Report 2023/24</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> <li>• <b>Q2 Performance Monitoring Report 2023/24</b> Cllr David Hopkins – Cabinet Member for Corporate Services &amp; Performance Richard Rowlands – Strategic Delivery &amp; Performance Manager</li> <li>• <b>Tourism Destination Management Plan Update</b> Cllr Robert Francis-Davies – Cabinet Member for Investment, Regeneration, Events &amp; Tourism Steve Hopkins – Tourism and Marketing Manager</li> </ul>
<b>Meeting 9</b> February 2024 Date TBC	<ul style="list-style-type: none"> <li>• <b>Pre-Decision Scrutiny of Cabinet Reports: Annual Budget</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> <li>• <b>Q3 Revenue and Capital Budget Monitoring Report 2023/24</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Ben Smith – Director of Finance / S.151 Officer</li> </ul>
<b>Meeting 10</b> Tuesday 10am 12 Mar 2024	<ul style="list-style-type: none"> <li>• <b>Regeneration Project(s) Update (To be decided)</b> Cllr Robert Francis-Davies – Cabinet Member for Investment, Regeneration, Events &amp; Tourism Phil Holmes – Head of Planning and City Regeneration Huw Mowbray - Development and Physical Regeneration Strategic Manager</li> <li>• <b>Achievement against Corporate Priorities / Objectives / Policy Commitments for Development and Regeneration</b> Cllr Robert Francis-Davies – Cabinet Member for Investment, Regeneration, Events &amp; Tourism Phil Holmes – Head of Planning and City Regeneration Huw Mowbray - Development and Physical Regeneration Strategic Manager</li> </ul>
<b>Meeting 11</b> Tuesday 10am 9 Apr 2024	<ul style="list-style-type: none"> <li>• <b>Annual Review of Wellbeing Objectives and Corporate Plan</b> Cllr Rob Stewart - Cabinet Member for Economy, Finance and Strategy Cllr Andrea Lewis – Cabinet Member for Service Transformation Richard Rowlands – Strategic Delivery &amp; Performance Manager</li> <li>• <b>Q3 Performance Monitoring Report 2023/24</b> Cllr David Hopkins - Cabinet Member for Corporate Services &amp; Performance Richard Rowlands – Strategic Delivery &amp; Performance Manager</li> </ul>
<b>Meeting 12</b> Tuesday 10am 7 May 2024	<ul style="list-style-type: none"> <li>• <b>Planning Annual Performance Report</b> Cllr David Hopkins – Cabinet Member for Cabinet Member for Corporate Services &amp; Performance Phil Holmes – Head of Planning and City Regeneration Ian Davies - Development Manager Tom Evans – Place making and Strategic Planning Manager</li> <li>• <b>City Centre Retail</b> Councillor Rob Stewart – Cabinet Member for Economy, Finance &amp; Strategy</li> </ul>

	Cllr Robert Francis-Davies – Cabinet Member for Investment, Regeneration, Events & Tourism Paul Relf – Economic Development and External Funding Manager
--	--

**Welsh Housing Quality Standards Annual Update** – WHQS has now been achieved therefore there is no update for 23/24 however new WHQS standards are due end of 2024 therefore update on new standards can be given in 24/25.

**Annual Complaints Report** – Moved to SPC

**Welsh Language Standards Annual Report** – Moved to SPC

# Agenda Item 9



To:  
**Councillor David Hopkins,  
Cabinet Member for Corporate  
Services and Performance**

*Please ask for:  
Gofynnwch  
am:*

Scrutiny

*Direct Line:  
Llinell  
Uniongyrchol:*

01792 636292

*e-Mail  
e-Bost:*

scrutiny@swansea.gov.uk

BY EMAIL

*Date  
Dyddiad:*

28 September 2023

Summary: This is a letter from the Service Improvement, Regeneration and Finance Scrutiny Performance Panel to the Cabinet Member for Corporate Services and Performance concerning the meeting held on 5 September 2023 and the Annual Performance Monitoring Report and the Annual Review of Performance for 2022/23. This letter does not require a response.

Dear Councillor Hopkins,

On the 5 September, the Service Improvement, Regeneration and Finance Scrutiny Performance Panel met to discuss the Annual Performance Monitoring Report and the Annual Review of Performance for 2022/23. The Panel are grateful to you and the relevant officer for attending to discuss and answer questions.

## **Annual Performance Monitoring Report 2022/23**

You highlighted the improvements demonstrated in this report, particularly considering pressures within workforce and especially in social care. You felt that effects of pandemic are still being experienced in certain areas. The officer explained to us that in relation to performance against targets out of 49 indicators, 25 met or bettered their targets, 3 missed their target but were within 5% and 8 missed their targets. The remaining 13 had no targets. Regarding performance compared to same period of the previous year out of 49 indicators, 22 show improving or maintaining performance, 2 show declining performance but within 5% and 15 show declining performance trends. The remaining 10 indicators are new therefore there is no historical data. The officer also mentioned that performance indicators have been reviewed following the development of the new corporate plan and that we will see these in the first quarter monitoring report later this year.

We had some concerns relating to Child and Family Social Services regarding adolescents associated with exploitation outside the family home, recruitment and retention of social workers, contacts by statutory social services dealt with within one day and the percentage of visits to children on the Child Protection Register. We will raise these concerns with Social Services officers for further investigation.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
To receive this information in alternative format, or in Welsh please contact the above

Regarding staff recruitment and retention, you informed us that discussion is being held with the new Head of Human Resources. We also discussed sickness levels which is an ongoing area of concern, we wondered if long Covid has played a part and although there will be some cases it is not known to be a large percentage.

### **Annual Review of Performance for 2022/23**

We requested clarification on the difference between this review and the Annual Performance Monitoring Report and were informed that the Performance Monitoring Report is focused on performance indicators, whereas the Annual Review of Performance is a broader report considering wellbeing objectives and the corporate plan. The review also meets duties as required by the Local Government and Elections Act 2021 and the Wellbeing of Future Generations (Wales) Act 2015.

We heard that overall progress and the prospects of improvement are assessed using criteria outcomes for each of the six wellbeing objectives using self-reflection tools by each lead Director/Head of Service which are then challenged by a Strategic Governance Group. This version has been updated based on recommendations relating to reviewing the effectiveness of governance, the review format, ease of read and document length. The review is more analytical than last years with additional commentary on strengths and challenges and more evaluation. We also heard about the improved consultation and engagement by trialling digital citizens panels which had been considered successful.

We noted the prospect for improvement regarding safeguarding had been graded as mixed and queried what the gaps were to bring this up to strong, the review identifies some of the challenges including pressures with workforce, the demands on social care, waiting times, particularly in adult social care and the pressures on funding in the social care market and the resilience of the provider market. We also asked if there is an available timetable for the tackling poverty performance framework which the officer will investigate and report back on.

### **Your Response**

We are interested in any thoughts you may have on the contents of this letter but in this instance, we require no formal written response.

Yours sincerely,



### **Councillor Chris Holley**

Convener, Service Improvement, Regeneration and Finance Scrutiny Performance Panel

✉ [cllr.chris.holley@swansea.gov.uk](mailto:cllr.chris.holley@swansea.gov.uk)



**To:**  
**Cllr Robert Francis-Davies**  
**Cabinet Member for Investment,**  
**Regeneration, Events & Tourism**

*Please ask for:*  
*Gofynnwch am:*

Scrutiny

*Direct Line:*  
*Llinell Uniongyrochol:*

01792 636292

*e-Mail*  
*e-Bost:*

scrutiny@swansea.gov.uk

**BY EMAIL**

*Date*  
*Dyddiad:*

28 September 2023

**Summary:** This is a letter from the Service Improvement, Regeneration and Finance Scrutiny Performance Panel to the Cabinet Member for Investment, Regeneration, Events and Tourism, following the meeting of the Panel on 5 September 2023. It focusses on the Copr Bay development. This letter does not require a formal response.

Dear Cllr Francis-Davies,

On the 5 November, the Panel met to discuss the Copr Bay Development. We are grateful to yourself and officers for their attendance and contributions.

We are grateful for the Chief Executives statement in open session as we feel it is important to bring as much as possible to scrutiny in a public forum. He informed us that after notice was given on 18 August, the majority of the Buckingham Group formally entered administration on 4 September. At the time of our Panel no contact had yet been made with the administrator.

We were informed that legal advice is being received and officers and members are working to identify a suitable contractor and a timescale to deliver the remaining works relating to the car park.

### **Your Response**

We are aware this is a quickly developing situation and request being kept up to date on this issue especially regarding timescales, legal issues, and costs. We accept these updates would not be shared in open session.

Yours sincerely,



**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
To receive this information in alternative format, or in Welsh please contact the above



**Councillor Chris Holley**

Convener, Service Improvement, Regeneration and Finance Performance Panel

✉ [cllr.chris.holley@swansea.gov.uk](mailto:cllr.chris.holley@swansea.gov.uk)

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

SWANSEA COUNCIL / CYNGOR ABERTAWA

GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWA, SA1 4PE

[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
To receive this information in alternative format, or in Welsh please contact the above



To:  
**Councillor Rob Stewart,  
Cabinet Member for Economy,  
Finance and Strategy**

*Please ask for:  
Gofynnwch  
am:*

Scrutiny

*Direct Line:  
Llinell  
Uniongyrochol:*

01792 636292

*e-Mail  
e-Bost:*

scrutiny@swansea.gov.uk

BY EMAIL

*Date  
Dyddiad:*

28 September 2023

Summary: This is a letter from the Service Improvement, Regeneration and Finance Scrutiny Performance Panel to the Cabinet Member for Economy, Finance and Strategy concerning the meeting held on 5 September 2023 and the Revenue Financial Outturn and Revenue Outturn HRA for 2022/23. This letter does not require a response.

Dear Councillor Stewart,

On the 5 September, the Service Improvement, Regeneration and Finance Scrutiny Performance Panel met to discuss the Revenue Financial Outturn and Revenue Outturn HRA for 2022/23. The Panel are grateful to the Director of Finance for attending to discuss and answer questions.

### **Revenue Financial Outturn 2022/23**

We were pleased to see overall a positive outturn position with an underspend across all directorates. The officer highlighted there has been a request to carry forward nearly £14m of the £18m service underspending with a draw from earmarked reserves of around £10m. He stressed the substantial persistent inflation pressures, unresolved pay awards and enhanced energy costs that will be faced in 2023/24.

Also highlighted was the underspend on capital financing of £8.6m due to slippage, borrowing at low sub 2% rates and temporary loaning out of surplus cash at variable rates of above 5%, which has contributed to a draw from earmarked reserves that was materially lower than originally assumed compared to the budget. The £10m draw from earmarked reserves consists of £8m from schools' reserves. The officer stressed that this is not a sustainable financial position. We noted the small surplus of £32,000 in Council Tax collection, the officer advised not to assume this will continue going forward.

We discussed the borrowing of an additional £75m including £25m for the Coastal Risk Management programme. We asked whether this borrowing would be carried out in the next year and were informed borrowing will be deferred as long as is affordable until interest rates have fallen as to borrow at rates of over 5% would eliminate any

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
To receive this information in alternative format, or in Welsh please contact the above

gain from borrowing at 1.89%. We asked about the Minimum Revenue Position (MRP) on which the officer reported that Council has agreed that any money saved on the MRP is saved into the Capital Equalisation Reserve, it will continue to some extent throughout 2023/24 but not at the same amount as previous levels.

We asked further about the school reserves of £8m and how this is apportioned. The officer informed us that despite the deficit and the pressures on schools, Swansea Council is in one of the richest authorities in terms of schools however there will be further draw from schools reserves in 2023/24.

We asked for more information on why £3.8m is being carried forward for the Oracle project for the next financial year. This is an important project; we have several questions and are interested in seeing the financial profile of expenditure considering the budget was increased in addition to the carried forward funds. We were informed that this is coming to Cabinet in October, and it was later confirmed that this will also come to the Scrutiny Programme Committee in October.

We asked about saving in the underspends on vacant posts and whether these posts will be removed altogether or be kept permanently vacant. We were informed there are likely to be a combination of reasons including some hard to fill posts, particularly in social care, some filled temporarily, and some held deliberately vacant to help manage overall budgets.

### **Revenue Outturn 202/23 Housing Revenue Account (HRA)**

The officer informed us that the HRA is relatively cash rich in terms of revenue and a very substantial revenue contribution is made to capital every year. There was significant slippage on the capital programme because of around £6m underspending, the majority of which rolls over immediately and assumed to be spent in the following year. There is a very significant increase in the HRA reserves at the end of 2022/23 but with the expectation that they're drawn down in 2023/24. We noted the income from rents and other income is around £1.2m more than budgeted and asked if that indicated a reduction in rent arrears, we were informed that rent arrears have been more resilient than expected.

### **Your Response**

We are interested in any thoughts you may have on the contents of this letter but in this instance, we require no formal written response.

Yours sincerely,



### **Councillor Chris Holley**

Convener, Service Improvement, Regeneration and Finance Scrutiny Performance Panel

✉ [cllr.chris.holley@swansea.gov.uk](mailto:cllr.chris.holley@swansea.gov.uk)