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For all enquiries relating to this agenda please contact Sharon Hughes
(Tel: 01443 864281   Email: hughesj@caerphilly.gov.uk)

Date: 5th January 2021

Dear Sir/Madam,

A meeting of the **Education Scrutiny Committee** will be held via Microsoft Teams on **Monday, 11th January, 2021** at **5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days.

> This meeting will be recorded and made available to view via the Council's website, except for discussions involving confidential or exempt items. Therefore the images/audio of those individuals speaking will be publicly available to all via the recording on the Council website at
> www.caerphilly.gov.uk

Yours faithfully,

Christina Harrhy
CHIEF EXECUTIVE

A G E N D A

Pages

1   To receive apologies for absence.

2   Declarations of Interest.

   Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest(s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

A greener place   Man gwyrddach

Correspondence may be in any language or format | Gallwch ohebu mewn unrhyw iaith neu fformat

To approve and sign the following minutes: -

3   Education Scrutiny Committee held on the 26th November 2020.

4   Consideration of any matter referred to this Committee in accordance with the call-in procedure.

5   Education Scrutiny Committee Forward Work Programme.

6   To receive and consider the following Cabinet Reports*: -

1. 21st Century Schools and Education Band B Programme - Consultation Reports – 9th December 2020.

If a member of the Scrutiny Committee wishes for any of the above Cabinet reports to be brought forward for review at the meeting please contact Sharon Hughes, 01443 864281, by 10.00 a.m. on Friday, 8th January 2021.

To receive and consider the following Scrutiny reports: -

7   Junior & Youth Forum Priorities.

8   Budget Monitoring 2020/21 (Period 7).

9   Managing School Places - Faith Medium.

10   Caerphilly County Borough Library Service Annual Welsh Government Standards Assessment 2018-19.

Circulation:

Councillors Mrs E.M. Aldworth, C. Andrews (Vice Chair), P.J. Bevan, A. Collis, C.J. Cuss, W. David, A. Farina-Childs, Ms J. Gale, D.T. Hardacre, D. Havard, M.P. James, B. Miles, Mrs G.D. Oliver, Mrs T. Parry (Chair), J.E. Roberts and J. Simmonds

Co-opted Members:

Cardiff ROC Archdiocesan Commission for Education Representative (with voting rights on educational matters)
Mr M. Western

Parent Governor Representatives (with voting rights on educational matters)
Mrs T. Millington and Mr G. James

Outside Body Representatives (without voting rights)
Mrs J. Havard (NEU) and Mrs P. Ireland (NEU)

Caerphilly Governors Association (without voting rights)
Mr D Davies

And Appropriate Officers

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EDUCATION SCRUTINY COMMITTEE

MINUTES OF THE REMOTE MEETING HELD VIA MICROSOFT TEAMS ON THURSDAY, 26TH NOVEMBER 2020 AT 5.30PM

PRESENT:

Councillor T. Parry - Chair
Councillor C. Andrews - Vice-Chair

Councillors:

E. M. Aldworth, P. J. Bevan, A. Collis, C. Cuss, W. David, A. Farina-Childs, D. Havard, M. P. James, B. Miles, J. E. Roberts

Councillor R. Whiting (Cabinet Member for Learning and Achievement)

Together with:

Officers: R. Edmunds (Corporate Director for Education and Corporate Services), K. Cole (Chief Education Officer), S. Richards (Head of Education Planning and Strategy), A. West (21st Century Schools Manager), J. Lougher (Sport & Leisure Development Manager), E. Pryce (Education Achievement Service), J. Williams (Assistant Director Adult Services), M. Williams (Interim Head of Property Services), S. Ellis (Lead for Inclusion and ALN), M. Jacques (Scrutiny Officer), S. Hughes (Committee Services Officer), R. Barrett (Committee Services Officer)

Co-opted Members: Mr M. Western (Cardiff ROC Archdiocesan Commission for Education Representative), Mrs T. Millington (Parent Governor Representative), Mr G. James (Parent Governor Representative)

Also in Attendance:

Mr O. Francis (Director of Turley Planning Consultancy representing Penallta RFC and Save Ystrad Green Spaces Group), Mr. M. Cook (Chair of Governors at Trinity Fields School)

RECORDING ARRANGEMENTS

The Chairperson reminded those present that the meeting was being recorded and would be made available to view via the Council's website, except for discussions involving confidential or exempt items. Click here to view.

1. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Ms J. Gale, D. T. Hardacre, Mrs G. D. Oliver and J. Simmonds. Apologies were also received from Mr D. Davies (Caerphilly Governors Association).

2.   DECLARATIONS OF INTEREST

There were no declarations of interest received at the commencement or during the course of the meeting.

3.   MINUTES – 22ND SEPTEMBER 2020

> RESOLVED that the minutes of the Education Scrutiny Committee meeting held on Tuesday the 22nd September 2020 (minute nos 1- 9) be approved as a correct record and signed by the Chair.

4.   CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

5.   EDUCATION SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

Consideration was given to the report which outlined the reports planned for the period November 2020 to May 2021 and included all reports that were identified at the Education Scrutiny Committee meeting held on Tuesday 22nd September 2020. Members were asked to consider the Forward Work Programme, alongside the Cabinet Forward Work Programme, prior to publication on the Council's website.

The Scrutiny Officer outlined proposed changes to the Forward Work Programme. Members were advised of additional reports to be added to the Forward Work Programme for the meetings to be held on 11th January 2021 and 22nd February 2021. It was also proposed that the Phase 2 21st Century Schools Proposal report scheduled on the Forward Work Programme for 11th January 2021 be moved to 22nd March 2021.

Following consideration of the report and subject to the changes proposed, it was moved and seconded that the recommendations be approved. By way of a roll call voting process this was unanimously agreed.

> RESOLVED that the Education Scrutiny Committee Forward Work Programme be published on the Councils' website.

REPORTS OF OFFICERS

Consideration was given to the following reports.

6.   OUTCOMES 2019-2020: FOUNDATION PHASE, KEY STAGE 2, KEY STAGE 3, KEY STAGE 4 AND KEY STAGE 5.

Consideration was given to the report which informed Members of Welsh Government school performance reporting arrangements for 2019-2020. The report also provided Members with an overview of national outcomes as context and provided anonymised local data where available.

Members were made aware of the significant changes to the way data was collected. In response to the Coronavirus (Covid-19) pandemic, the Welsh Government cancelled all

statutory data collections that would have been due to take place in Summer 2020. It was highlighted that no end of key stage data was submitted, therefore there is no data available for this report for FP through to key stage 3. Members were advised that outcomes are only available for key stage 4 and key stage 5 and in line with agreements between each LA and headteachers, made prior to the collection of the data, these should not be used for school accountability purposes.

The content of the scrutiny report provided a contextual view of anonymised school outcomes, rather than analysed performance at Local Authority (LA) or individual level. Members were advised that Welsh Government do not intend to provide any updates or checking of this data because there is no process to do so.

Points of clarification were requested on various aspects of the report and Officers responded to the points raised. In response to a query Members were advised that, in terms of measuring in 2021, the Minister has made announcements but there is a Headteachers Strategy Group examining how the data will look in 2021, which will be in school assessments but in a much more managed way. It was emphasised that, moving forward, the important information to consider is the information that emerges from the schools causing concern process. The Chief Education Officer advised Members that a Schools Causing Concern report is scheduled for the summer term. It was highlighted that whilst Estyn have suspended their activity, they have not suspended revisits to schools which are in follow up categories. Those schools will be identified from local intelligence and work with the Education Achievement Service (EAS) and will continue to be supported to improve.

Having fully considered the report, the Education Scrutiny Committee noted the contents.   .

7.   **21ST CENTURY SCHOOLS AND EDUCATION BAND B PROGRAMME - CONSULTATION REPORTS.**

Consideration was given to the report which updated the Scrutiny Committee in relation to the 21st Century Schools Band B proposals in respect of Ysgol Gymraeg Cwm Gwyddon and Trinity Fields School. Members were asked to consider the information contained in both consultation reports and endorse the recommendations to Cabinet to proceed to Statutory Notice in relation to both proposals.

The Chair agreed to a request from two external contributors to be allowed to speak to the Scrutiny Committee in relation to the proposal for Trinity Fields School. Mr Owen Francis, Director of Turley Planning Consultancy representing Penallta RFC and the Save Ystrad Green Spaces Group, addressed the Scrutiny Committee to object to the proposal. He advised that he was objecting to the proposal because the preferred delivery option would result in the repurposing of a pay-to-use rugby pitch that was used by Penallta RFC. The pitch is referred to as Trinity 1 in Appendix 1 of the report. Mr Francis claimed that input from his clients had not been fully represented in the Consultation Report and he raised, in particular, an objection from Sport Wales that had not been addressed. He suggested that a decision on the proposal should be deferred so that options could be fully assessed. Mr Mike Cook, Chair of Governors at Trinity Fields School, advised Members that Trinity Fields was a very successful school and that this had been recognised in a recent Estyn report. Members heard how the proposed expansion would create an additional 80 places for children and that currently there was no more space available. Mr Cook advised Members that the proposal would create improved facilities for children with special needs and their families. Mr Cook also outlined how the proposal would allow essential services to be delivered locally and that community use could be further accommodated to that already in existence.

The 21st Century Schools Manager delivered a presentation with regards to the Trinity Fields School proposal. As part of the presentation it was highlighted that the process being followed is a Statutory Process prescribed in the Welsh Government's (WG) School Organisation Code 2018. The code sets out the policy context, general principles and factors that the Council must

follow when bringing forward proposals to reconfigure school provision. It was emphasised that there are separate statutory processes in relation to planning which would be led by the Property Services Department. Members were advised that the consultation process is one stage of a larger process and the steps involved were outlined in detail. The consultation exercise carried out between September/October was to gain the views of the prescribed consultee cohort and support Cabinet in considering the proposal. In addition, as a matter of courtesy Penallta RFC and Sports Wales were advised of the proposal.

Points of clarification were requested on various aspects of the report and Officers responded to the points raised. During the course of the ensuing debate, one Member queried why there were no responses for the Trinity Fields School proposal received in Welsh during the Consultation Process and questioned if there was equal access for Welsh speakers. The 21st Century Schools Manager advised that all documents were produced bilingually and that a Welsh Language Equality Impact Assessment had also been carried out in the planning stages of the consultation.

Concerns were raised as to how repurposing a rugby pitch was consistent with the Council's commitment to tackle obesity at a local level. The 21st Century Schools Manager advised that the Council is currently working with Penallta RFC to provide an alternative replacement pay-as-you-use facility, off site and within convenient access by foot (0.5 miles / 10 minute walk), consisting of one enhanced existing pitch and an additional pitch to mitigate the loss of Trinity 1. A Member queried the term 'community usage', informing that junior rugby teams could not use the Centre of Sporting Excellence because priority was given to senior and professional rugby teams. The Sport and Leisure Development Manager outlined that from 5pm the centre was for community use only, he advised that partners used the facility during the day and that this was an important source of revenue.

Members heard how children are kept at the centre of all proposals. Through robust assessment and the latest data analysis, this enhanced facility would enable the Authority to discharge its duties under the current and new ALN Act and in conjunction with the wider hub and spoke model deployed in Caerphilly would ensure a sustainable site at Trinity Fields for the future. The Chair suggested that areas at neighbouring sites such as Ystrad Mynach Primary School could also be considered as part of the mitigation for the loss of Trinity 1. Officers agreed that other nearby green sites owned by the Council could be considered as options to further increase the provision available to the community in Ystrad Mynach.

Following consideration of the report, in relation to Trinity Fields School, it was moved and seconded that the recommendations be approved. By way of a roll call voting process this was agreed by the majority.

> RECOMMENDED to Cabinet that the Education Scrutiny Committee endorsed the recommendation to proceed to Statutory Notice in relation to the Trinity Fields School proposal.

Following a presentation from the 21st Century Schools Manager with regards to the Ysgol Gymraeg Cwm Gwyddon proposal, points of clarification were requested on various aspects of the report and Officers responded to the points raised. One Member asked about current provision of Special Resource Base (SRB) education in the Welsh language. The Lead for Inclusion and ALN advised Members that there was SRB education in Welsh at Primary Level for children with complex needs and that the proposal would allow the Council to enhance this provision and meet the requirements set out in the ALN Act. Concerns were raised regarding a feasibility report by the NRW which highlighted a flood plain at the site in Cwmcarn. The Client Manager with Property Services advised that there were no concerns as the flood plain is on the lower football pitch and did not affect the school site, but that it would be investigated in further detail as part of the planning process.

Following consideration of the report, in relation to Ysgol Gymraeg Cwm Gwyddon, it was moved and seconded that the recommendations be approved. By way of a roll call voting process this was unanimously agreed.

> RECOMMENDED to Cabinet that the Education Scrutiny Committee endorsed the recommendation to proceed to Statutory Notice in relation to the Ysgol Gymraeg Cwm Gwyddon proposal.

The meeting closed at 8:20pm.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 11th January 2021 they were signed by the Chair.

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CHAIR

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**EDUCATION SCRUTINY COMMITTEE –
11TH JANUARY 2021**

SUBJECT: EDUCATION SCRUTINY COMMITTEE FORWARD WORK
            PROGRAMME

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND
            CORPORATE SERVICES

1.   PURPOSE OF REPORT

1.1   To report the Education Scrutiny Committee Forward Work Programme.

2.   SUMMARY

2.1   Forward Work Programmes are essential to ensure that Scrutiny Committee agendas
       reflect the strategic issues facing the Council and other priorities raised by Members,
       the public or stakeholder.

3.   RECOMMENDATIONS

3.1   That Members consider any changes and agree the final forward work programme
       prior to publication.

4.   REASONS FOR THE RECOMMENDATIONS

4.1   To improve the operation of scrutiny.

5.   THE REPORT

5.1   The Education Scrutiny Committee forward work programme includes all reports that
       were identified at the scrutiny committee meeting on Thursday 26 November 2020.
       The work programme outlines the reports planned for the period January 2021 to
       May 2021.

5.2   The Forward Work Programme is made up of reports identified by officers and
       members. Members are asked to consider the work programme alongside the
       cabinet work programme and suggest any changes before it is published on the

council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

5.3   The Education Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 4th January 2020. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

5.4   **Conclusion**
The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

6.   **ASSUMPTIONS**

6.1   No assumptions are necessary.

7.   **LINKS TO RELEVANT COUNCIL POLICIES**

7.1   The operation of scrutiny is required by the Local Government Act 2000. The Local Government Wales Measure 2011 and subsequent Statutory Guidance include requirements to publicise the work of scrutiny committees. The operation of scrutiny committee forward work programmes was agreed following decisions by Council in October 2013 and October 2015.

7.2   **Corporate Plan 2018-2023.**

Scrutiny Committee forward work programmes contributes towards and impacts upon the Corporate Well-being Objectives by ensuring that the Executive is held to account for its Corporate Objectives, which are:

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

Objective 3 - Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being

Objective 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

Objective 6 - Support citizens to remain independent and improve their well-being

8. **WELL-BEING OF FUTURE GENERATIONS**

8.1 This report contributes to the well-being goals and is consistent with the five ways if working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure is considers the wellbeing goals.

8.2 The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language
- A globally responsible Wales

9. **EQUALITIES IMPLICATIONS**

9.1 There are no specific equalities implications arising as a result of this report.

10. **FINANCIAL IMPLICATIONS**

10.1 There are no specific financial implications arising as a result of this report.

11. **PERSONNEL IMPLICATIONS**

11.1 There are no specific personnel implications arising as a result of this report.

12. **CONSULTATIONS**

12.1 There are no consultation responses that have not been included in this report.

13. **STATUTORY POWER**

13.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer jacqum@carphilly.gov.uk

Consultees: Richard Edmunds, Corporate Director for Education and Corporate Services
Keri Cole, Chief Education Officer
Robert Tranter, Head of Legal Services/ Monitoring Officer
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer,

Legal Services
Councillor Teresa Parry, Chair Education Scrutiny Committee
Councillor Carol Andrews, Vice Chair Education Scrutiny Committee

Appendices:

Appendix 1   Education Scrutiny Committee Forward Work Programme
Appendix 2   Cabinet Forward Work Programme
Appendix 3   Forward Work Programme Prioritisation Flowchart

	Forward Work Programme - Education			APPENDIX 1
Date	Title	Key Issues	Author	Cabinet Member
11/01/21 17:30	Budget Monitoring Period 7		Southcombe, Jane;	Cllr. Whiting, Ross;
11/01/20 17:30	Library Standards		Richards, Sue;	Cllr. Whiting, Ross;
11/01/20 17:30	Junior & Youth Forum Priorities		Jones, Clare;	Cllr. Whiting, Ross;
11/01/21 17:30	Faith Schools	Capacity/ Demand/ Admission Numbers /Transport	West, Andrea;	Cllr. Whiting, Ross;
11/01/21 17:30	Information - Financial Plan 2021		Southcombe, Jane;	Cllr. Whiting, Ross;
11/01/21 17:30	Information - Grants Report			Cllr. Whiting, Ross;
22/02/21 17:30	Exclusion Strategy		Cole, Keri;	Cllr. Whiting, Ross;
22/02/21 17:30	Business Plan (EAS)		Pryce, Ed	Cllr. Whiting, Ross;
22/02/21 17:30	Performance Report		Roberts, Ros;	Cllr. Whiting, Ross;
22/03/21 17:30	Phase 2 – 21st Century Schools Proposals		Richards, Sue;	Cllr. Whiting, Ross;
22/03/21 17:30	Phase 1: 21st Century Schools consultation – Statutory Notice report		West, Andrea;	Cllr. Whiting, Ross;
22/03/21 17:30	Information - Budget Monitoring Period 9		Southcombe, Jane;	Cllr. Whiting, Ross;
17/05/21 17:30	WESP Update			Cllr. Whiting, Ross;
17/05/21 17:30	Safeguarding Report			Cllr. Whiting, Ross;
17/05/21 17:30	Support & Challenge Update		Cole, Keri;	Cllr. Whiting, Ross;

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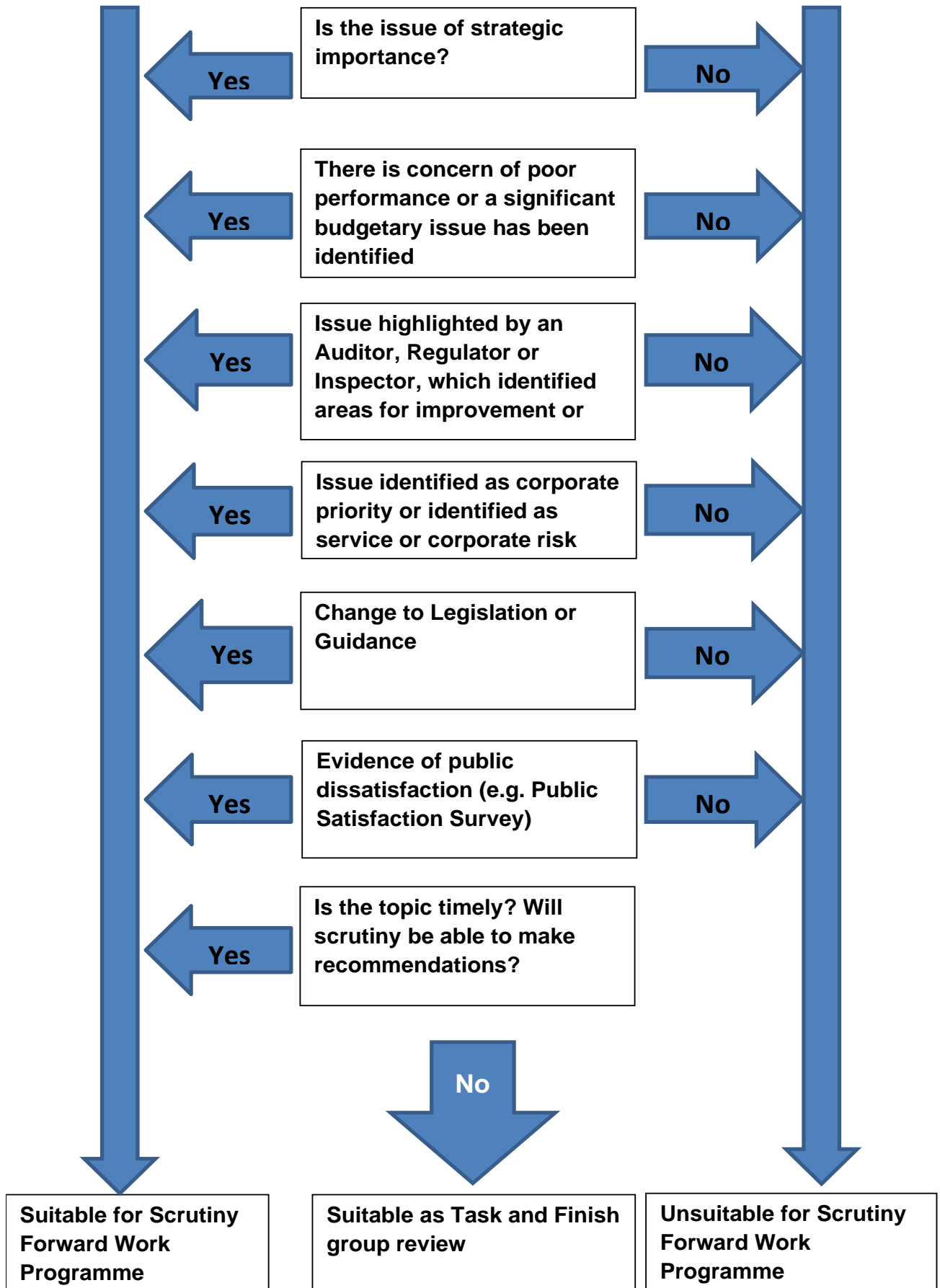This page is intentionally left blank

CABINET FORWARD WORK PROGRAMME   APPENDIX 2

Cabinet Date	Title	Key Issues	Author	Cabinet Member
13/01/21 10:30	Adoption of an enforced sale policy	To inform Members, and seek approval for, the adoption of an Enforced Sale Policy. This is a mechanism by which problematic, long-term empty private sector dwellings, derelict commercial properties and land are brought back into beneficial use.	Dallimore, Allan;	Cllr. Morgan, Sean;
13/01/21 10:30	Car Parking Review	Review of council owned car parks and future operational proposals.	Forbes-Thompson, Cath;	Cllr. Ridgewell, John;
13/01/21 10:30	Teachers' Pay Award 2020/21	To provide Cabinet with a proposal to fund the residual shortfall in funding for the 2020/21 Teachers' pay award.	Harris, Stephen R; Southcombe, Jane;	Cllr. Stenner, Eluned;
13/01/21 10:30	Draft Budget Proposals for 2021/22	To present Cabinet with details of the draft budget proposals for the 2021/22 financial year.	Harris, Stephen R;	Cllr. Stenner, Eluned;
27/01/21 10:30	Pentrebane Street Caerphilly - Use of CPO Powers	To update Cabinet on the use of a Compulsory Purchase Order (CPO) to facilitate the redevelopment of the southern side of Pentrebane Street, Caerphilly. This report also requests the allocation of up to £200,000 to the Pentrebane Street redevelopment project to cover the costs associated with the CPO process and to facilitate with the acquisition of the privately-owned properties.	Dallimore, Allan;	Cllr. Morgan, Sean;
27/01/21 10:30	Bus Emergency Scheme 2 Funding	To obtain Public Sector agreement for emergency bus funding with operators until July 2022.	Williams, Mark S;Lloyd, Marcus	Cllr. Ridgewell, John;
27/01/21 10:30	Whole-authority budget monitoring position for 2020/21	To provide Cabinet with an update on the projected outturn position for the 2020/21 financial year.	Harris, Stephen R;	Cllr. Stenner, Eluned;
27/01/21 11:30	Blackwood Miners' Institute Annual Report and Statement of Accounts 2019/20	To advise Cabinet as Trustees of the Blackwood Miners' Institute of the operational activities and financial position of Blackwood Miners' Institute for the financial year ending 31st March 2020.	Kyte, Rhian;	Cllr. Morgan, Sean;

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Scrutiny Committee Forward Work Programme Prioritisation

Is the issue of strategic importance?

Yes → **No**

There is concern of poor performance or a significant budgetary issue has been identified

Yes → **No**

Issue highlighted by an Auditor, Regulator or Inspector, which identified areas for improvement or

Yes → **No**

Issue identified as corporate priority or identified as service or corporate risk

Yes → **No**

Change to Legislation or Guidance

Yes → **No**

Evidence of public dissatisfaction (e.g. Public Satisfaction Survey)

Yes → **No**

Is the topic timely? Will scrutiny be able to make recommendations?

Yes

No

| **Suitable for Scrutiny Forward Work Programme** | **Suitable as Task and Finish group review** | **Unsuitable for Scrutiny Forward Work Programme** |

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**EDUCATION SCRUTINY COMMITTEE –
11TH JANUARY 2021**

SUBJECT: **JUNIOR & YOUTH FORUM PRIORITIES**

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

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1.   **PURPOSE OF REPORT**

1.1   To inform Members of the issues raised by Children & Young People via the Youth
       Services Junior and Youth Forums. The report is seeking the views of Members prior
       to its presentation to Cabinet.

2.   **SUMMARY**

2.1   Following the Youth Forum Conference in January 2020 and the Junior Forum
       meeting in November 2019, Children & Young People have identified issues
       important to them and have voted on Priority Issues for 2020. However due to Covid-
       19, presentations to Education Scrutiny and Cabinet by young people were
       cancelled. Therefore the issues still need to be presented.

2.2   The previously agreed process that follows the identification of issues has been as
       follows:
       - Presentation of issues to SMT for information.
       - Young People present Junior Forum issues to Cabinet for information
         only and to request support in addressing the Youth Forum priority.
       - Young People to present issues to relevant scrutiny groups for
         information.
       - Young People to present issues to the Public Services Board (PSB) for
         information.
       - Issues are presented directly by Young People.
       - Young People form a Project Group that meets weekly to address the
         Youth Forum priority issue, working directly with Officers and Members
         as appropriate on a range of initiatives intended to have a positive impact
         on the issue. This work will continue until December 2021, with the
         process re-starting in January 2022.

2.3   The decision to continue the priority issues for a second year has been made due to
       the high numbers of children and young people consulted on the priorities originally.
       Consulting with children and young people at this time to identify new priorities would

result in a lower response rate and not offer a representative view of young people's issues across the authority.

3. RECOMMENDATIONS

3.1   That the Education Scrutiny Committee supports the presentation of Junior and Youth Forum issues to Cabinet by young people.

3.2   That Education Scrutiny Committee considers how to support the Youth Forum in addressing their Priority Issue - Raising awareness of emergency services – Educate young people of what to do in an emergency.

3.3   That Education Scrutiny Committee considers how to support the Junior Forum in addressing their Priority Issue - Speeding cars.

3.4   Education Scrutiny Committee to have due regard to issues raised within this report by Children and Young People when making decisions which impact upon their lives.

4. REASONS FOR THE RECOMMENDATIONS

4.1   To ensure Members are informed of the priorities identified by children and young people.

5. THE REPORT

5.1   The Junior & Youth Fora are structured and organised around five themes: Prosperous Caerphilly; Safer Caerphilly; Learning Caerphilly; Healthier Caerphilly; Greener Caerphilly, enabling children and young people to have a voice on issues that affect them. Junior Forum Representatives are aged 7-11 years; Youth Forum Representatives are aged 11-25 years.

5.2   At the Annual Youth Forum Conference Young People are provided with the opportunity to explore issues previously raised via borough wide consultation. Young people attending the conference present their views on each of the themes and engage in a dialogue with relevant Officers and Cabinet members. From exploring all themes within the context of young people's lives, young people identify and agree on a priority issue for each theme.

5.3   Following the Conference, an overall priority is voted for by Young People representing the Youth Service, Schools and Youth Support Services. The issues, as voted for by 3310 young people in February 2020 and will continue throughout 2021 are:

26% Safer Caerphilly - Raising awareness of emergency services – Educate young people of what to do in an emergency.   **Overall Priority Issue**

22% Greener Caerphilly - Parks - Many people vandalise parks, we need parks that are suited to young people over 12 years old.

21 % Healthier Caerphilly - Mental health first aid for teachers- Help teachers have a better understanding of mental health.

18% Learning Caerphilly - Employability- we need to know how to prepare ourselves for the world of work, and a curriculum that will give us life skills for employment.

13% Prosperous Caerphilly - Poverty - Poverty isn't always visible. We need to raise awareness of poverty and how to help.

5.4   The Junior Forum representatives identified a priority within each Forum theme, raised via consultation and then voted for as the overall priority. The issues voted for by 112 children and will continue throughout 2021 are:

Junior Forum Issues:

25% Safer Caerphilly - Speeding cars can injure or kill people. **Overall Priority Issue**

21% Learning Caerphilly - Make learning in school fun and interactive.

20% Healthier Caerphilly - Promote a safe lifestyle and avoiding 'risk taking' behaviour.

18% Prosperous Caerphilly - Make more people aware of local support for local homeless people.

16% Greener Caerphilly - Make better use of our green space so we can take part in adventurous play.

5.5   **Conclusion**

The Youth Forum will attend Education Scrutiny on 11th January 2021 to present the issues and give an overview of the projects activity for 2020, including any plans to address the issues during 2021. We wish to proceed with attendance to Cabinet to seek support in addressing the priority issue.

6.   ASSUMPTIONS

6.1   No related assumptions have been felt to be necessary in relation to this report.

7.   LINKS TO RELEVANT COUNCIL POLICIES

7.1   Youth Service Plan 2018-2021

7.2   Education Service Improvement Plan 2019

7.3   Statutory duties for the participation of children and young people under the children and families measure, Wales 2010

7.4   Public Services Board Delivery Plan Enabler: E2 – Communications and Engagement

7.5   **Corporate Plan 2018-2023.**

This report contributes to the following Corporate Well-being Objectives:

Objective 1 - Improve education opportunities for all.

8. WELL-BEING OF FUTURE GENERATIONS

8.1 The report contributes to the Well-being Goals:-

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales.

This report is consistent with the five ways of working as defined within the sustainable development principle in the Act by working with children and young people (and supporting other service providers to work with children and young people) to impact on decision making for short term and long term needs. By listening to the voices of children and young people, service providers are better able to respond to needs, better able to identify and understand problems as experienced by our citizens and thus better able to shape services in the future in a more effective responsive way.

8.2 Involving children and young people in decision making at all levels fosters a culture of expectation and responsibility, strengthened by increasing their knowledge and understanding in Children's Rights.

9. EQUALITIES IMPLICATIONS

9.1 This report is for information purposes only, so the Council's full Equalities Impact Assessment process does not need to be applied.

9.2 The participative activity that has taken place has benefitted many different groups in the community with many children and young people having been recipients of engagement activity, rights-based education and informed service delivery.

10. FINANCIAL IMPLICATIONS

10.1 There are no financial implications with respect to this report.

11. PERSONNEL IMPLICATIONS

11.1 There are no personnel implications with respect to this report.

12. CONSULTATIONS

12.1 All responses from the consultations have been incorporated in the report.

13. STATUTORY POWER

13.1 'Shared Purpose: Shared Future, Statutory Guidance on the Well-Being of Future

Generations (Wales) Act 2015', and in particular SPSF 3 – Annex B, which is issued in accordance with Section 17(3) of the Children and Families (Wales) Measure 2010 and applies to local authorities in respect of local well-being plans and whenever they take decisions which might affect children and young people.

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                Councillor Ross Whiting, Cabinet Member for Learning and Achievement
                Councillor Teresa Parry, Chair of Education Scrutiny Committee
                Councillor Carol Andrews, Vice Chair of Education Scrutiny Committee
                Steve Harris, Head of Financial Services & S151 Officer
                Keri Cole, Chief Education Officer
                Sue Richards, Head of Education Planning & Strategy
                Sarah Ellis, Lead for Inclusion & ALN
                Sarah Mutch, Early Years Manager
                Paul Warren, Strategic Lead for School Improvement
                Jane Southcombe, Financial Services Manager
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                Anwen Cullinane, Senior Policy Officer, Equalities, Welsh Language & Consultation)
                Rob Tranter, Head of Legal Service and Monitoring Officer
                Ros Roberts, Business Improvement Officer

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**EDUCATION SCRUTINY COMMITTEE –
11TH JANUARY 2021**

SUBJECT: BUDGET MONITORING 2020/21 (PERIOD 7)

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION CORPORATE
                        SERVICES

1.   PURPOSE OF REPORT

1.1   To inform Members of the projected 2020-21 outturn position for the Directorate of
         Education and Lifelong Learning (LL) based on the most recent information available.

2.   SUMMARY

2.1   The report identifies projected under / overspends currently forecast for 2020-21 (full
         details attached in Appendix 1), together with an update with regards to any issues
         relating to the progress of the 2020/21 savings targets. In addition this report gives an
         outline of financial issues linked to COVID-19.

2.2   In summary the current projected outturn position for Education and Lifelong Learning
         is an underspend of £341k. The projected outturn position for Corporate Services is an
         underspend of £1,191k, consequently overall the projected outturn position for
         Education and Corporate Services is an underspend of £1,532k.

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 2020-21 projected
         revenue spend position for Education & Lifelong Learning.

4.2   The Council Budget is based on the achievement of both expenditure and income
         targets. In order 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 Education and Lifelong Learning (LL). The revenue position for the Directorate 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 October 2020, 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 £341k is currently forecast for Education & Lifelong Learning, details are outlined below. The projected outturn position for Corporate Services is an underspend of £1,191k, consequently overall the projected outturn position for Education and Corporate Services is an underspend of £1,532k.

5.4 The main variances in Education in excess of £50k relate to the following:

	£'000 (Under / (Over))
Relief Supply Cover (Maternity)	(296)
Pension Costs School Based Staff	50
Home to School / College Transport	331
Psychological Service	62
Vulnerable Learners	(50)
Early Years Central Team	147
Music Service	(79)
Covid (Non WG Funded / excludes schools)	*(75) Est. at this point.*
Net Other (Details in Appendix 1)	251
Total	341 Underspend

5.4.1 Due to the unpredictability of maternity absences across all school sectors, it is very difficult to project the position for the year. Based on current data and reviewing spend on maternity in prior years the current prediction is an overspend of £296k for the year. In recent years this budget has been overspent (2018-19 £153k overspend; 2019-20 £187k overspend), based on recent trends this budget has become a pressure for the Directorate. This budget funds the maternity absence of the staff member in school, the school fund the replacement teacher costs.

5.4.2 A projected underspend on the pension costs of school based staff follows a more favourable budget position for schools in 2020-21 plus the challenge of making any staff changes in schools during the end of academic year 2019-20 due to covid. The underspend in the Psychology Service is a one off relation to in year gaps in filling posts.

5.4.3 The position with transport is particularly challenging at the moment. Early on in the pandemic it was agreed across Wales that transport contract values would be supported to the level of 75% (April to August), with a real concern that operators would go out of business without support and not be available when we schools &

colleges return. There were only been a small number of contracts that have continued during the early months of the pandemic, relating to some of our pupils who accessed the Trinity Fields Hub. On a budget of circa £7m the current predicted underspend is currently estimated at £331k. This has increased from the period 5 projection, with more actual costs in the ledger plus an estimate for a 15% uplift on 80 school bus contracts due for renewal in January, plus by £180k for the potential of 2 terms costs to contractors for additional cleaning & PPE linked to covid. The issue of these additional costs link to covid has been raised with Welsh Government, the outcome of discussions could change this projected position.

5.4.4   Whilst the cost pressure within the Directorate continues to be in relation to our most vulnerable learners, in particular our EOTAS (Education Other Than at School) provision and additional support spend, the position has improved due largely to the position with Out of County placement costs to budget. The EOTAS provision accommodates learners who are unable to attend and learn in a mainstream school setting. In reviewing the continuum of additional support provided to pupils, our alternative EOTAS provision and Out of County Placements, the projected overspend against this budget heading is currently estimated at £50k. This forecast does include an estimate for additional capacity potentially required to support our vulnerable learners. The EOTAS Strategy was recently agreed in Cabinet (30th July 2020) and further work will be required to support the financial modelling of the Strategy to take us forward. The position on this budget is improved on the position in 2019-20 but does include a level of growth as part of 2020-21 budget planning. This is an area where budgets will need to be re-aligned as we progress the EOTAS Strategy and the position with regards to the Additional Support review.

5.4.5   The projected underspend against the Early Years Central Team is due to the success of the team in accessing specific grant funding to support staff related costs. This grant funding relates to a number of Welsh Government grants (Flying Start & Childcare in particular), it is contributing towards the costs of staff that are covering specific vacancies. At this point the continuation of some of this grant funding remains uncertain for future years. The projected in year underspend has increased by circa £50k. The projected spend includes the potential procurement of a new piece of software required to support delivery of our regulatory requirements moving forwards, in the most efficient and effective way possible. This was mentioned in the period 5 update.

5.4.6   The projected overspend on the Music Service has reduced slightly. The overspend is the consequence of grant funding (estimated at £79k) that has not materialised in year (this support had been received in the previous years). The further challenge for the Music Service this year is with regards to the ability to generate additional income beyond the existing SLA commitment of circa £300k.

5.4.7   It is important to note that the current projection excludes a forecasted outturn position for our schools. We need to be mindful of the following, with further work required to review and consider:

➢ Impact of a Teachers pay award from September 2020 in excess of 2%. Following confirmation of the pay award details for teachers the cost implications are currently under review. It is estimated that the impact for the Authority is an additional cost of £533k (to fund the difference between a 2% uplift and an updated average of 3.1%), we've received notification of funding to the value of £247k. A report on this matter is scheduled for Cabinet discussion on 13th January 2021. The shortfall of £286k is not included as

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part of this report at this point.

➢ Further to the period 5 budget monitoring report, our secondary schools have now been advised of the details with regards to clawback relating to their formula allocated funding for free school meals (for the period that families have received support through weekly food deliveries).

➢ Work is on-going with our schools and within the Directorate with regards to eligibility, non-eligibility against the WG Covid Hardship Fund. To date the Directorate has secured over £700k in grant to support additional expenditure and lost income costs.

➢ Cost implications of building related work required for a second Trinity Fields satellite class based at the St Cenydd Comprehensive site and the development of the Virginia Park site as a Youth & EOTAS provision. It is currently estimated that an investment of circa £250k could be required to support these developments. This position is currently under review.

5.5   Progress Made Against the 2020/21 Revenue Budget Savings Targets

5.5.1   The 2020/21 revenue budget settlement for Education and Lifelong Learning included a specific savings target of £556k. All proposals are targeted against Central Education & Lifelong Learning budgets. Managers have progressed implementation of the targets, the only real variance which has become a financial pressure relates to the Music Service (as detailed in the body of the report).

5.5.2   Going forwards it is not anticipated that there will be any other issues linked to the original savings proposals.

5.6   **Conclusion**

5.6.1   The projected outturn position for Education and Lifelong Learning is currently an underspend of £341k. Issues linked to the Teachers Pay Award and costs linked to site requirements for a second Trinity Fields satellite class located at St Cenydd and Virginia Park as part of our Youth & EOTAS provision are excluded from this figure.

6.   ASSUMPTIONS

6.1   The projected outturn position is based on actual income and expenditure details to the end of October 2020, 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.

6.2   Issues relating to covid have been quantified or identified in the body of the report.

7.   LINKS TO RELEVANT COUNCIL POLICIES

7.1   The report identifies how the Directorate intends using the allocated resources to ensure that key strategies are achieved. The content of this report is in accordance with the budget and medium term financial strategy, considered and approved by Council in February 2020.

7.2   **Corporate Plan 2018-2023.**

Effective financial planning and financial controls contribute towards or impacts the Corporate Well-being Objectives, which are:

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

Objective 6 - Support citizens to remain independent and improve their well-being The objectives are high level themes and each have several outcomes that sit underneath them, (36 in total) so it may benefit the author to look at the outcomes within the plan to understand the cross-cutting nature of the Council's priorities with regard to any impact the report may have on the Corporate Plan.

8.   WELL-BEING OF FUTURE GENERATIONS

8.1   Effective financial management is a key element in ensuring that the Well-being Goals within the Well-Being of Future Generations (Wales) Act 2015 are met:-

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language
- A globally responsible Wales

8.2   Effective financial management is also consistent with the five ways of working as defined within the sustainable development principle in the Act

- Long Term – The importance of balancing short-term needs with the need to safeguard the ability of future generations to meet their long-term needs
- Prevention - How acting to prevent problems occurring, or getting worse, may help public bodies meet their objectives
- Integration – Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
- Collaboration – Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
- Involvement – The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

9.   EQUALITIES IMPLICATIONS

9.1   There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan. There is no requirement for an Equalities Impact Assessment Questionnaire to be completed for this report.

10. FINANCIAL IMPLICATIONS

10.1 In summary, based on information currently available there is projected revenue underspend for Education & Lifelong Learning of £341k. This projection is impacted by 2 significant variances, an overspend position for maternity supply cover costs in schools plus an underspend on the Home to School / College transport budget.

10.2 In 2020/21 there are a number of one off savings which have assisted with regards to reducing the projected overspend position, most notably in year staff vacancies and additional grant income linked to staff.

10.3 Overall the current projected outturn position for Education & Corporate Services is an underspend of £1,532k.

11. PERSONNEL IMPLICATIONS

11.1 In 2020-21 the Directorate will continue with the strategy of prudent vacancy management.

11.2 There are no direct personnel implications arising from this report

12. CONSULTATIONS

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

13. STATUTORY POWER

13.1 Local Government Act 1972 and 2000.

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Appendices:
Appendix 1   Projected Revenue Outturn Figures 2020-21

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EDUCATION & LIFELONG LEARNING	Original Estimate 2020-21 £	Estimated Outturn 2020-21 £	Variance Under (Over) 2020-21 £
SUMMARY			
SCHOOLS RELATED	118,512,778	118,354,035	158,743
EDUCATION	16,591,024	16,352,494	238,530
LIFELONG LEARNING	3,799,179	3,780,804	18,375
COVID RELATED - Not funded by WG		75,000	**(75,000)**
TOTAL SERVICE EXPENDITURE (Revenue)	138,902,981	138,562,333	340,648

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EDUCATION & LIFELONG LEARNING	Original Estimate 2020-21 £	Estimated Outturn 2020-21 £	Variance Under (Over) 2020-21 £
SCHOOLS RELATED			
Individual Schools Budget	**116,924,167**	**117,089,105**	**(164,938)**
Post 16 Initiative (Grant Income)	**(3,756,978)**	**(3,921,916)**	**164,938**
Earmarked Formula Funding (inc. Joint Use Sites)	**221,513**	**189,644**	**31,869**
Schools LMS Contingencies	**159,220**	**159,220**	**0**
Other Direct School Related			
Learning Support Staff Registration Fee	20,506	20,506	0
PFI Funding Gap	342,399	342,399	0
PFI Building Maintenance	50,228	50,228	0
Key Stage 2 Funding (Former Grant)			
Secondary Additional Funding			
School Meal Admin. Utility & Telephone	431,536	426,211	5,325
Relief Supply Cover (Maternity)	503,906	800,153	(296,247)
Police Checks	61,859	55,688	6,171
APT&C Pay Award - Schools (Potential)	98,000	98,000	0
Copyright and Licensing (Schools)	72,337	70,732	1,605
Total Other Direct School Related	1,580,771	1,863,917	(283,146)
Early Years (Rising 3's)	**850,872**	**830,270**	**20,602**
Education Improvement Grant - Match Funding	**640,241**	**631,961**	**8,280**
Early Retirement Pension Costs of School Based Staff	**1,892,972**	**1,842,972**	**50,000**
Home to School / College Transport		**(331,138)**	**331,138**
EXPENDITURE TO DIRECTORATE SUMMARY	**118,512,778**	**118,354,035**	**158,743**

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EDUCATION & LIFELONG LEARNING	Original Estimate 2020-21 £	Estimated Outturn 2020-21 £	Variance Under (Over) 2020-21 £
EDUCATION			
Management & Support Service Costs	1,187,925	1,179,614	8,311
Social Inclusion			
Psychological Service	644,505	582,816	61,689
Behaviour Support	183,407	181,993	1,414
Education Welfare Service	348,987	329,556	19,431
Youth Offending Team	53,805	53,805	0
Safeguarding	257,650	241,246	16,404
School Based Counselling	318,967	319,092	(125)
Total Social Inclusion	1,807,321	1,708,508	98,813
Additional Learning Needs			
ALN Advisory Support Service	248,415	248,380	35
Professional/Statementing	198,332	197,789	543
Language Support Primary	456,234	450,342	5,892
Specialist Resources	44,183	23,326	20,857
ALN Improvement Initiative	3,437	3,437	0
Childrens Centre	33,520	33,220	300
SNAP Cymru	47,661	47,661	0
Outreach Trinity Fields	53,900	53,900	0
Speech Therapy	59,408	59,408	0
SENCOM (Sensory Service)	714,574	695,322	19,252
Autism	207,201	207,201	0
Total Additional Learning Needs	2,066,865	2,019,986	46,879
Learning Pathways Partnership			
14 - 19 Initiative (Transport Costs)	131,631	85,673	45,958
Total Learning Pathways Partnership	131,631	85,673	45,958
EOTAS, Additional Support & Out of County Provision	9,509,518	9,559,378	(49,860)
Early Years Provision & Support			
Early Years Central Team	364,080	216,845	147,235
Total Early Years Provision & Support	364,080	216,845	147,235

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EDUCATION & LIFELONG LEARNING	Original Estimate 2020-21 £	Estimated Outturn 2020-21 £	Variance Under (Over) 2020-21 £
LEI Service Provision			
SACRE	2,634	2,634	0
Outdoor Education Advisor SLA	30,793	30,793	0
School Improvement	50,000	50,000	0
Music Service	394,318	473,386	(79,068)
WJEC & Subscriptions	40,234	19,972	20,262
Total LEI Service Provision	**517,979**	**576,785**	**(58,806)**
Education Achievement Service (EAS)			
Contribution to EAS Joint Working	1,005,705	1,005,705	0
Total Education Achievement Service	1,005,705	1,005,705	0
EXPENDITURE TO DIRECTORATE SUMMARY	**16,591,024**	**16,352,494**	**238,530**
LIFELONG LEARNING			
Adult Education	**71,786**	**60,290**	**11,496**
Youth Service	**1,271,840**	**1,264,961**	**6,879**
Library Service	**2,363,290**	**2,363,290**	**0**
LLL Insurance & Non Operational Property/Land	**92,263**	**92,263**	**0**
EXPENDITURE TO SERVICE SUMMARY	**3,799,179**	**3,780,804**	**18,375**
COVID - not funded by WG (excludes Schools)		**75,000**	**(75,000)**

**EDUCATION SCRUTINY COMMITTEE –
11TH JANUARY 2021**

SUBJECT: MANAGING SCHOOL PLACES - FAITH MEDIUM

REPORT BY: CORPORATE DIRECTOR, EDUCATION AND CORPORATE
                SERVICES

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1.   **PURPOSE OF REPORT**

1.1   The purpose of this report is to inform members on how the demand for faith medium
        education provision is being met within the County Borough.

2.   **SUMMARY**

2.1   There is 1 Voluntary Aided Faith School within the Authority, namely St Helen's
        Roman Catholic Primary School. Of the total cohort, 72.4% of the pupils attending
        are of the Catholic Faith with the remaining 27.6% from non-Catholic backgrounds.

2.2   St Helen's Roman Catholic Primary School has a published admission number of 30
        and an overall capacity to 210 (plus nursery). In 2020/21 the school were able to
        accommodate all bar 1 pupil who was non-Catholic and upon appeal was offered a
        place. At present there are currently 213 pupils on roll of which 163 are of the
        Catholic Faith (excluding nursery). It should be noted that the additional 3 pupils
        were admitted via an appeals process.

2.3   The denominational census data, outlined in the body of the report, and current
        evidence outlined in 2.2 above, demonstrates that there is currently sufficient
        provision in place to meet demand for pupils from a faith background within the
        County Borough.

2.4   As part of the Authority's process in managing and planning the provision of school
        places, the delivery of Faith Medium Education is continually monitored, and
        members will be updated if there is a change in demand.

3.   **RECOMMENDATIONS**

3.1   Members are asked to note the information contained in the report.

4. **REASONS FOR THE RECOMMENDATIONS**

4.1 To provide an update to Members on the current demand and provision for faith education within the County Borough.

4.2 This report was requested by a Member of the Education Scrutiny Committee.

5. **THE REPORT**

5.1 Local authorities must ensure that there are sufficient schools providing primary and secondary education for their area. Under Section 14 of the Education Act 1996, schools are regarded as sufficient if they are sufficient in number, character and equipment to provide for all pupils the opportunity of appropriate education and to meet parental demand. In order to fulfil these duties, local authorities must ensure that they plan thoroughly and engage fully with relevant partners, including the appropriate religious bodies for schools serving their area which have a designated religious character.

5.2 An appropriate religious body is, in the case of a Church in Wales or Roman Catholic school, the appropriate diocesan authority, or in the case of other schools, the body representing the religion and religious denomination stated in relation to the school in an order made under section 69(3) of the School Standards and Framework Act 1998.

5.3 Section 85a of the 1998 Act (inserted by section 46 of the Education Act 2002) requires all Local Authorities to establish an admission forum. Admission forums provide a vehicle for admission authorities and other key interested parties to discuss the effectiveness of local admission arrangements, consider how to deal with difficult admission issues and advise admission authorities on ways in which their arrangements can be improved. In relation to St Helen's School, they are their own admissions authority, however they work with the Local Authority in delivering this requirement. In addition, an invite is also extended to Anne Robertson, the Director of the Diocesan Education Department to ensure there is full representation in relation to this faith element.

5.4 The 2011 Census return for the authority demonstrates a mixed denominational make up:

2011	All usual Residents	No Religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	Not stated
Caerphilly	178,806	73,084	90,669	278	174	69	391	152	665	13,324
Population %		41%	51%	0.16%	0.10%	0.04%	0.22%	0.09%	0.37%	7.45%

5.5 There is 1 designated Faith School within the Authority, namely St Helen's Roman Catholic Primary School. St Helen's Roman Catholic Primary School is a Voluntary Aided Roman Catholic School and functions under the Trusteeship of the Archdiocese of Cardiff. The School is a mixed primary with a capacity of 210 (excluding nursery) with a published admission number of 30.

5.6 The general expectation is for the pupils currently attending St Helen's to transfer at Year 7 into Cardinal Newman Secondary School (RCT) or subject to parental preference alternative Secondary provision.

5.7 To give this report a full context, in relation to demand for faith medium education hosted outside of county, we can confirm that prior to the Covid outbreak in March 2020, the Authority was transporting 357 pupils at a daily cost of £1,654 in order to meet parental preference.

5.8 The proportion of pupils attending St Helen's equates to 1.5% of the entire primary age pupil cohort across the Authority and of those in attendance of the school, as of September 2020, 72.4% of the pupils attending are of the Catholic Faith with the remaining 27.6% from non-Catholic backgrounds.

St Helens Catholic Primary School	**As at September 2020**	**As at September 2020**	**As at September 2020**
Year Group	Catholic	Other	Total
Nursery*	10	16	26
Reception	22	9	31
Year 1	21	9	30
Year 2	22	9	31
Year 3	22	8	30
Year 4	25	5	30
Year 5	20	10	30
Year 6	31	0	31
Total	173	66	239

Nursery is a non-statutory provision but included to provide a full overview.
Data has been provided by St Helen's School as they are their own admissions authority with their own admission oversubscription criteria.

5.9 The catchment area for St Helen's School caters for the whole Authority. The data indicates that the demand for Faith Medium Education within the Authority is relatively low in comparison to other areas of educational provision. There is adequate provision for pupils of the Catholic faith as demonstrated by the denominational breakdown.

5.10 The Welsh Government School's Admission Code 2013 states that a faith school can only admit up to their published School Admission Number. If the number of applications exceeds the published admission number then the admission authority would be required to apply the oversubscription criteria and if any pupils are refused admission the parents would be able to go through the appeals process. Over the last 4 years, no children of the Catholic Faith have been refused admission.

5.11 In 2018 Blaenau Gwent, Caerphilly, Torfaen, Monmouthshire and Newport Councils developed a co-ordinated approach and devised a single questionnaire that was circulated to parents of pupils born within a specific age category. The purpose of the questionnaire was to establish parental demand in particular for Welsh Medium Education but also incorporated a question to indicate demand for Faith Medium Education. From the 1,959 returns for Caerphilly, 2.06% of parents surveyed stated that they would opt for Faith school education for their child, substantially lower than those of neighbouring authorities as demonstrated in the infographic below:
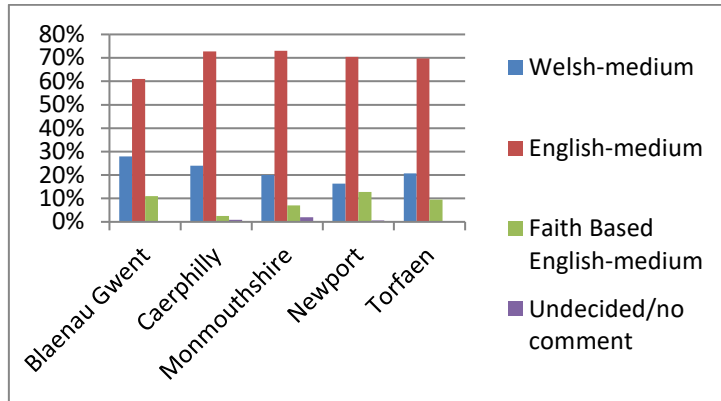
6.   ASSUMPTIONS

6.1   Whilst the Caerphilly CBC Standing Advisory Council for Religious Education (SACRE) advises the Local Authority on worship and the religious education to be given in accordance with the agreed syllabus including methods of teaching, advice on materials and the provision of training for teachers; It is the remit of the 21st Century Schools Team to manage the planning of school places. It is assumed that the two areas are complementary and that there are no known conflicts.

7.   LINKS TO RELEVANT COUNCIL POLICIES

7.1   Caerphilly's Shared Ambitions Strategy: To raise standards and ensure our learners are healthy, confident, proud and ambitious and can access high quality educational opportunities, settings and experience.

7.2   Caerphilly's Wellbeing Objectives 2018 to 2023. This proposal will assist the Authority in meeting these objectives in particular the following:

Well-being Objective 1 – Improve Education opportunities for all

8.   WELL-BEING OF FUTURE GENERATIONS

8.1   The Well-Being of Future Generation (Wales) Act 2015 is about improving the social, economic, environmental and cultural wellbeing of Wales. It requires public bodies to think more about the long-term, working with people and communities, looking to prevent problems and take a more joined up approach. This will create a Wales that we all want to live in, now and in the future. The Act puts in place seven well-being goals:

- A prosperous Wales.
- A resilient Wales.
- A healthier Wales.
- A more equal Wales.
- A Wales of cohesive communities.
- A Wales of vibrant culture and thriving Welsh Language.
- A globally responsible Wales.

8.2 The Act sets out the sustainable development principle against which all public bodies in Wales should assess their decision-making. The aim of the legislation is to ensure the well-being of future generations through maximising the contribution public bodies make towards the well-being goals. In using the sustainable development principle it is incumbent that the authority considers the whole of the population it serves and considers the effect of its actions on future generations. The principle, also known as the five ways of working is assessed below:

- **Long Term** - Forecasting of pupil numbers has been utilised to identify the demand for school places to ensure sufficient Educational places in our schools.

- **Prevention** – Effective management and planning of school places will ensure there is adequate provision within each educational provision to meet demand and parental preference where applicable.

- **Integration** – Ensuring that there are adequate educational opportunities within our schools to meet the needs of the community.

- **Collaboration** – The Authority and the School will continue to work together effectively through partnership working to ensure the needs of all pupils and parents are met, e.g. the School Admissions Forum.

- **Involvement** – Through the consultation process the Council will ensure that there is full engagement with all relevant stakeholders, e.g. parents, pupils and the local community.

9. EQUALITIES IMPLICATIONS

9.1 There are no Equality implications arising from the report as this is an update on existing arrangements.

10. FINANCIAL IMPLICATIONS

10.1 None

11. PERSONNEL IMPLICATIONS

11.1 There is no specific personnel implication directly resulting from the report.

12. CONSULTATIONS

12.1 The draft report was distributed as detailed below. All comments received have been reflected in this version of the report.

13. STATUTORY POWER

13.1 School Organisation Code 2018 (Welsh Government)
Education Act 1996
School Standards and Framework Act 1998
School Standards & Organisation (Wales) Act 2013

Schools Admissions Code 2013

Author: Andrea West, 21st Century Schools Manager

Consultees: Sue Richards, Head of Education Planning and Strategy
                     Christina Harrhy, Chief Executive
                     Richard Edmunds, Corporate Director of Education and Corporate Services
                     Keri Cole, Chief Education Officer
                     Dave Street, Corporate Director, Social Services
                     Mark S. Williams, Corporate Director Communities
                     Councillor Philippa Marsden, Leader of the Council
                     Councillor Ross Whiting, Cabinet Member for Education and Achievement
                     Councillor Teresa Parry, Chair of Education Scrutiny Committee
                     Councillor Carol Andrews, Vice Chair of Education Scrutiny Committee
                     Lynne Donovan, Head of People Services
                     Anwen Cullinane, Senior Policy Officer (Equalities and Welsh Language)
                     Rob Tranter, Head of Legal Service and Monitoring Officer
                     Ros Roberts, Business Improvement Manager
                     Jane Southcombe, Education Finance Manager
                     Mark Williams, Interim Head of Property Services
                     Steve Pugh, Corporate Communications Manager

**EDUCATION SCRUTINY COMMITTEE –
11TH JANUARY 2021**

SUBJECT: CAERPHILLY COUNTY BOROUGH LIBRARY SERVICE
ANNUAL WELSH GOVERNMENT STANDARDS
ASSESSMENT 2018-19

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND
CORPORATE SERVICES

1.   **PURPOSE OF REPORT**

1.1   To inform the Education for Life Scrutiny Committee of the progress made by the
County Borough Library Service in seeking to meet the 6th Framework of Welsh
Government Public Library Standards, Core Entitlements, and Qualitative Indicators,
during 2018-19.

1.2   A guide to the features contained in the 2017-2020 Welsh Government Public Library
Standards Framework is included for Member awareness as **Appendix 1**.

2.   **SUMMARY**

2.1   This is the 2nd year of the Welsh Government Framework entitled, 'Connected and
Ambitious Libraries 2017-2020.' The 6th Framework comprises of:
- 12 Core Entitlements.
- 16 Quality Indicators - 10 of which have targets assigned to them.
- The Welsh Government Ranking Table comparing each Local Authority's
Standards ranks Caerphilly as number 5 of 22.
- Good impact Case Studies evidencing library service contribution to service
users.
- Strategic narrative demonstrating the library service contribution towards the
wider Welsh Government priorities and strategic goals.

2.2   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, 8 of the
10 Quality Indicators for Wales that have assigned targets and 2 in part with no
indicators failed in their totality.

The Welsh Government Ranking Table comparing each Local Authority's Standards ranks Caerphilly as number 5 of 22: a rise of 2 places from the 2017/18 return.

The four case studies assessing the impact of library use on people's lives were evaluated and agreed by the Assessor.

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.

A copy of the formal Welsh Government assessment is included with this report as **Appendix 2**

2.3   The Welsh Government Standards Reference Group on assessing Caerphilly County Borough Library Service's submission for 2018-19 identified the following areas of particular strength in the Authority's performance.

- Caerphilly Library Service now meets all of the 12 Core Entitlements for the first time with the extension of Wi-Fi provision across all library services.

- All static service points provide a good range of support for skills development and health and well-being, with additional developments in 2018/19 in the provision of Dementia Friendly services.

- Increases in library membership and virtual visits remain the highest per capita in Wales.

- The CIPFA Adult User Survey conducted in May 2019, shows continuing high levels of satisfaction, with 99% of those surveyed rating the library 'good or 'very good' with the library service ranking as 1st in comparison with other library authorities.

- The service continues to meet the targets for provision of materials in the Welsh language with a strong commitment to its investment in Welsh language stock for adults and children and an associated rise in the issues of these materials.

2.4   The Welsh Government Public Libraries Standards Reference Group noted a number of other areas of performance that were below the average for Wales and that require further attention by the Borough Council in maintaining its capability to deliver a strong performing service in the future. These included:

- Whilst levels of ICT provision/access are high, Caerphilly offers the greatest proportion of Internet terminals for use by residents in Wales, the take up and actual use of Borough Digital Services in this format continue to decline in relative terms due in part to the wealth of choice local (high levels of PC's in libraries), residents presently have.

- On completion of the CIPFA Children and Young Adult Survey of 2018, Caerphilly continues to demonstrate continuing high levels of overall satisfaction with the service, although there has been a decline in the number who think that the library helps them 'learn and find things out'. The challenges of meeting the expectations of an increasingly digitally literate young generation have been noted.

- Attendance at pre-arranged user training sessions has continued to fall, in large part due to reductions in digital course provision by key partners. However the numbers helped by information training have increased.

- There has been a notable decline in book issues and in particular children's issues, although performance here is still amongst the highest per capita in Wales.

- The assessors, 'anticipate difficulties in maintaining performances in a number of areas, with proposal to reduce resource and staffing budgets in 2019/20. The impact of funding constraints on service capacity and delivery is something the authority should consider carefully, in ensuring that the service still has access to the resources required to enable it to meet the needs of its local communities.'

2.5   Overall the assessment of the County Borough Council's Public Library Service for 2018-2019 is that of, ' a provision that continues to deliver and has been maintained against a challenging back drop of continuing financial pressures linked to the Local Authority's Medium Term Financial Plan and anticipated further impacts to come in subsequent years of the 6th Framework period.' The County Borough's strong investment and commitment to the introduction of WI-FI at all service points is a positive assessment from the Standards Panel.

3.   RECOMMENDATIONS

3.1   Education for Life Scrutiny Committee is asked to note the information contained in this report, which would normally have been presented to members in April 2020 but was delayed due the COVID pandemic. A summary of the Library Service performance has also been included within the Local Authority's Annual Performance Monitoring Report presented to Cabinet and full Council last month.

4.   REASONS FOR THE RECOMMENDATIONS

4.1   To inform Education for Life Scrutiny Members of the progress achieved by the County Borough Library Service in meeting the requirements of the 6th Framework of Welsh Government Public Library Standards, 2017-20.

5.   THE REPORT

5.1   The Welsh Government Executive Summary assessment of Caerphilly Borough Council's performance against the 6th Standards Framework for Public Libraries during 2018/19 states,

'Caerphilly has continued to deliver effectively against the standards framework in 2018/19, maintaining strong performances in key areas. The extension of Wi-Fi provision across all library services is a welcome development, ensuring that the core entitlement in this area is now met.'

5.2   Caerphilly County Borough Library Service is assessed as meeting 12/12 of the Core Entitlements in full, the first year the library service has achieved this. The authority has prioritised investment into the Library Service to offer free Wi-Fi to residents at Library sites.

5.3   Caerphilly County Borough Library Service has met 8 of the 10 Quality Indicators (QI's) in full and 2 Quality Indicators have been partially met with no failed QI's.

5.4   The QI's that have been partially met include QI9 'Up-to-Date and Appropriate Reading Material' and QI13 'Staffing Levels and Qualifications.' It is important to note that due to changes to the recording method implemented by the Welsh Government Assessment Reference Group, part-way through the year, this impacted Caerphilly's performance. Subsequently the QI was not met by a small margin. Had the authority been provided with more notice on this change, this standard would have been met.

5.5   In the 2018-19 Assessment, only 6 of the 22 Local Authorities meet the professional staffing complement (QI13) and 5 of the 22 meet the criteria for the acquisitions to stock (QI9).

5.6   Detailed below are areas of the Assessment Framework that deserve specific mention in respect of good performance achieved by the Borough Library Service in 2018/19

Performance Indicator	2018/19	Rank	Lowest	Median	Highest	2017/18
QI 1 Making a difference d) enjoyable, safe and inclusive	99%	2/15	90%	97%	100%	99%
QI 2 Customer Satisfaction b) 'very good' or 'good' customer care	99%	3/14	93%	99%	100%	99%
d) 'very good' or 'good' overall	99%	1/14	93%	97%	99%	98%
e) users aged 16 & under rating out of ten	9.4	4/13	8.5	9.3	9.5	9.3
QI 11 Online access b) computers per capita	14	1/22	5	10	14	14

Rankings- 1 is the lowest scoring (best performing authority)

QI 1 Making a difference : % of adults who think that using the library has helped them develop their health and well-being
Performance improved in 2018/19 from 26% to 33%

QI 5 User training : informal training per capita
Performance improved in 2018/19 from 60 per 1,000 to 78 per 1,000 population

QI 8 Library use : virtual visits per capita
Performance improved in 2018/19 from 473 per 1,000 to 509 per 1,000 population

QI 10 Welsh issues per capita
Welsh language stock issues increased in 2018/19 from 685 to 903 per 1,000 population

5.7   Highlighted below are areas of below average performance

Performance Indicator	2018/19	Rank	Lowest	Median	Highest	2017/18
QI 1 Making a difference d) % of adults who think that using the library has helped them develop new skills	24%	15/15	24%	82%	96%	24%
QI 8 Library use a) Visits per capita	3,606	15/22	2,596	3,969	7,170	4,291
QI 11 Online access c) % of available time used by the public	18%	19/22	14%	25%	63%	20%
QI 14 Operational expenditure b) on staff	49%	20/22	47%	62%	78%	n/a

5.8   **Making a difference**
The Library Service has historically scored positively across a range of measures of customer satisfaction including the library as a 'safe and inclusive place'. Customer satisfaction for the range of health and well-being resources available to them has increased. The Assessors positively noted the additional expenditure for Dementia Friendly services.

Customer Satisfaction
As noted above, Caerphilly County Borough Council's Library Service remains popular and respected by the authority's resident population of users of all ages and socio-demographic backgrounds. Scores of 94% for choice of books and 99% for customer care are among the highest quartile in Wales and highlights the range of excellent services that residents are able to benefit from.

Support for Individual Development
During 2018/19, the library service has maintained all 18 library service points and its accompanying level of provision. However future years may prove challenging as increased financial pressures linked to the Local Authority's Medium Term Financial plan will directly affect resource allocations and employee numbers.

Support for Health & Wellbeing
Continued library support for stock, health promotions, partnership working and the library space offer relating to the health and wellbeing agenda has seen a rise in library customer's improving their health and wellbeing knowledge. During 2018/19 the library service were active most notably in the following areas:
- Continued investment in health and wellbeing library books in all formats.
- Health service providers using library spaces.
- 97% of library staff have trained as Dementia Friends and all 18 libraries have awarded the *Dementia Friendly* status by the Alzheimer's Society.

User Training

Caerphilly Library Service has seen its level of informal training per capita increase from 69 per thousand resident population in 2017/18 to 78 in 2018/19. Despite this rise the authority ranks the second lowest in Wales. Library services are now in the second full year of single staffing at a number of the Borough's smaller libraries. Staff at these service points have less time to support customers on a 'one to one' basic to develop IT skills or participate in other informal learning activities.

While is it important to note the increased satisfaction rate among learners who have been captured via a survey, it is also important to reflect on the significant decline in the total number off attendees at pre-arranged training sessions. These have declined by 26% in large part due to reductions in partner digital course provisional as increasingly college franchises are retained in-house.

User attendance at Library Events

The increase of 14% this year in the number of adults and children taking part in events or activities in the Borough's libraries is a testament to the resilience, creativity, partnership working and hard work of all library staff at both multi-staffed and single-staffed sites.

Location of Service Points

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

Library Use

During 2018/19 the County Borough Library Service library usage figures remains mainly positive. A decrease of adult and junior stock loans were anticipated due in part:

- To a societal shift to eDigital services such as eBooks and eAudiobooks.
- UK national decrease in library book loans.
- Caerphilly Library Service audit of Community Loans.

Positive library usage figures reveal:

- Visits to the library website increased by 6,752 during this reporting year.
- The total number of library members increased by 3.9%.
- The total number of eDigital service downloads for eBooks, eAudiobooks, eMagazines and eComics increased by 27%.
- Despite a slight decrease in the total number of visits to library premises during the year, local and national levels have also declined. However Caerphilly remains competitive when compared to similar geographic areas of Wales.

Up-To-Date and Appropriate Reading Material

Caerphilly Library Service were disappointed to only partially meet this standard. A change in the reporting process by the Standards Reference Group led to a different calculation method of acquired titles, partway through the fiscal year. A reasoned reply from the Library Service outlining the timing of this announcement ensured we

were given a partial standard and not a fail. Despite this disappointment, the library service continues to meet the target of provision for the Welsh language and supply of library requests. The service remains strongly committed to its strategic aims for children and young adults and emphasis was placed this year on purchasing extra collections of KS1 life experiences titles and welsh language provision.

Online Access
Caerphilly County Borough Library Service offers the most comprehensive number of Public Access Terminals for customer use in Wales. Whilst this ensures local residents can easily access excellent computer facilities free of charge in their communities the level of performance achieved is markedly lower than many comparable Local Authority's in Wales and remains an area for improvement. However please note that the lower performance is intrinsically linked to the high number of terminals the Borough Library Service has available and the Wi-Fi provision now available at all library sites. The library service are currently working with CCBC IT Department to formalise a Wi-Fi reporting mechanism for the 2019/20 WPLS return.

Supply of Requests
During 2018/19 the Borough Library Service received 64,237 requests for specific titles of stock which is an increase of 1% from the previous year.

Staffing Levels & Qualifications
The County Borough Library Service partially meets this standard. Whilst staff levels have remained consistent during 2018-19 when compared to the 2017/18 return, MTFP budget proposals are projected to affect the service during 2019/20. Qualified leadership is in place.

The library service continues its investment to workforce development with a slight time decrease of 0.1%.

Opening Hours
There has been no reduction in static library opening times during 2018/19 and due to the effectiveness of the Library Service Inclement Weather Policy, no unscheduled site closures occurred. This is testament to the professionalism and dedication of the employees and their respective managers.

Case Studies
Four case studies on the impact and value of the Borough Library Service were submitted and assessed by the Welsh Government. The case studies reflect the library impact has made to an individual or group of individuals through the year. These included:

1. Intergenerational Dementia Friends Engagement – extending an existing project where shared reading and poetry sessions with residents of local care homes with dementia related conditions. Local school children visited and interacted with residents. This project proved beneficial to both parties, improving social, communication and literacy skills.

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2. Family Support – the role of the library in providing a welcoming place for one family to access resources and share activities which they otherwise cannot afford.

3. RecRock Initiative – partnership with a recreational rock social enterprise at Bargoed Library, enabling members of the community to engage is a range of music-based activities. Participants benefited from improvements in self-esteem, mental health as well as learning new skills.

4. Delivering Learning Opportunities – facilitating the work of partner services across Caerphilly providing learning activities for young people unable to work in a formal school setting. The libraries provide a safe learning environment and teaching space, and the professionalism and engagement of library staff, helps reinforce learning and skills development.

Contribution to Council Strategic Priority Themes

A statement on the contribution the Borough Library Service makes to a number of Welsh Government Strategies and Local Authority's priority areas was submitted as part of the 2018/19 return. The Standards Reference Group state,

> *' Caerphilly provides 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. key themes focus on improving education opportunities, enabling employment, supporting healthy lifestyles, and supporting independent living and improved well-being.'*

Please refer to **Appendix 3(B)** for the impact case studies and strategic statement in Full.

Conclusion

5.9 The Caerphilly County Borough Library Service Annual Welsh Government Standards Assessment 2018/19 has been assessed by the Welsh Reference Panel.

5.10 Caerphilly Library Service has been deemed to meet all 12 Core Entitlements, meeting in full 8 QI's and meeting 2 QI's in part with no indicators failed in their totality.

5.11 The four case studies assessing the impact of library use on people's lives were evaluated and agreed by the Assessor.

5.12 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. LINKS TO RELEVANT COUNCIL POLICIES

7.1   Shared Ambitions 2019-2022
       Education Directorate Service Improvement Plan 2018-2019

7.2   **Corporate Plan 2018-2023.**

The Caerphilly Service Welsh Public Library Standard report for 2018/10 identifies in the *Compliance with Core Entitlements* (please refer to **Appendix 4 – Welsh Public Library Caerphilly Standards Return 2018/19)**, how its content contributes towards / impacts the Corporate Well-being Objectives

The Welsh Public Library Standards (WPLS) *Quality Indicators* for Caerphilly also identifies the importance and ethos of the library service – its buildings, library spaces, library stock, inclusivity, IT provision and staff to partner organisations to continue to deliver improved education to all residents **(Appendix 4).**

Objective 1 - Improve education opportunities for all
Free to join and open for all.

Ensure friendly, knowledgeable and qualified staff are on hand to help.

Provide a safe, attractive and accessible physical space with suitable staffed opening hours.

Provide access to services, cultural activities and high quality resources in the Welsh language.

Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.

Objective 2 - Enabling employment
Lend books for free, and deliver free access to information, including online resources available 24 hours a day.

Provide free use of the internet and computers, including Wi-Fi.

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015
Provide access to a range of services, activities and resources to support life-long learning, personal well-being and development, community participation and culture and recreation.

Objective 6 - Support citizens to remain independent and improve their well-being
Provide appropriate services, facilities and information resources for individuals and groups with special requirements.

Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from the services.

8. WELL-BEING OF FUTURE GENERATIONS

8.1 The multi-faceted and comprehensive Welsh Public Library Standards Report for Caerphilly 2018/19 contributes to all the Wellbeing of Future Generations Act 2015 themes:
- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language
- A globally responsible Wales

- Libraries contribute to developing a skilled and well-educated population.
- An interconnected library service / system which supports social, economic and ecological resilience and the capacity to adapt to change.
- A free service to enable those in society to fulfil their potential no matter what their background or circumstances (including their socio-economic circumstances).
- A library service which helps and supports people's physical and mental well-being and allows free choices and behaviours to be considered.
- Continuing to provide a cohesive, attractive, safe, viable and well-connected library service to all.
- A library service which continues to promote and protect culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
- A library service which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes into account residents' comments and views on whether the service makes a positive contribution to personal and global well-being.

The Welsh Public Library Standards Report 2018-19 outlines how it is consistent with the five ways of working as defined within the sustainable development principle in the Well-Being of Future Generations Act 2015.

	Sustainable Development Principle (WGFA 2016)	Libraries Deliver
	Long term **Planning** to achieve targets and aspirations	• Professionally planned and managed Library Service targeted at supporting the residents and communities of Caerphilly County Borough. • Free book lending service with wide range of titles and mature depth of resources. • Free Internet Access. • Free Wi-Fi Access. • Sustainable PC provision.

	Integrate how we work and deliver	• Integrated and well managed Library offer open to all. • Work closely with a wide range of partners, stakeholders, and complementary service areas including Customer Services and Leisure. • Integrated 'Smart' joint Library and Leisure access card. • All-Wales approach for the LMS, Web-Library Catalogue and suite of e-resources.
	Involving staff and residents in service developments and current delivery challenges	• Development of training / support materials for staff and customers. • Annual programme of public consultation via Adult and Child Public Library User Surveys. • Greater use of regular feedback via Social Media. • Online evaluations and staff consultation.
	Collaborate with partners and others to provide the best community focused services	• Working with groups and organisations that promote the same value to support residents. • Collaborate in the direct delivery of services to residents, with Customer Services Team and a number of other Council Departments. • Collaborate with other Local Authorities in Wales and UK as a whole to offer the very best services to customers from inter-lending to joint procurement of resources at maximum discount.
	Prevent waste of materials and better utilise the skills of our present workforce	• Use of online training tools, less printed paper or travel costs and time to course venues. • A responsive workforce and development strategy. • Share training costs and events with local Council partners to assist in maximising the benefit per head. • Free book lending and request service that re-circulates and uses stock economically to meet customer needs at the minimum cost or waste.

9.   EQUALITIES IMPLICATIONS

9.1   An Equalities Impact Assessment (EIA) 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.

10.   FINANCIAL IMPLICATIONS

10.1   There are no financial implications linked to this report.

11.   PERSONNEL IMPLICATIONS

11.1   There are no personnel implications linked to this report.

12. CONSULTATIONS

12.1 The report reflects the views of the consultees.

13. STATUTORY POWER

13.1 Public Libraries and Museums Act 1964.

Author: Karen Pugh - Acting Senior Manager Library Services.

Consultees: Cllr. Ross Whiting, Cabinet Member for Learning and Achievement
                 Cllr. Teresa Parry, Chair of Education Scrutiny Committee
                 Cllr. Carol Andrews, Vice Chair of Education Scrutiny Committee
                 Christina Harrhy, Chief Executive
                 Richard Edmunds, Corporate Director for Education and Corporate
                 Services
                 Sue Richards, Head of Education Planning and Strategy
                 Mark S Williams, Interim Corporate Director – Communities
                 Dave Street, Corporate Director Social Services and Housing
                 Robert Tranter, Head of Legal Services & Monitoring Officer
                 Lynne Donovan, Head of People Services
                 Steve Harris, Head of Financial Services and Section 151 Officer
                 Anwen Cullinane, Senior Policy Officer, Equalities, Welsh Language and
                 Consultation
                 Ros Roberts, Business Improvement Manager
                 Keri Cole, Chief Education Officer

Appendices:

Appendix 1   How Good Is Your Public Library Service – A Summary Guide to the
                 Performance Measurement and Assessment Framework For Public Libraries
                 in Wales.

Appendix 2   Caerphilly County Borough Library Service Final Assessment Report 2018-19

Appendix 3(B)   Case Studies and Additional Strategic Narrative 2018-19 Annual Standards
                 Return

Appendix 4   CyMAL - Welsh Public Caerphilly Library Standards - Framework 6, 2018-19

Llywodraeth Cymru
Welsh Government

How good is your public library service?

A summary guide to the performance measurement and assessment framework for public libraries in Wales

1

The public library service in Wales

Providing a public library service free of charge at the point of use is a long and honourable tradition in Wales. Public libraries promote community-based opportunities and learning of all kinds, encourage social and economic advancement and support a wide variety of group and individual activities. Libraries are relevant to all ages, needs and interests. The library service is one of the most popular and valuable services provided by local authorities, and residents respond vociferously to any decline in the provision and quality of that service.

Core services

The core aspects of a library service are:

- providing suitable and appropriate access to the service (both the buildings and on-line);

- providing services for those in society with particular needs (special materials, special equipment and special delivery services);

- providing a suitable range of reading and information materials in traditional and new formats reflecting community languages and the requirements of different age groups;

- ensuring that levels of investment are adequate in materials, staff and buildings;

- ensuring that responding to users' views and needs is properly reflected in the ways the service is managed and developed.

Measuring quality – how good is your library?

Each library authority in Wales has a statutory duty under the Public Libraries and Museums Act 1964 to deliver a 'comprehensive and efficient' service to its residents. This can be measured in a number of ways, including feedback from library users – are they getting what they want, within a reasonable time, by the most suitable means and at convenient and accessible service points?

In addition, local authorities and residents must ensure that they are getting good value for money from their services. This can be measured, for example, by comparing performances between authorities. Information such as the number of users and the number of loans, visits and requests made by members of the public is compared in relation to the level of investment made in the service by each local authority.

The quality framework

The Welsh Government has statutory responsibility for the public library service in Wales. It has been gathering information and monitoring performance since 2002, when it issued its first framework of Welsh public library standards. The framework aims to provide a more consistent level of service throughout Wales and identify user entitlements clearly.

Regular reviews of the framework have been undertaken, and the quality indicators updated to reflect changes to the ways in which public library services

are used and delivered. The current framework is the sixth, and applies from April 2017 to March 2020.

Library services contribute to a range of Welsh Government outcomes such as literacy, skills and learning, digital inclusion, poverty, health and well-being. Library provision spans these outcomes, offering a range of services which often support two or more of the outcomes simultaneously.

Library services also support the Welsh Government's four pillars: prosperous and secure; healthy and active; ambitious and learning; and united and connected. The desired outcome of the sixth framework is that libraries offer all the services and facilities listed as core entitlements. In order to assess the quality

The quality indicators have been defined using statistics already being collected as far as possible, and in accordance with international standards. In some cases (for example, the provision of up-to-date reading material), targets have been set, based on an appropriate comparative level of performance across Wales, which library authorities will be expected to achieve over a three year period. In others (for example, customer satisfaction), targets are not appropriate, and comparison to previous years will monitor improvements in services.

What is expected of library authorities?

Because library services are the responsibility of local authorities, they should reflect local priorities, even though

they are delivered within a statutory context. Libraries will not necessarily be able to achieve the top levels of performance in all areas, but are expected to achieve as many of the targets as possible and to seek improvements in those areas where performances are weaker. Authorities should also compare their performances with others in Wales and share best practice in order to bring about improvements.

In addition, local authorities are asked specifically to consider and ensure that their library services contribute fully to the achievement of overall corporate aims, and that they are always linked to various key local, regional and national policy agendas and work programmes. Where public library services are delivered by a trust or other similar body, ultimate responsibility remains with the local authority.

How is performance assessed?

There are three contributors to the assessment process:

- the public, who respond to user surveys on the basis of their experience of the service, and who should have access to published reports about their library services;

- the library authority, which is required to scrutinise the performances of the library service and consider the assessment provided by the Welsh Government; and

- The Welsh Government.

Library authorities submit an annual return in early summer each year to the Welsh Government, noting performances against the core entitlements and quality indicators for the previous year. The Welsh

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Government uses a panel of assessors from local government, with the support of other experts, to consider the returns. Library authorities are given written feedback reports containing independent opinion, assessment and advice in the autumn of each year; these reports are also published on the Welsh Government's web site, and are available to members of the public.

What happens next?

Library authorities are asked to consider the feedback reports (according to local 'scrutiny' practices) and to address any weaknesses identified. They can do this by taking steps such as making additional investment, re-directing finance or by adopting more effective and efficient management practices.

If the Welsh Government has concerns about any library service, for example if appropriate action is not taken and quality continues to fall, there are a number of further steps which could be taken:

- An authority that does not perform to a satisfactory level can be offered assistance in the form of advice to carry out an agreed improvement programme.

- Disregarding advice or responding inadequately to the requirements could mean exclusion from the extra funding made available to public library services by the Welsh Government.

- Ultimately, the Welsh Government can remove the power to run a library service from a library authority, for example if performance against the quality indicators remains poor, and public discontent becomes apparent.

What has been the effect of setting standards for library services?

Since 2002, local authorities in Wales have responded to the challenges, and improvements have been recorded in all library services. Some authorities have made more progress than others, according to particular circumstances. It has not been considered necessary to invoke any of the actions noted in the three points above. There have been significant overall improvements in the levels of investment in materials, in the provision of information technology, in buildings and opening hours in many authorities. Many library services have also adopted improved methods of delivering services. Public opinion of library services continues to remain high throughout Wales.

The authorities that have made the most significant progress are those that have increased the levels of investment in their library services, particularly in the purchasing fund for books and information resources and in equipment and buildings, and who have also improved their approach to the management of services. This combination of approaches has had beneficial effects on performances. The challenge is not only to maintain levels of service in a climate of public spending cuts, but to continue to improve service quality and the benefits it brings to the people of Wales.

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The role of Museums, Archives and Libraries Division (MALD)

MALD is the Welsh Government's policy division for public library services. It advises the appropriate minister on policy matters as well as providing advice and support to the library sector. It provides Welsh Government grant funding to library services for innovative projects, including modernisation of library buildings. It also has a role to support and develop library standards, expertise and skills. MALD's staff and representatives also advise local authorities and other interest groups on public library services and on the quality framework of Welsh public library standards.

Further information

Current information about the quality framework of Welsh public library standards is available on the Welsh Government website, www.gov.wales

Museums, Archives and Libraries Division
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Welsh Public Library Standards 2017-2020: Caerphilly

Annual Assessment Report 2018/19

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

1   Executive summary

Caerphilly now meets all the 12 core entitlements in full.

Of the 10 quality indicators which have targets, Caerphilly achieved 8 in full, and 2 in part.

Caerphilly has continued to deliver effectively against the standards framework in 2018/19, maintaining strong performances in key areas, although with some evidence of declining usage. Some consideration regarding contrasting usage patterns and benchmark figures may aid future planning. The extension of Wi-Fi provision across all library services is a welcome development, ensuring that the core entitlement in this area is now met. The return does however anticipate difficulties in maintaining performances in a number of areas, with proposals to reduce resource and staffing budgets in 2019/20. The impact of funding constraints on service capacity and delivery is something the authority should consider carefully, in ensuring that the service still has access to the resources required to enable it to meet the needs of its local communities.

- All static service points provide a good range of support for skills development and health and well-being, with additional developments in 2018/19 in the provision of Dementia Friendly services.

- A fall in the number of physical visits and active borrowers, is matched by increases in virtual visits and library membership, which remains the highest per capita in Wales. Book issues (adult and children) have also fallen in 2018/19; while issues for adults are now well below the median level, performance per capita for children's book issues is still notably high in comparison with other authorities.

- A change in the approach to calculating acquisitions per capita (QI 9) means that the target here is partially met in 2018/19. However, the service continues to meet the targets for provision of materials in the Welsh language, and supply of requests.

- Traditional PC provision remains the highest in Wales, although usage is declining; Wi-Fi is now available across all 18 library service points.

- Professional staff numbers have been maintained at 2017/18 levels, although the overall staffing complement has fallen slightly, and neither target is met. The service anticipates that budget constraints may impact on performance here in future years.

- Caerphilly was able to provide full information on service expenditure in 2018/19, with the overall revenue budget amongst the highest per capita in Wales.

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 now meets all of the 12 core entitlements in full. CE 7 has been met for the first time with the extension of Wi-Fi provision to all 18 static service points. While the Library Service Strategic Action Plan for 2017-2020 is still not accessible online, a 2018/19 Strategic Action Plan is available and CE 12 is therefore regarded as met.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, Caerphilly is achieving 8 in full, and 2 in part.

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		Partially met
Acquisitions per capita	P	
or Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	✔	
or 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		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

In 2018/19, to ensure consistency between authorities and to reflect individual service performance, centrally procured e-resources were excluded from reporting against acquisitions for QI 9 at the assessment stage. This has impacted on Caerphilly's performance, with the requirement not met by a small margin. It is noted that had the service been aware of this change to the assessment process, additional funding could have been sought to enable achievement, and QI 9 is therefore regarded as partially met to reflect this position. Improvements in Wi-Fi provision mean that QI 11 is now fully 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 2017/18 or 2018/19. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Caerphilly carried out its user survey of adults in May 2017, and of children in July 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:	60%	*13/13*	60%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	38%	*15/15*	38%	88%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	99%	*=4/20*	80%	97%	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. Caerphilly provided four such case studies, although stronger evidence from direct participants could have been included in some instances:

- Intergenerational Dementia Friend Engagement – extending an existing project conducting shared reading and poetry sessions with residents of local care homes with dementia related conditions. Local primary school children were invited to attend and interact with the residents following their own library visit. This has proved beneficial to both parties, improving social, communication and literacy skills, and more joint sessions are planned.

- Family Support – the role of the library in providing a welcoming place for one family to access resources and share activities which they otherwise cannot afford.

- RecRock Initiative – partnership with a recreational rock social enterprise at Bargoed Library, enabling community members to engage in a range of music-based activities. RecRock take over areas of the Library on a given day each week, with the library providing supporting resources. Participants have benefited from improvements in self-esteem and mental health, as well as learning new skills.

- Delivering Learning Opportunities – facilitating the work of partner services across Caerphilly providing learning activities for young people unable to work in a formal school setting. The libraries provide a safe learning environment and teaching space, and the professionalism and engagement of library staff, helps reinforce learning and skills development.

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 2018/19. 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. Figures from the first year of the sixth framework or relevant previous surveys have also been included for comparison. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator		Rank	Lowest	Median	Highest	2017/18
QI 1 Making a difference						[Framework 5]
a) % of adults who think that using the library has helped them develop new skills	24%	15/15	24%	82%	96%	24%
c) health and well-being	33%	15/15	33%	62%	94%	26%
d) enjoyable, safe and inclusive	99%	=2/15	90%	97%	100%	98%
QI 2 Customer satisfaction						[Framework 5]
a) 'very good' or 'good' choice of books	94%	4/14	81%	91%	98%	94%
b) 'very good' or 'good' customer care	99%	=3/14	93%	99%	100%	99%
c) 'very good' or 'good' IT facilities	92%	3/13	65%	91%	95%	93%
d) 'very good' or 'good' overall	99%	=1/14	93%	97%	99%	98%
e) users aged 16 & under rating out of ten	9.4	=4/13	8.5	9.3	9.5	9.3
QI 5 User training						
a) attendances per capita	38	9/22	13	30	208	51
c) informal training per capita	78	21/22	15	199	433	69
QI 6 attendances at events per capita	377	5/22	91	295	689	330
QI 8 Library use[1]						
a) visits per capita	3,606	15/22	2,596	3,969	7,170*	4,291
b) virtual visits per capita	509	16/22	345	885	2,205	473
c) active borrowers per capita	209	3/22	58	150	251	220
QI 10 Welsh issues per capita[2]	903	6/22	95	602	1,424	685
QI 11 Online access						
b) Computers per capita[3]	14	1/22	5	10	14	14
c) % of available time used by the public	18%	19/22	14%	25%	63%	20%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	28	=13/21	3	30	214	16
b) total volunteer hours	2,042	7/21	90	1,477	9,806	497
QI 14 Operational expenditure						
a) total expenditure per capita	£17,369	2/22	£7,181	£12,145	£19,449	n/a
b) % on staff,	49%	20/22	47%	62%	78%	n/a
% on information resources	11%	14/22	8%	13%	21%	n/a
% on equipment and buildings	25%	1/22	0.4%	4%	25%	n/a
% on other operational costs	15%	12/22	0.3%	16%	37%	n/a
c) capital expenditure per capita	£0	=17/22	£0	£467	£8,829	n/a
QI 15 Net cost per visit	£2.47	3/22	£1.18	£1.82	£2.52	n/a

[1] figures for co-located services are marked with an asterisk; performances for these services are likely to reflect higher footfall, and will not therefore be directly comparable with stand-alone library provision   [2] per 1,000 Welsh speaking resident population; figures from 2017/18 reports corrected following a calculation error   [3] per 10,000 resident population

QI 16 Opening hours[4]						
(iii) a) % hours unplanned closure of static service points	0.00%	=1/22	0.00%	0.00%	0.25%	*0.00%*
b) % mobile stops / home deliveries missed	0.00%	=1/20	0.00%	0.28%	7.99%	*0.00%*

[4] 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 with the first year of the sixth framework (2017/18).

3.1 Meeting customer needs (QI 1-5)

Caerphilly completed its children's user survey in July 2018, demonstrating continuing high levels of overall satisfaction with the service, although there has been a decline in the number who think that the library helps them learn and find things out. The challenges of meeting the expectations of an increasingly digitally literature younger generation are noted here. All static libraries continue to provide the full range of support for individual development, although the service notes that this will become more challenging, as funding allocations impact on employee numbers. Support for health and well-being has also been sustained, with additional developments around the provision of Dementia Friendly services. Attendance at pre-arranged user training sessions has continued to fall, in large part due to reductions in digital course provision by key partners. The numbers helped by informal training have however increased, although performance here remains among the lowest per capita in Wales.

3.2 Access and use (QI 6-8)

Caerphilly continues to meet the target for easy access to service points, with 18 branches serving its local communities. Provision of events and activities for users with special requirements has been maintained at all branches, with overall attendance showing an increase on 2018/19, particularly for those aged 16 or under. Other usage indicators show a mixed picture, with a fall in the number of physical visits and active borrowers, but increases in virtual visits and library membership. There has been a notable decline in book issues however and particularly in children's book issues, although performances here are still among the highest per capita in Wales.

3.3 Facilities and services (QI 9-12)[i]

A change in assessment for acquisitions per capita (QI 9) means that the standard here is only partially met in 2018/19, with the service very close to meeting the target level. However, the service continues to meet the targets for provision of materials in the Welsh language (QI 10), with a strong commitment to its investment in Welsh language stock for adults and children, and an associated and significant rise in issues of these materials. The service is also still achieving the requirements for supply of requests, although it notes that projected resource reductions are likely to impact on performance in this area in 2019/20. Caerphilly continues to maintain the highest level of PC provision in Wales, however usage levels have fallen further in 2018/19, in part perhaps due to the increased availability of Wi-Fi across the library estate.

3.4   Expertise and capacity (QI 13-16)

Professional staff numbers have been maintained at 2017/18 levels, although the overall staffing complement has fallen slightly; in neither case is the stipulated target met. The service anticipates however that budgetary constraints may make maintaining the current levels of professional and managerial staffing difficult. Qualified leadership is in place, and the service continues to invest appropriately in staff training and professional development. Volunteer numbers / hours have risen further, with increased take-up of digital assistant roles by local college students. It is noted that the service has not yet considered any extensive move towards volunteer-led library provision.

Caerphilly was able to provide full information on service expenditure in 2018/19, with the overall revenue budget amongst the highest per capita in Wales. Opening hours continue to meet the target set, and there were no unplanned closures or interruptions to service.

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 provides 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. Key themes focus on improving education opportunities, enabling employment, supporting healthy lifestyles, and supporting independent living and improved well-being.

5   Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Caerphilly notes that it is working towards achieving its strategic goals, in line with annual Service Improvement Plans, and in support of the local authority's new Education Improvement Plan. Continued funding reductions are however anticipated, with proposals to make savings in 2019/20 by reducing the Resources Fund, and adopting single staffing at a number of the community library sites. It is anticipated that this will impact on service performance against the Standards Framework in 2019/20, with financial pressures likely to continue through the current Medium Term Financial Plan cycle (2019-23). It is noted that the local authority still remains committed to delivering the best public library provision possible, within these constraints.

6   Conclusion

Caerphilly has continued to deliver effectively against the standards framework in 2018/19, maintaining strong performances in key areas, although with some evidence of declining usage. Some consideration regarding contrasting usage patterns and benchmark figures may aid future planning. The extension of Wi-Fi provision across all library services is a welcome development, ensuring that the core entitlement in this area is now met. The return does however anticipate difficulties in maintaining performances in a number of areas, with proposals to reduce resource and staffing budgets in 2019/20. The impact of funding constraints on service capacity and delivery is something the authority should consider carefully, in ensuring that the service still has access to the resources required to enable it to meet the needs of its local communities.

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[i] E-resources purchased through centrally-funded subscriptions have been excluded from acquisitions figures for QI 9 in 2018/19 to ensure that the standard accurately reflects individual authority strategy, investment and performance. In some cases this has impacted on achievement against the standard in comparison with 2017/18. CIPFA Statistics Returns continue to include figures for centrally-procured resources.

Case Study and additional strategic narrative 2018-19 Annual Standards Report Caerphilly County Borough Library Service

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

Authority:	Caerphilly County Borough Council

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

   Please indicate if permission for the Welsh Government to re-use and/or publish the case studies has been obtained or not: Yes - obtained / No – not obtained

a) **Intergenerational Dementia Friend Library engagement**

Saran Pope one of Caerphilly County Borough Council's Community Librarian team has led on a number of impressive intergenerational projects. In the scheme highlighted in this case study Saran discusses a project between a local Primary School pupils and elderly residents with dementia related conditions who reside in local care homes in the Aberbargoed area. The dementia themed interactions initially began with Saran holding shared reading and poetry events in a number of care home settings. The poetry themes would be alternated and the aim at each session was to engage and discuss the choices presented with the elderly residents and to hear their contributions and experiences that related to the subject under discussion whether this be going to the seaside or their favourite movie stars of yester-year.

Saran states:

> *"These informal sessions encourage the residents to discuss whatever they may be feeling. Sometimes this may be a few light hearted comments and other times residents share with me their own stories. I've learned to always go with the flow… some poems provoke laugher, another might result in a sing song and one even sent someone off to sleep (apparently this was a compliment as the resident was relaxed!) Whatever the direction of the session they always end the same; they ask me to come back and bring more poems next time."*

In the last year Saran has developed her confident delivery style and skills at resident engagement to target more specialised dementia orientated care homes and brought the added intergenerational element to the fore with children from a nearby Primary School attending and interacting with the dementia suffering patients. As Saran states:

> *"After a discussion with the care home's Activity Coordinator I arranged for children from a local primary school to visit the residents after their library visit. In celebration of World Book*

Day they all shared their favourite stories and characters with one another. As they enjoy poetry the class also recited a Welsh poem from their recent Eisteddfod. After their initial shyness the children were excited to talk to the residents (this was reciprocated!) and they even ended up demonstrating their flossing skills! As for the residents the beaming smiles said it all! As the Activity Coordinator pointed out; they all lit up as soon as the children came through the door."

These joint sessions have proven so successful and beneficial to the two parties that more School and care home interactions are being planned. The dementia patients have achieved a greater sense of self-worth and the children have improved their social, communication and literacy skills and their empathy and awareness of the needs of the residents who reside at the local care home. Such has been the success of the community sessions that dementia friend training has been requested by the participating School working with the local Library who will deliver the sessions required.

b) **Libraries supporting less wealthy families to share reading and community events together**

During 2018-19 the site manager and her Librarian noted the frequency of visits that one family were making to access services and facilities at the site. The site in question was Caerphilly Town Library where a couple with their young children would visit every Saturday for the duration that the Library was open. The family would immerse themselves in reading, participate in events and story-time sessions and make active use of the IT equipment as well. When Library staff began to gain the family's confidence they opened up on their personal circumstances. The family were unable to afford to purchase resources of their own and the Library was a vital place in their attempts to share activities and enjoyable learning experiences as a family unit together. It transpired that the parent's children lived with grand-parents during the week and it was only on the weekend that the parents and their children could spend precious time together, which they choose to do in the town Library. The parents noted:

"The children are really happy here. They love the library and we come every Saturday. If the library closed we'd have nowhere to go"

"They love the stories, the Easter Egg hunts and the colouring sheets. The library makes them happy."

"The library makes a difference to us. It is a welcoming place and it keeps the children occupied."

"The library helps us to have a break. It is good for parents because it helps us understand what the children are getting up to these days. I don't understand what they do in schools but here you get to understand a bit more about what they do."

"The people who work here get really excited when they tell the stories. I can't do that."

"The kids really love the story times. They get excited by the people who read."

"The activity days are really helpful and the children learn things and we learn what they do. They can do the crafty things here. The library helps the children learn."

The level of dedication of the entire family is exemplary especially as normal life and the expectations that many people take for granted seem outside of their immediate grasp at present. The town Library in Caerphilly clearly makes a difference to this family and countless others at a time when the basics of life can be challenging enough to provide.

c)	**Rec Rock initiative at Bargoed Hanbury Chapel**

Developing meaningful partnerships and joint working arrangements with locally based social enterprises are an important method that can facilitate an enhanced range of services that residents can participate in at their local Library whilst also enabling local ventures to reach a more diverse audience in historically challenging areas. The recreational rock social enterprise that currently works in part from Bargoed Hanbury Chapel Library is an excellent example of the diverse services such a partnership activity can facilitate in one of the areas standout facilities.

Damon Christopher the Senior Library Assistant at the Hanbury Chapel states:

> *"Bargoed Library has been working in partnership with RecRock, a Caerphilly based social music enterprise, for the last 10 months. Through this partnership community members of all ages are given the opportunity to learn how to play musical instruments, to work and write collaboratively, edit both film and musical media pieces and create social media content. "*

Rec Rock, who are a social enterprise based in the Welsh ICE centre in Caerphilly take over areas of the Library on a given day each week. This allows a variety of performance from intimate recordings to open jam sessions, which can be enjoyed by both the group and members of the public throughout the rest of the library.

Damon states that the Library take over each week

> *"often provokes positive debate among the customers. The group uses library resources during their sessions, including books, music scores, available ICT and WiFi."*

Damon adds:

> *"Using the power of music these sessions have had a positive effect on mental health & culture within our local community. Those taking part in the project are able to realise life-long dreams, discover unknown talents and learn new skills within the community hub of their local library"*

In some instances library staff have seen a direct correlation between attending these sessions and improvement in personal self-esteem, mental health and ability among the residents participating in the rock sessions. This has often been built upon by local Library staff providing one to one support for those engaged with digital skill development and information literacy awareness.

Damon concludes:

> *"Inspired by the success of a GetItLoudInLibraries event we looked to provide the community with recreational, social and cultural opportunities set in the 3rd space. This partnership has given the community the opportunity and space to create, learn and share their passions in a safe, supportive, inclusive, intergenerational and aspirational venue...their* local *library. We have the supporting resources, space and ethos to stand with our users and to promote local culture and heritage."*

d)	**Supporting partners to deliver effective learning opportunities for those outside mainstream education**

Local libraries across the County Borough of Caerphilly often facilitate partner services to deliver much needed learning activities for those children and young people who have been unable to adjust to a formal School setting. These under 16's are often referred to as EOTAS students, those educated outside of School. EOTAS student often have highly individual and complex needs which require one to one tuition from trained officer. Libraries often offer the type of learning environment and teaching spaces that suit the complex needs of the individual learner and they are sited in many of the areas communities and towns.

One EOTAS tutor who uses Risca Palace Library recently wrote to the Borough Library Services expressing their thanks for the facilities available and the positive impact it has had on one of her students. The EOTAS tutor stated:

"The facilities at the Library are excellent for teaching as there is an Interactive White board available which is an interactive teaching tool. This resource is great for teaching challenging pupils as it engages them and enables them to be more involved with the lesson"

The tutor continues stating:

"Another facility I use at the Library is the private rooms that are perfect for pupils who have disengaged from School education and need to sit exams. The staff always pre-book rooms for myself and my student which is great piece of mind when organising such important GCSE exams…My student...finds it difficult to focus and has a short attention span so this learning base has entitled him to have options for his mood. Some days he wants to be alone so we use the learning suite and other days he wants to work on the computer. The Library allows him to choose a learning environment that suits him."

The tutor concludes their letter highlighting the positive and affirmative impact that the professionalism and engagement of the Library Staff bring to their work and how these traits and behaviours have also played a big part in reinforcing learning and skills among this and other EOTAS learners that have been attending the Risca Palace Library facility.

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

Caerphilly County Borough Library Service contributes to the Council's Corporate Plan 2018-2023 including its Well-being Objectives. The table below highlights the areas of particular synergy between the Library Services activities and the Local Authority's strategic targets. The clear focus on the Wellbeing for Future Generations Act also highlights the Library Services contribution to Welsh Government strategic priorities including the key themes of Prosperity for All and Taking Wales Forward, 2016-202.

Council Wellbeing Objectives 2018-2013	Wellbeing Outcomes	Caerphilly County Borough Library Service Contribution
Improve Education Opportunities for All	• Reduce the impact of poverty within early years	The nationally recognised Bookstart Scheme providing free reading materials and information for parents and toddlers at their 9 month Health check is well established within Caerphilly County Borough Library Service this remains the

		case for 2018-19.
Linked to 'Prosperity for All: the national strategy' key theme 'Ambitious and Learning'	• Raise Standards of Attainment • Reduce impact of poverty on attainment for both vocational and non-vocational qualifications • Help those who are not able to follow a traditional attainment path • Support learning that enables young and adult employment opportunities including a focus on 'future skills' • Improve Digital Skills • Improve the learning environment	The County Borough Library Service supports a number of projects with the Council's Early Years Team and Flying Start initiative. Aberbargoed Library houses an Early Years team and Flying Start resource base whilst Rhymney Library regularly hosts a range of parent and toddler sessions delivered by Flying Start and other Early Years practitioners, including Meithrin groups. During 2018-19 Caerphilly Libraries supported 11,851 children and parents / carers to participate in Library based toddler sessions and Rhyme time activities. This represents a small decline in performance when compared to 2017-18 when 12,537 attended sessions, a 6% reduction. The overall level of engagement between local Libraries and parents/carer's of young children remains significant and priority theme in all Library Action Plans. 1,469 children attended Library operated Homework Clubs in 2018-19 an 8% drop on levels achieved in 2017-18. Coding Clubs for children and increasingly adults has significantly risen in popularity over the last year with 1653 users attending activities compared to 1300 in 2017-18, a rise of 27%.Many of the customers have noted improved skills and confidence gained from participating in the clubs. The County Borough's 18 static Libraries offer dedicated Children sections and space for Young People with targeted resources and welcoming furnishings. It is free to borrow books and use the Internet Terminals and overdue charges do not apply to under 16s with the intention of fostering a fully accessible level of provision for those who wish to access the service. A further service enhancement for residents was achieved in 2018-19, namely the introduction of free WiFi access at all 18 static sites, an increase from 12 where provision existing a year earlier. WiFi printing is being tested in a number of the key larger sites at present. The Borough Library Service hosts a number of adult and employment tailored projects at its sites. These include Bridges into Work, Communities for Work, and Digital Friday styled events. In excess of 6,843 residents have benefited from digital and work preparedness training via these important initiatives. In addition some 1,878 customers have accessed Life Skills support at local Libraries during 2018-19. Supporting residents to improve their Digital and Information handling Skills remains a strategic priority for Caerphilly County Borough Library Service. Performance in

| | | these areas is noted above. The Library Service provides free access to 250 Internet enabled terminals across its 18 sites and WiFi provision in all of its service points.

Education other than at School (EOTAS) and Home tutoring support services are available at a number of the Borough's Library facilities with 523 children and young people benefitting from sessions hosted in local Library sites during 2018-19. *Also see the Case study included in the Standards Return information provided.*

In 2018-19 1,653 children and adults took part in Library hosted Coding Clubs an increase of 27% from those taking part in 2017-18. This area of digital awareness has recognised far reaching benefits for beneficiaries and the County Borough Library Service.

In excess of 6,910 people have participated in, and benefitted from, some level of digital skill training, including coding, at Borough Library sites during 2018-19. A 3% increase on like for like training and support provided at Libraries in 2017-18.

All 18 County Borough service points offer dedicated space for children, young people, and learners of all ages to access a wide range of resources and digital equipment tailored to their needs.

In the most recently analysed Children's satisfaction survey conducted in July 2018 9.5 of Key Stage (KS) 2 Library customers rated their Borough Library as a safe and welcoming place. 93% indicated that using the Library had helped improve their reading with 85% stating the computer facilities had assisted them also. At KS 3 age group 52% of respondents indicated they had used Library computers with their School work.

99% of Adult Public Library users surveyed rated Library facilities as enjoyable, safe and inclusive places to visit in 2017. |
|---|---|---|
| Enabling Employment

Linked to 'Prosperity for All: the national strategy' key theme 'Prosperous and Secure' | • Aim to reduce the impact of poverty by supporting people into better employment prospects | In 2018-19 there was an 6% decrease in the number of IT classes held in Libraries, compared to 2017-18, and the total number of residents who attended declined from 6455 in 2017-18 to 5257 individuals in 2018-19.The number of attendees at ITclasses reduced by 19% in one calendar year.

During 2018-19 Libraries hosted 395 Job Match sessions and 1,728 Basic Skill interactions. |
| Creating a county borough that supports a healthy lifestyle | • Aim to reduce inequalities in health across the county borough. | Access is provided to targeted health resources and information across all 18 static sites.

The Books on Prescription Scheme to support those customers with mild to moderate Mental Health concerns remains a |

Linked to 'Prosperity for All: the national strategy' key theme 'Healthy and Active'		important element of Caerphilly Libraries Wellbeing offer as does the recently launched dementia initiative 'Reading Well' that is sponsored by the Reading Agency and Book Council in Wales. The Library Service already holds collections of the 'Pictures to Share' dementia friendly resource in all 18 static sites. Interactive reminiscence pods are shared between Libraries and Council run Care Homes to assist in engaging with residents suffering from dementia or related conditions. The Borough Library Service has also launched a 'Memory Bag' initiative across all 18 sites. The 'Memory Bags' include a mixture of resources and equipment to support interactions between those struggling with dementia and their family/carers.

A Dementia Action Plan introduced in the Library Services during 2018-19 has been positively supported by the Wales Alzheimer's Society as working toward becoming Dementia Friendly.

Training established to develop dementia awareness has been offered to all Library staff during 2018-19 and a significant number have completed the short sessions to achieve Dementia Friend status.

Caerphilly County Borough Library Service purchased 450 titles in 2018-19 that relate to Health and Wellbeing and offers some 4,500 items for loan on a wide range of health related conditions and treatment routes. Loans of these health resources reached 5532 for 2018-19.

Interactive Memory Bags have been created with a mix of resources and equipment targeted at supporting those with dementia to communicate more effectively with their carer's and extended family. Each of the Borough's 18 static libraries hold a bag that can be borrowed by customers who have a relative or friend struggling with their memory.

The Borough Library Service has been recognised for its work in developing dementia friendly facilities, resources, and environment's/ with a Alzheimer Society sponsored award.

Loans of specific dementia friendly materials from Libraries during 2018-19 exceeded 255. |
| Support citizens to remain independent and improve their well-being

Linked to 'Prosperity for All: the national strategy' key theme 'Healthy and Active' | • Support people to 'help themselves' by providing comprehensive advice and information including signposting to other services. | The Council's Library Link 'Housebound Service' provision is operated by two full time officers who take a range of preselected materials to customers in their homes. During 2018-19 the Library Link service delivered 11,491resouces, a 4.5% increase on 2017-18, to 221 customers with 2,873 visits made. The number of customers in receipt of the Housebound Service has declined by 21% since 2017-18.

As noted above Caerphilly Library Service |

	Identify and support carers.	provides a range of dementia focused materials from its 18 static sites targeted at supporting those suffering with the condition and their carer's.

Wellbeing for the Future Generations Act – Wellbeing Goals

Goal	Description	County Borough Library Service Contribution
A prosperous Wales *Linked to 'Prosperity for All: the national strategy' key theme 'Prosperous and Secure'*	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.	Caerphilly County Borough Library Service enables residents to have free access to a wide range of resources that can assist in their recreational activities, provide escapism, inform and educate. Library book and non-book materials are by their nature the perfect embodiment of recycling as numerous individuals can read the same title without the need to travel across the Borough to access them. The Library Service operates a free request service and is an active partner in the South Wales 'Books4U' initiative. During 2018-19 Caerphilly Library Service accessed 4,014 books and related materials via 'Books4U' whilst sending 2,559 titles to other participating Council's in the area, an increase in lending of 15% on activity in 2017-18. During 2018-19 Libraries hosted 395 Job Match sessions and 1,728 Basic Skill interactions. In excess of 6,910 people have participated in, and benefitted from, some level of digital skill training, including coding, at Borough Library sites during 2018-19. A 3% increase on like for like training and support provided at Libraries in 2017-18. Library settings are modern, well-furnished and comfortable to use. All 18 static libraries now offer free WiFi access an improvement from 12 in 2017-18. Additionally the traditional desk top computer experience is currently being maintained via 250 Internet Terminals. Pilot studies are currently underway across a number the Council's larger Library sites to offer customers free access to Wireless printing. In the most recently analysed Children's satisfaction survey conducted in April 2018 9.5 of Key Stage (KS) 2 Library customers rated their Borough Library as a safe and welcoming place. 93% indicated that using the Library had helped improve their reading with 83% stating the computer facilities had assisted them also. At KS 3 age group 52% of respondents indicated they had used Library computers with their School work. In 2018-19 1,653 children and adults took part in Library hosted Coding Clubs an increase of 27% from those taking part in 2017-18.

| | | In excess of 6,910 people have participated in, and benefitted from, some level of digital skill training, including coding, at Borough Library sites during 2018-19. A 3% increase on like for like training and support provided at Libraries in 2017-18.

99% of Adult Public Library users surveyed rated Library facilities as enjoyable, safe and inclusive places to visit in 2017.

Education other than at School (EOTAS) and Home tutoring support services are available at a number of the Borough's Library facilities with 523 children and young people benefitting from sessions hosted in local Library sites during 2018-19.A significant reduction when compare to the recorded EOTAS provision at the same location in 2017-18 when 1,281 children and young people were assisted. *Please see the case study included on supporting learners who struggle in formal educational settings.* |
|---|---|---|
| **A resilient Wales**

Linked to 'Prosperity for All: the national strategy' key theme 'Prosperous and Secure' | A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change). | Caerphilly County Borough Library Service uses a number of recycling services to ensure resources that have reached the end of their productive lifespan can be re-used whilst supporting environmental targets. Discontinued books and other media are wherever possible recycled by registered companies and in some instances sold via Better World Books a social business that works closely with the Charity sector. |
| **A healthier Wales**

Linked to 'Prosperity for All: the national strategy' key theme 'Healthy and Active' | A society in which people's physical and mental Well-being is maximised and in which choices and behaviours that benefit future health are understood. | Caerphilly County Borough Library Service purchased 450 titles in 2018-19 that relate to Health and Wellbeing and offers some 4,500 items for loan on a wide range of health related conditions and treatment routes. Loans of these health resources reached 5532 for 2018-19.

The Borough Library Service is an active participant in the national Books on Prescription scheme designed to support residents with mild to moderate Mental Health conditions and the Reading Agency supported Reading Well collections that seek to support dementia sufferer's and those caring for family members with this condition

2018-19 has marked a significant strategic priority on the part of the County Borough Library Service to improve the training and awareness of staff about the challenges of living with dementia or how carer's of dementia patients can be more effectively supported. The Library Services Dementia Action Plan has been positively received by the Alzheimer's Society in Wales.

Each Library in the County Borough offers a loanable bag of Memory jogging aids and reminiscence resources.

Each Library in their annual Local |

		Improvement Plans has priorities associated with improving residents health and wellbeing.
A more equal Wales *Linked to 'Prosperity for All: the national strategy' key theme 'United and Connected'*	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).	Caerphilly County Borough Library Service provides free and welcoming facilities to all its residents. The nationally recognised Bookstart Scheme providing free reading materials and information for parents and toddlers at their 9 month Health check is well established within Caerphilly County Borough Library Service. The County Borough Library Service supports a number of projects with the Council's Early Years Team and Flying Start. Aberbargoed Library houses an Early Years team whilst Rhymney Library regularly hosts a range of parent and toddler sessions delivered by Flying Start and other Early Years practitioners including local meithrin groups. During 2018-19 Libraries hosted 395 Job Match sessions and 1,728 Basic Skill interactions. In excess of 6,843 residents have benefited from digital and work preparedness training in 2018-19. The County Borough Library Service continues to support residents who are, or have moved to the Universal credit benefit system with digital support. The Library Service currently assists EU nationals who are seeking settled status in the UK post Brexit as part of the government's sign-up requirements.
A Wales of cohesive communities *Linked to 'Prosperity for All: the national strategy' key theme 'United and Connected'*	Attractive, viable, safe and well-connected communities.	Caerphilly County Borough Library Service is located in 18 town and village centred sites that actively contribute the physical environment they share. Public Libraries are seen as anchor tenants in the modern retail / High Street environment. In the recently adopted Council Public Toilet Strategy Libraries play an important role as a local site's where residents can access their facilities near to where they live, work, or play. In the most recent Adult and Child user surveys of Borough Libraries customers questioned strongly endorsed local Libraries as safe, welcoming, and connected facilities.
A Wales of vibrant culture and thriving Welsh language *Linked to 'Prosperity for All: the national strategy' key*	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts,	The Borough Library Service plays an important role in supporting the cultural identities of the communities it represents. The Library Service proactively markets its Welsh materials to customers and has embraced a bilingual approach to service presentation and user support wherever possible in line with the requirements of the

theme 'United and Connected'	and sports and recreation.	2011 Welsh Language Measure.
		During 2018-19 Caerphilly Library Service spent £27,413 on Welsh Language resources, 7.5% of the total resource fund and loaned 15,182 items an increase of 32% on the performance reported for 2017-18.11,492.
		The County Borough Library Service has maintained its commitment to train new staff in meet and greet Welsh language familiarity.
A globally responsible Wales *Linked to 'Prosperity for All: the national strategy' key theme 'Prosperous and Secure'*	A globally responsible Wales. A nation which, when doing anything to improve the economic, social, environmental and cultural Well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global Well-being.	Public Libraries form an important part of the County Council's building portfolio with a number of significant sites that complement their physical environments whilst also protecting important cultural locations in Risca, Caerphilly, Newbridge, and Bargoed. Public Libraries are seen as important anchor tenants in local town and village centres supporting the economic wellbeing of the areas they are located in.

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

Caerphilly County Borough Council Library Service currently works toward achieving the goals set in its 2017-2020 Strategy and annual Service Improvement Plan. The Local Authority has recently approved an Education Improvement Plan entitled 'Shared Ambitions: working together to achieve the best outcomes for our young people'. The Borough Library Service will work alongside other support services to assist Schools, teacher, pupils and parents to achieve the best outcomes possible for young residents growing up in the area.

The Borough Library Service, like all Council Sections is governed by the Local Authority's Medium Term Financial Plan 2019-2023. Saving proposals for Libraries 2019-2020 include reductions to the Resource Fund and increased adoption of single staffing at a number of the Council's community Library sites. This will undoubtedly affect the Annual Standards Return anticipated for 2019-2020. Further financial constraints are likely for each of the subsequent years of the Medium Term Financial Plan cycle up to March 2023.

The Local Authority remains committed to delivering the best Public Library provision possible during this period of continuing financial constriction. Welsh Government Public Library Standards will continue to provide the measures by which the Council will assess its performance.

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Llywodraeth Cymru
Welsh Government

The sixth quality framework for Welsh public libraries

April 2017 to March 2020

Annual return pro-forma: Year ending 31 March 2019

Guidance notes

The return is to be made over three worksheets, together with a Word document. Authorities should take note of the following:

The *Definitions and guidelines for data collection and reporting* document provides guidance for completing the return.

Where data are included in the annual public library actuals return to CIPFA, the same figure should be used for this return.

Only those cells where data are required can be selected; other areas of the return are shaded. The tab key can be used to move to the next available cell.

MALD reserves the right to request evidence of the information provided in the return to assist with the assessment process.

Context

This sheet requires some descriptive details for the authority, and contact details for the person to whom any queries should be addressed.

Core entitlements

This sheet deals with the 12 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

Quality indicators

This sheet covers the 16 public library standard quality indicators. For some indicators authorities are required to enter the raw data from which quantitative standards are derived; calculation will then take place automatically.

For those standards with quantitative targets, values are compared to the target set, and an indication given of whether or not that standard has been met. Space has been provided for comment; authorities failing to meet targets will be prompted to use this space to detail any mitigating circumstances, and plans for future improvement.

A comparative figure for the year ending 31 March 2018 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

The most recent figures available should be given for those PIs which are required only once in the three year period, and the date of data collection given in the space provided.

Submission

When completed, the return should be submitted via email to MALD:

mald@gov.wales

Closing date for receipt of returns:

Friday 21st June 2019

For more information please contact:

Carys Dawson
Carys.Dawson2@gov.wales
0300 062 2095 (direct line)
0300 062 2112 (MALD main number)

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Contextual data	Year ending 31 March 2019
Authority	**Caerphilly County Borough Council**
Resident population	180,795
Percentage of population aged under 16	18.9%
Percentage of population able to speak and read Welsh (see notes)	11.2%
No. of static service points open 10+ hours per week	18
No. of static service points open for less than 10 hours per week	0
No. of Mobiles	2 Housebound Delivery Vehicles
In addition, community libraries open 10+ hours per week	
No. of community managed libraries	0
No. of community supported libraries	0
No. of commissioned libraries	0
in addition, community libraries open for less than 10 hours per week	
No. of community managed libraries	0
No. of community supported libraries	0
No. of commissioned libraries	0
How many, if any, of these community libraries are included in this return (see notes)?	
No. of Independent Community Libraries	0

Contact details for queries regarding this return

Name	Gareth Huw Evans
Telephone	01443 864033
Email	evansg1@caerphilly.gov.uk

Has this Annual Return been approved by the authority prior to its submission to MALD?　No

When is approval expected?　January 2020 by the Education for Life Scrutiny Committee
When will the definitive version be submitted to MALD?

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Compliance with Core Entitlements

Entitlement	Compliance (please select)	Authority comments
1 Free to join, and open to all.	Fully met	Caerphilly County Borough Libraries are free to all residents, students, and those working in the Local Authority area.
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	All the County Borough's Library staff are fully trained and supported with their ongoing professional development. The Borough Library Service operates a dedicated training budget to enable employees to attend appropriate regional and national training courses and information awareness events linked to their work. In 2018-19 94% of all Library undertook dementia awarenss training as the Library Service developed an innovative Action Plan and was recognised as working toward Dementia Friend status by the Alzheimer Society in Wales. 6 sites have been identified as enhanced reception points and plans are in place to ensure full compliance with the Welsh Language Regulations by September 2018 whilst a number of staff have undertaken 'Welsh in the workplace' training. All staff have completed a number of complimentary courses some delivered on-line and others at a range of venues with a number relating to building manager training, manual handling update, and Fire Safety Awareness. The Library service supports staff development throughout a career path which includes: a Library and CCBC Induction Programme, Customer Service, ILM Level 3-5 in Management, Distance learning courses at Llandrillo and ILS Masters degree from Aberystwyth. The service supports employee attendance at a range of courses delivered by the Local Authority, regional Library partners, and MALD. Professional staff are supported and encouraged to revalidate their Chartership on an ongoing basis.
3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture & recreation.	Fully met	Caerphillly County Borough Library Service works closely with local delivery bodies and community groups to offer customers access to a wide range of events, activities, and supported lifelong learning schemes. During 2018-19 some 9,558 classes and activities took place in Libraries in support of learning and cultural enrichment an increase of 22% on the previous year with some 75,002 participants, or average attendance level of 8.7 persons per activity, an increase of 9% on the 2017-18 level.
4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.	Fully met	All libraries have desking that is DDA compliant for wheelchair users and a range of peripheral items to assist with different disability issues, including track ball mice and big-key keyboards. All PCs have adaptive software technology installed including screen readers and magnification. The Borough Library Service provides induction loops for hearing impaired users, library layouts that are planned to accommodate wheelchair use, internal Braille signage in 3 of the 4 largest libraries, external Braille signage at all locations. Additionally Caerphilly Libraries provide a 'Map for All' in Caerphilly giving a multi sensory map of service locations within the building. Dyslexic reading aids in the form of coloured overlays and coloured rulers are available for loan or for use at all libraries. The Library Service operates a Borough wide dedicated Housebound provison delivered by two full time staff and delivery vehicles. All 18 static Libraries offer residents access to specialst dementia resources including Pictures to share collections and Reading Agency sponsored 'Reading Well' resources.Each static Library providers carer's of residents with dementia access to a themed Memory bag of resources and aids. All service points participate in the Books on Prescription scheme for residents with mild to moderate mental health complaints while a number of sites host Audiology support groups for customers with a hearing impairment.

Entitlement	Compliance (please select)	Authority comments
5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.	Fully met	The authority provides 29m^2 per 1,000 resident population of publicly accessible floor space. All the County Borough Library's 18 static locations are DDA accessible. Following significant investment in the Borough's Library buildings all locations are fit for purpose and a programme of managed maintenance and upgrade is undertaken in partnership with the Council's facilities team. Annually targeted premises are redecorated and/or further DDA enhanced to offer residents attractive and welcoming public buildings.
6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	Fully met	Books are available free of charge to lend to all residents. No child or person under 16 pay overdue fees for the late return of books and a range of other materials they may borrow from B4U partners. Additionally all 18 County Borough Libraries offer free access to Internet facilities and Wireless connectivity.
7 Provide free use of the Internet and computers, including Wi-Fi.	Fully met	All sites provide PC facilities free of charge for residents and visitors to access online resources and the internet. For the first time Caerphilly can report that free WiFi access is available across all 18 static service points. The County Borough provides customers with access to 250 Internet Terminals across the Local Authority network of sites.
8 Provide access to services, cultural activities and high quality resources in the Welsh language.		We remain committed to the purchase of Welsh language resources for adults, children and Welsh learners. We work with a number of partners to ensure our Welsh language stock is available in a number of formats - book, audiobook, CD Rom and eBooks. The majority of Library Staff have completed Introductory Welsh Language training in line with Welsh Government requirements. Loans of Welsh Language resources increased in 2018-19 to 15,182 an improvement of 32% on the total achieved in 2017-18.
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully met	Caerphilly County Borough Library Service fully participates in the regional Books4U scheme and national catalogue provision hosted on libraries.wales.org.
10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling morepeople to benefit from their services.	Fully met	Use of Twitter, Facebook and other Social Media platforms across all 18 static sites is encouraged among all front line staff. Funding is annually earmarked for marketing and promotional activities across the Borough network of Library sites and a number of high profile events during the year, such as the Summer reading challenge and reading together scheme, are coordinated with the Council's Communication team to have the maximum impact with customers and other stakeholders. It should be noted however that the funding available for targeted, event, based marketing has declined in recent years and the impact of resources available for such outreach is being prioritised on key age groups including children and young residents.The Library Services continues to offer broad appeal to customers and non customers alike as evidenced in the 2017 Council Household Survey with 96% of responded very or fairly satisfied with Borough Library provision. A new Survey is
11 Regularly consult users to gather their views on the service and information about their changing needs.	Fully met	Caerphilly County Borough Library Service subscribes to the Institute of Public Finance's Public Library User Survey service and bi-annually conducts separate Adult and Child questionaires. The Borough Library Service is included in the Local Authority's bi-annual Household Survey the next of which is scheduled for 2019.
12 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.	Fully met	Caerphilly County Borough Library Service provides residents with access to its 2018-2019 Strategic Plan online at https://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Libraries

WPLSQI 1 Making a difference	Framework 6		Framework 5
Percentage of adults who think that using the library has helped them develop new skills	24%		24%
Percentage of adults who have found helpful information for health and well-being at the library	33%		26%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	99%		99%
Percentage of adults who think that the library has made a difference to their lives	38%		36%
Survey dates (month & year)	*May 17*	*Survey date*	*Apr 15*

Authority comment:

There has been a slight improvement in the Adult Survey results that relate to Framework 6 when compared to the fifth Standards programme for Wales. This specifically relates to customer accessing Health and well-being information, a rise of 7%, and those users who reported the Library had made a difference to their lives, a gain of 2%. Adult users remain generally highly satisfied that their library is an enjoyable, safe and inclusive place. The County Borough Library Service will continue to work on methods to increase and improve the capture of customer views and experiences in the areas of skill development and personal satisfaction.

Percentage of children aged 7-16 who think that the library helps them learn and find things out	60%		68%
Survey dates (month & year)	*Jul-18*	*Survey date*	*May 16*

Authority comment:

There has been a marked decline of 8% among children aged between 7 and 16 who believe their local Library is a place where they can access information and gain assistance to find things out. This may reflect the increased self-sufficiency of this age group who have arguably become more digital literate and dependent than previous generations.County Borough Primary Schools have an improved digital support offer with many providing pupils with a choice of hardware devices and online environments to use when undertaking individual and team assignments and homework. The challenge for the Borough Public Library Service is to provide meaningful community access to the digital opportunities that children and young people have become accustomed to in the School setting, outside of these hours.

WPLSQI 2 Customer satisfaction	Framework 6		Framework 5
Percentage of adults who think that the choice of books is 'very good' or 'good'	94%		94%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	99%		99%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	92%		93%
Percentage of adults who think that the library is 'very good' or 'good' overall	99%		98%
Survey dates (month & year)	*May 17*	*Survey date*	*Apr 15*

Authority comment:

There has been a 1% increase in customer overall satisfaction levels to 99% - this highlights the high regard that current users place on the local Library Service they access, and benefit from. One area of slight depreciation relates to computer facilities for adults in Libraries that declined from 93% to 92%.The modest realignment matches a maturing online and technological level of expectation fron customers that the Borough Library Service has been unable to meet with regard to its present PC estate. The senior management team of the Library Service has met with Council IT Managers to consider what changes in the digital offer might represent and the recent extension of WiFi access to all 18 Libraries represents a change for the positive.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.4		9.3
Survey dates (month & year)	Jul-18		*May 16*

Authority comment:

The recently undertaken Children's Public Lbrary User Survey (PLUS) shows an encouraging increase to 9.4 out of 10 satisfaction score for under 16's. The improvement corelates to the excellent range of resources and space dedicated to the needs on young people and children in particular across the County Borough Libraries.

WPLSQI 3 Support for individual development	2018-19	% of total	2017-18 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	18	100%	18

	18	100%		18
Training to improve literacy, numeracy, information literacy and digital skills.	18	100%		18
Support for users to access local and national e-government resources.	18	100%		18
Reader development programmes/activities for both adults and children	18	100%		18

This target has been met.

The current number of sites and level of provision has been maintained in 2018-19 although future years may prove challenging as increased financial pressures linked to the Local Authority's Medium Term Financial Plan will directly effect resource allocations and employee numbers.

WPLSQI 4 Support for health & wellbeing	2018-19	% of total	2017-18 % of total
Number of static service points open for 10 hours per week or more providing:			
Books Prescription Wales scheme	18	100%	18
Better with Books scheme	18	100%	18

This target has been met.

Caerphilly County Borough Library Service has sustained its range of health and well being offers in line with All Wales approaches, many of which are MALD funded at least in part. All 18 static libraries hold a mimimum of one, full collection of the Books Prescription Wales titles. These collections are utilised by GP's, CMH Teams and other health professionals and all titles are available for reservations, customer queries and general loan. Eighteen sets of Better With Books (Wales) titles are also available for loan. Caerphilly library service has continued to invest in its Health & Well Being stock at all its branch libraries. During 2018 / 2019, the library service purchased 450 adult health and well being titles (in the Dewey Classification range of 610-618) and currently has circa 4,511 titles on the shelves with the same Dewey range all available to loan. During 2018-19 Caerphilly Libraries issued 5532 health resources to customers across its 18 static sites. All libraries hold and and provide information on healthy lifestyles and behaviours. Many health service providers continue to use our libraries as meeting places or exhibition spaces and include Baby Yoga classes, Fibromyalga Support Group and Macular Society Support Group.

Number of static service points open for 10 hours per week or more providing:		2017-18
Shared Reading groups	6	6
Book clubs	18	18
Health information partnerships	18	18
Dementia friendly champions and services	18	18
Mental health awareness activities	18	18

Authority comment:

All libraries house a collection of the 'Pictures to Share' titles for loan and have access to many titles covering all strands of health and well being. Noteworthy additional strides have been made in Dementia Friendly areas of work with all 18 locations providing access to a minimum of one Memory bag of resources and aids for those living with dementia or caring for a loved one with this illness. The library service has also purchased 16 collections of the Reading Well with Dementia (a collection part funded by MALD who provided each authority with 2 sets). During 2018-19, 97% of Library Stafff participated in Dementia Friends awareness sessions and the Library Services Dementia Action Plan 2018/2019 has achieved recognition from the Alzheimer's Society in Wales where the library service has been awarded the 'Working to Become a Dementia Friend' accreditation. Whilst the library service doesn't currently run Reading Aloud Together sessions as its libraries, professional library staff visit local Care and Nursing Homes and run reading together sessions. 49 Reading Groups are supported either at library settings or in the wider local community therefore the library service continues to financially support these groups by providing new reading sets throughout the year.

WPLSQI 5 User training	2018-19	Per 1,000 pop'n	2017-18
Total number of attendances at pre-arranged user training sessions organised by the library	6,848	38 per 1000 pop'n	9,245
Percentage of attendees who said that attendance helped them to achieve their goals	99%	%	98%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	532		
Number of feedback forms included in the calculation	245		

Number of customers helped by means of informal training during the year	14,143	78

Authority comment (including note on the method used to calculate the results):

A strong commitment has been made by the service with the aid of partners to increase training sessions in ICT and support to groups and individuals in becoming ICT confident and digital by desire not default. The method used to calculate : Pre-arranged sessions are recorded and figures are submitted by all library sites on a monthly basis and include the number of sessions, type of session and attendance figures. The responses for Lines 52, 54 and 55 are calculated from information provided by our primary partners 'Adult Education and Digital Fridays'. They record beneficiary responses including - increased confidence, attainment of basic ICT skills and ability to use online services as a result of the training undertaken. The library service also strongly supports informal training through ad hoc 'one to one' staff support as required, again, this information is recorded on a monthly basis as an ICT enquiry and it is this detail being reported on for Line 56. While it is important to note the increased satisfaction rate among those learners who have been captured via survey it is also important to reflect on the significant decline in the total number of attendances at pre-arrange training sessions, these have declined by 26% in large part due to reductions in partner digitial course provision as increasingly college franchises are retained in-house.

WPLSQI 6 User attendances at library events	2018-19	per 1000 pop'n		2017-18
Total number of attendances at events and activities organised by the library	68,154	377	per 1000 pop'n	*59,603*
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	18	100%		

This target has been met.

Authority comment, including examples of events:

There has been a 14% increase in the number of adults and children taking part in events or activities in the Borough's Libraries during 2018-19 when compared to the preceding 12 months. Attendance in particular at general events or activities have uplifted by 51% and behind the data the most significant increase has been for those 16 or under which improved by 13% compared to a modest 2% increase in adult participation.

WPLSQI 7 Location of service points	2018-19		2017-18
Population density (persons per hectare)	9,245		
% of households within 2 miles of a static service point	98%	%	*98%*

This target has been met.

Present number and distribution of static Libraries has been maintained with the County Borough currently retaining its 18 locations.

WPLSQI 8 Library use	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of visits to library premises during the year	651,926	3,606	*4,291*
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	92,074	509	85,322
Total number of active borrowers during the year	37,849	209	39,769
Total number of library members	194,365	1,075	186,824
Total number of adult book issues	298,149	1,649	*1,791*
Total number of children's book issues	250,310	1,384	*1,817*
Total number of audio-visual issues	14,716	81	*93*
Total number of electronic downloads	32,092	178	23,429

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

Each area of performance, total registered customers apart, show an anticipated drop in activity. Adult loans have declined by 8% whilst a more significant reduction has occurred in children book issues of some 24%. The reduction in children loans closely relates to a review of community loans to the under 16 age group which are now more closely managed to ensure the resources loaned and length/frequency of renewal is appropriate and monitored.   In relation to Social Media - The Library Service hosts 19 Twitter feeds and 1 Facebook Page. In total 1,619 unique individuals 'Like'Caerphilly Libraries on Facebook and the Service has 6,734 folowers on Twitter (although these are not necessarily unique individuals). This information was taken directly from each social media page on 1.5.2019.

WPLSQI 9 Up-to-date and appropriate reading material	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of items acquired	65,020	360	47,813
Total materials expenditure (from WPLSQI 14)	£352,060	£1,947	£360,041

This target has been met.

As requested by MALD, the library service has been instructed to provide a breakdown of the total number of items acquired for 2018/2019. The total number of items acquired = 65,020. This is broken down as follows: Books + Hard copy Audio Visual e.g. Talking Books, DVD Films + Subscriptions + Newspapers = 41,236 volumes (CCBC Library Service purchased items) / eBooks acquired = 20,016 (Centrally purchased subscription) / eAudio acquired = 3,449 (Centrally purchased subscription / eZines = 299 (Centrally purchased subscription) and eComics have not been added as these have been funded for the Consortia by MALD. Please note that we have counted eBooks, eAudio and eZine resources in our totals. The 6th Framework Standards Guidance is unclear and does not categorically state what should and should not be counted. Caerphilly pays for content towards eBooks, eAudio and eZines and our interpretation of the standard believes that these volumes should be counted toward the totals. However I have omitted the eComics as this has been funded externally. Therefore this standard has been met. It must be noted that the number of eBooks and eAudio titles from Bolinda is extremely high this year. Significant investment has been made by the all Wales Consortia to purchase an adequate number of eBook and eAudio titles from Bolinda in order to sustain the demand of its use. Bolinda are now the sole contractor for this eResource.

Total expenditure on material purchased for children	£90,345		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children	26%	%	27%

Authority comment

A key priority for Caerphilly Library Service is its continuing commitment to the purchase of suitable childrens and young adult stock in all genres to support the work carried out by the Community Librarians and the frontline staff. Although 1% decline in last year's spend, it must be noted that the total materials expenditure has reduced slightly from last year. Emphasis this year has been placed on purchasing extra collections of 51 picturebooks for all libraries covering the themes of Empathy, Life Experiences and CBeebies stories and improving the Welsh language provision fo children and parents.

WPLSQI 10 Welsh language resources	2018-19	Per 1,000 pop'n	2017-18
Total expenditure on materials in the Welsh language	£27,413		
Percentage of materials exenditure on materials in the Welsh language	8%	%	7%
Spend per 1,000 Welsh-speaking resident population		£	£1,402

This target has been met.

The Country Borough Library Service remains strongly committed to the purchase of Welsh language materials for both adults and children. The library service has spent 7.5% of its resource budget on Welsh materials, an increase of 0.5% from last year's return and 3.5% above the minimum level of 4%. This increased expenditure of Welsh resources correlates with the increase in Welsh item issues which have increased. The spend per 1,000 residents who speak Welsh for 2018-19 is £1,354. The spend reported represent a small drop from £1,402 in 2017-18 though customer borrowing levels have improved in this latest reporting year.

Total number of isues of Welsh language material	15,182	84	

Authority comment

The number of Welsh Language Loans recorded for Caerphilly County Borough Library Service has increased in 2018-19 by some 25% from the total achieved in 2017-18, some 12,176 issues. This encouraging performance underscores the Council's commitment to Welsh language access and cultural enrichment.

WPLSQI 11 Online access	2018-19	Per 10,000 pop'n	2017-18

Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	**Yes**			

This target has been met.

Caerphilly County Borough Libraries continue to offer residents access to 250 Public Access Internet Terminals across its 18 static sites. This equates to 14 Terminals per 10,000 resident population. It should be noted that access to provision is among the highest in Wales, whilst the level of use made by customers in Library setting continues to decline and the County Library Service are working with colleagues in IT to reinvigorate the present online offer to residents taking note of trends toward google books in many School settings, and achieving a balance of PCs versus tablet or ipad style hardware.

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

This target has been met.

During 2018-19 the Local Authority has proritised introduction free WiFi access to all 18 static Library sites, this has now been achieved and is proving popular among traditional and new customers alike. Work is also underway with the support of the Council's IT department to provide WiFi printing to customers at the 7 main Library sites by March 31st 2020.

Total number of devices giving public access to the Internet:	250	**13.83**	**per 10,000 pop'n**	14
Available in static libraries	250			
Available in mobile libraries	N/A			

Authority comment:

See above comments.

Number of hours available for use of public access ICT facilities during the year	359,175			
Number of hours recorded for use of public access ICT facilities during the year	63,214	**18%**	**%**	*20%*

Authority comment:

As stated above the decline in conventional PC use at Borough Libraries remains a source of concern with a further 2% drop in 2018-19 compared to the preceding year. A new mixed estate of IT products more intune with customer needs is being investigated.In 2018-19 87% of IT use was by adults, a rise of 3% compared to 2017-18, Child and Teenage use declined by 1 and 2% respectively. Adults use of IT services now represents 87% of all computer use in Libraries.

WPLSQI 12 Supply of requests	**2018-19**	**%**		*2017-18 %*
Total number of requests for specific items made during the year	64,237			
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	52,031	**81%**		50,176

This target has been met.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made	55,243	**86%**		56,529

This target has been met.

During 2018-19 the County Borough Library Service received some 64,237 requests for specific titles, an increase of 1% on the number achieved in 2017-18. It is positive to note that 81%, a rise of 2% on the previous year, of requests were satisfied with 7 calendar days however as the resource budget is due to reduce by £85,000 in 2019-2020 it is unlikely that this positive performance will be retained in subsequent years.

WPLSQI 13 Staffing levels & qualifications	**2018-19**	**Per 10,000 pop'n**		*2017-18*
Total number of staff (FTE)	53.1	**2.94**		*54.8*

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

Authority comment (including information about shared staff):

Standard down from last year. 3 posts currently on stucture which we not filled by the 31st March 2019 - 30 hour LA Newbridge, LA at Bedwas and Saturday LA Assistant at Bedwas. 2 now filled on fixed term but Bedwas Saturday Assistant still vacant.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	9.0	**0.50**	*9.0*

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

The County Borough Library Service currently has 9 full time roles that are occupied by suitably qualified personnel. As part of longer term MTFP bugetary constraints this level of professional and management oversight will be challenging to sustain in the longer term. A number of officers on Library Assistant and Senior Library Assistant level are undertaking self direct professional study with the hope of qualifying in future years, though they have not been commissioned by the Council to pursue these courses and their present roles and designations are unlikely to change post study.

Number of staff holding qualifications in cognate areas (FTE)	9.0	
Number of posts which require a library qualification	9.0	
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	0.4	

Authority comment:

Staff levels have remained consistent during 2018-19 when compared to the County Borough Library Services return for 2017-18. At present total staffing and professional posts have not declined however this is unlikely to be reported in the 2019-2020 return as Medium Term Financial Plan reductions are projected to effect the Library Service over the short to medium term.

Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	**Yes**	**Yes**
Please give details of current qualifications held:		

Joint Bachelor of Arts Degree in History and Librarianship (Blib), Chartered Member status with CILIP, Master of Business Administration (MBA)

This target has been met.

Where does this post sit within the local authority management structure?	*Within the Directorate of Education and Corporate Service and section entitled 'Education and Lifelong Learning'. The Senior Manager Libraries role is a 4th tier officer post within the Local Authority's structure.*	
What is the post held by the most senior professional librarian (if different from the above)?	N/A	
Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?	N/A	
Total staff working hours during the year	102,170	
Number of staff hours spent in training & personal/professional development	1,731	
% of time spent in training & personal/professional development	**1.7%**	*2017-18* *1.80%*

This target has been met.

Total number of volunteers active during the year	**28**	*2017-18* *16*
Total number of volunteer working hours during the year	**2,042**	*2017-18* *497*
Do you have Investors in Volunteers acreditation relating to the NOS?	**No**	

Briefly describe the training and support offered to volunteers.

Authority comment:

The time proportionally spent by staff on training has remained relatively constant at 1.7% compared to 1.8% for 2017-18. The number of active volunteers supporting the County Borough Library Service has increased in large part due to better recording systems being in place and a number of digital assistants from local FE College students assisting customers with their online and IT needs alongside the established DIgital Friday cohort. No extensive move toward volunteer led Library provision has been considered as yet by the Library Services.

WPLSQI 14 Operational expenditure	2018-19	% of total	2017-18	% of total
Expenditure on staff		0%		
Total materials expenditure	£352,060	100%		£360,041
Expenditure on maintenance, repair & replacement of equipment & buildings		0%		
Total other operational costs		0%		£360,041
Total revenue expenditure	£352,060	100%		
Total revenue expenditure per 1,000 population	£1,947			
Total capital expenditure				
Total capital expenditure per 1,000 population				
Authority comment:				

WPLSQI 15 Cost per visit	2018-19	Ratio	2017-18	
Total revenue expenditure on staff & materials				
Total income generated			Income	
Total number of visits to library premises during the year	651,926			
Total number of external visits to the library's web site during the year	92,074		Cost per visit	
Authority comment:				

WPLSQI 16 Opening hours	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Aggregate annual opening hours for all service points	24,800	137	137

This target has been met.

	2018-19		2017-18
Total number of unstaffed opening hours for all service points	0		

Authority comment:

There has been no reduction in static Library opening times during 2018-19 and no service point has transferred in part or wholly to community ownership or been delivery by volunteers.Anticipated future financial pressures linked to the Local Authority's Medium Term Financial Plan may impact on this level of performance in future Standard returns.

		% of total	2017-18 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	0		
Total planned opening hours of all static service points	24,800	0.00%	0.00%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		

| Total planned mobile library stops and home deliveries | 2,520 | 0.00% | 0.00% |

Authority comment:

Due to the effective adoption of inclement weather business continuity plans no unscheduled site closures have occurred and the excellent performance achieved in 2017-18 has been repeated in 2018-19.The number of Housebound Library Link visits made for the year has reduced in reflection of the smaller customer base currently being experienced in the County Borough.