

# Public Document Pack



The following reports are Information Items for the Education and Social Services Scrutiny Committee.

- 1 Caerphilly County Borough Library Service - Annual Welsh Government Public Library Standards Assessment 2022-23.
- 2 Education Budget Monitoring 2023/24 (Period 9).



## INFORMATION ITEM FOR EDUCATION AND SOCIAL SERVICES SCRUTINY COMMITTEE – 12<sup>TH</sup> MARCH 2024

**SUBJECT: CAERPHILLY COUNTY BOROUGH LIBRARY SERVICE -  
ANNUAL WELSH GOVERNMENT PUBLIC LIBRARY  
STANDARDS ASSESSMENT 2022-23**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND  
CORPORATE SERVICES**

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### 1. PURPOSE OF REPORT

1.1 To inform the Education and Social Services Scrutiny Committee of the progress made by the County Borough Library Service in meeting the 6<sup>th</sup> Framework of Welsh Government's Public Library Standards, Core Entitlements and Quality Indicators during the reporting year 2022-23.

### 2. SUMMARY

2.1 The most recent Welsh Public Library Standards Report submitted to Education Scrutiny was for reporting year 2019/20. No report was submitted to Scrutiny during 2020/21 due to the COVID challenges. A Welsh Library Standards Return was submitted to Welsh Government for reporting year 2021/22. However, the final Assessment Report from Welsh Government was not received by CCBC until August 2023, therefore it was felt that this information would be outdated by the time of submission to Scrutiny and Welsh Government have apologised for this issue.

2.2 This is the final year library authorities in Wales will report against the current 6<sup>th</sup> Framework guidelines. A reconfiguration of both the Core Entitlements and Quality Indicators are in place for the next two reporting years (2023/24 and 2024/25), with the new Framework – WPLS7 ready for reporting years 2025-26.

2.3 The 2022/23 assessment sees a return to the collection of the full set of data providing:

- Full summary of the provision against the 12 Core Entitlements.
- Caerphilly's achievements against the 16 Quality Indicators; 10 of which have targets.
- A narrative report on future direction.
- A narrative report on the strategic context: how the library service is contributing to wider Welsh Government priorities and strategic goals.
- A narrative statement with an example of the impact the service to individuals

or groups.

- 2.4 Caerphilly County Borough Library Service was assessed as meeting all 12 of the Welsh Government Core Entitlements.

Caerphilly County Borough Library Service was assessed as meeting in full, 7 and in part 1 of the 10 Quality Indicators for Wales that have assigned targets with 2 indicators not met.

The Case Study assessing the impact of library use on people's lives was evaluated and agreed by the Assessor: **Appendix 3**.

Detailed statements highlighting the synergy between library service activities and both the Council's Well-Being Objectives, and the goals of the Well-Being of Future Generations Act were evaluated and agreed by the Assessor.

For this report we are unable to provide a table comparing our Welsh Public Library Standards data against other Welsh authorities. This information will not be made available by Welsh Government until later this year.

A copy of the formal Welsh Government Assessment is included with this report as **Appendices 1 & 2**.

- 2.5 The Assessor identifies the following areas of strength in the authority's performance.

- Caerphilly Library Service meets all the 12 Core Entitlements in full.
- Caerphilly libraries are clearly busy and valued by the local community.
- Visitors per capita remains comparatively high and Caerphilly is in the top quartile of Welsh library authorities for attendances at library events per capita.
- The targeted spending on children's stock in the previous year appears to have had an impact; children's issues have risen notably and are above the median per capita.
- User training is highly rated; 99% of attendees said that the training had helped them achieve their goals.
- Despite reducing the number of PCs available to the public through a full PC renewal programme, there remains an excellent level of IT provision; the service remains above the median for the number of computers per capita.
- Caerphilly libraries have a strong focus on supporting mental health and wellbeing and the library service supports many partners. Despite 11 of the 18 libraries now being single staffed, the service has continued to provide reader development programmes and activities for both adults and children.
- The service performs well in terms of Customer Satisfaction and should be proud of its ability to continue to provide reader development programmes and keep all libraries open in cases of sickness and emergency leave.

- 2.6 The Assessor noted some concerns and areas of performance requiring attention by the authority to maintain its capability to deliver a strong performing service in the

future.

- “Although it is anticipated that the move to a potential Community Hub model will help to ease staffing difficulties, the staffing situation in Caerphilly is a concern. The large number of single staffed service points limit the service’s ability to offer a wide range of services in areas such as IT support. “ Currently, the authority has implemented the pilot Hub Library model at Rhymney Hub Library due for Corporate Management Team review later this year. Libraries offer a good level of IT support (Informal Training) to residents. However, in order to increase support, library services work closely with partner organisations - CCBC Community Education and Multiply teams to increase digital skills sessions at all library sites.
- It is important that Caerphilly returns to conducting regular user surveys, possibly alongside other forms of customer consultation, to ensure that services are meeting customer needs effectively. This has been addressed and the Adult Library User Survey ran between November 2023 to January 2024, the results of which will be used in the Welsh Public Library Standards return for 2023/24. Due to operational constraints faced using CIPFA to evaluate previous questionnaires, we are confident that the new questionnaire process implemented will achieve higher rankings to *Q1 – Making a Difference* and offer a true reflection of customer satisfaction.
- The authority has partly met the target for staff or qualified staff per capita (Q13).
- The authority has not met Q19: Up-to-Date and Appropriate Reading Material per capita. The indicator has is designed to ensure adequate investment and an appropriate balance of resources are acquired. This is a standard we have not met since 2018/2019, due to the decrease to the Library Resources budget. To meet this standard, the library service will be required to purchase an extra 17,263 titles of stock or increase its annual expenditure on resources by £114,000. Library User Survey results highlight 94% of customers believe library stock is ‘very good’ or ‘good.’ We believe the balance of stock we purchase is sufficient and that the correct balance of titles is being purchased to satisfy demand and relevance.
- The authority has not met Q12 - Supply of Requests: an indicator measuring the efficiency of the library service in responding to requests for material which is not immediately available. The library service has received no complaints from customers regarding wait times. This standard has only been met by 8/22 Welsh library authorities and will not feature in the revised Library Standards, and has been classed by Welsh Government as an indicator no longer feasible.

### 3. RECOMMENDATIONS

- 3.1 Education and Social Services Scrutiny Committee is asked to note the information contained in this report. A copy of the formal Welsh Government Assessment is included and can be found at **Appendices 1 and 2.**

#### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To inform Education & Social Services Scrutiny Committee of the progress achieved by the County Borough Library Service on meeting the requirement of the 6<sup>th</sup> Framework of the Welsh Government Public Library Standards, 2022/23.

#### **5. THE REPORT**

- 5.1 The Welsh Government Executive Summary Assessment of Caerphilly Borough Council's performance against the 6<sup>th</sup> Standards Framework for Public Libraries 2022/23 states,

“Caerphilly met all 12 core entitlements in full. Of the 10 Quality Indicators which have targets, Caerphilly is achieving 7 in full and 1 in part. Two targets were not met.

Caerphilly libraries are clearly very busy and valued by the local community. Visitors per capita remain comparatively high and Caerphilly is in the top quartile of Welsh library authorities for attendances at library events per capita. The targeted spending on children's stock in the previous year appears to have had an impact; children's issues have risen notably and are above the media per capita. The service has noted changes in user habits, such as the greater use of Wi-Fi and apps being preferred over the library website. Although it is anticipated that the move to a Community Hub model will ease staffing difficulties, the staffing situation in Caerphilly is a concern due to the large number of single staffed service points limit the service's ability to offer a wide range of services in areas such as IT support. In such circumstances, the service should be proud of its ability to continue to provide reader development programmes and keep all libraries open in cases of sickness and emergency leave. In the coming year, it is important that Caerphilly returns to conducting regular user surveys, possibly alongside other forms of customer consultation, to ensure that services are meeting customer needs effectively.”

- 5.2 Caerphilly County Borough Library Service is assessed as retaining 12/12 Core Entitlements. We are only one of 8/22 authorities to do so and is a significant achievement.
- 5.3 Caerphilly County Borough Library Service is assessed as meeting in full, 7 and in part 1 of the 10 Quality Indicators for Wales that have assigned targets with 2 indicators not met. No authorities meet all 10 Quality Indicators with targets.
- 5.4 The partially met QI is QI13: Staffing Levels and Qualifications. Please note that in the 2022/23 return, 20 Welsh authorities have also partly met this standard, with 1 authority failing.
- 5.5 Not met is QI9: Up-to-date and Appropriate Reading Material. This is a standard we have not met since 2018/2019, due to the decrease of the Library Resources budget. The 2022/23 Welsh data return highlights that only 12 of 22 authorities achieved this QI. It has been noted by Welsh Government that this standard is not achievable by many authorities due to the current budget pressures.
- 5.6 Not met is QI12: Supply of Requests. Again, this standard has only been met by 8 Welsh library authorities and will not feature in the revised Library Standards, and has been classed by Welsh Government as an indicator no longer feasible.
- 5.7 Detailed below are areas of the Assessment Framework that deserve specific

mention in respect of good performance achieved by the Borough Library service in 2022/23.

Performance Indicator	2022/23	Rank	Lowest	Median	Highest
<b>QI 1 Making a difference.</b>					
d) enjoyable, safe and inclusive	99%	=4/16	93%	97%	100%
<b>QI 2 Customer Satisfaction</b>					
a) 'very good' or 'good' choice of books	94%	4/16	80%	91%	99%
b) 'very good' or 'good' customer care	99%	2/17	92%	98%	100%
e) users aged 16 & under rating out of ten	9.5	5/16	8.0	9.3	9.7
<b>QI 8 Library Use</b>					
a) visits per capita	2,640	3/21	781	2,106	4,814
<b>QI 15 Net Cost per visit</b>	£0.41	1/19	£0.41	£2.76	£6.22

*Rankings- 1 is the lowest being the best performing authority*

5.8 Detailed below are areas of below average performance, noted by Welsh Government

Performance Indicator	2022/23	Rank	Lowest	Median	Highest
<b>QI 10 Welsh issues per capita</b>	41	15/22	13	53	864
<b>QI 14 Operational expenditure</b>					
b) on staff per capita	57%	19/21	46%	64%	78%
on information resources per capita	10%	15/21	5%	12%	21%
<b>QI 5 User Training</b>					
c) informal training per capita	33	16/19	5	131	222

### 5.9 Making a Difference

Caerphilly Library Service retains its strong focus supporting the borough's residents. The analysis of the recently conducted Library Adult User questionnaire will offer updated customer satisfaction scores, and provide useful customer comments to help move the service forward. If agreed, an Information Report highlighting this data can be made available to the Education & Social Services Scrutiny Committee later this year.

#### Customer Satisfaction

As mentioned, the Adult User questionnaire will provide current data for customer satisfaction relating to the resources, customer care, IT facilities and the holistic library service offer. Early indicators suggest we will meet or exceed the current targets. During the 2022/23 CCBC Budget Consultation exercise, it was noted by a resident that the Council should prioritise libraries when planning services and budgets. The resident wrote, "I cannot reiterate how important I feel the library services are to the borough and our communities. We have a cost-of-living crisis and libraries provide warm spaces for residents to come and learn something new, interact with other people and acquire new skills. These absolutely must not be cut as libraries support many of the problems that we face as an organisation, including support for businesses, low

income families, Ukrainian refugees, and online provision. Please consider how the poorest and loneliest residents who are most affected by these problems in our communities will be affected if library services are reduced or cut”.

The Children and Young Adult User Survey run during 2022 saw the average overall rating out of ten by users aged 7-16, rise from 9.4 to 9.5. This improvement correlates with the excellent range and continued investment by the library service to purchase suitable reading materials. The survey also evidenced that children use the library not just to ‘find things out’, but use us for health, well-being, socialising, reading groups, accept we’re a safe and inclusive space, use free Wi-Fi, PC and free printing for homework support.

#### Support for Individual Development

The library service offers training venues and spaces to partner and community organisations. All libraries offer free public PC access and free Wi-Fi along with low-cost printing, scanning and photocopying. Whilst there are challenges at our single-staffed sites to offer the IT support residents need, library services are working closely with partner organisations to increase digital skills sessions at all library sites. In partnership with The Good Things Foundation, all libraries offer vulnerable residents free pre-loaded SIM cards.

#### Support for Health & Wellbeing

Libraries continue to offer health and wellbeing support to residents offering a wide range of support sessions facilitated by both library staff and partner organisations. These include Baby Massage to a Specialist Eating Disorder Group to Knit & Natter sessions. Our libraries are designated warm and safe spaces offering free, hot and cold drinks through the year. Hub libraries continue to offer community space for Ukrainian and Polish guest support.

The library service continues to support the *Reading Well* collections, this year supporting the ‘Reading Well for Teens’ book list. We were instrumental in distributing free LFT COVID testing kits to residents with 551 handed out over a 2-month period.

Working closely with CCBC Caerphilly Cares and receiving grant funding from the Community Support Fund, offered us the opportunity to continue the free hot and cold drinks offer to residents through the year, and by the 31<sup>st</sup> of March 2023, collated figures suggest over 19,000 hot and cold drinks had been consumed.

All libraries contribute to the Gwent Health Board MELO project, displaying and providing publications and promotional materials to the general public and health groups. We work in partnership with CCBC and the Welsh Government to help deliver the Period Dignity Scheme, offering free sanitary products in our public toilets and all 18 library sites and have been providing these free items since July 2019.

As part of the Caerphilly Library Service Dementia Action Plan 2018-2020, the library service continues to support the Dementia agenda. All libraries display the ‘Dementia Friend’ Accreditation. We continue to purchase stock and resources relating to the Dementia agenda and support a member of library staff in her role as a

Dementia Ambassador- training library staff, residents and local Councillors to become Dementia Friends.

### User Training

Libraries offer as much IT support (Informal Training) as possible to residents. In order to increase support, library services are working closely with partner organisations to increase digital skills sessions at all library sites.

### User Attendance at Library Events

In total, the library service ran or facilitated 5,231 events over the year ranging from the successful 'Welcome Back – Summer of Fun' scheme, author talks, Caerphilly Tabletop Gaming sessions and the Menopause Café, ensuring Caerphilly Library Service remained in the top quartile of Welsh library authorities for attendances this year.

### Location of Service Points

The Local Authority has maintained its present number and distribution of static libraries where 98% of households are within 2 miles of a static service point.

### Library Use

Reporting a decline in visitor numbers to our sites this year and partly caused by a variety of factors out of our control, e.g. the deliberate arson attack at Llanbradach Library, we remain in the top quartile of Welsh library authorities for visits per capita. We have an increase in the number of active borrowers, and children's stock issues have risen by 50% and are above the median per capita. Whilst we have witnessed a rise in use, Caerphilly is below the median for virtual visits. However, many library users of our digital services use the apps such as Borrowbox or Pori and no longer require the use of the CCBC library website pages.

Preliminary data from the recent Adult User Library Survey suggests a multitude of reasons for using the library. Library book lending is the main reason for use as well as:

Printing / photocopying / scanning

Looking for help or advice

Meeting friends / socialising

Study

Use of our free eBook, eAudiobook and eMagazine services continue to rise year on year:

eBooks / eAudiobooks– increase of 11%

eMagazines – increase of 27%

### Up-to-date and Appropriate Reading Materials

The authority has not met this standard since the Welsh Public Library Standards return of 2019/20, however the materials spend per capita is above the median and the service is in the top quartile of library authorities for the proportion of expenditure on children's resources. It is important to note that 12/22 Welsh authorities have also



failed to meet this standard. This is one of a number of Standards that will be reviewed by Welsh Government prior to the publication of the 7<sup>th</sup> Framework.

MTFP budget constraints saw a reduction to the annual library resource budget. Pleasingly, expenditure on children and young people's resources increased this year by 2%. The service remains strongly committed to its strategic aims for children and young adults in order to support the work carried out by the Community Librarians on the School Engagement Programme, Summer Reading Challenge and other national promotions.

#### Welsh Language Resources

Despite budgetary restrictions, the library service continued its investment and support of the Welsh language, culture and heritage, with the majority of new purchased stock supporting children's Welsh titles.

#### Online Access

The service is above the median for number of computers per capita, a pleasant achievement made available by the financial support of CCBC to purchase and upgrade all library public PCs and licenses. It is interesting to note that static PC usage in our libraries, whilst still high, is decreasing. However greater demand is being made of Wi-Fi Spark with residents using this free service alongside their own digital devices.

#### Supply of Requests

This is the first year that Caerphilly Library Service has failed to meet this standard. However, the library service has received no written complaints from residents who believe they are waiting too long for their reserved items. This standard has only been met by 8 Welsh library authorities and will not feature in the revised Library 6<sup>th</sup> Standards Framework, having been classed by Welsh Government as an indicator no longer feasible.

#### Staffing Levels and Qualifications

Caerphilly Library Service partially meets this standard as Qualified leadership is in place in the library staffing structure. The overall target for the number of staff holding a recognised library related qualification and the number of staff per capita are not achieved. To note 20 Welsh authorities have also partly met this standard, with 1 authority failing.

#### Case Study

One case study highlighting the impact and value of the Borough Library Service was submitted and assessed by the Welsh Government. The case study clearly identifies how a local library has made an impact to a group of individuals from Newbridge. **Appendix 3.**

#### Strategic Context

A statement on the contribution the Borough Library Service makes to a number of Welsh Government priorities and wider goals was submitted as part of the return.

The assessment report draws attention to four strategies where Caerphilly Library contributes:

- Prosperity for All: the national strategy. Key theme 'Ambitious and Learning' – for example, a new school engagement programme around the key themes of Reading, Information and Learning to help support schools to empower and enhance pupils' performance in areas such as vocabulary, comprehension, problem solving, digital and information literacy awareness.
- Prosperity for All: the national strategy. Key theme 'Prosperous and Secure' – for example, the library service supports partners including Bridges into Work and Inspire into Work.
- Prosperity for All: the national strategy. Key theme 'Healthy and Active' – for example, the library service fully commits to the following health-related schemes: Books on Prescription Scheme / Reading Well with Dementia / Reading Well for Mental Health / Reading Well for Children / Reading Well for Teens / Empathy Lab / lechyd Da.
- Prosperity for All: the national strategy. Key theme 'United and Connected' – for example, the service actively supports Welsh Reading Groups and the Welsh Scrabble Club.

#### Future Direction

It is noted in the report that the library service uses the *2020-2022 Caerphilly Library Service Strategy and Action Plan* for strategic planning and direction. The Action Plan designates the library service as a 'community anchor', working hard to ensure its frontline service supports the economic, educational and digital recovery post COVID, through a number of targets:

1. Libraries continue to support children, young adults, and families.
2. Support the Caerphilly borough community through the Cost-of-Living crisis.
3. ICT / Digital support and upgrade for workforce and library service developments.
4. Library building developments.
5. Library Stock Resources & Collection Management.

#### 5.10 **CONCLUSION**

- 5.11 The Caerphilly County Borough Library Service Annual Welsh Government Standards Assessment 2022/23 has been assessed by Welsh Government.
- 5.12 Caerphilly County Borough Library Service was assessed as meeting in full, 7 and in part 1 of the 10 Quality Indicators for Wales that have assigned targets with 2 indicators not met.
- 5.13 The case studies assessing the impact of library use on people's lives was evaluated and agreed by the Assessor.

- 5.14 A detailed statement highlighting the synergy between library service activities and both the Council's Well-Being Objectives, and the goals of the Well-being of Future Generations Act was evaluated and agreed by the Assessor.

## **6. ASSUMPTIONS**

- 6.1 No assumptions have been made in this report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 An IIA is not required at this time. The issues covered in this report are for information purposes only, seeking to update Members with regard to the Authority's performance in respect of the Welsh Government Public Library Standards.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 There are no financial implications linked to this report.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no personnel implications linked to this report.

## **10. CONSULTATIONS**

- 10.1 The report reflects the view of the consultees.

## **11. STATUTORY POWER**

- 11.1 Public Libraries and Museums Act, 1964.

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Richard Edmunds, Corporate Director of Education and Corporate Services.  
Mark S. Williams, Corporate Director for Economy and Environment.  
Cllr. Carol Andrews, Cabinet Member for Education and Communities.  
Cllr. Teresa Parry, Chair of Education and Social Services Scrutiny Committee.  
Cllr. Brenda Miles, Vice Chair of Education and Social Services Scrutiny Committee.  
Sue Richards, Head of Education Planning and Strategy.  
Keri Cole, Chief Education Officer.  
Robert Tranter, Head of Legal Services and Monitoring Officer.  
Lynne Donovan, Head of People Services.  
Steve Harris, Head of Financial Services and Section 151 Officer.  
Steve Pugh, Corporate Communications Manager.

Appendices:

- Appendix 1 Welsh Public Library Standards Sixth Framework: Caerphilly – Annual Assessment Report 2022/2023
- Appendix 2 Chweched Fframwaith Safonau Llyfrgelloedd Cyhoeddus Cymru: Caerffili - Adroddiad Asesu Blynyddol 2022/2023
- Appendix 3 Case Study

# Welsh Public Library Standards Sixth Framework: Caerphilly

## Annual Assessment Report 2022/2023

This report has been prepared based on information provided in Caerphilly's annual return, impact statements and narrative report submitted to the Culture Division of the Welsh Government.

### 1. Executive summary

Caerphilly met all of the 12 core entitlements in full. Of the 10 quality indicators which have targets, Caerphilly is achieving 7 in full and 1 in part. Two targets were not met.

Caerphilly libraries are clearly busy and valued by the local community. Visitors per capita remains comparatively high and Caerphilly is in the top quartile of Welsh library authorities for attendances at library events per capita. The targeted spending on children's stock in the previous year appears to have had an impact; children's issues have risen notably and are above the median per capita. The service has noted changes in user habits, such as greater use of wi-fi and apps being preferred over the library website. Although it is anticipated that the move to a Community Hub model will help to ease staffing difficulties, the staffing situation in Caerphilly is a concern. The large number of single staffed service points limit the service's ability to offer a wide range of services in areas such as IT support. In such circumstances, the service should be proud of its ability to continue to provide reader development programmes and keep all libraries open in cases of sickness and emergency leave. In the coming year, it is important that Caerphilly returns to conducting regular user surveys, possibly alongside other forms of customer consultation, to ensure that services are meeting customer needs effectively.

- User training is highly rated; 99% of attendees said that the training had helped them achieve their goals (Q15).
- Library events are popular with users; Caerphilly is in the top quartile of Welsh library authorities for attendances at events per capita (Q16).
- The library service is well-supported within local communities; Caerphilly is in the top quartile of Welsh library authorities for visits per capita (Q18).
- Children's issues have risen notably and are above the median per capita (Q18).
- There is a good level of IT provision; the service is above the median for number of computers per capita (Q11).

### 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

Caerphilly reported meeting all 12 of the Core Entitlements in full through self-assessment, providing detailed and helpful commentary within the return on each area covered. The independent assessor agreed with the self-assessment.

## 2.2. Quality indicators with targets

There are 16 quality indicators (QIs), of which 10 have constituent targets. Of these, Caerphilly is achieving 7 in full and 1 in part. Two targets were not met.

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/Reading Well 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	
<u>or</u> Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	√	
<u>or</u> Spend on Welsh per capita	-	
QI 11 Online access:		Met in full
a) i) Public access to Internet	√	
ii) Wi-Fi provision	√	
QI 12 Supply of requests		Not met
a) % of requests satisfied within 7 days	x	
b) % of requests satisfied within 15 days	x	
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

### 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 were only required to carry out user surveys for QI1 once over the original three-year period of the framework (2017-20). The summary figures (lowest, median and highest) are based on all authorities providing data in the 2022-23 return. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority. However, it is important to bear in mind that some authorities have conducted surveys since 2020, whilst others report survey data from before the Covid pandemic. Some responses therefore reflect the situation several years ago, whilst others may have been affected by disruption during the pandemic period. As a result, there are limitations on the extent to which these data might be considered comparable.

Caerphilly completed its adult user survey in May 2019. Due to the COVID pandemic, the adult survey due to take place during May 2021 was postponed and will now run in October/November 2023. A children’s user survey was completed in November 2022.

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:	58%	16/16	58%	90%	98%
e) % of adults who think that the library has made a difference to their lives:	41%	=15/16	41%	86.5%	96%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	99%	=5/17	82%	96%	100%

Authorities are also asked to provide an impact statement describing the impact which the library service has had on an individual or on a group of individuals during the year.

Caerphilly provided an impact statement emphasising the value derived from intergenerational activities that take place at Newbridge Library. Elderly customers, including those with dementia and their carers, are invited to participate in Toddler Time sessions interacting with Toddler Group members and library staff. They benefit by being in a safe inclusive space; taking part in stimulating and pleasurable activities; having social contact; and an increased sense of optimism. One customer remarked *“we love coming downstairs to the library. It helps us feel part of daily local life and definitely puts a smile on our face and a spring in our step....”*

### 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 Caerphilly’s position for 2022-23. 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 from some authorities. Indicators ‘per capita’ are calculated per 1,000 population unless otherwise noted.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
a) % of adults who think that using the library has helped them develop new skills	25%	15/16	24%	69.5%	90%
c) health and well-being	38%	15/16	35%	66.5%	94%
d) enjoyable, safe and inclusive	99%	=4/16	93%	97%	100%
QI 2 Customer satisfaction					
a) 'very good' or 'good' choice of books	94%	=4/16	80%	91%	99%
b) 'very good' or 'good' customer care	99%	=2/17	92%	98%	100%
c) 'very good' or 'good' IT facilities	91%	=3/16	65%	86%	99%
d) 'very good' or 'good' overall	98%	=5/17	94%	98%	100%
e) users aged 16 & under rating out of ten	9.5	=5/16	8.0	9.3	9.7
QI 5 User training					
a) attendances per capita	10	12/22	1	10.5	222
c) informal training per capita	33	16/19	5	131	424
QI 6 attendances at events per capita	274	4/22	13	165	559
QI 8 Library use					
a) visits per capita	2,640	3/21	781	2,106	4,814
b) virtual visits per capita	451	15/22	124	537.5	7,979
c) active borrowers per capita	107	=10/22	43	106.5	167
QI 10 Welsh issues per capita	41	=17/22	13	53	864
QI 11 Online access					
a) Computers per 10,000	8.69	10/22	3.32	7.99	16.99
b) % of available time used by the public	9%	=13/19	7%	11%	77%
QI 13 Staffing levels and qualifications <sup>1</sup>					
(v) a) total volunteers	4	-	0	8	256
b) volunteer hours	178	-	0	583.5	14,014
QI 14 Operational expenditure					
a) total expenditure per capita	£15,557	4/21	£6,726	£11,476	£27,330
b) % on staff,	57%	19/21	46%	64%	78%
% on information resources	10%	15/21	5%	12%	21%
% on equipment and buildings	29%	1/21	1%	3%	29%
% on other operational costs;	3%	20/21	1%	15%	35%
c) capital expenditure per capita	£0	=12/21	-£479	£145	£2,865
QI 15 Net cost per visit <sup>2</sup>	£0.41	1/19	£0.41	£2.76	£6.22
QI 16 Opening hours <sup>3</sup>					
(iii) a) % hours unplanned closure of static service points	0.58%	21/22	0%	0.05%	0.95%
b) % mobile stops / home deliveries missed	0%	=1/20	0%	0%	3.74%

<sup>1</sup> Following discussion with the peer review group it was decided not to include rankings for volunteers as the implications of volunteer numbers are ambiguous.

<sup>2</sup> Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

<sup>3</sup> 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.

#### 3.1. Meeting customer needs (QI 1-5)

Caerphilly libraries have a strong focus on supporting mental health and wellbeing; library service supports many partners, including a Specialist Eating Disorder Group, Integrated Autism Groups and a Baby Massage group (QI4). All 18 libraries offered hot drinks and refreshments as part of the Warm Spaces campaign and the service secured grant funding to open Llanbradach Library for an extra day for a 10-week period to help residents struggling with the cost-of-living crisis. Hub libraries at Bargoed, Blackwood, Caerphilly and Risca facilitate Meet, Greet & Signposting sessions for the Polish and Ukrainian Family Liaison Officers. Despite 11 of the 18 libraries now being single staffed, the service has continued to provide reader development programmes and activities for both adults and children (QI3).

In partnership with a number of organisations, the library delivers '1-2-1' support in digital literacy through First Click, Digital Friday and Community Education sessions. Attendance at pre-arranged user training is around the median, and 99% of attendees said that the training had helped them achieve their goals (QI5). Informal training attendance is below the median and the challenges of offering intense IT support in single-staffed locations and the reductions in partner digital course provision are both noted.

The service performs well in terms of Customer Satisfaction (QI2) in the most recent survey, but performance for Making a Difference (QI1) was below the median for the majority of measures. It is important that Caerphilly conducts an adult user survey in 2023 as planned – and if necessary engages in further customer consultation - to explore potential reasons for this discrepancy.

#### 3.2. Access and use (QI 6-8)

Caerphilly ran over 5,000 events over the year and is in the top quartile of Welsh library authorities for attendances at events per capita (QI6). Despite reporting a decline in library visitors this year, Caerphilly is in the top quartile of Welsh library authorities for visits per capita. The service reports an increase in the number of active borrowers, and this is close to the median (QI8). Children's issues have risen notably and are above the median per capita. Whilst it has witnessed a rise in use, Caerphilly is below the median for virtual visits (QI8). However, the library reports that many residents now turn to apps such as Pori and Borrowbox instead of visiting the library webpages to gain access.

#### 3.3. Facilities and services (QI 9-12)

Caerphilly does not meet the target for acquisition of reading materials (QI9). However, the materials spend per capita is above the median and the service is in the top quartile of library authorities for the proportion of expenditure on children's resources. Although Caerphilly meets the target for proportion of spend on Welsh language resources, Welsh language issues per capita are below the median (QI10). The service reports that children's Welsh titles account for the majority of expenditure and loans.

The service is above the median for number of computers per capita (Q11), although the number has reduced as the library service was required to update all its PCs. Greater use of wi-fi and a decrease in static PC use suggest that more customers are using their own devices in libraries. Caerphilly has not met the standard for supply of requests (Q12). This was possibly impacted by library refurbishments and temporary library closures.

### 3.4. Expertise and capacity (Q1 13-16)

Caerphilly does not meet the target for staff or qualified posts per capita (Q13). During 2019/2020, due to budget reductions, the library service undertook a second staff realignment process. A further six library service points became single staffed, making a total of 11 out of 18. Three professional posts were deleted from the structure and one professional post added, with the post holder currently undertaking professional librarianship study. In addition, the service is carrying a number of fixed-term posts due to an anticipated budget reduction. The percentage of the operational expenditure allocated to staff is below the median (Q15). Whilst the level of library staff is not expected to increase, the service anticipates that the move to a Community Hub model will help to ease staffing difficulties. Caerphilly has not experienced disruption to home delivery services, but the percentage of unplanned closure of static services is above the median due to an arson attack at Llanbradach Library and a water supply issue at New Tredegar Library (Q16).

## 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. Caerphilly draws attention to the library service's contribution to the following strategies:

- **'Prosperity for All: the national strategy' key theme 'Ambitious and Learning'** – for example, a new school engagement programme around the key themes of Reading, Information and Learning to help support schools to empower and enhance pupils' performance in areas such as vocabulary, comprehension, problem solving, digital and information literacy awareness.
- **'Prosperity for All: the national strategy' key theme 'Prosperous and Secure'** – for example, the library service supports partners including Bridges into Work and Inspire into Work.
- **'Prosperity for All: the national strategy' key theme 'Healthy and Active'** – for example, the library service fully commits to the following health-related schemes: Books on Prescription Scheme / Reading Well with Dementia / Reading Well for Mental Health / Reading Well for Children / Reading Well for Teens / Empathy Lab / Iechyd Da.
- **'Prosperity for All: the national strategy' key theme 'United and Connected'** – for example, the service actively supports Welsh Reading Groups and the Welsh Scrabble Club.

## 5. Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Caerphilly refers to the 2020 – 2022 Caerphilly Library Service Strategy and Action Plan, which designates the library service as a 'community

anchor' and frontline service working to ensure economic, educational and digital recovery post Covid. This strategy sets out the following targets:

1. Libraries continue to support children, young adults, and families.
2. Support the Caerphilly borough community through the Cost of Living crisis.
3. ICT / Digital support and upgrade for workforce and library service developments.
4. Library building developments.
5. Library Stock Resources & Collection Management.

The library service is governed by the Local Authority's Medium Term Financial Plan 2019-2023. No library service saving proposals were identified during 2021/22 or 2022/23, but the service acknowledges that the impact of the COVID-19 pandemic, the cost-of-living crisis and other financial restrictions may affect library services moving forward and further financial constraints are possible up to March 2025.

## **6. Conclusion**

Caerphilly libraries are clearly busy and valued by the local community. Visitors per capita remains comparatively high and Caerphilly is in the top quartile of Welsh library authorities for attendances at library events per capita. The targeted spending on children's stock in the previous year appears to have had an impact; children's issues have risen notably and are above the median per capita. The service has noted changes in user habits, such as greater use of Wi-Fi and apps being preferred over the library website. Although it is anticipated that the move to a Community Hub model will help to ease staffing difficulties, the staffing situation in Caerphilly is a concern. The large number of single staffed service points limit the service's ability to offer a wide range of services in areas such as IT support. In such circumstances, the service should be proud of its ability to continue to provide reader development programmes and keep all libraries open in cases of sickness and emergency leave. In the coming year, it is important that Caerphilly returns to conducting regular user surveys, possibly alongside other forms of customer consultation, to ensure that services are meeting customer needs effectively.

# Chweched Fframwaith Safonau Llyfrgelloedd Cyhoeddus Cymru: Caerffili

## Adroddiad Asesu Blynyddol 2022/2023

Lluniwyd yr adroddiad hwn ar sail yr wybodaeth a ddarparwyd yn y datganiad blynyddol, y datganiadau effaith a'r adroddiad naratif a gyflwynwyd gan Gaerffili i Is-adran Diwylliant Llywodraeth Cymru.

### 1. Crynodeb gweithredol

Gwnaeth Caerffili gyflawni pob un o'r 12 hawl graidd yn llawn. O'r 10 o ddangosyddion ansawdd sydd â thargedau, mae Caerffili yn cyflawni 7 yn llawn ac un yn rhannol. Ni chyflawnwyd dau darged.

Mae llyfrgelloedd Caerffili yn amlwg yn brysur ac yn cael eu gwerthfawrogi gan y gymuned leol. Mae ymwelwyr fesul pen yn parhau i fod yn gymharol uchel ac mae Caerffili yn y chwarter uchaf o awdurdodau llyfrgelloedd yng Nghymru ar gyfer presenoldeb mewn digwyddiadau llyfrgell fesul pen. Mae'n ymddangos bod y gwariant a dargedwyd at stoc plant yn y flwyddyn flaenorol wedi cael effaith; mae nifer y llyfrau plant a fenthycir wedi cynyddu'n sylweddol ac mae'n uwch na'r canolrif fesul pen. Mae'r gwasanaeth wedi nodi newidiadau o ran arferion defnyddwyr, fel mwy o ddefnydd o Wi-Fi ac apiau yn hytrach na gwefan y llyfrgell. Er y rhagwelir y bydd symud i fodel Hyb Cymunedol yn helpu i leddfu anawsterau staffio, mae'r sefyllfa staffio yng Nghaerffili yn peri pryder. Mae'r nifer mawr o fannau gwasanaeth sydd ag un aelod o staff yn unig yn cyfyngu ar allu'r gwasanaeth i gynnig amrywiaeth eang o wasanaethau mewn meysydd fel cymorth TG. Mewn amgylchiadau o'r fath, dylai'r gwasanaeth fod yn falch o'i allu i barhau i ddarparu rhaglenni datblygu darllenwyr ac i gadw pob llyfrgell ar agor pan fydd achosion o salwch ac absenoldeb brys. Yn y flwyddyn sydd i ddod, mae'n bwysig bod Caerffili yn cynnal arolygon rheolaidd o ddefnyddwyr unwaith eto, ochr yn ochr â mathau eraill o weithgarwch ymgynghori â chwsmeriaid o bosibl, er mwyn sicrhau bod gwasanaethau yn diwallu anghenion cwsmeriaid yn effeithiol.

- Mae defnyddwyr yn rhoi sgôr uchel i'r hyfforddiant a ddarperir; dywedodd 99% o fynychwyr sesiynau hyfforddi fod yr hyfforddiant wedi eu helpu i gyflawni eu nodau (DA5).
- Mae digwyddiadau llyfrgelloedd yn boblogaidd ymhlith defnyddwyr; mae Caerffili yn y chwarter uchaf o awdurdodau llyfrgelloedd yng Nghymru ar gyfer mynychu digwyddiadau fesul pen (DA6).
- Mae'r gwasanaeth llyfrgell yn cael ei gefnogi'n dda mewn cymunedau lleol; mae Caerffili yn y chwarter uchaf o awdurdodau llyfrgelloedd yng Nghymru ar gyfer ymweliadau fesul pen (DA8).
- Mae nifer y llyfrau plant a fenthycir wedi cynyddu'n sylweddol ac mae'n uwch na'r canolrif fesul pen (DA8).
- Mae lefel dda o ddarpariaeth TG; mae'r gwasanaeth uwchlaw'r canolrif ar gyfer nifer y cyfrifiaduron fesul pen (DA11).

## **2. Perfformiad yn erbyn y safonau**

Mae'r fframwaith safonau yn cynnwys hawliau craidd, dangosyddion ansawdd â thargedau, dangosyddion ansawdd â meincnodau a mesurau effaith. Mae Adran 2 yn crynhoi'r llwyddiannau yn erbyn y meysydd hyn. Darperir adroddiad naratif o berfformiad yr awdurdod yn Adran 3.

### **2.1. Hawliau craidd**

Nododd Caerffili ei fod wedi bodloni pob un o'r 12 Hawl Craidd yn llawn drwy hunanasesiad, gan ddarparu sylwebaeth fanwl a defnyddiol yn y datganiad ar bob maes dan sylw. Cytunodd yr asesydd annibynnol â'r hunanasesiad.

### **2.2. Dangosyddion ansawdd â thargedau**

Mae 16 o ddangosyddion ansawdd (DA), ac mae 10 ohonynt yn cynnwys targedau. O'r rhain, mae Caerffili yn cyflawni 7 yn llawn ac 1 yn rhannol. Ni chyflawnwyd 2 darged.

Dangosydd Ansawdd	Cyflawni?	
DA 3 Cefnogaeth ar gyfer datblygiad unigol:		Cyflawni'n llawn
a) Cymorth TGCh	√	
b) Hyfforddiant sgiliau a llythrennedd gwybodaeth	√	
c) Cymorth e-lywodraeth	√	
d) Datblygu darllenwyr	√	
DA 4 (a) Cefnogaeth ar gyfer iechyd a llesiant		Cyflawni'n llawn
i) Cynllun Presgripsiwn Llyfrau Cymru	√	
ii) Cynllun Llyfrau Llesol/Darllen yn Well	√	
iii) Casgliad penodol ar gyfer iechyd a lles	√	
iv) Gwybodaeth am ffyrdd iach o fyw ac ymddygiad iach	√	
v) Cyfeirio at wasanaethau iechyd a lles	√	
DA 6 pob man gwasanaeth sefydlog yn cynnig digwyddiadau/gweithgareddau i ddefnyddwyr sydd â gofynion arbennig	√	Cyflawni'n llawn
DA 7 Lleoliad mannau gwasanaeth	√	Cyflawni'n llawn
DA 9 Deunydd darllen cyfoes a phriodol		Heb ei gyflawni
Caffaeliadau fesul pen	x	
<u>neu</u> Wariant ar ddeunyddiau fesul pen	x	
DA 10 Adnoddau Cymraeg		Cyflawni'n llawn
% y gyllideb deunyddiau wedi'i gwario ar y Gymraeg	√	
<u>neu</u> Wariant ar y Gymraeg fesul pen	-	
DA 11 Mynediad ar-lein:		Cyflawni'n llawn
a) i) Mynediad cyhoeddus i'r Rhyngrwyd	√	
ii) Darparu Wi-Fi	√	
DA 12 Cyflenwi ceisiadau		Heb ei gyflawni
a) % y ceisiadau wedi'u cyflenwi o fewn 7 diwrnod	x	
b) % y ceisiadau wedi'u cyflenwi o fewn 15 diwrnod	x	
DA 13 Lefelau staffio a chymwysterau:		Cyflawni'n rhannol
i) Staff fesul pen	x	
ii) Staff cymwysedig fesul pen	x	
iii) Cymwysterau/hyfforddiant pennaeth y gwasanaeth	√	
iv) Canran DPP	√	
DA 16 Oriau agor fesul pen	√	Cyflawni'n llawn

### 2.3. Mesurau effaith

Mae'r fframwaith yn cynnwys tri dangosydd sydd wedi'u hanelu at asesu'r effaith y mae defnyddio'r gwasanaeth llyfrgell yn ei chael ar fywydau pobl. Nid oes unrhyw dargedau ynghlwm wrth y dangosyddion hyn, a dim ond unwaith yn ystod tair blynedd gyntaf y fframwaith (2017-20) roedd gofyn i awdurdodau gynnal arolygon defnyddwyr ar gyfer DA1. Mae'r ffigurau crynhoi (isaf, canolrif ac uchaf) yn seiliedig ar yr holl awdurdodau hynny a ddarparodd ddata yn natganiad 2022-23. Mae'r safleoedd yn adlewyrchu nifer yr ymatebwyr, ac 1 yw'r awdurdod sydd a'r sgôr uchaf. Fodd bynnag, mae'n bwysig cofio bod rhai awdurdodau wedi cynnal arolygon ers 2020, tra bod eraill yn cofnodi data arolygon ers cyn pandemig Covid. Felly, mae rhai ymatebion yn adlewyrchu'r sefyllfa sawl blwyddyn yn ôl, tra bod yr amharu a welwyd yn ystod cyfnod y pandemig wedi effeithio ar rai ohonynt o bosibl. O ganlyniad, mae cyfyngiadau ar y graddau y gellid ystyried bod modd cymharu'r data hyn.

Cwblhaodd Caerffili ei arolwg defnyddwyr sy'n oedolion ym mis Mai 2019. Oherwydd pandemig COVID, cafodd yr arolwg oedolion yr oedd disgwyl iddo gael ei gynnal yn ystod mis Mai 2021 ei ohirio a bydd yn cael ei gynnal nawr ym mis Hydref/Tachwedd 2023. Cwblhawyd arolwg defnyddwyr sy'n blant ym mis Tachwedd 2022.

Dangosydd perfformiad		Safle	Isaf	Canolrif	Uchaf
DA 1 Gwneud gwahaniaeth					
b) % y bobl ifanc sy'n meddwl bod y llyfrgell yn eu helpu i ddsygu a chael gwybod pethau:	58%	16/16	58%	90%	98%
e) % yr oedolion sy'n credu bod y llyfrgell wedi gwneud gwahaniaeth i'w bywydau:	41%	=15/16	41%	86.5%	96%
DA 5 b) % o fynychwyr sesiynau hyfforddi a ddywedodd fod yr hyfforddiant wedi'u helpu i gyflawni eu nodau:	99%	=5/17	82%	96%	100%

Gofynnir i awdurdodau hefyd gyflwyno datganiad effaith yn disgrifio'r effaith y mae'r gwasanaeth llyfrgell wedi'i chael ar unigolyn neu grŵp o unigolion yn ystod y flwyddyn.

Darparodd Caerffili ddatganiad effaith a oedd yn pwysleisio'r gwerth a geir o weithgareddau sy'n pontio'r cenedlaethau yn Llyfrgell Trecelyn. Gwahoddir cwsmeriaid oedrannus, yn cynnwys y rhai sydd â dementia a'u gofalwyr, i gymryd rhan mewn sesiynau Amser Plant Bach a rhyngweithio ag aelodau'r Grŵp Plant Bach a staff y llyfrgell. Maent yn cael budd o fod mewn lle cynhwysol a diogel; cymryd rhan mewn gweithgareddau ysgogol a phleserus; cael cyswllt cymdeithasol; a mwy o ymdeimlad o optimistiaeth. Dywedodd un cwsmer, "rydyn ni wrth ein bodd yn dod i lawr stâr i'r llyfrgell. Mae'n ein helpu ni i deimlo'n rhan o fywyd lleol bob dydd ac mae e' bendant yn rhoi gwên ar ein hwyneb ac yn gwneud i ni deimlo'n dda..."

### 2.4. Dangosyddion a meincnodau ansawdd

Nid oes targedau ynghlwm wrth y dangosyddion sy'n weddill, ond maent yn galluogi gwasanaethau i fonitro a meincnodi eu perfformiad dros amser, o gymharu ag awdurdodau eraill. Mae'r tabl canlynol yn crynhoi safle Caerffili ar gyfer 2022-23. Mae'r safleoedd wedi'u rhoi allan o 22, lle mae 1 yw'r uchaf a 22 yw'r awdurdod sydd

â'r sgôr isaf, oni nodir yn wahanol. Mae dangosyddion lle mae llai na 22 o awdurdodau wedi cyflenwi data yn ddangosyddion lle nad oedd data perthnasol ar gael oddi wrth rai awdurdodau. Caiff dangosyddion 'fesul pen' eu cyfrifo fesul 1,000 o'r boblogaeth oni nodir fel arall.

Dangosydd perfformiad		Safle	Isaf	Canolrif	Uchaf
<b>DA 1 Gwneud gwahaniaeth</b>					
a) % yr oedolion sy'n credu bod defnyddio'r llyfrgell wedi'u helpu i ddatblygu sgiliau newydd	25%	15/16	24%	69.5%	90%
c) iechyd a lles	38%	15/16	35%	66.5%	94%
d) yn lle diogel a chroesawgar	99%	=4/16	93%	97%	100%
<b>DA 2 Bodlonrwydd cwsmeriaid</b>					
a) dewis 'da iawn' neu 'da' o lyfrau	94%	=4/16	80%	91%	99%
b) gofal cwsmeriaid 'da iawn' neu 'da'	99%	=2/17	92%	98%	100%
c) cyfleusterau TG 'da iawn' neu 'da'	91%	=3/16	65%	86%	99%
d) 'da iawn' neu 'da' yn gyffredinol	98%	=5/17	94%	98%	100%
e) sgôr allan o ddeg gan ddefnyddwyr 16 oed ac iau	9.5	=5/16	8.0	9.3	9.7
<b>DA 5 Hyfforddiant i ddefnyddwyr</b>					
a) mynychwyr fesul pen	10	12/22	1	10.5	222
c) hyfforddiant anffurfiol fesul pen	33	16/19	5	131	424
<b>DA 6 mynychwyr mewn digwyddiadau fesul pen</b>					
DA 8 Defnyddio'r llyfrgell					
a) ymweliadau fesul pen	2,640	3/21	781	2,106	4,814
b) rhith-ymweliadau fesul pen	451	15/22	124	537.5	7,979
c) benthycwyr gweithredol fesul pen	107	=10/22	43	106.5	167
<b>DA 10 Llyfrau Cymraeg a fenthycir fesul pen</b>					
DA 11 Mynediad ar-lein					
a) Cyfrifiaduron fesul 10,000	8.69	10/22	3.32	7.99	16.99
b) % yr amser sydd ar gael a gaiff ei ddefnyddio gan y cyhoedd	9%	=13/19	7%	11%	77%
<b>DA 13 Lefelau staffio a chymwysterau<sup>1</sup></b>					
(v) a) cyfanswm gwirfoddolwyr	4	-	0	8	256
b) oriau gwirfoddolwyr	178	-	0	583.5	14,014
<b>DA 14 Gwariant gweithredol</b>					
a) cyfanswm gwariant fesul pen	£15,557	4/21	£6,726	£11,476	£27,330
b) % ar staff,	57%	19/21	46%	64%	78%
% ar adnoddau gwybodaeth	10%	15/21	5%	12%	21%
% ar offer ac adeiladau	29%	1/21	1%	3%	29%
% ar gostau gweithredol eraill;	3%	20/21	1%	15%	35%
a) cyfanswm gwariant fesul pen	£0	=12/21	-£479	£145	£2,865

<sup>1</sup> Yn dilyn trafodaeth gyda'r grŵp adolygu cymheiriaid penderfynwyd peidio â chynnwys safleoedd ar gyfer gwirfoddolwyr gan fod goblygiadau niferoedd gwirfoddolwyr yn amwys.



Dangosydd perfformiad		Safle	Isaf	Canolrif	Uchaf
DA 15 Cost net am bob ymweliad <sup>2</sup>	£0.41	1/19	£0.41	£2.76	£6.22
DA 16 Oriau agor <sup>3</sup>					
(iii) a) % oriau cau manau gwasanaeth sefydlog yn annisgwyl	0.58%	21/22	0%	0.05%	0.95%
b) % arosfannau'r llyfrgell deithiol / danfon i'r cartref a fethwyd	0%	=1/20	0%	0%	3.74%

### 3. Dadansoddi perfformiad

Gellir rhannu'r hawliau craidd a'r dangosyddion ansawdd yn bedwar maes allweddol. Mae'r adran hon o'r adroddiad yn amlinellu perfformiad yn y meysydd hyn.

#### 3.1. Diwallu anghenion cwsmeriaid (DA 1-5)

Mae gan lyfrgelloedd Caerffili ffocws cryf ar gefnogi iechyd meddwl a lles; mae'r gwasanaeth llyfrgell yn cefnogi llawer o bartneriaid, gan gynnwys Grŵp Anhwylderau Bwyta Arbenigol, Grwpiau Awtistiaeth Integredig a grŵp Tylino Babanod (DA4). Roedd pob un o'r 18 o lyfrgelloedd yn cynnig diodydd poeth a lluniaeth fel rhan o'r ymgyrch Mannau Cynnes a llwyddodd y gwasanaeth i sicrhau cyllid grant i agor Llyfrgell Llanbradach am ddiwrnod ychwanegol am gyfnod o 10 wythnos i helpu trigolion sy'n ei chael hi'n anodd ymdopi â'r argyfwng costau byw. Mae llyfrgelloedd hybiau ym Margoed, y Coed-duon, Caerffili a Rhisga yn hwyluso sesiynau Cwrdd a Chyfarch a Chyfeirio ar gyfer Swyddogion Cyswllt Teuluoedd o Wlad Pŵyl a Wcráin. Er mai dim ond un aelod o staff sy'n gweithio yn 11 o'r 18 o lyfrgelloedd erbyn hyn, mae'r gwasanaeth wedi parhau i ddarparu rhaglenni datblygu darllenwyr a gweithgareddau ar gyfer oedolion a phlant (DA3).

Mewn partneriaeth â nifer o sefydliadau, mae'r llyfrgell yn darparu cymorth '1-2-1' mewn llythrennedd digidol drwy sesiynau Clic Cyntaf, Dydd Gwener Digidol ac Addysg Gymunedol. Mae presenoldeb mewn sesiynau hyfforddi i ddefnyddwyr a drefnir ymlaen llaw oddeutu'r canolrif, a dywedodd 99% o fynychwyr sesiynau hyfforddi fod yr hyfforddiant wedi eu helpu i gyflawni eu nodau (DA5). Mae presenoldeb mewn sesiynau hyfforddi anffurfiol yn is na'r canolrif a nodir yr heriau a wynebier o ran cynnig cymorth TG dwys mewn lleoliadau ag un aelod o staff a'r ffaith bod partneriaid yn darparu llai o gyrsiau digidol.

Nododd yr arolwg diweddaraf fod y gwasanaeth yn perfformio'n dda o ran Bodlonrwydd Cwsmeriaid (DA2), ond roedd perfformiad ar gyfer Gwneud Gwahaniaeth (DA1) yn is na'r canolrif ar gyfer y rhan fwyaf o fesurau. Mae'n bwysig bod Caerffili yn cynnal arolwg defnyddwyr sy'n oedolion yn 2023 fel y bwriadwyd ac, os bydd angen, yn ymgynghori â chwsmeriaid ymhellach, er mwyn archwilio rhesymau posibl am y gwahaniaeth hwn.

#### 3.2. Mynediad a defnydd (DA 6-8)

Cynhaliodd Caerffili dros 5,000 o ddigwyddiadau yn ystod y flwyddyn ac mae yn y chwarter uchaf o awdurdodau llyfrgelloedd yng Nghymru ar gyfer presenoldeb mewn digwyddiadau fesul pen (DA6). Er iddo nodi gostyngiad yn nifer yr ymwelwyr â

<sup>2</sup> Mae'r safleoedd yma wedi'u troi i'r gwrthwyneb, felly 1 yw'r awdurdod â'r sgôr isaf (yr awdurdod sy'n perfformio orau).

<sup>3</sup> Mae'r safleoedd yma wedi'u troi i'r gwrthwyneb, felly 1 yw'r awdurdod â'r sgôr isaf (yr awdurdod sy'n perfformio orau).

llyfrgelloedd eleni, mae Caerffili yn y chwarter uchaf o awdurdodau llyfrgelloedd yng Nghymru ar gyfer ymweliadau fesul pen. Mae'r gwasanaeth yn nodi cynnydd yn nifer y benthycwyr gweithredol, ac mae hyn yn agos at y canolrif (DA8). Mae nifer y llyfrau plant a fenthycir wedi cynyddu'n sylweddol ac mae'n uwch na'r canolrif fesul pen. Er ei fod wedi gweld cynnydd mewn defnydd, mae Caerffili yn is na'r canolrif ar gyfer rhith-ymweliadau (DA8). Fodd bynnag, mae'r llyfrgell yn nodi bod llawer o drigolion yn troi at apiau fel Pori a Borrowbox erbyn hyn, yn hytrach nag ymweld â thudalennau gwe'r llyfrgell i gael mynediad.

### **3.3. Cyfleusterau a gwasanaethau (DA 9-12)**

Nid yw Caerffili yn cyrraedd y targed ar gyfer caffael deunyddiau darllen (DA9). Fodd bynnag, mae'r gwariant ar ddeunyddiau fesul pen uwchlaw'r canolrif ac mae'r gwasanaeth yn y chwarter uchaf o awdurdodau llyfrgelloedd ar gyfer cyfran y gwariant ar adnoddau i blant. Er bod Caerffili yn cyrraedd y targed ar gyfer cyfran y gwariant ar adnoddau Cymraeg, mae nifer y llyfrau Cymraeg a fenthycir fesul pen yn is na'r canolrif (DA10). Mae'r gwasanaeth yn nodi bod llyfrau Cymraeg i blant yn cyfrif am y rhan fwyaf o'r gwariant a'r benthyciadau.

Mae'r gwasanaeth uwchlaw'r canolrif ar gyfer nifer y cyfrifiaduron fesul pen (DA11), er bod y nifer wedi lleihau yn sgil y ffaith bod angen i'r gwasanaeth llyfrgell ddiweddarau pob un o'i gyfrifiaduron personol. Mae mwy o ddefnydd o Wi-Fi a llai o ddefnyddio o gyfrifiaduron sefydlog yn awgrymu bod mwy o gwsmeriaid yn defnyddio eu dyfeisiau eu hunain mewn llyfrgelloedd. Nid yw Caerffili wedi cyrraedd y safon ar gyfer cyflenwi ceisiadau (DA12). Mae'n bosibl bod gwaith adnewyddu llyfrgelloedd a chau llyfrgelloedd dros dro wedi effeithio ar hyn.

### **3.4. Arbenigedd a chapasiti (DA 13-16)**

Nid yw Caerffili yn cyrraedd y targed ar gyfer staff na swyddi cymwys fesul pen (DA13). Yn ystod 2019/2020, oherwydd gostyngiadau yn y gyllideb, cynhaliodd y gwasanaeth llyfrgell ail broses ail-alinio staff. Gydag amser, daeth chwe man gwasanaeth arall yn fannau gydag un aelod o staff yn unig, gan wneud cyfanswm o 11 allan o 18. Cafwyd gwared ar dair swydd broffesiynol o'r strwythur ac ychwanegwyd un swydd broffesiynol. Ar hyn o bryd, mae deiliad y swydd yn ymgymryd ag astudiaeth llyfrgellyddiaeth broffesiynol. Mae nifer o'r swyddi yn y gwasanaeth yn rhai tymor sefydlog hefyd oherwydd y gostyngiad a ragwelir yn y gyllideb. Mae canran y gwariant gweithredol a ddyrennir i staff yn is na'r canolrif (DA15). Er na ddisgwylir i nifer y staff sy'n gweithio yn y llyfrgelloedd gynyddu, mae'r gwasanaeth yn rhagweld y bydd symud i fodel Hyb Cymunedol yn helpu i leddfu anawsterau staffio. Nid oes unrhyw amharu wedi bod i wasanaethau danfon i'r cartref Caerffili, ond mae canran y gwasanaethau sefydlog sydd wedi cau yn annisgwyl yn uwch na'r canolrif ar ôl tân bwriadol yn Llyfrgell Llanbradach a phroblem cyflenwi dŵr yn Llyfrgell Tredegar Newydd (DA16).

## **4. Cyd-destun strategol**

Fel rhan o'r datganiad, gofynnir i'r awdurdodau roi gwybod sut mae'r gwasanaeth llyfrgell yn cyfrannu at flaenoriaethau a nodau strategol ehangach Llywodraeth Cymru. Mae Caerffili yn tynnu sylw at gyfraniad y gwasanaeth llyfrgell at y strategaethau canlynol:

- **‘Ffyniant i Bawb: y strategaeth genedlaethol’ – thema allweddol ‘Uchelgeisiol ac yn Dysgu’** – er enghraifft, rhaglen newydd ar gyfer ymgysylltu ag ysgolion o gwmpas y themâu allweddol Darllen, Gwybodaeth a Dysgu i helpu ysgolion i rymuso disgyblion a gwella eu perfformiad mewn meysydd fel geirfa, deall, datrys problemau, ac ymwybyddiaeth o lythrennedd digidol a gwybodaeth.
- **‘Ffyniant i Bawb: y strategaeth genedlaethol’ – thema allweddol ‘Ffyniannus a Diogel’** – er enghraifft, mae’r gwasanaeth llyfrgell yn cefnogi partneriaid gan gynnwys Pontydd i Waith ac Ysbrydoli i Weithio.
- **‘Ffyniant i Bawb: y strategaeth genedlaethol’ – thema allweddol ‘Iach ac Egniol’** – er enghraifft, mae’r gwasanaeth llyfrgell wedi ymrwymo’n llawn i’r cynlluniau canlynol sy’n gysylltiedig ag iechyd: Cynllun Presgripsiwn Llyfrau / Darllen yn Well gyda Dementia / Darllen yn Well ar gyfer Iechyd Meddwl / Darllen yn Well ar gyfer Plant / Darllen yn Well ar gyfer Plant yn eu Harddegau / Empathy Lab / Iechyd Da.
- **‘Ffyniant i Bawb: y strategaeth genedlaethol’ – thema allweddol ‘Unedig a Chysylltiedig’** – er enghraifft, mae’r gwasanaeth yn cefnogi Grwpiau Darllen Cymraeg a’r Clwb *Scrabble* Cymraeg.

## 5. Cyfeiriad i’r dyfodol

Gan adrodd ar gyfeiriad yr awdurdod ar gyfer y dyfodol a chynlluniau ar gyfer y gwasanaeth llyfrgell am y flwyddyn ddilynol, mae Caerffili yn cyfeirio at Gynllun Gweithredu a Strategaeth Gwasanaeth Llyfrgell Caerffili 2020 – 2022, sy’n nodi bod y gwasanaeth llyfrgell yn ‘angor cymunedol’ ac yn wasanaeth rheng flaen sy’n gweithio i sicrhau adferiad economaidd, addysgol a digidol ar ôl Covid. Mae’r strategaeth hon yn nodi’r targedau canlynol:

1. Mae llyfrgelloedd yn parhau i gefnogi plant, oedolion ifanc, a theuluoedd.
2. Cefnogi cymuned bwrdeistref Caerffili drwy’r argyfwng Costau Byw.
3. Uwchraddio a chymorth TGCh / Digidol ar gyfer y gweithlu a datblygiadau i’r gwasanaeth llyfrgell.
4. Datblygiadau o ran adeiladau llyfrgelloedd.
5. Adnoddau Stoc Llyfrgelloedd a Rheoli Casglu.

Caiff y gwasanaeth llyfrgell ei lywodraethu gan Gynllun Ariannol Tymor Canolig yr Awdurdod Lleol 2019-2023. Ni chafodd unrhyw gynigion i wneud arbedion o ran y gwasanaeth llyfrgell eu nodi yn ystod 2021/22 na 2022/23, ond mae’r gwasanaeth yn cydnabod y gall effaith pandemig COVID-19, yr argyfwng costau byw a chyfyngiadau ariannol eraill effeithio ar wasanaethau llyfrgell wrth symud ymlaen ac y gall fod cyfyngiadau ariannol eraill yn bosibl hyd at fis Mawrth 2025.

## 6. Casgliad

Mae llyfrgelloedd Caerffili yn amlwg yn brysur ac yn cael eu gwerthfawrogi gan y gymuned leol. Mae ymwelwyr fesul pen yn parhau i fod yn gymharol uchel ac mae Caerffili yn y chwarter uchaf o awdurdodau llyfrgelloedd yng Nghymru ar gyfer presenoldeb mewn digwyddiadau llyfrgell fesul pen. Mae’n ymddangos bod y gwariant a dargedwyd at stoc plant yn y flwyddyn flaenorol wedi cael effaith; mae nifer y llyfrau plant a fenthycir wedi cynyddu’n sylweddol ac mae’n uwch na’r canolrif fesul pen. Mae’r gwasanaeth wedi nodi newidiadau o ran arferion defnyddwyr, fel

mwy o ddefnydd o Wi-Fi ac apiau yn hytrach na gwefan y llyfrgell. Er y rhagwelir y bydd symud i fodel Hyb Cymunedol yn helpu i leddfu anawsterau staffio, mae'r sefyllfa staffio yng Nghaerffili yn peri pryder. Mae'r nifer mawr o fannau gwasanaeth ag un aelod o staff yn unig yn cyfyngu ar allu'r gwasanaeth i gynnig amrywiaeth eang o wasanaethau mewn meysydd fel cymorth TG. Mewn amgylchiadau o'r fath, dylai'r gwasanaeth fod yn falch o'i allu i barhau i ddarparu rhaglenni datblygu darllenwyr ac i gadw pob llyfrgell ar agor pan fydd achosion o salwch ac absenoldeb brys. Yn y flwyddyn sydd i ddod, mae'n bwysig bod Caerffili yn cynnal arolygon rheolaidd o ddefnyddwyr unwaith eto, ochr yn ochr â mathau eraill o weithgarwch ymgynghori â chwsmeriaid o bosibl, er mwyn sicrhau bod gwasanaethau yn diwallu anghenion cwsmeriaid yn effeithiol.

**Authority:** **Caerphilly Library Service**

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

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

- a) **Royal Voluntary Service Memory Lane Café at Newbridge Memo Library - written by the RVS Memory Lane Café Facilitator and Newbridge Library staff.**

‘It’s time for Toddler Time, so let’s go to the library now...’

We set off down the stairs to take our seats in the comfortable, bright space provided in the library. We are not a group of young parents or carers bringing our own toddlers to join in the Toddler Time. On the contrary, most of us are in our latter years and are either living with or are dementia carers.

We settle down quickly alongside the circle of toddler and babies and heartedly join in to the nursery rhymes and children’s songs. Hearing these songs, we immediately recall our own childhood musical memories as well as those of raising our own children. We especially love the action songs like *Wheels on the Bus* or *Incy Wincy Spider* and relish the challenge of singing new songs or joining in an activity-based story.

During the sessions we love to interact with some of the young participants – smiling and encouraging them in their efforts. We love coming downstairs to the library. It helps us feel part of daily local life and definitely puts a smile on our faces and a spring in our step before we return to the Memory Lane Group. It’s lovely to see that many of the parents /carers seem appreciative and accepting of our contribution to their sing-song time too.

We’ve written down how we feel:

- ‘It’s special when a baby makes smiles at you’
- ‘Fantastic experience, so inclusive and welcoming for all ages’

From a library service perspective these intergenerational sessions are very significant for our clients. We offer a safe and inclusive space delivering creative and stimulating activities. The role of musical activities in supporting people with dementia is well-documented. One of the main challenges our customers may face is disengagement from social and communal life and by increasing the pleasure they receive from our activities, we can hope to reduce the depression and isolation they often experience. The intergenerational aspect of these sessions goes straight to the heart of our library– it draws on the warmth and kindness of the Toddler’s Group and library staff, and has the benefit of ‘immediacy’ and new experiences, encouraging a sense of optimism in our clients.



## **INFORMATION ITEM EDUCATION AND SOCIAL SERVICES SCRUTINY COMMITTEE – 12<sup>TH</sup> MARCH 2024**

**SUBJECT: EDUCATION BUDGET MONITORING 2023/24 (PERIOD 9)**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND  
CORPORATE SERVICES**

### **1. PURPOSE OF REPORT**

1.1 To inform Members of the projected 2023-24 outturn position for the Directorate of Education based on the most recent information available.

### **2. SUMMARY**

2.1 The report identifies projected under / (overspends) currently forecast for 2023-24 (full details attached in Appendix 1).

2.2 In summary the current projected outturn position for Education is an underspend of £0.010m.

### **3. RECOMMENDATIONS**

3.1 Members are requested to note the contents of this report.

### **4. REASONS FOR THE RECOMMENDATIONS**

4.1 To ensure that Members are fully informed with regards to the 2023-24 projected revenue spends position for Education.

4.2 The Council Budget is based on the achievement of both expenditure and income targets. To ensure that these are met, and that the Council's financial integrity is maintained Directors are required to review income and expenditure trends.

## 5. THE REPORT

- 5.1 The report deals with the budget monitoring information for the Education Directorate. The revenue position is summarised in Appendix 1, with a breakdown split across 3 areas, Schools Related, Education Related and Lifelong Learning (LL) related respectively.
- 5.2 The projected outturn position is based on actual income and expenditure details to the end of December 2023, together with data used to forecast income and expenditure. Account is also taken of the outturn position for previous years and information available following discussions with Managers.
- 5.3 A net underspend of £0.010m is currently forecast for Education, details are outlined below.
- 5.4 The larger variances in Education relate to the following:

	£'m (Under / (Over))
Home to School / College Transport	(0.950)
Pension Costs School Based Staff	0.179
Management & Support Service Costs	0.150
Vulnerable Learners	0.134
Early Years Central Team	0.267
Adult Education	0.105
Youth Service	(0.074)
Net Other (Details in Appendix 1)	0.199
<hr/>	
Total	0.010 Underspend

- 5.4.1 The projected outturn position for Home to School Transport continues to represent the worst-case scenario based on current contracts. This area of service remains the significant financial pressure in the current financial year. The projection is an increase on the £0.899m reported at period 7. This increase is largely due to the additional costs linked to the necessity to re-tender a small number of bus routes. A significant pressure relates to special education transport provision across all sectors of education. Further work is to be undertaken to review this area of service and the associated financial implications.
- 5.4.2 Over the last 2 financial years there has been an underspend on the budget for the Authority's on-going pension liability linked to pension costs for school-based staff. This position is linked to budget growth for schools as part of the Authority's budget planning and additional grant funding from Welsh Government. Whilst this underspend position is expected to continue in this current financial year, it is expected that this budget is unlikely to be sufficient as we move into future financial years and the number of posts in schools reduce. Any reductions in staffing numbers would be linked to reducing pupil numbers and or budget pressures.

- 5.4.3 The variance against Management & Support Services relates largely to in-year salary savings, one linked to a secondment to the end of the financial year and one due to a delay in recruitment as the requirements of the post were reviewed. This variance also includes additional grant income of £42k that has been received to support work linked to the ALN Reform, this funding ends in 2023-24.
- 5.4.4 A small variance of £0.134m (circa 1.09%) against the Vulnerable Learners budget relates largely to our EOTAS (Education Other Than at School) provision. This provision is currently under review with the development of provision at the old Pontllanfraith Comprehensive site, as part of the Authority's Sustainable Communities for Learning Strategy.
- 5.4.5 The underspend in our Early Years Team is directly linked to staff time supporting the grant funded areas of Flying Start, Early Years Expansion and the Childcare Offer. This variance relates to an opportunity to fund some of our staff costs from these grants in 2023-24.
- 5.4.6 In reference to the variance on our Adult Education provision, this is largely due to capacity through in year grant funding and some small savings across the service.
- 5.4.7 The projected overspend with regards to the Youth Service relates primarily to costs associated with Crumlin Institute, the Authority continues to work towards agreeing and executing a legal surrender of the lease with the landlord.
- 5.4.8 It is important to note that the financial projections in this report exclude a forecast outturn position for our schools.

## 5.5 **Conclusion**

- 5.5.1 The projected outturn position for Education is currently an underspend in 2023-24 of £0.010m
- 5.5.2 Full details are contained in the body of this Report.

## 6. **ASSUMPTIONS**

- 6.1 The projected outturn position is based on actual income and expenditure details to the end of December 2023, together with data used to forecast future income and expenditure. Account is also taken of the outturn position for previous years and information available following discussions with Managers.

## 7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 An IIA is not necessary for this Information Only Report.

## 8. **FINANCIAL IMPLICATIONS**

- 8.1 In summary, based on information currently available there is projected revenue underspend for Education of £0.010m.



## **9. PERSONNEL IMPLICATIONS**

- 9.1 In 2023-24 the Directorate will continue with the strategy of prudent vacancy management.
- 9.2 There are no direct personnel implications arising from this report.

## **10. CONSULTATIONS**

- 10.1 There are no consultation responses that have not been reflected in this report.

## **11. STATUTORY POWER**

- 11.1 Local Government Act 1972 and 2000.

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Consultees: Richard Edmunds, Corporate Director, Education and Corporate Services  
Keri Cole, Chief Education Officer  
Sue Richards, Head of Education Planning and Strategy  
Sarah Ellis, Lead for Inclusion and ALN  
Sarah Mutch, Early Years Manager  
Paul Warren, Strategic Lead for School Improvement  
Cllr Carol Andrews, Cabinet Member for Education and Communities  
Cllr Eluned Stenner, Cabinet Member for Finance and Performance  
Cllr Teresa Parry, Chair of Education and Social Services Scrutiny Committee  
Cllr Brenda Miles, Vice Chair of Education and Social Services Scrutiny Committee  
Steve Harris, Head of Financial Services and S151 Officer  
Dave Roberts, Interim Finance Manager  
Julie Baker, Principal Finance Officer (Schools)  
Nicola Hooper, Senior Accountant Education  
Lynne Donovan, Head of People Services  
Rob Tranter, Head of Legal Services and Monitoring Officer  
Ros Roberts, Business Improvement Officer  
Clive Campbell, Transportation Engineering Manager

Appendices:  
Appendix 1 Projected Revenue Outturn Figures 2023-24

<b>EDUCATION &amp; LIFELONG LEARNING</b>	<b>Original Estimate 2023-24 £</b>	<b>Revised Estimate 2023-24 £</b>	<b>Estimated Outturn 2023-24 £</b>	<b>Variance Under (Over) 2023-24 £</b>
<b><i>SUMMARY</i></b>				
<b><i>SCHOOLS RELATED</i></b>	<b>138,689,251</b>	<b>138,725,074</b>	<b>138,505,699</b>	<b>219,375</b>
<b><i>EDUCATION</i></b>	<b>20,552,484</b>	<b>20,689,835</b>	<b>20,010,473</b>	<b>679,362</b>
<b><i>LIFELONG LEARNING</i></b>	<b>4,425,577</b>	<b>4,473,688</b>	<b>4,412,719</b>	<b>60,969</b>
<b><i>TOTAL SERVICE EXPENDITURE (Revenue)</i></b>	<b>163,667,312</b>	<b>163,888,597</b>	<b>162,928,891</b>	<b>959,706</b>
<b><i>HOME TO SCHOOL / COLLEGE TRANSPORT (Infrastructure Division)</i></b>	<b>9,639,854</b>	<b>9,643,252</b>	<b>10,593,329</b>	<b>(950,077)</b>
<b><i>TOTAL SERVICE EXPENDITURE (Revenue) Including Transport</i></b>	<b>173,307,166</b>	<b>173,531,849</b>	<b>173,522,220</b>	<b>9,629</b>

<b>EDUCATION &amp; LIFELONG LEARNING</b>	<b>Original Estimate 2023-24</b>	<b>Revised Estimate 2023-24</b>	<b>Estimated Outturn 2023-24</b>	<b>Variance Under (Over) 2023-24</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b><u>SCHOOLS RELATED</u></b>				
<b>Individual Schools Budget</b>	<b>136,204,949</b>	<b>136,204,949</b>	<b>136,423,043</b>	<b>(218,094)</b>
<b>Post 16 Initiative (Grant Income)</b>	<b>(3,895,867)</b>	<b>(3,895,867)</b>	<b>(4,113,961)</b>	<b>218,094</b>
<b>Earmarked Formula Funding (inc. Joint Use Sites)</b>	<b>254,084</b>	<b>254,084</b>	<b>253,100</b>	<b>984</b>
<b>Schools LMS Contingencies</b>	<b>115,171</b>	<b>115,171</b>	<b>115,171</b>	<b>0</b>
<b>Other Direct School Related</b>				
Learning Support Staff Registration Fee	22,560	22,560	19,058	3,502
PFI Funding Gap	412,659	412,659	412,659	0
PFI Building Maintenance	55,260	55,260	55,260	0
Repairs & Maint. 50/50 Scheme (Funded through reserves in 23/24)	0	0	0	0
School Meal Admin. Utility & Telephone	825,513	829,987	823,420	6,567
Relief Supply Cover (Maternity)	768,980	768,980	802,274	(33,294)
Police Checks	68,057	68,057	58,632	9,425
Copyright and Licensing (Schools)	79,585	79,585	83,273	(3,688)
Total Other Direct School Related	<b>2,232,614</b>	<b>2,237,088</b>	<b>2,254,576</b>	<b>(17,488)</b>
<b>Early Years (Rising 3's)</b>	<b>921,121</b>	<b>921,121</b>	<b>909,110</b>	<b>12,011</b>
<b>Education Improvement Grant - Match Funding</b>	<b>677,295</b>	<b>677,295</b>	<b>631,964</b>	<b>45,331</b>
<b>Early Retirement Pension Costs of School Based Staff</b>	<b>2,179,884</b>	<b>2,211,233</b>	<b>2,032,696</b>	<b>178,537</b>
<b><u>EXPENDITURE TO DIRECTORATE SUMMARY</u></b>	<b>138,689,251</b>	<b>138,725,074</b>	<b>138,505,699</b>	<b>219,375</b>

<b>EDUCATION &amp; LIFELONG LEARNING</b>	<b>Original Estimate 2023-24 £</b>	<b>Revised Estimate 2023-24 £</b>	<b>Estimated Outturn 2023-24 £</b>	<b>Variance Under (Over) 2023-24 £</b>
<b>EDUCATION</b>				
<b>Management &amp; Support Service Costs</b>	<b>1,442,560</b>	<b>1,458,364</b>	<b>1,307,982</b>	<b>150,382</b>
<b>Social Inclusion</b>				
Psychological Service	973,701	988,389	988,389	0
Behaviour Support	209,141	211,928	158,258	53,670
Education Welfare Service	436,140	442,051	442,051	0
Youth Offending Team	59,196	59,196	59,196	0
Safeguarding & LAC	294,057	298,115	294,928	3,187
School Based Counselling	429,265	435,201	420,837	14,364
Total Social Inclusion	<b>2,401,500</b>	<b>2,434,880</b>	<b>2,363,659</b>	<b>71,221</b>
<b>Additional Learning Needs</b>				
ALN Advisory Support Service	125,012	125,012	130,964	(5,952)
Professional/Statementing	339,424	344,268	342,354	1,914
Learning Support	52,775	53,531	53,130	401
Language Support	684,295	684,295	695,621	(11,326)
Specialist Resources	46,006	46,780	46,780	0
ALN Improvement Initiative	40,657	40,657	40,657	0
Childrens Centre	36,872	37,411	9,526	27,885
SNAP Cymru	52,045	52,045	52,045	0
Outreach Trinity Fields	59,944	59,944	59,944	0
Speech Therapy	65,360	65,360	65,360	0
SENCOM (Sensory Service)	784,912	784,912	784,912	0
Autism (CASS)	227,960	227,960	227,960	0
Total Additional Learning Needs	<b>2,515,262</b>	<b>2,522,175</b>	<b>2,509,253</b>	<b>12,922</b>
<b>Learning Pathways Partnership</b>				
14 - 19 Initiative (Transport Costs)	144,819	144,819	107,940	36,879
Total Learning Pathways Partnership	<b>144,819</b>	<b>144,819</b>	<b>107,940</b>	<b>36,879</b>
<b>EOTAS, Additional Support &amp; Out of County Provision (Vulnerable Learners)</b>	<b>12,173,763</b>	<b>12,251,592</b>	<b>12,117,360</b>	<b>134,232</b>
<b>Early Years Provision &amp; Support</b>				
Early Years Central Team	367,779	370,664	103,703	266,961
Total Early Years Provision & Support	<b>367,779</b>	<b>370,664</b>	<b>103,703</b>	<b>266,961</b>

<b>EDUCATION &amp; LIFELONG LEARNING</b>	<b>Original Estimate 2023-24 £</b>	<b>Revised Estimate 2023-24 £</b>	<b>Estimated Outturn 2023-24 £</b>	<b>Variance Under (Over) 2023-24 £</b>
<b>Other Service Provision</b>				
SACRE	2,922	2,922	2,887	35
Outdoor Education Advisor SLA	33,878	33,878	33,878	0
School Improvement	158,501	158,501	158,501	0
Music Service	409,638	410,178	403,448	6,730
WJEC & Subscriptions	19,265	19,265	19,265	0
<b>Total Other Service Provision</b>	<b>624,204</b>	<b>624,744</b>	<b>617,979</b>	<b>6,765</b>
<b>Education Achievement Service (EAS)</b>				
Contribution to EAS Joint Working	882,597	882,597	882,597	0
<b>Total Education Achievement Service</b>	<b>882,597</b>	<b>882,597</b>	<b>882,597</b>	<b>0</b>
<b>EXPENDITURE TO DIRECTORATE SUMMARY</b>	<b>20,552,484</b>	<b>20,689,835</b>	<b>20,010,473</b>	<b>679,362</b>
<b><u>LIFELONG LEARNING</u></b>				
<b>Adult Education</b>	<b>162,616</b>	<b>170,160</b>	<b>65,499</b>	<b>104,661</b>
<b>Youth Service</b>	<b>1,381,282</b>	<b>1,396,849</b>	<b>1,471,275</b>	<b>(74,426)</b>
<b>Library Service</b>	<b>2,795,401</b>	<b>2,820,401</b>	<b>2,790,331</b>	<b>30,070</b>
<b>LLL Insurance &amp; Non Operational Property/Land</b>	<b>86,278</b>	<b>86,278</b>	<b>85,614</b>	<b>664</b>
<b>EXPENDITURE TO SERVICE SUMMARY</b>	<b>4,425,577</b>	<b>4,473,688</b>	<b>4,412,719</b>	<b>60,969</b>