

Panel Perfformiad Craffu - Gwella Gwasanaethau a Chyllid

Lleoliad: Ystafell Bwyllgor 5 - Neuadd y Ddinas, Abertawe

Dyddiad: Dydd Mercher, 20 Mawrth 2019

Amser: 9.30 am

Cadeirydd: Y Cynghorydd Chris Holley OBE

Aelodaeth:

Cynghorwyr: P Downing, P R Hood-Williams, L James, M H Jones, P K Jones, J W Jones, I E Mann, B J Rowlands a/ac D W W Thomas

Aelodau Cyfetholedig Statudol:

Cynghorwyr sy'n Aelodau Cyfetholedig:

Agenda

Rhif y Dudalen.

- | | | |
|----------|---|----------------|
| 1 | Ymddiheuriadau am absenoldeb. | |
| 2 | Datgeliadau o fuddiannau personol a rhagfarnol.
www.abertawe.gov.uk/DatgeliadauBuddiannau | |
| 3 | Cofnodion.
Cymeradwyo a llofnodi, fel cofnod cywir, gofnodion y cyfarfod blaenorol. | 1 - 8 |
| 4 | Cwestiynau gan y Cyhoedd | |
| 5 | Adroddiad Swyddfa Archwilio Cymru - Safonau Ansawdd Tai <ul style="list-style-type: none">• Y Cynghorydd Andrea Lewis – Aelod y Cabinet dros Gartrefi ac Ynni• Mark Wade – Pennaeth Tai a Diogelu'r Cyhoedd• Lynda Grove – Rheolwr Gwella Gwasanaeth | 9 - 35 |
| 6 | Adroddiad Blynyddol Safonau Llyfrgelloedd Cyhoeddus Cymru 2017/18 <ul style="list-style-type: none">• Y Cynghorydd June Burtonshaw – Aelod y Cabinet dros Gymunedau Gwell – Lleoedd• Tracey McNulty – Pennaeth y Gwasanaethau Diwylliannol | 36 - 73 |

- Karen Gibbins – Prif Lyfrgellydd Gwybodaeth a Dysgu
- Bethan Lee - Prif Llyfrgellydd

7 Work Plan 2018/19

74 - 77

Cyfarfod nesaf: Dydd Mawrth, 9 Ebrill 2019 ar 9.30 am

Huw Evans

Huw Evans
Pennaeth Gwasanaethau Democrataidd
Dydd Gwener, 08 Mawrth 2019
Cyswllt: Scrutiny 636292

Agenda Item 3



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Service Improvement & Finance**

Council Chamber - Guildhall, Swansea

Tuesday, 12 February 2019 at 9.30 am

Present: Councillor C A Holley (Chair) Presided

Councillor(s)

P M Black
M H Jones
I E Mann
D W W Thomas

Councillor(s)

P R Hood-Williams
P K Jones
B J Rowlands

Councillor(s)

L James
J W Jones
R C Stewart

Other Attendees

Rob Stewart

Cabinet Member - Economy & Strategy (Leader)

Officer(s)

Bethan Hopkins
Ben Smith

Scrutiny Officer
Chief Finance Officer / Section 151 Officer

Apologies for Absence

Councillor(s): P Downing
Co-opted Member(s):
Other Attendees:

1 Disclosure of Personal and Prejudicial Interests.

- None

2 Public Questions

- None

3 Scrutiny of the Annual Budget

- £8m overspend predicted with some improvement expected in Q4
- Ongoing pressures in social care
- Local Government is not funded well enough – austerity is not over
- Looked after children is still a pressure area in financial terms
- Ongoing discussions over care costs between local health board and Swansea Council

- As Central Government funding reduces the burden goes onto the local tax payer
- Uncertainty around funding for the next few years
- Would like to see grants moved into the Revenue Support Grant
- Other authorities are in the same position
- Biggest risk is the ability at pace and scale to achieve the savings
- Teachers Pay Award, Pensions, General Inflation and Living Wage are all unfunded centrally
- Some of the 161 posts at risk are already vacant
- Reserves are at lowest advisable level
- Some additional capital monies from Welsh Government
- Having flexibility in revenue grants has been very helpful
- Reduction in capital financing charge costs this year due to MRP review
- Costs remain the same over lifetime - but timing affected – lower repayments to start with, then increasing, then stopping earlier
- No allowance has been made for income yet on city regeneration schemes – as a result the maximum public sector subsidy has been assumed
- Limiting debt to 40 years rather than letting it run on indefinitely
- There is a process for filling critical frontline services
- Looking at changes for sickness and how it is managed
- The Housing Revenue Account -revenue and capital investment is supported by rent levels
- There needs to be a reasonable level of rent increase to maintain housing stock
- There is a school building and transformation agenda for the City, the amount needs adjusting to account for the £20m extra grant from Welsh Government
- There will be a consultation period for the increase of Council Tax on empty and holiday/second homes
- Discussed non domestic rates re: HMOs

4 Summarising Views and Making Recommendations

- The Panel discussed the content of the letter based on the discussion from the previous item
- Points from each Panel as follows;

Development and Regeneration Budget

1. There is a risk associated with the governance review – if the governance review is unfavourable this may impact the money which is due to come to Swansea Council to offset what has already been spent.
2. There is a risk in relation to the Business Case still not having been signed off. Until this has been done, no money can flow to Swansea Council – again this means that the money which has already been spent is at risk. This would be a significant problem.
3. There needs to be enough business support to deliver regeneration projects – clarification on how 'top slicing' works (taking a percentage from externally funded projects to fund business support roles) would be helpful.

Adult Services Budget

1. 80% of proposed savings have been achieved in this financial year. The savings target for next financial year therefore seems to be ambitious especially as much of the expenditure is demand-led.
2. With us overspending by £1 million this year due to 'resistance from the LHB to discuss equitable and appropriate contributions towards identified packages of care' there was concern in the panel that this will be an ongoing issue in the next financial year. The panel felt that this needs to be resolved as soon as possible if we are to keep to budget for 2019-20
3. It is not fully clear when savings kick in from each of the service commissioning reviews or which savings relate to which review. This process appears to be fairly opaque as far as the panel is concerned and we would welcome a more detailed breakdown.
4. We will be revisiting the budget again in October so we can more closely monitor the outcomes of the planned efficiency savings.

Education - Budget

1. The Panel were pleased to see that education has 'relative prioritisation' in the budget again this year.
2. The Panel were concerned about the impact of the cost of the increase in teachers pensions not being covered (at present) by the UK Government. The panel want to ensure that Cabinet are doing everything possible to ensure that schools are not disadvantaged by this substantial amount.
3. The Panel were pleased to hear that the school music service will receive extra funding this year from Welsh Government and were keen to emphasise the importance of pupils being able to access and be engaged in music.
4. The Panel were pleased to hear about the planned improved clarity and transparency of grant funding that is distributed via ERW but they are keen for these improvements to be monitored moving forward.

Child and Family - Budget

1. No real concerns as far as budget is concerned. All questions were answered at the meeting.
2. Although pleased to see budget for CFS is increasing next year, we understand that it is not increasing in real terms as the increase is to cover increases in salary and accommodation costs.
3. The Panel acknowledges that it is difficult to forecast what is going to transpire during the year as it is a demand driven service.
4. The CFS Panel will continue to scrutinise the Service going forward and make suggestions and recommendations for improvement.

The meeting ended at 10.25 am

Chair



**To/
Councillor Rob Stewart
Cabinet Member for Economy and
Strategy**

BY EMAIL

*Please ask for:
Gofynnwch am:*

*Direct Line:
Llinell Uniongyrchol:*

*e-Mail
e-Bost:*

*Date
Dyddiad:*

Overview & Scrutiny

01792 636292

scrutiny@swansea.gov.uk

12th February 2019

Summary: This is a letter from the Service Improvement and Finance Performance Panel to the Cabinet Member for Economy and Strategy. The Panel met on 12th February 2019. This letter relates to the Annual Budget 2019/20.

Dear Councillor Stewart,

On the 12th February 2019 the Panel met to discuss the Annual Budget 2019/20.

The Panel are grateful to Cabinet Members and officers who attended all Panels to provide information and answer questions.

Each Panel had the opportunity to scrutinise the Budget in relation to their performance panels. Each Panel was then asked to produce the points they wish the raise.

Please find below the comments from each Performance Panel;

Development and Regeneration

- There is a risk associated with the governance review – if the governance review is unfavourable this may impact the money which is due to come to Swansea Council to offset what has already been spent.
- There is a risk in relation to the Business Case still not having been signed off. Until this has been done, no money can flow to Swansea Council – again this means that the money which has already been spent is at risk. This would be a significant problem. There is no indication of timescales of when the business case will be signed off, or if this will impact project timescales. Can you advise?
- There needs to be enough business support to deliver regeneration projects – clarification on how ‘top slicing’ works (taking a percentage from externally funded projects to fund business support roles) would be helpful.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

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

www.swansea.gov.uk / 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

Adult Services

- 80% of proposed savings have been achieved in this financial year. The savings target for next financial year therefore seems to be ambitious especially as much of the expenditure is demand-led.
- With us overspending by £1 million this year due to 'resistance from the LHB to discuss equitable and appropriate contributions towards identified packages of care' there was concern in the panel that this will be an ongoing issue in the next financial year. The panel felt that this needs to be resolved as soon as possible if we are to keep to budget for 2019-20
- It is not fully clear when savings kick in from each of the service commissioning reviews or which savings relate to which review. This process appears to be fairly opaque as far as the panel is concerned and we would welcome a more detailed breakdown.
- We will be revisiting the budget again in October so we can more closely monitor the outcomes of the planned efficiency savings.

Education

- The Panel were pleased to see that education has 'relative prioritisation' in the budget again this year.
- The Panel were concerned about the impact of the cost of the increase in teachers pensions not being covered (at present) by the UK Government. The panel want to ensure that Cabinet are doing everything possible to ensure that schools are not disadvantaged by this substantial amount.
- The Panel were pleased to hear that the school music service will receive extra funding this year from Welsh Government and were keen to emphasise the importance of pupils being able to access and be engaged in music.
- The Panel were pleased to hear about the planned improved clarity and transparency of grant funding that is distributed via ERW but they are keen for these improvements to be monitored moving forward.

Child and Family Services

- No real concerns as far as budget is concerned. All issues were addressed at the meeting.
- Pleased to see budget for CFS is increasing next year, we understand that it is not increasing in real terms as the increase is to cover increases in salary and accommodation costs.
- The Panel acknowledges that it is difficult to forecast what is going to transpire during the year as it is a demand driven service.
- The CFS Panel will continue to scrutinise the Service going forward and make suggestions and recommendations for improvement.

Service Improvement and Finance

- We are concerned about the potential £8m overspend projected for 2018/2019 and would like to know how this will be addressed. What is the contingency plan for not meeting targets?
- Regarding the Medium Term Financial Plan, we do not have indications of core government grant income over the next 3 years. This makes it very difficult to create meaningful strategies.
- The increase of funding of the NHS is detrimental to Local Authorities who have not had such an increase, there needs to be effective collaboration over cost sharing.
- 161 job posts being deleted is a concern. This links in with the issue around increased sickness. Job losses and sickness go hand in hand and the pressure on remaining staff in this difficult time leads to further sickness compounding the issue. What is the contingency plan for not meeting sickness targets?
- There should be a new profile of the Capital Borrowing envelope to reflect the £20m received from Welsh Government, making the sum £180m.
- We are concerned about the impact of this unsupported borrowing on the Council in general, despite reassurances.
- Finally, we cannot continue to accept continuing austerity when there is a risk that even protected services could now fail.

I will present these points at the meeting on 14th February 2019.

We would welcome comments on any aspect of this letter but would like answers on the following queries;

Development and Regeneration

1. There is a risk in relation to the Business Case still not having been signed off. Until this has been done, no money can flow to Swansea Council – again this means that the money which has already been spent is at risk. This would be a significant problem. There is no indication of timescales of when the business case will be signed off, or if this will impact project timescales. Can you advise?
2. There needs to be enough business support to deliver regeneration projects – clarification on how ‘top slicing’ works (taking a percentage from externally funded projects to fund business support roles) would be helpful.

Adult Services

3. With us overspending by £1 million this year due to ‘resistance from the LHB to discuss equitable and appropriate contributions towards identified packages of care’ there was concern in the panel that this will be an ongoing issue in the next financial year. The panel felt that this needs to be resolved as soon as possible if we are to keep to budget for 2019-20.

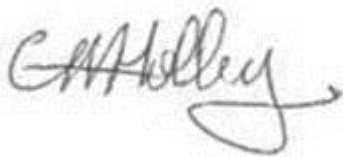
4. It is not fully clear when savings kick in from each of the service commissioning reviews or which savings relate to which review. This process appears to be fairly opaque as far as the panel is concerned and we would welcome a more detailed breakdown.

Service Improvement and Finance

5. We are concerned about the potential £8m overspend projected for 2018/2019 and would like to know how this will be addressed. What is the contingency plan for not meeting targets?
6. 161 job posts being deleted is a concern. This links in with the issue around increased sickness. Job losses and sickness go hand in hand and the pressure on remaining staff in this difficult time leads to further sickness compounding the issue. What is the contingency plan for not meeting sickness targets?
7. There should be a new profile of the Capital Borrowing envelope to reflect the £20m received from Welsh Government, making the sum £180m.

I would be grateful if you could respond to this letter by Tuesday 5th March 2019.

Yours sincerely,



Councillor Chris Holley
Convener, Service Improvement and Finance Scrutiny Performance Panel
✉ cllr.chris.holley@swansea.gov.uk



Report of the Cabinet Member for Homes and Energy

To the Service Improvement and Finance Scrutiny Performance Panel –
20th March 2019

Progress towards Meeting the Welsh Housing Quality Standard

Purpose:	To brief the Service Improvement and Finance Scrutiny Performance Panel on 20 th March 2019
Content:	An update on progress towards meeting the Welsh Housing Quality Standard
Councillors are being asked to:	Consider the information provided and to forward views to the Cabinet Member via a letter from the Panel Convener
Lead Councillor:	Councillor Andrea Lewis, Cabinet Member for Homes and Energy
Lead Officer & Report Author:	Mark Wade and Dave Bratley Tel: 01792 635215 E-mail: dave.bratley@swansea.gov.uk
Finance Officer:	Amanda Thomas
Legal Officer:	Lyndsay Thomas
Access to Services Officer:	Rhian Millar

1. Background

- 1.1 The Council has a statutory obligation to meet the Welsh Housing Quality Standard (WHQS) by the end of December 2020. In 2018, the Welsh Audit Office (WAO) undertook a review to determine whether the Council has effective arrangements in place to meet the Welsh Housing Quality Standard (WHQS) by 2020.
- 1.2 Overall, the findings were positive and the WAO confirmed that the Council has a sound approach to meeting the Welsh Housing Quality Standard by December 2020. The WAO came to this conclusion because:

- The Council's approach to WHQS is generally well-integrated into its strategic housing function, but some key plans need to be updated;
- The Council has comprehensive stock condition information about its homes that effectively shapes its investment programme to meet the WHQS;
- The Council has a programme in place to achieve the WHQS by December 2020, but delivery of the programme will be challenging and there is little room for any slippage;
- More timely reporting and monitoring of the Council's progress in meeting the WHQS is necessary to ensure it meets the standard by December 2020, and that tenants are aware of the progress being made;
- Most tenants WAO spoke to are satisfied with the quality of improvement works done to their homes by the Council, and with the housing service they receive;
- Most tenants WAO spoke to felt that the Council takes their views into consideration, but the Council could strengthen tenant engagement and make sure tenants are clear about why improvement works are needed.

The full WAO report is set out in appendix A.

- 1.3 In terms of suggested improvements WAO noted the Council needs more up to date plans, tenant engagement and focus on contracts and timescales. The attached action plan in appendix B highlights the Council's response to WAO's key recommendations. This focuses on methods for reporting progress, effective monitoring, procurement, updating key plans, information and engagement with tenants.
- 1.4 WHQS compliance is an integral part of the Local Housing Strategy, is a key component of the Housing and Public Health Service Plan and is governed by a WHQS Compliance Policy. The Council periodically engages a third party specialist to measure the condition of the housing stock; this provides an independent assessment on the levels of WHQS compliance and identifies future repair and investment needs required to meet the WHQS. A financial business plan is prepared annually to ensure sufficient investment is available to deliver the detailed programme of repairs and improvements.
- 1.5 Arrangements for monitoring WHQS include reporting compliance levels on an annual basis internally and to the Welsh Government. Progress on repairs and improvements, designed to bring homes up to the standard, are reported quarterly internally and to the Welsh Government.
- 1.6 Tenants are informed about the WHQS programmes and progress via the tenant magazine Open House, the Council's website, tenant groups and individually when major repairs are planned for their home.

2. WHQS Measurement

- 2.1 The WHQS sets out its requirements across six main themes including good state of repair; safe and secure; adequately heated, fuel efficient and well insulated, up to date kitchens and bathrooms; located in safe and attractive environments and suit the specific requirements of the household. Compliance is reached when all elements within these themes are considered to be in reasonable condition and performing as intended. The level of compliance is recorded via house condition surveys and updated once major repairs and improvements are completed.

- 2.2 Within the WHQS guidance document is the facility to record elements as ‘acceptable fail’. The document recognises that it may not be possible to bring all elements up to the standard and landlords are permitted to report these as one of the following acceptable fails categories: cost of remedy; timing of remedy; residents’ choice; and physical constraint. Elements that cannot be brought up to the WHQS continue to be repaired and maintained to ensure homes remain safe.

3. WHQS Compliance

- 3.1 The figures set out below show the level of overall WHQS compliance as well as compliance for individual WHQS elements and acceptable fails. The figures are based on work completed up to the end of January 2019 and will be expected to change further by the end of the financial year once all completed work is signed off.
- 3.2 There are 4,301 fully compliant properties with a further 9,227 properties that are almost compliant but contain one or more elements that are classed as acceptable fail.
- 3.3 Levels of compliance for individual elements are contained in the following table:

WHQS Element	Properties Fully Compliant	Properties with an Acceptable Fail
Roofing	13,110	418
Windows	13,526	2
Doors	13,462	66
Kitchens	9,695	3,833
Bathrooms	7,520	6,008
Heating Systems	13,239	289
Energy Rating	9,855	3,673
Electrical Systems	13,399	129
Smoke Alarms	13,340	98
Gardens	5,608	7,920

4. Conclusion

- 4.1 The Council has in place strategic, financial and operational arrangements to deliver WHQS compliance by the deadline and the WAO audit in 2018 confirmed these are all generally well integrated.
- 4.2 The WAO found tenants are satisfied with the improvements works to their home.
- 4.3 Following the WAO recommendations, the Council has developed an action plan focusing on improving methods for reporting progress, effective monitoring, procurement, updating key plans, supplying information and engaging with tenants.

5.0 Equality and Engagement Implications

- 5.1 The Council is subject to the Public Sector Equality Duty (Wales) 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 Act.
- 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.

The Equality Impact Assessment process ensures that we have paid due regard to the above.

- 5.2 Tenants and leaseholders have been engaged as part of the Council's Tenant Participation Strategy.
- 5.3 An EIA screening has been undertaken and there are no equality implications as it reports on a recent audit and the current level of WHQS compliance. Specific equality issues are met at the point of delivery of WHQS improvement programmes.

6. Legal implications

- 6.1 WG have powers under the Housing (Wales) Act 2014 if there is a failure to meet the statutory obligation referred to above.

7. Financial Implications

- 7.1 There are no financial implications associated with this report

Glossary of terms:

WHQS	Welsh Housing Quality Standard
WAO	Welsh Audit Office

Background papers: None

Appendices:

- Appendix A: Findings from the Welsh Audit Office Report on Welsh Housing Quality Standard
- Appendix B: Welsh Audit Action Plan December 2018

Report of the Welsh Audit Office:



Archwilydd Cyffredinol Cymru
Auditor General for Wales

Welsh Housing Quality Standard Review including Council tenants' views – **City and County of Swansea Council**

Audit year: 2017-18

Date issued: November 2018

Document reference: 842A2018-19

This document has been prepared for the internal use of City and County of Swansea as part of work performed/to be performed in accordance with the Well-being of Future Generations Act (Wales) 2015.

No responsibility is taken by the Auditor General or the staff of the Wales Audit Office in relation to any member, director, officer or other employee in their individual capacity, or to any third party.

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, the Wales Audit Office and, where applicable, the appointed auditor are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at info.officer@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.

The team who delivered the work comprised Katherine Simmons, Lisa McCarthy, Ron Price, Sara-Jane Byrne under the direction of Jane Holownia.

Contents

Tenants are satisfied with the improvement works and the Council has a sound approach to meeting the Welsh Housing Quality Standard by December 2020, but it needs more up-to-date plans, tenant engagement and focus on contracts and timescales to achieve it

Summary report 4

Detailed Report

The Council's approach to WHQS is generally well-integrated into its strategic housing function, but some key plans need to be updated. 7

The Council has comprehensive stock condition information about its homes that effectively shapes its investment programme to meet the WHQS 7

The Council has a programme in place to achieve the WHQS by December 2020, but delivery of the programme will be challenging and there is little room for any slippage 8

More timely reporting and monitoring of the Council's progress in meeting the WHQS is necessary to ensure it meets the standard by 2020, and that tenants are aware of the progress being made 9

Most tenants we spoke to are satisfied with the quality of improvement works done to their homes by the Council, and with the housing service they receive 9

Most tenants we spoke to felt that the Council takes their views into consideration, but the Council could strengthen tenant engagement and make sure tenants are clear about why improvement works are needed 10

Appendices

Appendix 1 – infographic 11

Summary report

Summary

What we looked at

- 1 We reviewed the Council's arrangements to meet the Welsh Housing Quality Standard (WHQS) by the Welsh Government's deadline of 2020. This included the quality of plans and programmes, housing stock condition information, monitoring and scrutiny arrangements, tenant satisfaction and the way in which WHQS was making a difference to tenants' lives.
- 2 The findings in this report are based on fieldwork that we undertook during the period April 2018 to August 2018, and a telephone survey of tenants and leaseholders. We spoke to 680 tenants and leaseholders as part of this telephone survey.

Why achieving WHQS is important

- 3 Achieving WHQS is a key element of the Welsh Government's vision for housing in Wales. This standard is intended to set in place a common target standard for all social housing in Wales, and the Welsh Government expects all social housing landlords in Wales to adopt the standard and devise programme for bringing their homes up to the standard as soon as possible but by 2020 at the latest. The Welsh Government considers homes fully compliant when they meet all the individual elements of the standard around the condition, age and safety of the internal and external parts of the dwelling and elements like safe electrics, smoke alarms and energy efficiency requirements are met.
- 4 As at the 31 March 2018 the Council owned 13,528 dwellings, of which 3,415 dwellings were fully compliant with the WHQS and 193 dwellings were not compliant. The Council identified that 9,920 dwellings were compliant subject to acceptable fail guidance. The Welsh Government considers homes fully compliant when they meet all individual elements of the standard. But, social landlords may record one or more element as an acceptable fail, where achieving the standard for an individual element is not possible. The Welsh Government defines what can be determined as an acceptable fail.

Examples of acceptable fails include the cost or timing of the work, residents' choice not to have the work done or where there are physical constraints to the work. Where a dwelling contains one or more acceptable fails, but all other elements are compliant, the Welsh Government deems the dwelling compliant subject to acceptable fails.

How we approached the review

- 5 To inform our findings we reviewed a range of Council documents and interviewed a selection of senior officers, members and operational staff, and held focus groups with tenants both of traditional council housing and from sheltered housing schemes. Additionally, we carried out a telephone survey of tenants using an independent contractor. The telephone survey engaged 680 respondents divided between tenants and leaseholders and was carried out between 24 April and 9 May 2018. We have referenced the findings of the telephone survey, where relevant, in the body of this report and include an infographic page summarising our findings at [Appendix 1](#).
- 6 We also commissioned Tai Pawb, Diverse Cymru and Ethnic Minorities and Youth Engagement (EYST) Wales to undertake two focus groups: one with disabled Council tenants and one with BME council tenants. Despite considerable effort by all parties, including engaging with the Council's tenant participation team, the numbers of participants at the two focus groups was disappointing. Five tenants attended the BME focus group and one tenant attended the disabled tenants focus group. We have made a reference to a view of the BME focus group within the report but given the levels of participation it is difficult to draw any representative findings from these additional focus groups. We have provided a summary of the findings from the additional focus groups to Council officers.

Overall finding

- 7 Our review sought to answer the question: Does the Council have effective arrangements in place to meet the Welsh Housing Quality Standard (WHQS) by 2020?
- 8 Overall, we found that: Tenants are satisfied with the improvement works and the Council has a sound approach to meeting the Welsh Housing Quality Standard by December 2020, but it needs more up-to-date plans, tenant engagement and focus on contracts and timescales to achieve it. We came to this conclusion because:
- The Council's approach to WHQS is generally well-integrated into its strategic housing function, but some key plans need to be updated;
 - The Council has comprehensive stock condition information about its homes that effectively shapes its investment programme to meet the WHQS;
 - The Council has a programme in place to achieve the WHQS by December 2020, but delivery of the programme will be challenging and there is little room for any slippage;
 - More timely reporting and monitoring of the Council's progress in meeting the WHQS is necessary to ensure it meets the standard by December 2020, and that tenants are aware of the progress being made;
- Most tenants we spoke to are satisfied with the quality of improvement works done to their homes by the Council, and with the housing service they receive; and
- Most tenants we spoke to felt that the Council takes their views into consideration, but the Council could strengthen tenant engagement and make sure tenants are clear about why improvement works are needed.

Proposals for Improvement

Exhibit 1: proposals for Improvement

The table below sets out the proposals for improvement that we have identified following this review.

Proposals for improvement

- | | |
|----|--|
| P1 | The Council should provide more timely and transparent reporting of progress on WHQS to members and tenants. |
| P2 | The Council should ensure there is effective monitoring and scrutiny of its progress so that any issues can be resolved quickly. |
| P3 | The Council should procure any outstanding works as soon as possible and ensure there is robust monitoring of contracts so that works are completed on time and to the level of quality agreed. |
| P4 | The Council should improve on its current arrangements to publicise arrangements for disruption payments to tenants in a clear, understandable and transparent way, and make sure tenants are aware of what they can and cannot claim for. |
| P5 | The Council should strengthen how it engages with its tenants, including ensuring tenants are clear why and when works are being undertaken. |
| P6 | The Council should update key plans, such as the Repairs, Maintenance and Improvement policy and the Housing Revenue Account (HRA) asset management plan. |

Detailed report

Tenants are satisfied with the improvement works and the Council has a sound approach to meeting the Welsh Housing Quality Standard by December 2020, but it needs more up-to-date plans, tenant engagement and focus on contracts and timescales to achieve it

The Council's approach to WHQS is generally well-integrated into its strategic housing function, but some key plans need to be updated

9 In reaching this conclusion we found that:

- Robust, comprehensive and wide-ranging plans are in place to support the Council's ambition to meet the WHQS by December 2020. These include the Swansea Housing Strategy 2015-2020, Housing Revenue Business Plan 2017-18, WHQS compliance policy and the Council's capital housing investment programme. However, the Council needs to review and update some plans, such as the

- Repairs, Maintenance and Improvement policy and the Housing Revenue Account (HRA) asset management policy.
- The Council is taking an elemental approach to bringing its homes up to the WHQS, having largely completed the essential external works to dwellings and now focusing on kitchen and bathroom programmes leading up to the December 2020 deadline.
- The WHQS programme supports other Council housing priorities, such as energy efficiency, the safety of high rise blocks of flats including fire safety, and ensuring that homes are weather proof and resilient.

The Council has comprehensive stock condition information about its homes that effectively shapes its investment programme to meet the WHQS

10 In reaching this conclusion we found that:

- Stock condition surveys have been carried out by external consultants every five years.
- Stock condition surveys have covered the key elements of WHQS compliance.

Stock condition surveys are supported by regular in-house surveys which have also covered Energy Performance Certification (EPCs) and asbestos type and location surveys.

- The Council uses the stock condition information to inform its Capital Housing Investment Programme.

The Council has a programme in place to achieve the WHQS by December 2020, but delivery of the programme will be challenging and there is little room for any slippage

11 In reaching this conclusion we found that:

- The Council has a capital programme in place which sets out the work needed to be completed in each property to meet the December 2020 deadline. The majority of this work has now been procured except for some garden fencing and external property work. However, the Council now only has 26 months to complete all the necessary works, including commissioning any outstanding works. The Council cannot risk there being any delays in completing the programme. It needs to ensure there is robust procurement and contract management in place to do this.

- Financial assumptions and budgets are contained in the HRA business plan.
- Kitchens, bathrooms and ancillary work will be undertaken in 6,330 dwellings between 2018 and December 2020. The WHQS is scheduled and planned to be achieved by December 2020.
- All void empty properties are bought up to the WHQS prior to re-letting unless they are soon to be completed within the primary WHQS capital programme. However, the Council recognises this has impacted upon the length of time taken to re-let void properties, and it needs to consider how it can improve this.
- An effective gas servicing regime to meet statutory landlord responsibilities is in place.
- Additional fire safety measures have been, or are programmed to be, installed in high rise blocks. This includes sprinkler systems, additional fire doors and awareness raising in conjunction with Mid and West Wales Fire and Rescue Service.
- A back-fill programme plan is in place for those properties where tenants have initially refused WHQS work, or where access is difficult or not convenient.
- The Council has worked effectively with its leaseholders to ensure that work is not held up. The Council has provided loans and financial support to those leaseholders unable to pay for work to communal areas of buildings.

More timely reporting and monitoring of the Council's progress in meeting the WHQS is necessary to ensure it meets the standard by December 2020, and that tenants are aware of the progress being made

12 In reaching this conclusion we found that:

- The Council has reported and updated public information on progress against the WHQS in a limited way. For example, there has been a lack of information reported on the numbers and reasons for acceptable fails, and what category they fall into under WHQS guidance. The WHQS performance figures released by Welsh Government show that as of March 2018, the Council has 9,920 homes subject to acceptable fails. This equates to 73% of the Council's housing stock. It is, therefore, important that the Council reports the reasons for these acceptable fails. This will enable the Council to determine what future actions it can take to make those homes currently

classed as acceptable fails into homes fully compliant with the WHQS. For example, those homes which are currently deemed as acceptable fails due to current tenant choice.

- Our telephone survey of a sample of Council tenants found that there was limited awareness of the WHQS programme among tenants. 24% of respondents confirmed that they had been contacted by the Council about WHQS and 66% said they had not been contacted. For those who have had improvement works, there seems to have been a lack of communication about the reasons for the planned works. Around half of respondents (48%) recall that the Council explained why the improvement works were needed but 43% had not been told.
- The Council's Overview and Scrutiny Committee established a WHQS Scrutiny Working Group, and undertook a review of WHQS in March 2016. However, there has been little scrutiny of this major Council programme since that time. There has been limited reporting on the WHQS to the Council's performance panels. Given that the Council must achieve the WHQS by December 2020, it is important that there is robust monitoring and challenge of progress, but we found limited evidence that this was happening.

Most tenants we spoke to are satisfied with the quality of improvement works done to their homes by the Council, and with the housing service they receive

- 76% of respondents to our telephone survey confirmed that the WHQS improvement works were completed on time.
- 76% of respondents confirmed that they were satisfied with the quality of improvements, and 14% were dissatisfied.

- A significant majority of tenants are satisfied with the condition of the kitchens, bathrooms and outside of their homes. 73% are satisfied with their kitchen, 74% satisfied with their bathroom, and 69% satisfied with the outside of their home.
- 83% of respondents are satisfied with their neighbourhood as a place to live.
- 80% of respondents are satisfied with the housing service they receive from the Council, highlighting a good base to work from to make any further future improvements. Around one in ten are unsure (11%) or dissatisfied (9%) with the service received from the Council.
- The Council has done significant work to improve health, safety and security of those people living in high rise blocks of flats.
- District Housing Managers draw up lists of bids for environmental improvements on estates in conjunction with tenants, for example, to identify areas that require additional play facilities. The Council has provided financial support to pay for these programmes of improvement on a regular basis.
- About one in three tenants we spoke to as part of our telephone survey reported concerns with heating systems and damp in their homes. Of the 680 respondents, 30% find it difficult to heat their home during winter. 45% of respondents were concerned about the lack of, or poor, draught proofing. 34% of respondents reported damp, with the most visible signs being mould and wet patches.

Most tenants we spoke to felt that the Council takes their views into consideration, but the Council could strengthen tenant engagement and make sure tenants are clear about why improvement works are needed

13 In reaching this conclusion we found that:

- The Council has a range of ways in which it engages with its tenants:
 - The use of Tenant Liaison Officers to give an interface between the Council, contractors and the individual tenant generally works well.

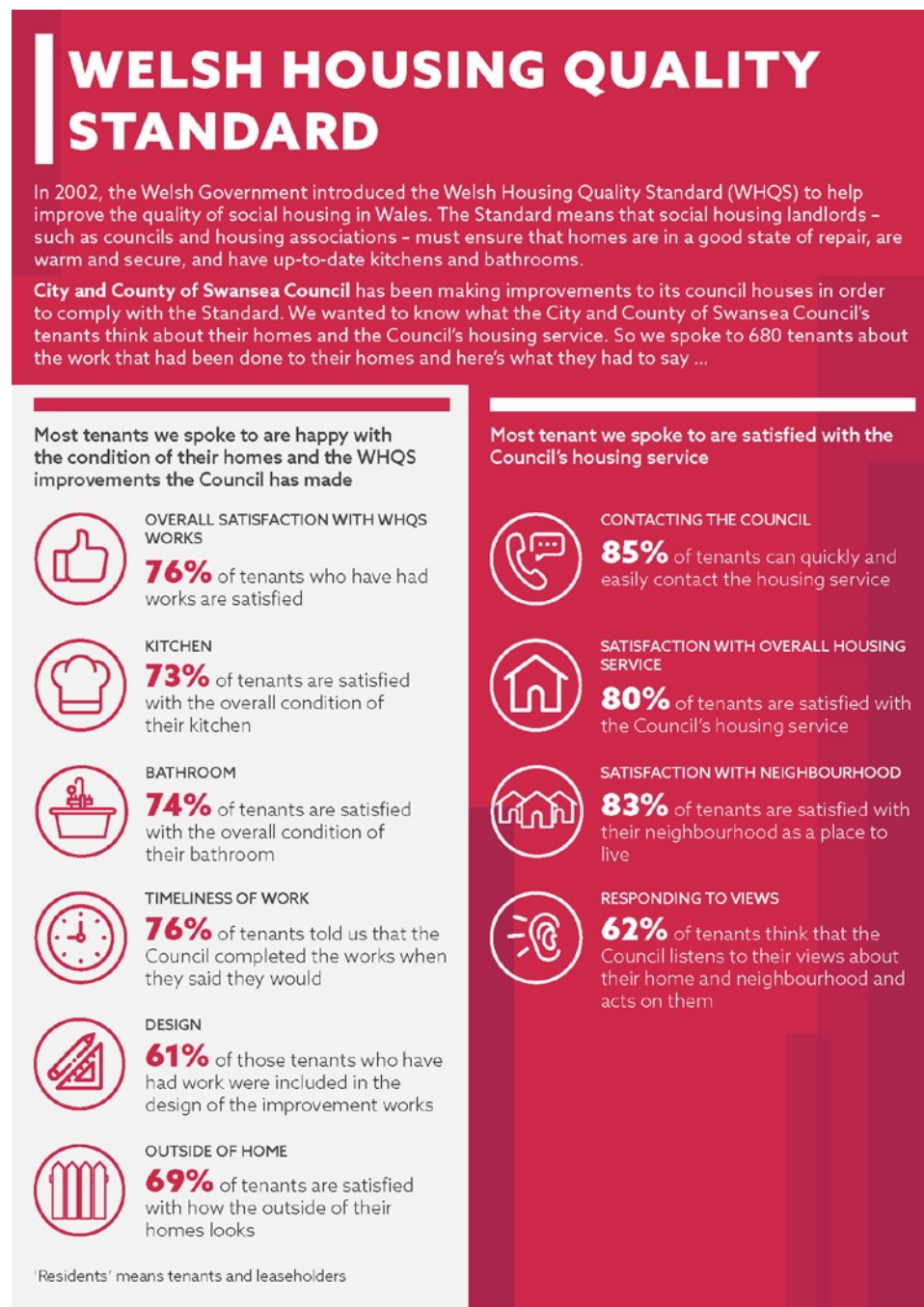
- Follow up visits by the Council's technical staff are made to tenants at the completion of improvement works, but further checking of any snagging items or defects is required to ensure that all work is completed to tenants' satisfaction. Concerns about this aspect of improvement works has been identified in the Council's tenants' satisfaction survey results and was expressed by Tenants at our focus groups.
 - the Council's 'Open House' magazine provides a range of information about tenant related issues and helpful hints and guidance.
 - The Council has undertaken Tenant Satisfaction surveys on a regular basis which gives the Council sufficient information about the areas where tenants believe that improvement to services should occur.
 - The Council did a tenant satisfaction survey in 2017. 2,618 tenants responded to this survey. The survey found that 80% of tenants who responded were satisfied with the condition of their home, while 20% were dissatisfied. Of the 2,618 respondents, 40% had not seen an improvement to their house or estate. Of those tenants who had received improvements to the inside of their homes, approximately 22% were not satisfied with the end result. The Council should consider how it can address tenants' concerns, particularly as the bulk of the WHQS work (kitchens and bathrooms) is now being done within tenants' homes.
 - The Council has not systematically analysed the reasons and factors contributing to the concerns of its' tenants, expressed through the Council's own tenant satisfaction survey, about the quality and timeliness of work carried out by contractors.
- Whilst the Council has a Tenant Participation Strategy covering the period 2015-18, it is limited in scope and information, including how resources will be used to support priorities. The Council has indicated that a new strategy will be produced during 2018, and this will be an opportunity to extend the ways on which it consults, engages and involves tenants.
- Our telephone survey found that:
 - 61% of respondents said that the Council included them in the design or specification of any improvement works, but 35% said they were not.
 - 85% of tenants we spoke to as part of our telephone survey said that they can quickly and easily contact the Council at a time that is convenient to them.
 - 62% of tenants we spoke to are satisfied the Council takes their views into consideration, and listens and acts upon them, although 21% are unsure. The remainder are dissatisfied (17%) suggesting there is work to do on engagement.

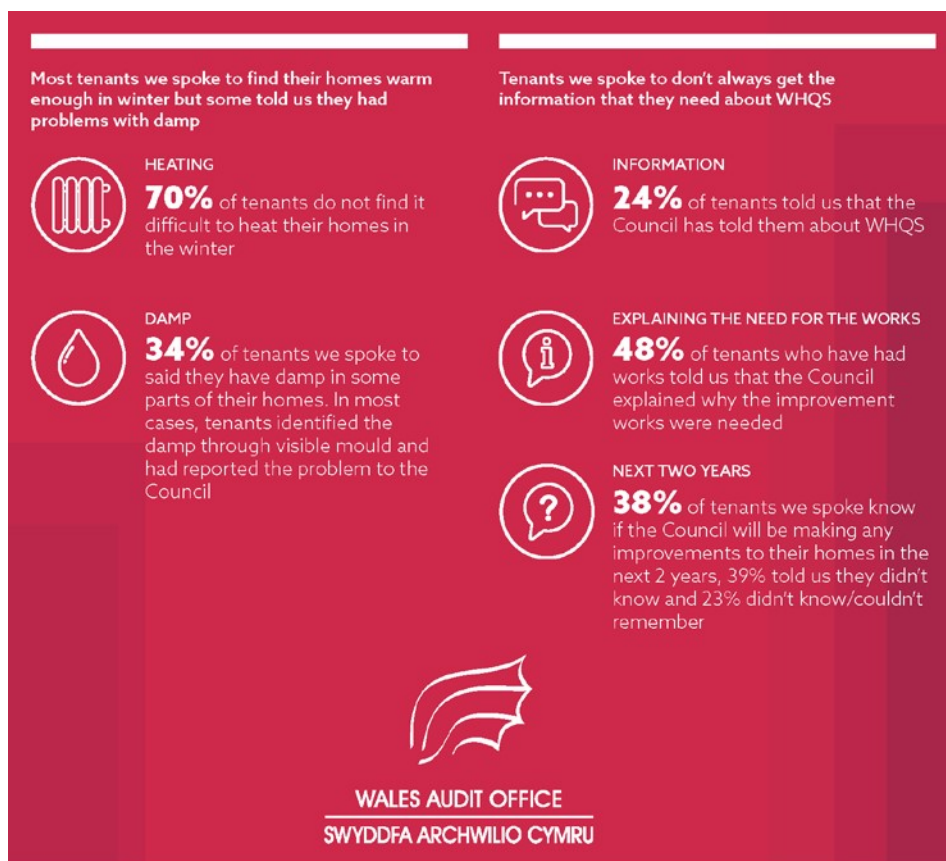
- The findings from our focus groups with a small number of BME tenants also suggested that the Council needs to consider how it can improve its engagement with tenants whose first language is not English or Welsh.
- Disruption payments are made to many tenants who are receiving work to their homes. In 2017-18 payments totalling £443,250 were made to 2,571 households. However, it was evident from our focus groups with tenants that there was some confusion about these disruption payments.
- The arrangements and approval for disruption payments should be revisited by the Council, and information provided to tenants should be made clearer on the subject. It was evident from our focus groups with tenants that there was some confusion about these disruption payments.

Appendix 1

Infographic summarising the key findings from our telephone survey

Exhibit 1: infographic summarising the key findings from our telephone survey with a sample of the Council's housing tenants





The telephone interviews for **City and County of Swansea Council** ran from **24th April** until **9th May** 2018.

The Auditor General requested a sample of around 5% of all of the Council's tenants and leaseholders. The sample of **680** respondents was divided between tenants and leaseholders based on the WHQS compliance status of the **9,072** (general needs and sheltered housing) and **501** leaseholder properties that the Council provided. Properties can be fully compliant, non-compliant or acceptable fails. The sample also reflects the WHQS status of properties across the area based on the data provided by the Council. **639** tenants and **41** leaseholders responded to the survey.

Wales Audit Office
24 Cathedral Road
Cardiff CF11 9LJ

Tel: 029 2032 0500
Fax: 029 2032 0600
Textphone: 029 2032 0660

E-mail: info@audit.wales
Website: www.audit.wales

Swyddfa Archwilio Cymru
24 Heol y Gadeirlan
Caerdydd CF11 9LJ

Ffôn: 029 2032 0500
Ffacs: 029 2032 0600
Ffôn testun: 029 2032 0660

E-bost: post@archwilio.cymru
Gwefan: www.archwilio.cymru

Appendix B

Action plan in response to WAO report on Welsh Housing Quality Standard Review including Council Tenants' views.

The following information details key actions which the Housing service will put in place to deliver improvements as a result of the feedback received from the Wales Audit Office.

Proposals for improvement identified by WAO	Actions	Officer responsible/By when
P1 The Council should provide more timely and transparent reporting of progress on WHQS to Members and tenants.	<ul style="list-style-type: none"> • Update existing stock condition data with the results from the latest survey to provide an up to date record of condition and WHQS compliance in April 2019. Provide a summary of the current position to: <ul style="list-style-type: none"> ➤ Cabinet Member ➤ Housing Futures Programme Board ➤ Housing Futures Member/Officer steering group ➤ Ward members ➤ Website/Open House ➤ Tenant Groups • Ensure acceptable fail reasons are communicated clearly as to what they are and how they will be treated in future in Feb/March 2019: Specific explanation as to what they are, how they are applied, current levels and plans for the future set out to: <ul style="list-style-type: none"> ➤ Housing Futures Programme Board ➤ Housing Futures Member/Officer steering group ➤ Include a section in the HRA capital programme report to Council ➤ Website/Open House ➤ Tenant Groups 	<p>Dave Bratley April 2019</p> <p>Dave Bratley Feb/March 2019</p>

	<ul style="list-style-type: none"> • A progress update is on the website detailing information on the various components of WHQS. It was included in the July 2018 edition of Open House and further information is included in the early 2019 edition. • Following submission of stats to Welsh Government Aug/Sept each year, compliance/Acceptable Fails annual data will be circulated to: <ul style="list-style-type: none"> ➢ The Cabinet Member and Ward members ➢ Housing Futures Programme Board ➢ Housing Futures Member/Officer steering group ➢ Updates in Open House magazine and website ➢ Reported to Tenant groups • Undertake review of Compliance policy by July 2019 for consideration by Cabinet/Council 	<p>Dave Bratley Sept 2019</p> <p>Peter Williams July 2019</p>
P2 The Council should ensure there is effective monitoring and scrutiny of its progress so that any issues can be resolved quickly.	<ul style="list-style-type: none"> • An annual position statement about progress in delivering WHQS by the 2020 target is scheduled on the Scrutiny Work Programme 2019/20 and will be reported to the Service Improvement & Finance Panel. • Reporting on WHQS progress and levels of compliance are formally embedded in existing governance arrangements. These include; <ul style="list-style-type: none"> ➢ Quarterly reports to Welsh Government on programme progress are reported to the Joint Housing Programme Forum, Housing Futures Programme Board and Housing Futures Member/Officer steering group 	Mark Wade March 2019
P3 The Council should procure any outstanding works as soon as possible and ensure there is robust monitoring of contracts so that works are completed on time and to the level of quality agreed.	<ul style="list-style-type: none"> • We have a detailed procurement programme in place for the work that is required to enable us to complete all elements of the WHQS by 31st December 2020. • A large amount of the work is carried out by our own internal work force giving us greater control, visibility and certainty on progress and completion timescales. • Every external contract is monitored on a monthly basis to ensure that agreed timescales are met and appropriate action taken if contracts fall behind for any reason, daily checks are carried out by the Clerk of the Works in relation to progress and quality of work and their findings are reported back to the contract QS who will challenge the contractors if there are any discrepancies. 	Nigel Williams Actions are ongoing

	<ul style="list-style-type: none"> • All contracts are monitored through a Programme Tracker, any that have a significant change from one month to the next are escalated to the Head of Service, an explanation for the change has to be provided along with a plan on how the contract will be brought back on track. • Quarterly monitoring reported to Welsh Government and Joint Housing Programme Forum 	
P4 The Council should improve on its current arrangements to publicise arrangements for disruption payments to tenants in a clear, understandable and transparent way, and make sure tenants are aware of what they can and cannot claim for.	<ul style="list-style-type: none"> • Information about Disturbance Allowance is discussed with the tenant at the 10 week visit pre-construction phase and sums to be paid confirmed in the Major Works Agreements and Kitchen & Bathroom brochure. • The narrative in the above documents will be reviewed and made clearer, where possible. • An additional letter will be attached to tenant BACS forms to confirm the payment process and how much the tenant is entitled. • Disturbance Allowance information has been added to Housing Services website • A consultation event will be undertaken with Tenant groups in January 2019 to consider how this could be further improved. 	Dave Meyrick January 2019 and ongoing
P5 The Council should strengthen how it engages with its tenants, including ensuring tenants are clear why and when works are being undertaken	<ul style="list-style-type: none"> • All tenants are informed by letter, usually a minimum of 12 weeks before commencement of work is undertaken at their homes. Letters have been reviewed to ensure a wider explanation is given about why the work is required • In subsequent home visits, tenants are informed of the work to be carried out and this information is confirmed in Major Works Agreement documents and brochures. This engagement will continue in its current format. • The Kitchen and bathroom schedules are on the Council website however these may not be widely accessed. Signposting tenants to this information has been included in the Open House magazine, the Council's face book page and information in the District Housing offices. • The introduction of a Housing Facebook page will also help improve how the information about the works is communicated. • New tenants are advised at sign up on works scheduled to be completed • Proposed works are also discussed at tenant groups. 	Dave Meyrick Actions are ongoing
P6 The Council should update key plans, such as the	<ul style="list-style-type: none"> • HRA Asset management plan to be completed by April 2019 • Repairs ,Maintenance and Improvements Policy to be completed by July 2019 	Peter Williams April/July 2019

Repairs, Maintenance and Improvement policy and the Housing Revenue Account (HRA) asset management plan		
Additional Issues raised by the WAO	Actions	Officer responsible/By when
All void empty properties are brought up to the WHQS prior to re-letting unless they are soon to be completed within the primary WHQS capital programme. However, the Council recognises this has impacted upon the length of time taken to re-let void properties, and it needs to consider how it can improve this.	<ul style="list-style-type: none"> • A Housing Commissioning review commenced in September 2018 and changes/improvements to the Voids and letting process will be considered and implemented in 2019/2020. 	Jane Harris By end of 2020
Of the 680 tenants that the WAO spoke to about 1 in 3 tenants reported concerns with heating systems and damp in their home.	<ul style="list-style-type: none"> • All tenants are encouraged to report any concerns they have with their home to the repairs contact centre. Articles on condensation issues are regularly included in the Open House magazine to raise awareness regarding the accuracy of identifying damp problems as very often it could be condensation caused by lack of ventilation /lifestyle etc. An article has been included in the latest issue. • The Council continues to take a proactive approach to improving its homes and energy rating. The housing stock has already reached a key standard of energy efficiency (average SAP is now 65) and the current kitchen and bathroom programme includes mechanical ventilation which removes airborne moisture and reduces condensation. 	Lynda Grove Ongoing action Dave Bratley ongoing works scheduled in Capital programme

<p>Follow up visits by the Council's technical staff are made to tenants at the completion of the improvement works, but further checking of any snagging items or defects is required to ensure that all work is completed to tenants satisfaction. Concerns about this aspect of improvement works has been identified in the Council's tenants' satisfaction survey results and was expressed by Tenants at our focus group.</p>	<ul style="list-style-type: none"> • Clerk of Work will return to property after the snagging list issued is confirmed complete by the contractor. • Completion Certificates will be withheld until CoW is satisfied work is completed to the required standard. • Work quality complaints made by tenants on the Housing Services questionnaire will continue to be referred to technical officers and contractors for further investigation. • A further procedure be jointly developed with Building Services by June 2019 to ensure feedback is provided about each complaint, to confirm action required and determine if complaints justified. 	<p>Andrew Jackett/Dave Meyrick June 2019</p>
<p>The Council did a tenant satisfaction survey in 2017. 2,618 tenants responded to this survey. The survey found that 80% of tenants who responded were satisfied with the condition of their home, while 20% were dissatisfied. Of the 2,618 respondents, 40% had not seen an improvement to their house or estate. Of those tenants who had received improvements to the inside of their homes, approximately 22% were not satisfied with the end result. The Council</p>	<ul style="list-style-type: none"> • Further analysis of tenant dissatisfaction will be carried across individual contractors to identify trends in perceived service weakness. • Undertake a review of how contractors are deploying tenant liaison staff, to ensure they are meeting contractual obligations. • Initial findings suggest main tenant dissatisfaction is due to lack of liaison by contractor's staff while work is and progress and failing to complete work within timescales set out. • Carry out a review of completion times to determine if there are discrepancies between number of working days recorded in the contractor's site diary and working days recorded on completion certificate. 	<p>Andrew Jackett/Dave Meyrick June 2019</p>

<p>should consider how it can address tenants' concerns, particularly as the bulk of the WHQS work (kitchens and bathrooms) is now being done within tenants' homes. The Council has not systematically analysed the reasons and factors contributing to the concerns of its' tenants, expressed through the Council's own tenant satisfaction survey, about the quality and timeliness of work carried out by contractors.</p>		
<p>Whilst the Council has a Tenant Participation Strategy covering the period 2015-18, it is limited in scope and information, including how resources will be used to support priorities. The Council has indicated that a new strategy will be produced during 2018, and this will be an opportunity to extend the ways on which it consults, engages and involves.</p> <p>The findings from our focus groups with a small number of BME tenants also</p>	<p>The Welsh Government introduced the requirement to implement Tenant Participation strategies and action plans in 2007 over 3 year cycles. Whilst this is no longer a national requirement, the Council has continued to implement a strategy and action plan as best practice since then. The main purpose of the strategy is to actively encourage tenant involvement to help the continuous improvement of housing services. The current strategy is the Council's 4th since 2008 and these have all been developed with a Tenant Steering group, other existing groups and as a result of tenant surveys.</p> <ul style="list-style-type: none"> • The 2019-2021 strategy is currently being drafted, following its development with existing tenant groups, feedback from a comprehensive questionnaire to all tenants and face to face surveys in District Housing Offices. Findings from the surveys highlight that 81% do not want to get involved in issues that affect their home and area. • However the new strategy will continue to look at ways that encourage more tenants and increase the numbers under represented to get involved via closer working with Local Area Co-ordinators, the introduction of a Housing Facebook 	<p>Lynda Grove Action is ongoing</p>

<p>suggested that the Council needs to consider how it can improve its engagement with tenants whose first language is not English or Welsh.</p>	<p>page to promote what's happening in the local area, a survey will be undertaken with the Council's Disability Liaison Group and Regional BME network etc.</p> <ul style="list-style-type: none"> • All tenants get individual visits prior to works commencing and Improvement officers make all the necessary arrangements to ensure communication is offered in alternative formats/liaise with family members and utilise the telephone translation line. • Officers across Housing services offer all service users/tenants information in the language of their choice from the time they access a service/sign up for a property. However we will continue to improve all methods of communication via working with BME tenants who are on existing groups and also promote the telephone translation service etc. 	
--	---	--



Report of the Cabinet Member for Better Communities

Service Improvement and Finance Scrutiny Performance Panel – 20th March 2019

Position statement for Swansea Council Libraries performance in relation to Welsh Public Library Standards (WPLS) 2017 – 18.

Purpose:	To provide the Scrutiny Panel with a report on the current position of Swansea Council Libraries performance in relation to the Welsh Public Library Standards (WPLS) 2017 – 2018
Content:	This report presents an overview of the current legislation and explanation of the current Welsh Public Library Standards framework together with a position statement for 2017 – 18
Councillors are being asked to:	Consider the information provided and to forward views to the Cabinet Member via a letter from the Panel Convener
Lead Councillor:	Councillor June Burtonshaw, Cabinet Member for Communities
Lead Officer & Report Author:	Karen Gibbins E-mail: karen.gibbins@swansea.gov.uk Tel: 01792 636329

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”.

In order 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 first year of the 6th quality framework, “Connected and Ambitious Libraries 2017-2020. (Appendix B)

2. Current position – Welsh Public Library Standards (WPLS)

2.1 Swansea Council Libraries submitted its final response to the WPLS in June 2018. Museums Archives Libraries Division (MALD) have responded to the submission and a copy of the response is attached in Appendix A. The response underlines the current position of the library service, within the first year of the new Framework.

2.2 Summary of Welsh Government response to our 2017-18 return

- All service points provide a full range of support for individual development, and for health and well-being. Four case studies demonstrate the impact of the service on groups and individuals.
- Improved monitoring and reporting has enabled the service to provide more robust figures for informal training, attendance at library events / activities, and website use.
- Usage generally remains above the median for Wales, although there are reductions in the number of physical visits, active borrowers and overall book issues.
- Targets for overall acquisitions and for materials in the Welsh language are still not met, although the service is increasing its investment in Welsh language resources, with a greater emphasis on encouraging their use.
- Overall staff numbers, and the level of professional staffing have both fallen, and neither target is met. Numbers of professional staff are now close to the lowest in Wales, and the service is increasingly reliant on agency staff to maintain service delivery. The planned review of work plans / staffing needs will be key to ensuring service sustainability in this area.
- Total revenue expenditure has increased on 2016-17, with the average per capita investment in library services at the median level.

The full list of Quality Indicators and our performance is contained in Appendix A. Swansea Council Libraries met 11 of the 12 core entitlements in full. Out of the 10 quality indicators, Swansea achieved 7 in full, 1 in part and failed to achieve 2, as follows:

QI 9 Up to date and appropriate reading material

A library authority should achieve

- Either a minimum of 243 items acquired per 1000 resident population
- or a minimum spend of £2180 per 1000 resident population

To successfully achieve QI 9 the service would need to spend £533,000 a year on books and resources. Actual spend was £401,046.

QI 10 Welsh Language Resources

A library authority should achieve

- Either a minimum of 4% of the material budget
- or a minimum of £750 per 1000 Welsh Speaking resident population

To successfully achieve Q10 the service would be required to spend £16,042 (4%) a year on Welsh Language materials. Actual spend for the period was £5545 (1.5%). The service is increasing its spend annually as more materials become available and we work to increase usage of Welsh Language materials in our libraries. Where identifiable we have included the budget spent on welsh materials which are non book such as advertising and promotional budgets.

QI 13 Staffing levels and qualification was partially met

Two elements were not met – these are:

- Library authorities shall achieve total establishment staffing levels for the service of 3.6 (FTE) per 10,000 resident population.
- The total number of staff holding recognised qualifications in librarianship, information science or information management per 10,000 resident population should not fall below 0.65

The QI for Staffing levels and qualifications QI13 is based on 3.6 fulltime equivalents of staffing per 10,000 population. We reported 3.38. The failure to recruit staff and reduction in management posts affects our ability to meet the indicator for 'Qualified staff'. The benchmark is 0.65 qualified staff per 10,000 population. We reported 0.28. For the purposes of this report, 'qualified staff' means library employees who hold a recognised library management qualification.

Formal qualifications for this indicator include first and higher degrees, or equivalent, the foundation degrees in information studies, and chartered librarians. It does not include qualified staff working in clerical roles or staff with library qualifications up to LAIS/NVQ level 3 or 4.

Two elements were met – these are:

- Head of Service qualification
- CPD percentage

3. Conclusions/Key Points Summary

The report Summary describes a wide range of positive aspects for the service which are summarised below. It is also worth noting that the previous Service Manager was absent on long term sick leave for over a year, prior to retiring, but this 'gap' has been addressed with the appointment of a qualified, new Manager last summer. The service can now move on with focus and clarity on its wider objectives, which are closely linked with delivering the Council's Corporate Priorities. Service planning is currently underway and a new strategy for transformation, partnership working and cross Service integration in Culture, Place and the Council is under review.

The key objective is for a sustainable, resilient service that continues to provide a comprehensive and efficient service for Swansea. We continue to explore new ways

of working in order to achieve this within the parameters of the Council's priorities and available resources.

4. Legal implications - there are no specific Legal implications arising from this report

5. Finance

There are no direct financial implications arising immediately from this report although there are clear costs associated with moving to spend at the levels necessary to achieve the quoted individual standards as set out in this report. These are indicative figures only and total library spending will ultimately need to be contained within existing and likely future budgeted levels that Council will set.

Glossary of terms: QI – Quality Indicator

Background papers: None

Appendices:

Appendix A WPLS – Swansea CC Assessment Report 2017-18

Appendix B Connected and ambitious libraries Framework 2017-2020

Welsh Public Library Standards 2017-2020: Swansea

Annual Assessment Report 2017-18

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

1 Executive summary

Swansea met 11 of the 12 core entitlements in full, and failed to meet 1.

Of the 10 quality indicators which have targets, Swansea achieved 7 in full, 1 in part and failed to achieve 2.

Swansea library service continues to perform well in many areas, although with some evidence of decline in service usage. Improvements in monitoring and reporting are noted, ensuring that data is robust and provides a sound basis for future planning. Although the targets are not yet met, the service has also committed to increasing its investment in Welsh language resources, and to promoting their use. Levels of staffing, and particularly professional staff, are of concern however. The planned review of service viability, including staffing, should inform the development of a clear strategy for the future sustainability of the service.

- All service points provide a full range of support for individual development, and for health and well-being. Four case studies demonstrate the impact of the service on groups and individuals.
- Improved monitoring and reporting has enabled the service to provide more robust figures for informal training, attendance at library events / activities, and website use.
- Usage generally remains above the median for Wales, although there are reductions in the number of physical visits, active borrowers and overall book issues.
- Targets for overall acquisitions and for materials in the Welsh language are still not met, although the service is increasing its investment in Welsh language resources, with a greater emphasis on encouraging their use.
- Overall staff numbers, and the level of professional staffing have both fallen, and neither target is met. Numbers of professional staff are now close to the lowest in Wales, and the service is increasingly reliant on agency staff to maintain service delivery. The planned review of work plans / staffing needs will be key to ensuring service sustainability in this area.
- Total revenue expenditure has increased on 2016-17, with the average per capita investment in library services at the median level.

2 Performance against the standards

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

2.1 Core entitlements

Swansea is meeting 11 of the 12 core entitlements in full, but with no overall library strategy that articulates the vision and objectives of the service fails to meet CE 12. It is noted that library service delivery is closely aligned with published corporate priorities and strategies, but there is no direct link to relevant documentation on the library service website to inform users about the strategic direction of the service, and little detail within the corporate documents to identify the service's role and contribution. The planned review of service sustainability, including staffing, should inform the development of a clear strategy for the future delivery of the service.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, Swansea is achieving 7 in full, one in part and is failing to achieve 2 of the indicators.

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

iii) Head of service qualification/training	✓	
iv) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

There has been a slight change to the last year of the fifth framework, with the target for the proportion of staff time spent in personal / professional development now met.

2.3 Impact measures

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

Swansea is planning to undertake its user surveys in November 2018.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	n/a		73%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	n/a		38%	90%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	99%	2/17	75%	98%	100%

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

- Books n' Hooks - a weekly crochet and knitting group that meets in a local library; members share their skills and knowledge, find friendship and support, and have started fundraising for local charities.
- Reading Stars - a literacy scheme encouraging primary age 'reluctant readers' to enjoy books; the children were introduced to a range of fiction, non-fiction and poetry, completing a log book of tasks and book reviews, and meeting the library's reading dog. They enjoyed the project, and its aims to engage them with reading were met.
- Digital Literacy - supporting an elderly couple to learn how to shop online so they could get groceries delivered; library staff helped them learn how to use their tablet and gain confidence in ordering online, signing them up to a six-week tablet course so they could continue to develop their knowledge and skills.
- Skills Exchange - a group of mental health nursing students ran a skills exchange session with a library-based knitting group, the students taught the knitting group basic digital skills and learnt the basics of knitting and crochet. Two different communities worked together, learning new things and enjoying themselves.

2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table summarises Swansea's position for 2017-18. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data was not available to some authorities. Where possible, figures from the last year of the fifth framework have also been included for comparison; however, in some cases a change in definition or the introduction of additional measures makes comparisons impractical. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator		Rank	Lowest	Median	Highest	2016/17
QI 1 Making a difference						
a) % of adults who think that using the library has helped them develop new skills:	n/a		24%	83%	94%	65%
c) health and well-being	n/a		33%	65%	95%	54%
d) enjoyable, safe and inclusive	n/a		90%	98%	100%	97%
QI 2 Customer satisfaction						
a) 'very good' or 'good' choice of books	n/a		88%	91%	98%	91%
b) 'very good' or 'good' customer care	n/a		93%	99%	100%	99%
c) 'very good' or 'good' IT facilities	n/a		74%	86%	94%	
d) 'very good' or 'good' overall;	n/a		93%	97%	99%	99%
e) users aged 16 & under rating out of ten	n/a		8.5	9.1	9.2	9.0
QI 5 User training						
a) attendances per capita	25	14/22	10	32	238	28
c) informal training per capita	215	11/22	15	199	473	n/a
QI 6 attendances at events per capita						
	398	5/22	82	228	684	80
QI 8 Library use						
a) visits per capita	4,342	5/22	2,501	4,047	7,014	4,604
b) virtual visits per capita	1,047	8/22	243	866	2,211	341
c) active borrowers per capita	196	5/22	100	154	229	211
QI 10 Welsh issues per capita*						
	51	14/22	4	68	663	
QI 11 Online access						
b) Computers per capita [^]	8	16/22	5	9	14	7
c) % of available time used by the public	33%	8/22	14%	27%	67%	37%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	36	10/21	3	31	196	24
b) total volunteer hours	1,802	9/21	40	1,346	11,939	1,603
QI 14 Operational expenditure						
a) total expenditure per capita	£11,915	11/21	£7,047	£11,915	£17,771	£11,589
b) % on staff,	73%	4/21	44%	63%	75%	75%
% on information resources	14%	9/21	4%	13%	25%	12%
% on equipment and buildings	3%	18/21	0%	4%	20%	3%
% on other operational costs;	10%	17/21	0%	18%	37%	9%
c) capital expenditure per capita	£534	8/20	£0	£338	£17,432	£78

QI 15 Net cost per visit	£1.80	12/21	£1.24	£1.82	£2.41	£2.19
QI 16 Opening hours [#]						
(iii) a) % hours unplanned closure of static service points	0.00%	1/21	0.00%	0.02%	1.28%	0.00%
b) % mobile stops / home deliveries missed	n/a		0.00%	0.35%	11.24%	n/a

^{*} per Welsh speaking resident population

[^]per 10,000 resident population

[#] Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

3 Analysis of performance

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

3.1 Meeting customer needs (QI 1-5)

Swansea has yet to conduct its user surveys; it is noted that these are due to be carried out in November 2018. All static libraries provide a full range of support for individual development and good support for health and well-being, with targets here both achieved. Attendance at pre-arranged user training sessions has fallen slightly on 2016-17, with 99% of those surveyed saying that attendance helped them achieve their goals. Improvements to monitoring of informal training delivered by staff have enabled the service to submit data for this indicator in 2017-18, with the reported performance above the median level.

3.2 Access and use (QI 6-8)

Swansea continues to meet the target for easy access to service points, and offers events / activities for users with special requirements at all static libraries. Attendance at library events and activities has also increased significantly in 2017-18 with performance now the fifth highest per capita in Wales; it is noted that this reflects improved reporting systems, confirming that figures in previous years were being under-reported. While usage figures otherwise are generally above the median for Wales, there is some evidence of decline, with reductions in the number of physical visits, active borrowers, and overall book issues. Library membership has increased, and there is a notable rise in the number of visits recorded to the service website, although it is noted that this reflects a change in the methodology used, ensuring greater consistency with other authorities.

3.3 Facilities and services (QI 9-12)

There has been an apparent increase in spending on materials in 2017-18, reflecting better management of the materials budget, although Swansea remains one of thirteen authorities not meeting either of the acquisitions targets. The service has increased its investment in Welsh language materials and resources, although the targets here are still not met. It is noted that the service intends to continue to improve spending in future years, and there is a welcome emphasis on encouraging greater use of the Welsh language collections. Performance in relation to supply of requests has also improved, with both targets met. Reported PC provision has increased, with the inclusion of all internet enabled devices provided for use by the public. ICT usage has however fallen, in common with most other library services, with more customers using their own devices and the Wi-Fi facilities provided.

3.4 Expertise and capacity (QI 13-16)

In common with a number of other services in Wales, Swansea is not meeting either of the per capita staffing targets. Overall staffing levels have fallen slightly, as financial pressures have curtailed recruitment, although comparatively they are still the third highest in Wales. It is noted that service delivery is heavily reliant on agency staff and overtime hours as a result, although a new Relief Staff scheme has proved beneficial. Numbers of professional staff have also fallen with the average per capita here now close to the lowest in Wales, although the service emphasises its continuing support for staff to obtain qualifications. A new Library Service Manager is being recruited whose role will include reviewing work plans / service staffing, and an element of transformation is expected as the service considers its sustainability needs in this area. Qualified leadership is in place, and the service has improved its performance in terms of staff development / training, so the requirements here are now met. The number of volunteers has increased, with some 36 individuals each contributing an average of 50 hours to the service.

Total revenue expenditure has increased on 2016-17, with the average per capita investment in library services at the median level. Aggregate annual opening hours have been maintained and continue to meet the target set.

4 Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. Swansea's narrative notes how the service contributes to the cross-cutting themes set out in Taking Wales Forward: Prosperous and secure, supporting people to develop new skills and gain employment; Healthy and active, supporting health and well-being; Ambitious and learning, improving literacy and digital skills; and United and connected, improving support for the Welsh language and for digital inclusion.

5 Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Swansea highlights the recruitment of a new Library Service Manager, whose remit will include looking at the long term sustainability of the service. It is noted that the council remains committed to sustaining its library hubs and district community libraries, and that the service continues to work with other departments and local communities. Digital literacy services remain a priority, and one of the community libraries will act as a pilot for a new Community Hub project. Budget has also been identified to refresh IT hardware and software, and the service will join the all-Wales LMS in 2018-19.

6 Conclusion

Swansea library service continues to perform well in many areas, although with some evidence of decline in service usage. Improvements in monitoring and reporting are noted, ensuring that data is robust and provides a sound basis for future planning. Although the targets are not yet met, the service has also committed to increasing its investment in Welsh language resources, and to promoting their use. Levels of staffing, and particularly professional staff, are of concern however. The planned review of service viability, including staffing, should inform the development of a clear strategy for the future sustainability of the service.



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.”¹

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 1964² 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”**.

² 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 government³, 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.

³ 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.

⁴ 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 request⁴. 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 Act⁵ 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.

⁵ 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 accreditation⁶.

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;

⁶ 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 7

Service Improvement and Finance Scrutiny Performance Panel

Work Plan 2018/2019

All Meetings will take place in Committee Room 5
10am – 12pm (Unless stated otherwise)

Meeting 1 Tuesday June 5th	1. Election of Convener 2. Role of Panel and Terms of Reference <ul style="list-style-type: none">• Cllr Chris Holley 3. Work Plan 2018-2019 <ul style="list-style-type: none">• Cllr Chris Holley
Meeting 2 Commissioning Review Tuesday June 19th 11am – 1pm	Cultural Programme – Final Bidder Options <ul style="list-style-type: none">• Martin Nicholls – Director Place• Tracey McNulty – Head of Cultural Services• Robert Francis-Davies – Cabinet Member Culture, Tourism and Major Projects
Meeting 3 Tuesday July 10th Committee Room 3 Civic Centre	1. Welsh Language Standards Annual Report 2017/18 <ul style="list-style-type: none">• Julie Nicholas Humphreys - Customer Services Manager• Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance 2. Charges Item <ul style="list-style-type: none">• Chris Williams – Head of Commercial Services• Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance
Meeting 4 Tuesday August 14th	1. End of Year 2017/18 Performance Monitoring Report <ul style="list-style-type: none">• Richard Rowlands – Corporate Performance Manager
Meeting 5 Tuesday September 11th	1. Recycling and Landfill - Annual Performance Monitoring <ul style="list-style-type: none">• Chris Howell – Head of Waste Management and Parks• Cllr Mark Thomas – Cabinet Member for Environment and Infrastructure Management

Meeting 6 Thursday September 27th Committee Room 2 Civic Centre	1. Equality Review Report 2017/18 <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager • Cllr Mary Sherwood – Cabinet Member for Better Communities 2. Q1 2018/19 Performance Monitoring Report <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager
Meeting 7 Monday October 29th	1. Q1 Revenue and Capital Budget Monitoring 2018/19 <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre 2. Revenue Outturn and Savings Tracker 2017/18 <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre 3. Revenue Outturn 2017/18 (HRA) <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre 4. Capital Outturn and Financing 2017/18 <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre
Meeting 8 Tuesday November 13th	1. Annual Review of Performance 2017/18 <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager • Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance 2. Reserve Update <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre 3. Mid-Year Budget Statement 2018/19 <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre
Meeting 9 Tuesday December 11th	1. Budget Update <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre 2. Q2 Budget Monitoring <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and

	<p>Service Centre</p> <p>2. Annual Review of Well-being Objectives and Corporate Plan 2018/22</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager • Cllr Rob Stewart – Cabinet Member for Economy and Strategy <p>3. Planning Annual Performance Report</p> <ul style="list-style-type: none"> • Ryan Thomas - Development Conservation and Design Manager • Cllr David Hopkins – Cabinet Member for Delivery
<p>Meeting 10 Tuesday January 15th</p>	<p>1. Q2 Performance Monitoring Report</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager <p>2. Budget Proposals</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre
<p>Meeting 11 Tuesday February 12th Council Chamber Guildhall BUDGET MEETING</p>	<p>1. Q3 Budget Monitoring</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre <p>2. Annual Budget</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre • Cllr Rob Stewart – Cabinet Member for Economy and Strategy
<p>Meeting 12 Wednesday March 6th</p>	<p>1. Review of Community Groups – Friends of Parks/Community Centres</p> <ul style="list-style-type: none"> • Tracey McNulty – Head of Cultural Services • Cllr June Burtonshaw – Cabinet Member for Better Communities – Place <p>2. Corporate Complaints Annual Report 2017/18</p> <ul style="list-style-type: none"> • Julie Nicholas Humphreys - Customer Services Manager • Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance
<p>Meeting 13 Wednesday 20th March</p>	<p>1. Wales Audit Office Report – Housing Quality Standards</p> <ul style="list-style-type: none"> • Councillor Andrea Lewis • Mark Wade – Head of Housing and Public

	<p>Protection</p> <ul style="list-style-type: none"> • Lynda Grove – Service Improvement Manager <p>2. Welsh Public Library Standards Annual Report 2017/18</p> <ul style="list-style-type: none"> • Karen Gibbins - Principal Librarian for Information & Learning • Cllr June Burtonshaw – Cabinet Member for Better Communities – Place
<p>Meeting 14 Tuesday April 9th</p>	<p>1. Q3 Performance Monitoring Report</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager <p>2. Commissioning Review Overview</p> <ul style="list-style-type: none"> • Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance • Sarah Caulkin – Chief Transformation Officer
<p>Meeting 15 Monday May 13th</p>	<p>1. WAO Report – Local Government use of Data</p> <ul style="list-style-type: none"> • Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance • Sarah Caulkin – Chief Transformation Officer

To be scheduled;

- Commissioning Reviews 2016/17 Evaluation Item
- Additional Commissioning Reviews (TBA)
- Local Government Performance Bulletin 2017/18