

Public Document Pack



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

- 1 Caerphilly County Borough Library Service Annual Welsh Government Standards Assessment 2019-20.
- 2 Education and Lifelong Learning Grants 2021/22.
- 3 Financial Plan for Education, Lifelong Learning and Schools 2021-22.



EDUCATION SCRUTINY COMMITTEE – INFORMATION ITEM

SUBJECT: **CAERPHILLY COUNTY BOROUGH LIBRARY SERVICE
ANNUAL WELSH GOVERNMENT STANDARDS
ASSESSMENT 2019-20**

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 Quality Indicators, during 2019-20.
- 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 3rd year of the Welsh Government Framework entitled, 'Connected and Ambitious Libraries 2017-2020.' The 6th Framework has been amended for 2019/2020. Due to the impact of COVID19, 3 Quality Indicators have been removed, of one which had a constituent target. Therefore, only 9 instead of 10 Quality Indicators with targets were required for this report. The return comprises of:
 - 12 Core Entitlements.
 - 16 Quality Indicators of which have 9 have constituent targets.
 - The Welsh Government Ranking Table comparing each Local Authority's Standards ranks Caerphilly as jointly placed 3 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, 7 of the 9 Quality Indicators for Wales that have assigned targets, 1 in part with 1 indicator not met.

The Welsh Government Ranking Table comparing each Local Authority's Standards ranks Caerphilly as joint number 3 of 22: a rise of 2 places from the 2018/19 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 2019-20 identified the following areas of particular strength in the Authority's performance.

- Caerphilly Library Service meets all of the 12 Core Entitlements in full.
- Caerphilly has continued to deliver effectively against the standards framework in 2019/20 with only 1 target unmet.
- Forward planning and a strong emphasis on staff development and training has ensured that the service remains resilient, and has performed well despite a number of challenges.
- There is an increase in three of the four category results in the CIPFA Adult User Survey conducted in May 2019. The survey reports the percentage of adults who consider the library a safe and inclusive space remains above the median in Wales.
- Increases in library membership and a strong increase in e-resource usage.
- Whilst COVID-19 restrictions remained challenging to all library services in Wales, it was noted by the Assessment Panel that, 'Caerphilly library staff resilience, professionalism and care for the community they service has been outstanding.'
- It is noted that there is an excellent range of resources for young people and children in Caerphilly.
- Caerphilly has provided a comprehensive overview of the link between library activities and Caerphilly Council and Welsh Government strategies. The breadth of impact on a variety of wellbeing outcomes, such as poverty, social isolation and health and wellbeing is noted.

2.4 The Welsh Government Public Libraries Standards Reference Group noted a number of 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 and 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, as the number of individuals with their own devices accessing Wi-Fi in libraries increases.
 - There has been a slight decline in the percentage of adults who think that IT facilities are very good or good. The service notes that it is not always able to meet the online and technological level of expectation from its customers. The Directorate are currently exploring funding options to develop a replacement programme of public access terminals at all 18 library site to further improve customer education, IT skills and employment support.
 - The overall target for staff per capita is not achieved however it is important to note that no authority in Wales fully meets the staffing or professional staffing standard during 2019/20.
 - A combination of important service developments contributed to decrease of children and young adult issues. These include a closure of all libraries on 20th March 2020 due to COVID19, integration to the new All-Wales Library Management System from 16th March and a review and audit of Community Loan collections held around the borough.
- 2.5 The overall assessment of the County Borough Council's Public Library Service for 2019-2020 highlights, '*Caerphilly has continued to deliver effectively against the Standards Framework in 2019/20 with only one target unmet.*' It is reported that, '*the impact of funding constraints on service capacity and delivery is something the authority should continue to consider carefully.*'

3. RECOMMENDATIONS

- 3.1 Education for Life Scrutiny Committee is asked to note the information contained in this report. A summary of the Library Service performance has also been included within the Local Authority's Directorate Performance Assessment presented to Cabinet.

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 2019/20 states,

'Caerphilly has continued to deliver effectively against the standards framework in 2019/20 with only one target unmet. The performance of the service in this final year'

of the sixth Framework has been impacted by staff capacity in some areas, with a further 5 library service points single staffed and a reduction in the resource budget. It is difficult to envisage how Caerphilly will continue to meet its statutory obligations with further staffing cuts. The impact of funding constraints on service capacity and delivery is something the authority should continue to consider carefully. Forward planning and a strong emphasis on staff development and training has ensured that the service remains resilient and has performed well despite a number of changes.'

- 5.2 Caerphilly County Borough Library Service is assessed as retaining 12/12 of the Core Entitlements in full.
- 5.3 Caerphilly County Borough Library Service has met 7 of the 9 Quality Indicators (QI's) in full, 1 Quality Indicator has been partially met and 1 Quality Indicator has not been met.
- 5.4 The partially met QI is QI13: Staffing Levels and Qualifications and the QI the service fails to meet is QI9: Up-to-Date and Appropriate Reading Material.
- 5.5 After conducting an assessment of all 22 Welsh library authority 2019/2020 WPLS data: 0 authorities fully meet the staffing or professional staffing complement (QI13) and 4 of the 22 meet the criteria for the acquisitions to stock (QI9). This latter target has been identified by the Society of Chief Librarians as unachievable and will be reviewed by the Welsh Government on preparation of the WPLS 7 Framework.
- 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 2019/20.

| Performance Indicator | 2019/20 | Rank | Lowest | Median | Highest | 2018/19 |
|---|---------|------|--------|--------|---------|---------|
| QI 1 Making a difference d) enjoyable, safe and inclusive | 99% | 2/19 | 10% | 92% | 100% | 99% |
| QI 2 Customer Satisfaction b) 'very good' or 'good' customer care | 99% | 3/18 | 88% | 97% | 100% | 99% |
| e) users aged 16 & under rating out of ten | 9.4 | 3/19 | 8.0 | 9.2 | 9.5 | 9.4 |
| QI 11 Online access * b) computers per capita | 14 | 1/22 | 4 | 9 | 14 | 14 |
| QI 16 Opening Hours (iii) a) % hours unplanned closure of static service points | 0.00% | 1/22 | 0.00% | 0.23% | 3.96% | 0.00% |
| b) % mobile stops / home deliveries missed | 0.00% | 1/22 | 0.00% | 1.07% | 5.41% | 0.00% |

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

**High number of terminals the Borough Library Service has available intrinsically linked to a lower performance target*

Further breakdown shows:

Q1 Making a difference : % of adults who think that using the library has helped them develop new skills

Performance increase from 2018/2019 to 2019/2020 by 1%

| |
|--|
| QI 1 Making a difference : % of adults who think that using the library has helped them develop their health and well-being Performance increase from 2018/2019 to 2019/2020 by 5% |
| QI 1 Making a difference : % of adults who think that the library has made a difference to their lives Performance increase from 2018/2019 5 to 2019/2020 by 3% |

5.7 Highlighted below are areas of below average performance

| Performance Indicator | 2019/20 | Rank | Lowest | Median | Highest | 2018/19 |
|---|---------|-------|--------|--------|---------|---------|
| QI 10 Welsh issues per capita * | 493 | 16/22 | 311 | 680 | 1468 | 685 |
| QI 11 Online access * c) % of available time used by the public | 17% | 20/22 | 14% | 30% | 64% | 18% |
| QI 14 Operational expenditure b) on staff per capita | 49% | 20/22 | 48% | 61% | 77% | 49% |
| on information resources per capita | 8% | 20/22 | 5% | 13% | 22% | 11% |

* Due to COVID-19, libraries closed their doors to the public on Friday 20th 2020 which impacts true figures

5.8 Making a difference

The Library Service has historically scored positively in areas where we make a difference to people's lives. In their report, the Assessors emphasised the following,

'whilst COVID-19 restrictions remain challenging to all library services in Wales, staff resilience, professionalism and care for the community they serve has been outstanding. Although digital services has increased, we know from evidence provided that customers are missing their library services. They are missing the staff, browsing the shelves, IT provision and community spaces. The importance of the library as a physical place and the impact on the wellbeing of their customers through interaction with library staff cannot be underestimated.'

CIPFA Adult surveys conducted in May 2017 and subsequently in May 2019 saw an increase in 3 of the 4 questions relating to levels of adult satisfaction including the library as a 'a place where adults have found helpful information for health and well-being at the library.'

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 residents benefit from.

Support for Individual Development

During 2019/2020, the library service has maintained all 18 library service points and a level of provision to residents. However, MTFP constraints has seen the service increase its number of single staffed service points by 5, making a total of 11/18 now managed by a single member of staff. This will impact on the level of IT 121 support we can provide to residents. Nevertheless, the library service strives to ensure we provide as much support where we can by working closely with external partners such as the EU Settlement Scheme or the Digital Fridays Team. However, moving forward this will certainly bring its challenges.

Support for Health & Wellbeing

Continued library support for the health and wellbeing agenda has seen a 5% CIPFA Adult survey rise in library customers, who have found helpful information for health and well-being at the library (although we still remain below the Welsh median figure). During 2019/20 the library service were active most notably in the following areas:

- Continued financial investment in health and wellbeing materials in all formats including an investment to national schemes such as Reading Well for Mental Health.
- Increased community presence, attendance and guest speaker role by the Libraries Resource and Customer Engagement Manager at:
 - GP Cluster meetings
 - Dementia Friendly Community Partnership Board
 - Caerphilly Integrated Wellbeing Network
 - Gwent Dementia Friendly Community Conference
- Health service providers using library spaces and continued signposting support by library staff.
- Working in partnership with CCBC Healthy Schools Team to help deliver the Period Dignity Scheme to provide free sanitary products at all our library 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

On Friday 20th March 2020, the County Borough Library Service was instructed to close their doors to the public due to the COVID-19 pandemic. Combined with our integration into the all-Wales Library Management System (LMS), key library services were suspended therefore recording, monitoring and reporting performance this year proved challenging:

- The total number of visits reduced by 0.3% from the 2018/19 total. Important to note that should libraries have remained open, this figure would likely have exceeded the previous year's total.
- The total number of external visits to the library's website during the year reduced. Important to note that both the downtime of the LMS upgrade and the preferred customer use of eDigital resource Apps contributed to this reduction.

- There has been a decrease of junior and adult stock loans however it must be noted that due to the LMS upgrade, no issue figures could be recorded from the 16/3/20.
- It has been noted by the Standard's Assessors that other factors may have affected issues. A review of Community Loans was undertaken by Caerphilly in order to effectively plan future lending strategies resulting in the implementation of the School Engagement Programme.

Positive library usage figures reveal:

- The total number of library members increased by 7%.
- Active borrowers during the year remains consistent.
- The total number of eDigital service downloads for eBooks, eAudiobooks, eMagazines and eComics increased by 34%. This is the 3rd year of continued increases in the digital service.

Up-To-Date and Appropriate Reading Material

The authority has not met this standard during 2019/20. However it is important to note that in total, 17/22 Welsh authorities have also failed to meet this standard. This is one of a number of Standards that will be reviewed by Welsh Government prior to the publication of the 7th Framework.

MTFP budget constraints saw a reduction to the annual library resource budget. With prudent and selective resource purchasing, the expenditure on children and young people's resources only decreased by 2% and has also retained the financial contribution to the Welsh language provision. The service remains strongly committed to its strategic aims for children and young adults in order to support the work carried out by the Community Librarians on the School Engagement Programme, Summer Reading Challenge and other national promotions.

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 access computer facilities free of charge in their communities, the level of performance achieved is markedly lower than many comparable Local Authority's in Wales. However please note that the lower performance is intrinsically linked to the high number of terminals the Borough Library Service has available along with Wi-Fi provision at all library sites. On a positive note, we are hoping to secure CCBC funding to replenish over 150 of our public PC computers during 2021/2022.

Supply of Requests

During 2019/20 the Borough Library Service received 57,818 requests for specific titles of stock. Caerphilly library service still achieve the requirements for supply of requests over 7 and 15 days.

Staffing Levels & Qualifications

Caerphilly library service partially meets this standard as Qualified leadership is in place in the library staffing structure. The overall target for staff per capita is not

achieved, however it is important to note that no authority in Wales fully meets the staffing or professional staffing standard during 2019/20.

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 made to an individual or group of individuals through the year. These included:

1. Risca Palace Library IT support – library staff supported a resident in their job search following redundancy. Digital exclusion remains high in the Caerphilly Borough and library services offered at the library allowed the customer to make use of free computer and printing access. The result saw a positive impact on the customer's mental health and well-being.
2. Health and well-being – established to continue our support to the Dementia agenda. One of the projects run at all 18 sites are the loan of carefully assembled *Memory Bags* to carers or customers living with dementia. The scheme enables residents to benefit from the positive effects of reminiscence and helps to connect family members whilst providing support to carers.
3. Welsh language provision – The library service supports two Welsh Reading Groups and a Welsh Scrabble Club. Libraries provide a safe learning environment to learn and develop the Welsh language. As well as hard copy print, our range of eDigital resources are accessible to help to improve the confidence of learners.
4. Blackwood Library Jigsaws – This case study highlighted the positive influence of jigsaws: jigsaws have proven mental health benefits and offer a social benefit. The Jigsaw Club at Blackwood has brought together different sectors in the community and has helped to combat loneliness and isolation. Participants have improved their social, communication and problem solving skills.

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 2019/20 return. The Standards Reference Group state,

'Caerphilly has provided a comprehensive overview of the link between library activities and Caerphilly Council and Welsh Government strategies. The breadth of impact on a variety of wellbeing outcomes, such as poverty, social isolation and health and wellbeing is noted.'

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

Future Direction

It is noted that Caerphilly is working towards the publication of a new Strategic Plan for 2021/22 and intends to build on its success as a 'community anchor' to residents by ensuring its services remain current and relevant to communities. It is noted that

a new School Engagement Programme has been developed and there are aspirations to support schools to empower and enhance pupil's performance. It is also noted that Caerphilly Libraries are fully committed to improving health and wellbeing.

Conclusion

- 5.9 The Caerphilly County Borough Library Service Annual Welsh Government Standards Assessment 2019/20 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 7 QI's, meeting 1 QI's in part with 1 indicator not met in its 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. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 The report is an **Information Only** item.

8. FINANCIAL IMPLICATIONS

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

9. PERSONNEL IMPLICATIONS

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

10. CONSULTATIONS

- 10.1 The report reflects the views of the consultees.

11. STATUTORY POWER

- 11.1 Public Libraries and Museums Act 1964.

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Consultees:

Cllr. Ross Whiting, Cabinet Member for Learning and Leisure
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 2019-20
- Appendix 3 Case Studies and Additional Strategic Narrative 2019-20 Annual Standards Return
- Appendix 4 CyMAL - Welsh Public Caerphilly Library Standards - Framework 6, 2019-20



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

This is a short explanatory guide for local authorities, who have legal and strategic responsibilities for delivering public library services in Wales, and for residents who may be users of library services. It outlines the local authority's responsibilities, and explains how the Welsh Government assesses the performance of library services as part of its on-going programme of improving public services.

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

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.

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 County Borough Council

Annual Assessment Report 2019/20

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

1 Executive summary

Caerphilly met all of the 12 core entitlements in full.

Of the 9 quality indicators which have targets, Caerphilly achieved 7 in full, 1 in part and did not achieve 1.

Caerphilly has continued to deliver effectively against the standards framework in 2019/20 with only one target unmet. The performance of the service in this final year of the sixth Framework has been impacted by staff capacity in some areas, with 5 library service points single staffed and a reduction in the resource budget. A review of community loans was undertaken by Caerphilly in order to effectively plan future lending which has resulted in a decrease in adult and children's book issues. The service also noted a decrease in staffing in February 2020. The impact of this reduction in staffing will be evident in the short term. It is difficult to envisage how Caerphilly will continue to meet its statutory obligations with further staffing cuts. A number of CCBC service reviews are currently being undertaken and a number of changes will be considered. Careful planning will be needed to ensure that libraries in Caerphilly can continue to offer the services needed by the local community. The impact of funding constraints on service capacity and delivery is something the authority should continue to consider carefully. Despite pressures, the service may wish to consider focusing on the promotion of resources in libraries in Caerphilly, particularly in relation to resources for children and young adults. Forward planning and a strong emphasis on staff development and training has ensured that the service remains resilient and has performed well despite a number of challenges.

- Caerphilly completed its adult user survey in May 2019. There has been an increase in three of the four categories in the adult survey results compared to the previous survey undertaken in May 2017.
- A fall in the number of active borrowers, alongside a decrease in adult and children book issues is contrasted with increases in library membership and a strong increase in e-resource usage.
- A reduction in the resource budget, alongside the move to the All-Wales LMS has resulted in Caerphilly not meeting the acquisitions per capita (QI 9) target for the first time. However, the service continues to meet the targets for provision of materials in the Welsh language, and supply of requests.
- Caerphilly's PC provision is still among the highest per capita in Wales, but usage levels have continued to fall as the number of individuals with their own devices accessing Wi-Fi in libraries increases.
- The overall target for staff per capita is not achieved and is now below the median level. Budget constraints have impacted on performance here. There continues to be a strong focus on training and professional development for staff.

- Caerphilly was able to provide full information on service expenditure in 2019/20, 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. The assessment has been limited to some degree by the fact that local authorities were only asked to comment on any changes to the previous year's return, alongside additional commentary on partially/not met core entitlements.

2.1 Core entitlements

Caerphilly has met all of the 12 of the Core Entitlements in full. Caerphilly continues to support its members through the Library Service Strategic Action plan for 2017-20. Priorities include, staff skills, developing the provision of materials in print and digital format and improving customer care. A new plan is currently being drafted for the 2020-22 period.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Due to the impact of Covid-19, three quality indicators have been removed for the 2019/20 reporting year, five, six and fifteen, of which number six had a constituent target. Of the **nine**, remaining targets for 2019-20, Caerphilly achieved 7 in full, 1 in part and did not achieve 1 of the indicators.

| Quality Indicator | Met? |
|---|---------------|
| QI 3 Support for individual development: | Met in full |
| a) ICT support | √ |
| b) Information literacy and skills training | √ |
| c) E-government support | √ |
| d) Reader development | √ |
| QI 4 (a) Support for health and well-being | Met in full |
| i) Book Prescription Wales scheme | √ |
| ii) Better with Books scheme | √ |
| iii) Designated health & well-being collection | √ |
| iv) Information about healthy lifestyles and behaviours | √ |
| v) Signposting to health & well-being services | √ |
| QI 7 Location of service points | √ |
| | Met in full |
| QI 9 Up-to-date and appropriate reading material | Not Met |
| Acquisitions per capita | X |
| <u>or</u> Materials spend per capita | X |
| QI 10 Welsh Language Resources | Met in full |
| % of material budget spent on Welsh | √ |
| <u>or</u> Spend on Welsh per capita | √ |
| QI 11 Online access: | Met in full |
| a) i) Public access to Internet | √ |
| ii) Wi-Fi provision | √ |
| QI 12 Supply of requests | 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 | √ |
| QI 16 Opening hours per capita | √ |
| | Met in full |

Caerphilly has broadly maintained its performance in this third year of the sixth framework. Although QI 9 was met in full in 2017/18 and partially met in 2018/19, this is not met in 2019/20, partly due to changes in reporting, a reduction in the materials budget, and the transition period to the new LMS. The target for public access to the internet continues to be 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. However, this measure has been affected by Covid-19 and some authority plans to undertake a survey in the first quarter of 2020 were cancelled. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they

completed their user survey during framework six. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Caerphilly completed its adult user survey in May, 2019; and the children's survey 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% | 19/19 | 60% | 90% 97% |
| e) % of adults who think that the library has made a difference to their lives: | 41% | 19/19 | 41% | 85% 99% |

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 case studies:

- Risca Library IT support – library staff have effectively supported a library member in their job search following redundancy. Digital exclusion remains high in the Caerphilly borough and the computing and printing facilities in the library enabled the individual concerned to search for jobs with help from library staff, resulting in an extremely positive impact on the mental health and well-being of the library user.
- Health and wellbeing – Dementia Care – the role of the library in supporting residents with dementia in Caerphilly. One of the projects run at all eighteen libraries are *Memory Bags*, which are loaned to carers or customers living with dementia. This scheme enables residents and members to benefit from the positive effects of reminiscence. This service helps to connect family members and provides support to the carers of those individuals living with dementia.
- Welsh Language provision - The library service currently supports two Welsh Reading Groups held at Caerphilly Library and a Welsh Scrabble Club held at Risca Library. The libraries provide a safe learning environment for those members learning Welsh to develop their language skills. The Welsh language print and digital resources within the libraries are also highlighted as helping to improve the confidence of learners.
- Blackwood Library – positive influence of jigsaws in a library – Jigsaws have proven mental health benefits and also have a great social benefit. This club has brought together different sectors of the community and has helped to combat loneliness and isolation amongst members. Participants have improved their social, communication and problem solving skills.

2.4 Quality indicators and benchmarks

Whilst Covid-19 restrictions remain challenging to all library services in Wales, staff resilience, professionalism and care for the community they serve has been outstanding. Although digital services have increased, we know from evidence provided that customers are missing their library services. They are missing the staff, browsing the shelves, IT provision, community spaces and groups such as knit and natter. The importance of the library as a physical place and the impact on the wellbeing of their customers through interaction with library staff cannot be underestimated.

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 2019/20. 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 second 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 | 2018/19 |
|--|---------|--------|--------|---------|---------|---------------|
| QI 1 Making a difference | | | | | | [Framework 6] |
| a) % of adults who think that using the library has helped them develop new skills | 25% | 18/18 | 25% | 75% | 94% | 24% |
| c) health and well-being | 38% | 19/19 | 38% | 69% | 96% | 33% |
| d) enjoyable, safe and inclusive | 99% | =2/19 | 90% | 96% | 100% | 99% |
| QI 2 Customer satisfaction | | | | | | [Framework 6] |
| a) 'very good' or 'good' choice of books | 94% | 5/18 | 78% | 91% | 99% | 94% |
| b) 'very good' or 'good' customer care | 99% | =3/18 | 88% | 97% | 100% | 99% |
| c) 'very good' or 'good' IT facilities | 91% | =5/17 | 65% | 85% | 99% | 92% |
| d) 'very good' or 'good' overall | 98% | =5/18 | 85% | 96% | 100% | 99% |
| e) users aged 16 & under rating out of ten | 9.4 | =3/19 | 8.0 | 9.1 | 9.5 | 9.4 |
| QI 8 Library use ¹ | | | | | | |
| a) visits per capita | 3,596 | 14/22 | 2429 | 3987 | 6874 | 3606 |
| b) virtual visits per capita | 434 | 17/22 | 239 | 909 | 2131 | 509 |
| c) active borrowers per capita | 205 | 3/22 | 78 | 145 | 244 | 209 |
| QI 10 Welsh issues per capita ² | 493 | 16/22 | 311 | 680 | 1468 | 685 |
| QI 11 Online access | | | | | | |
| b) Computers per 10,000 | 14 | 1/22 | 4 | 9 | 14 | 14 |
| c) % of available time used by the public | 17% | 20/22 | 14% | 30% | 64% | 18% |
| QI 14 Operational expenditure | | | | | | |
| a) total expenditure per capita | £17,965 | 3/22 | £7,260 | £12,448 | £23,333 | £17,369 |
| b) % on staff, | 49% | =20/22 | 48% | 61% | 76% | 49% |
| % on information resources | 8% | 20/22 | 5% | 13% | 22% | 11% |
| % on equipment and buildings | 28% | 1/22 | 0% | 8% | 28% | 25% |
| % on other operational costs | 16% | =11/22 | 1% | 18% | 35% | 15% |
| c) capital expenditure per capita | £0 | =22/22 | £0 | £1,567 | £13,027 | £0 |
| QI 16 Opening hours ³ | | | | | | |
| (iii) a) % hours unplanned closure of static service points | 0.00% | =1/22 | 0.00% | 0.23% | 3.96% | 0.00% |
| b) % mobile stops / home deliveries missed | 0.00% | =1/22 | 0.00% | 1.07% | 5.41% | 0.00% |

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 ²per 1,000 Welsh speaking resident population 1,000

³ 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 and second year of the sixth framework (2017/18 and 2018/19).

3.1 Meeting customer needs (QI 1-5)ⁱ

Caerphilly completed its adult user survey in May 2019. There has been an increase in three of the four categories in the adult survey results compared to the previous survey undertaken in May 2017. The percentage of adults who consider the library a safe and inclusive space remains above the median in Wales. However, the impact indicators (skills development / health and well-being) remain below the median in Wales. There has also been a very slight decline in the percentage of adults who think that IT facilities are very good or good. The service notes that it is not always able to meet the online and technological level of expectation from its customers. A children's survey, undertaken in July 2018 shows an increase in the average rating of ten awarded by users aged 7-16, from 9.3 in 2016/17 to 9.4 in 2019/20. It is noted that there is an excellent range of resources for young people and children in Caerphilly. However, the large decrease in children's issues, noted below, suggests that these resources are not being fully utilised.

3.2 Access and use (QI 6-8)ⁱⁱ

Library usage has also been impacted by the closure of all libraries on March 20th 2020 due to Covid-19. Caerphilly continues to meet the target for easy access to service points, with 18 branches serving its local communities. The total number of visits to library premises has decreased by 0.3% since 2018/19 but 16% across the framework. It is likely that this figure would have exceeded the figure from 2018/19 if libraries had not closed on March 20th. Other usage indicators show a mixed picture, with a decrease of 6% in the number of active borrowers since 2017/18, alongside a 12% decrease in adult book issues and a 51% decrease in children's book issues. This is despite a 7% increase in library members. It is noted that no children or adult stock transactions have been included from 16th March due to the move to the All-Wales library management system. Furthermore, other factors which have affected issues include a staff restructure, resulting in the removal of two full time community librarian posts. A stock editing programme has been undertaken but this would be expected to impact positively on borrowing. An important element of the work undertaken by these professional library posts included work with children and young people and this has undoubtedly had a negative impact in this area and demonstrates the importance of professional library staff. In the first two years of the sixth framework performances were among the highest per capita in Wales, children's issues are now just above the median for Wales. There has continued to be a strong increase in e-resource usage.

3.3 Facilities and services (QI 9-12)ⁱⁱⁱ

A reduction in the resource budget, alongside the move to the All-Wales LMS has resulted in Caerphilly not meeting the acquisitions per capita (QI 9) target for the first time. Caerphilly is one of seventeen authorities who have not met the acquisitions target (QI 9) in 2019/20. The materials budget has decreased by just over 31% since 2017/18 and the figure for overall acquisitions has decreased by 43%. However, the service notes that last year's figure included centrally purchased subscription items and as a result the figures are not comparable.

The percentage of materials expenditure for children has decreased by 2% to 24% due to the reduction in the resource budget. The expenditure on Welsh language materials remains the same and is still among the highest per capita in Wales. However, despite this expenditure, Welsh language issues are well below the median in Wales. The service is

still achieving the requirements for supply of requests, despite a slight decrease in requests available within 7/15 calendar days. Caerphilly's PC provision is still among the highest per capita in Wales, but usage has fallen in 2019/20. This is a trend seen across Wales as more users access Wi-Fi from their own devices, leading to the service installing Wi-Fi printing in its hub libraries.

3.4 Expertise and capacity (QI 13-16)^{iv}

During 2019 / 2020, due to budget reductions, the library service undertook a second staff realignment process. A further 5 library service points have now become single staffed, making a total of 11 of 18 libraries that are now single staffed service points. As a result, staff numbers have decreased by 17% since 2017/18 and it is noted that two professional community librarian posts have also been removed from the service along with a senior libraries manager post.

The overall target for staff per capita is not achieved and is now below the median level. The total number of staff identified as holding recognised qualifications has reduced by 30% and is now at the median level for Wales. It is noted that when the return was submitted there were vacant posts within the staffing structure. There continues to be a strong focus on training and professional development for staff.

The overall revenue budget remains amongst the highest per capita in Wales. Despite the decrease in staffing, opening hours remain the same and continue to meet the target set. During 2019 / 2020, the LibraryLink Housebound Delivery service has enrolled more customers to the 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 has provided a comprehensive overview of the link between library activities and Caerphilly Council and Welsh Government strategies. The breadth of impact on a variety of wellbeing outcomes, such as poverty, social isolation and health and wellbeing is noted. Specific examples are given of how service priorities align with wider strategic policies, notably in supporting learning, social inclusion and health and wellbeing.

5 Future direction

Reporting on the authority's future direction and plans for the library service over the following year, it is noted that Caerphilly is working towards the publication of a new Strategic plan for the service from 2020. The service intends to build on its success as a 'community anchor' to the residents of Caerphilly by ensuring its services remain current and relevant to communities. It is noted that a new School engagement programme has been developed and there are aspirations to support schools to empower and enhance pupils' performance. It is also noted that Caerphilly libraries are fully committed to improving health and wellbeing in Caerphilly through a variety of partnerships.

6 Conclusion

Caerphilly has continued to deliver effectively against the standards framework in 2019/20 with only one target unmet. The performance of the service in this final year of the sixth

Framework has been impacted by staff capacity in some areas, with 5 library service points single staffed and a reduction in the resource budget. A review of community loans was undertaken by Caerphilly in order to effectively plan future lending which has resulted in a decrease in adult and children's book issues. The service also noted a decrease in staffing in February 2020. The impact of this reduction in staffing will be evident in the short term. It is difficult to envisage how Caerphilly will continue to meet its statutory obligations with further financial cuts. A number of CCBC service reviews are currently being undertaken and a number of changes will be considered. Careful planning will be needed to ensure that libraries in Caerphilly can continue to offer the services needed by the local community. The impact of funding constraints on service capacity and delivery is something the authority should continue to consider carefully. Despite pressures, the service may wish to consider focusing on the promotion of resources in libraries in Caerphilly, particularly in relation to resources for children and young adults. Forward planning and a strong emphasis on staff development and training has ensured the service remains resilient and has performed well despite a number of challenges.

ⁱ Due to Covid-19, local authorities were only asked to report any change in provision since the last reporting year for QI 3&4.

ⁱⁱ Due to Covid-19, QI 5&6 were removed for the 2019/20 reporting year.

ⁱⁱⁱ E-resources purchased through centrally-funded subscriptions have been included in the acquisitions figures for QI 9 in 2019/20. Each authority has added 201 to their total acquisitions from centrally funded subscriptions. CIPFA Statistics Returns continue to include figures for centrally-procured resources.

^{iv} Due to Covid-19, QI 15 was removed for the 2019/20 reporting year, alongside training and volunteer hours.

Appendix 3 – case study template and additional strategic narrative

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

Authority: Caerphilly County Borough

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) Risca Library IT Support (A Prosperous Wales)

This case study provides an excellent example how public libraries remain important to both Welsh Government and Local Authority strategic plans. This case study from Risca Library, a hub service point at the south of the Borough, clearly highlights how libraries and the services we offer are capable of having a profound impact on people's lives, leading to improved mental health and well-being. The services provided can help people to achieve potentially life-changing objectives or simply allows them to improve the situation in which they find themselves. We understand the benefits users can gain by sitting down and using our WiFi or PC's - customers can gain and nurture invaluable life skills: Work skills, IT skills, boost confidence, interpersonal and communication skills. Digital exclusion is still high in the Caerphilly Borough and many people still have no internet access at home. Caerphilly Library Service meets that need and provides all residents with free internet and Wi-Fi access at our 18 libraries.

Nicola was a regular library user and for many years had used the library as a place to borrow books to read for herself and her children. After her children had grown up she and her husband continued to make use of the services provided, continuing to borrow books, DVDs, use the request service and using the library building as a place to socialise, feel safe and secure and use the knowledge base of its staff.

In a letter sent to Risca Library during February 2020, Nicola at just 54 years old found herself in a, "dark place" after she was made redundant and felt she was, "on the scrapheap." She was desperate to find a new job but had no internet access at home to aid her search for work. Nicola highlights how she was able to access the

internet through her local library using the computers, and printing facilities, to help her look for jobs and apply for posts.

After three months of a “relentless search for work” she secured a “fantastic job” which she is “delighted with.” She remarks that she now feels that she has a more positive outlook to life all with the help of the free resources at her local library.

Nicola said, “At a time of enormous financial pressures on County Councils I really hope I really hope that Risca Library is not affected by these pressures. Your wonderful staff have been a huge support to me during every visit to the library. The library offers a fantastic service and enhances an amazing community spirit as a result. It is a wonderful place to visit. Many thanks to you and all your staff for providing such a fantastic service.”

Permission not obtained

b) Health & Well Being – Dementia Care (A Healthier Wales)

With approximately 42,000 people in Wales living with dementia, data taken from *Dementia Statistics.org* suggest a figure of over 2,000 residents equal to 1.1% of the current Caerphilly borough population may have the condition. The *Caerphilly Library Service Dementia Action Plan*, ensures our current practices continue to support the Dementia agenda.

One of the projects run at all eighteen libraries are *Memory Bags*, loaned to carers or customers living with dementia.

We recently received this letter we wish to share with you,

“I am writing to congratulate you on the excellent dementia resources at Newbridge Library. My mum is a dementia sufferer, now confined to a wheelchair and her ability to speak and comprehend has been greatly diminished. She was always an avid reader so books always played a very special part in her life.

I am constantly striving to provide a range of stimuli for my Mum, so that she can respond and engage in what is happening around her. The dementia resources there are excellent - with a very wide range of material for both carers and those living with dementia. I have been able to access all sorts of information such as what provisions are available, any benefits for my step-father and support groups in the area. This has been invaluable as often we carers can feel very helpless and totally isolated.

The Pictures to Share books are in pristine condition, they have large print and have lots of colourful, clear photographs and pictures. The topics are very pertinent to everyday life and experiences - the seaside, pets, and short poems.

The topics and pictures also provide so many opportunities to talk about memories of holidays that we have shared together, poems and songs that my Mum taught both me and my children when they were small and also much loved pets. The amount of writing on each page is kept to the minimum, but is just enough to read aloud to her and stir precious memories. Although my Mum's speech is extremely limited, her pure enjoyment is evident in the smiles on her face.

I have also recently borrowed a memory bag from the library, as recommended by the librarian. I am so impressed by the scope of the resources in the bag. Every person living with dementia has specific difficulties and is at a particular stage in this relentless disease. The beach ball is perfect for sufferers with greater awareness and promotes conversation and co-ordination. At the same time, the CDs are from my Mum's generation, clearly selected to spark memories. Music was always very much enjoyed by my Mum and even now, never fails to make her smile.

The Sea Spray in the bag is also an amazing idea. Again, a scent that stirs so many memories and is so evocative of the smells associated with the seaside. This has been especially useful for me as my Mum had a caravan by the sea for many years and we have very precious memories of our times spent there.

So, I would like to sincerely thank everyone concerned with the provision of these resources. They have so clearly been assembled and created with knowledge, care, compassion and a total awareness of the challenges.

AJ

Permission obtained

c) Welsh Language Provision (Vibrant Culture & Welsh language)

Culture, diversity and equality for all are important issues to Caerphilly Library service. The authority financially supports library staff who wish to enrol on Welsh language courses and the library service supports staff who wish to attend during working hours. We consistently support up-to-date reading materials in the Welsh language to Welsh speaking customers and Welsh learners. The library service currently supports two Welsh Reading Groups held at Caerphilly Library and a Welsh Scrabble Club held at Risca Library. The following is a testimonial from SP:

"A few months ago I was offered a new job working for a neighbouring council. It was only when I was in the job for about 4 months was I told that I had to learn basic Welsh as it was now required by my employer. I was really overwhelmed with this fact as it's been some time since I was in any learning environment. However I enrolled and used Caerphilly Libraries, as I live in the borough and often visit them for reading books on Saturdays.

Over the last year Caerphilly Libraries have been invaluable in supporting me to develop my Welsh language skills. After I started the beginners Mynediad course I spoke to a library member of staff who happened to be wearing a 'Dysgwr Cymraeg' lanyard. She was very helpful and showed me the range of Welsh language resources that the library had to offer: fiction, information books and Cwmni (a locally printed magazine). I was really surprised! This was perfect timing as I had become overwhelmed by the potential costs of buying magazines and books.

Within 20 minutes I had a copy of the reading book I needed for my course, had requested one more I needed to look at and could access the current and older copies of *Lingo Newydd* eMagazine for free and had access to even more online content through BorrowBox. The member of also showed me the Welsh language collections and suggested that if I was overwhelmed then I could start with Welsh children's stories which I have to say are much better today than the range available to me when I was in school. There was a David Walliams welsh book there! I felt so much better after our chat and shared experiences. We even had a basic conversation in Welsh which is great for my confidence!

Since then I have started to borrow more Welsh books and even use the self-service kiosk in Welsh! I also discovered that there are Welsh courses on offer at some libraries and there are even Welsh language rhyme times and scrabble club! Unfortunately due to being in work, I'm not able to attend as they're in the day time.

Now I always look out for the 'Dysgwr Cymraeg' lanyards and practice my Welsh. The library has been essential in supporting my learning and given me the encouragement and confidence to continue with the course. I started the course to help with my job but it's become much more enjoyable thanks to the library staff, the welcoming atmosphere in the libraries and the fantastic range of books and online goodies!

SP– Welsh learner

(Due to current circumstances we haven't been able to get permission for her name to be used, although she was happy to share her experience at the time)

d) Blackwood Library – positive influence of jigsaws in a library (Healthier Wales)

Ken Skates quotes in the *Connected and Ambitious Libraries*, sixth quality framework document, "libraries provide everyone with a wealth of information, resources, activities and cultural opportunities . . . they connect and unite people."

The following example from Blackwood Library, highlights the importance of library spaces and resources which are not necessarily books or computers, but something quite unique.

Following the cancellation of library newspapers, the affectionately known ‘Men’s Shed’ (the newspaper group who loved putting the world to rights), was abandoned. Staff at the library felt that the group chatter, laughter and healthy debate was being missed by all and sought out ways to bring the gentlemen of the group back.

Jigsaw puzzles were placed on empty tables for customers to assemble. The last twelve months has seen an incredible rise in their popularity – ‘jigsawing’ seems to bring different people together and are proving to be a new ‘Men’s Shed’ – everyone is allowed to participate! Whilst Blackwood Library has a real community spirit and holds many different activities for library customers such as Reading Groups and Lego Club, staff have commented that it is a pleasure to see different sectors of society integrating and communicating with each other whilst doing a jigsaw in the library.

Below are staff observations on some of the regular ‘jigsaw’ customers:

One customer appeared to be visiting the library every day and would sit at the jigsaw table for hours. He is frequently joined by other customers as they do the jigsaw together. Mr W is retired and widowed and he seems to be a reticent man but when staff have engaged him in conversation he has said “visiting the library to do the jigsaws is giving me a purpose to get out of the house and it gives me the opportunity to talk to other people”.

J is a 15 year old male pupil who visits the library after school to do his homework. He also spends most Saturdays in the library. He has struck up a friendship with AW and they enjoy doing the jigsaws that are no resemblance to the illustration on the jigsaw box. He told a library assistant that he likes visiting the library because it is a welcoming environment and he is able to print his school work for free.

Mrs S is a female 70+ library customer and has visited the library for years in order to borrow audio books. The magnetic draw of the jigsaw has lured her so she frequently sits at the jigsaw table and has a chat with whoever else is there. She has also donated several jigsaws to the library for everyone to do together.

The introduction of jigsaws into the library has been beneficial for customers using the library. Jigsaws help people focus, they help develop the brain and they are a good way to relieve stress. In Blackwood Library they have been a discussion point for people to start communicating with one another and to make new friends. They help to combat isolation and loneliness. As customers assist one another connecting pieces together to form a complete jigsaw picture they are also making connections with other people in their community.

Permission not obtained

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals.

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, 2016-2022.

| Council Wellbeing Objectives 2018-2013 | Wellbeing Outcomes | Caerphilly County Borough Library Service Contribution |
|---|--|---|
| <p>Improve Education Opportunities for All</p> <p><i>Linked to 'Prosperity for All: the national strategy' key theme 'Ambitious and Learning'</i></p> | <ul style="list-style-type: none"> • Reduce the impact of poverty within early years • 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 | <p>The library service has retained all 18 static service points and both LibraryLink officers although 11 of the 18 libraries are now single staffed.</p> <p>The nationally recognised Bookstart and Early Years Scheme providing free reading materials and information for parents and toddlers at their 9 and 18 month health check is well established within Caerphilly County Borough Library Service. This remains the case for 2019-20.</p> <p>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.</p> <p>The County Borough Library Service continues to facilitate Homework Clubs, Reading Hack sessions and reading groups at its static buildings.</p> <p>Coding Clubs for children adults continue to rise in popularity.</p> |

| | |
|--|--|
| | <p>Many of the customers have noted improved skills and confidence gained from participating in the clubs.</p> <p>Caerphilly Library Service has developed a new school engagement programme around the 3 key themes of Reading, Information and Learning called The School Engagement Scheme. Our aspiration is to help support schools to empower and enhance pupil's performance in areas such as vocabulary, comprehension, problem solving, digital and information literacy awareness.</p> <p>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.</p> <p>Free Wi-Fi at all 18 services points is available along with Wi-Fi printing at Hub libraries. Charges for photocopying and printing remain low.</p> <p>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. Residents have benefited from digital and work preparation and training via these important initiatives.</p> <p>Supporting residents to improve their Digital and Information handling Skills remains a strategic priority for Caerphilly County Borough Library</p> |
|--|--|

| | | |
|---|---|--|
| | | <p>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.</p> <p>Education other than at School (EOTAS) and Home tutoring support services are available at a number of the Borough's Library facilities.</p> <p>During 2019/2020 the library service introduced a new category of lending stock: Further Studies Collection. This carefully maintained repository for adult non-fiction titles has a strict entry policy with an aim to inform and educate current and future generations.</p> <p>The library service tailors community based loan collections to a diverse range of group in the areas it serves.</p> |
| Enabling Employment <i>Linked to 'Prosperity for All: the national strategy' key theme 'Prosperous and Secure'</i> | <ul style="list-style-type: none"> • Aim to reduce the impact of poverty by supporting people into better employment prospects | <p>The library service supports CCBC and external learning partners with library space, WiFi, PC's. These partners include: Bridges into Work and Inspire into Work.</p> <p>The above partners request work placements for their clients at our libraries which are approved.</p> <p>Our library buildings support colleagues at local colleges with placements, study and exam space.</p> |
| Creating a county borough that supports a healthy lifestyle | <ul style="list-style-type: none"> • Aim to reduce inequalities in health | Health resources and information are freely available across all 18 static sites and |

| | | |
|---|--|---|
| <p><i>Linked to 'Prosperity for All: the national strategy' key theme 'Healthy and Active'</i></p> | <p>across the county borough.</p> | <p>LibraryLink customers including continual purchasing of stock in all health genres and formats.</p> <p>The library service fully commits to the following health-related schemes: Books on Prescription Scheme / Reading Well with Dementia / Reading Well for Mental Health.</p> <p>The service continues to support the Dementia agenda through the Caerphilly Library Service Dementia Action Plan.</p> <p>The library service support the Welsh Government Period Poverty scheme by placing free, sanitary products at all its public access toilets.</p> <p>Caerphilly Libraries are partners for many health organisations which include MIND, Carer's Support, Friendship Support Group, Yoga classes etc. Our Seminar Rooms and spaces remain free of charge to charities.</p> |
| <p>Support citizens to remain independent and improve their well-being</p> <p><i>Linked to 'Prosperity for All: the national strategy' key theme 'Healthy and Active'</i></p> | <ul style="list-style-type: none"> • Support people to 'help themselves' by providing comprehensive advice and information including signposting to other services. • Identify and support carers. | <p>The Council supports information to housebound customers with its Library Link 'Housebound Service' provision.</p> <p>As noted above Caerphilly Library Service provides a range of dementia focused materials from its 18 static sites targeted at supporting those living with the condition and their carer's.</p> <p>We continue to link with CCBC partners including CCBC Youth Team and Basic Skills and all libraries signpost and advise when able to.</p> <p>Caerphilly Library Service have partnered with the Government and actively support customers who require the use of the</p> |

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| | | EUSS Scheme: EU Settlement Scheme: a scheme to help EU citizens and their families apply to get either settled or pre-settled UK status. |
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Wellbeing for the Future Generations Act – Wellbeing Goals

| Goal | Description | County Borough Library Service Contribution |
|--|---|--|
| A prosperous Wales <i>Linked to 'Prosperity for All: the national strategy' key theme 'Prosperous and Secure'</i> | 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. | <p>Please also refer to the document above - Council Wellbeing Objectives 2018-2023</p> <p>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.</p> <p>Library settings are modern, well-furnished and comfortable to use. All 18 static libraries offer free WiFi. Additionally the traditional desk top computer experience is currently being maintained via 250 Internet Terminals. WiFi printing facilities are also available at 6 Hub Libraries.</p> |

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| A resilient Wales <i>Linked to 'Prosperity for All: the national strategy' key theme 'Prosperous and Secure'</i> | 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 <i>Linked to 'Prosperity for All: the national strategy' key theme 'Healthy and Active'</i> | 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. | Please also refer to the document above - Council Wellbeing Objectives 2018-2023 All individual libraries in the borough are 'challenged' with meeting health and well-being improvements in their base library. Plans have priorities associated with improving residents' health and wellbeing. |
| A more equal Wales <i>Linked to 'Prosperity for All: the national strategy' key theme 'United and Connected'</i> | A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances). | Please also refer to the document above - Council Wellbeing Objectives 2018-2023 Caerphilly County Borough Library Service provides free and welcoming facilities to all its residents. 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. |

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| <p>A Wales of cohesive communities</p> <p><i>Linked to 'Prosperity for All: the national strategy' key theme 'United and Connected'</i></p> | <p>Attractive, viable, safe and well-connected communities.</p> | <p>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.</p> <p>In the 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.</p> <p>In recent Adult and Child user surveys of Borough Libraries customers questioned strongly endorsed local Libraries as safe, welcoming, and connected facilities.</p> <p>The library service welcomes all sectors of the community into its libraries. Library staff are trained in CCBC Safeguarding and VAW (Violence Against Women) issues.</p> <p>Library services actively support many partners and groups to use the library spaces which are seen as safe and welcoming.</p> |
| <p>A Wales of vibrant culture and thriving Welsh language</p> <p><i>Linked to 'Prosperity for All: the national strategy' key theme 'United and Connected'</i></p> | <p>A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p> | <p>The Borough Library Service plays an important role in supporting the cultural identities of the communities it represents.</p> <p>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 2011 Welsh Language Measure.</p> <p>The County Borough Library Service has maintained its commitment to train new staff in meet and greet Welsh language</p> |

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| | | <p>familiarity.</p> <p>The library service actively encourages all staff members who wish to take up welsh learning. Fees and course time is made available to them.</p> <p>Publicity materials produced by the library services are bi-lingual. These include posters, social media etc.</p> <p>The library service continues to purchase Welsh language materials in line with the Welsh Public Library guidance.</p> <p>The library service actively support Welsh Reading Groups and Welsh Scrabble Club who use our Hub libraries.</p> |
| <p>A globally responsible Wales</p> <p><i>Linked to ‘Prosperity for All: the national strategy’ key theme ‘Prosperous and Secure’</i></p> | <p>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.</p> | <p>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.</p> <p>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.</p> |

3. Please provide a short statement about the future direction and plans for the library service.

CCBC Library Service will work towards the aims and goals set in the:

- Future Generations & Wellbeing Act.
- CCBC ‘Shared Ambitions: working together to achieve the best outcomes for our young people’.
- CCBC Education Directorate Service Improvement Plan 2020.
- 2020 – 2022 Caerphilly Library Service Strategy and Action Plan.

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 will ensure it remains a ‘community anchor’ to the residents of the Caerphilly Borough and will strive to ensure its services remain current, vibrant and respected in our communities.

The Borough Library Service, like all Council departments is governed by the Local Authority’s Medium Term Financial Plan 2019-2023. No library service saving proposals were identified during 2020 /2021. However, the impact on the COVID-19 pandemic will certainly affect library services moving forward this year and will undoubtedly affect the WPLS standard return for 2020 / 2021. Finally, further financial constraints are possible in 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.



The sixth quality framework for Welsh public libraries

April 2017 to March 2020

Annual return pro-forma: Year ending 31 March 2020

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 2019 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:

Tuesday 1st September 2020

For more information please contact:

Amanda Bennett

Amanda.Bennett@gov.wales

0300 0252054 (direct line)

0300 062 2112 (MALD main number)

Carys Dawson

Carys.Dawson2@gov.wales

0300 062 2095 (direct line)

0300 062 2112 (MALD main number)

Contextual data

Year ending 31 March 2020

| | Caerphilly County Borough |
|--|--|
| Authority | |
| Resident population | 181,019 |
| Percentage of population aged under 16 | 18.8% |
| Percentage of population able to speak and read Welsh (see notes) | 9.3% |
| 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 LibraryLink vehicles |
| In addition, community libraries open 10+ hours per week | |
| <i>No. of community managed libraries</i> | 0 |
| <i>No. of community supported libraries</i> | 0 |
| <i>No. of commissioned libraries</i> | 0 |
| in addition, community libraries open for less than 10 hours per week | |
| <i>No. of community managed libraries</i> | 0 |
| <i>No. of community supported libraries</i> | 0 |
| <i>No. of commissioned libraries</i> | 0 |
| How many, if any, of these community libraries are included in this return (see notes)? | |
| No. of Independent Community Libraries | 0 |
| <u>Contact details for queries regarding this return</u> | |
| | Name Karen Pugh |
| | Telephone 01443 864059 |
| | Email pughk@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 | |
| When will the definitive version be submitted to MALD? | |

Compliance with Core Entitlements

Caerphilly County Borough

Entitlement

Compliance (please select) Authority comments (List any changes to previous year's return and additional commentary on part/not met CE)

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 which enables employees to attend identified and targeted local, regional, national training courses and information awareness events linked to their work. During March 2020, all library staff including library supply staff (100% staffing complement) were due to attend Tier 2 Safeguarding Awareness sessions which have subsequently been postponed due to the COVID-19 pandemic. 6 sites have been identified as enhanced reception points and the library service continues to ensure full compliance with the Welsh Language Regulations. The library service fully supports permanent and Supply Library staff who wish to complete the Equalities training of British Sign Language or Welsh language learning. All staff have completed a number of complimentary courses some delivered online and others at a range of venues with a number relating to building manager training, manual handling update, and Fire Safety Awareness. During January/ February and March 2020, library staff completed the SirsiDynix LMS training in readiness to the implementation of the All-Wales LMS product. 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 BA and Masters degrees from Aberystwyth University. 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. During May 2019, the library service ran the Adult CIPFA survey to residents. The percentage of adult customers who believe our customer care is 'very good' and 'good' remains at 99% (99% at 2017). During July 2018, the library service undertook the Children and Young Adut CIPFA survey to residents. The average rating out of ten awarded by users aged 7-16 for the libray they use is 9.4 an increase of 0.1 from the May 2016 survey.

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

Caerphilly County Borough Library Service works closely with local bodies and community groups to offer customers access a wide range of events, activities, and supported lifelong learning schemes.

Compliance with Core Entitlements

Caerphilly County Borough

Entitlement

Compliance (please select) Authority comments (List any changes to previous year's return and additional commentary on part/not met CE)

| | | |
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| <p>4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.</p> <p>5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.</p> <p>6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.</p> | <p>Fully met</p> | <p>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 provision delivered by two full time staff and delivery vehicles. All 18 static Libraries offer residents access to specialist dementia resources including Pictures to Share collections. Each static Library providers carer's of residents with dementia access to a themed Memory bag of resources and aids and in 2019, all libraries were presented with a 'Dementia Friendly Award' certificate. All 18 libraries have individual collections of books for participation to the Wales Books on Prescription scheme, Reading Well and Reading Well for Mental Health schemes. A number of sites host Audiology support groups for customers with a hearing impairment and all sites participate in offering free sanitary products as part of the CCBC Period Dignity scheme. The library service also offers a variety of formats to customers such as large print, audiobooks and eDigital content.</p> |
| | <p>Fully met</p> | <p>The authority provides 29m² 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. The results of Adult CIPFA survey conducted during 2019 show that 99% of customers feel the 'library is safe, enjoyable and inclusive' and 98% find the service 'very good' or 'good'</p> |
| | <p>Fully met</p> | <p>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. The library pages on the CCBC website are clearly signposted and can be found at https://www.caerphilly.gov.uk/libraries and https://www.caerphilly.gov.uk/Services/Libraries?lang=cy-gb</p> |

Compliance with Core Entitlements

Caerphilly County Borough

| Entitlement | Compliance (please select) | Authority comments (List any changes to previous year's return and additional commentary on part/not met CE) |
|---|-------------------------------|--|
| 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. 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. | Fully met | We remain committed to the purchase of Welsh language resources for adults, children and Welsh learners. We work with a number of partners such as the Welsh language Reading Groups to ensure our Welsh language stock is available in a number of formats - book, audiobook, CD Rom and eDigitl. The majority of Library Staff have completed Introductory Welsh Language training in line with Welsh Government requirements. |
| 9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries. | Fully met | The Caerphilly Library service catalogue contains enriched catalogue data which includes images and synopses of the stock. Caerphilly County Borough Library Service fully participates in the regional B4U 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 more people 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. 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 mainly 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. It has been reported that the 2019 Corporate Household Survey scheduled to take place 2019 was delayed for a number of reasons which included COVID and a Corporate decision has not yet been made on whether the survey will be continued. |
| 11 Regularly consult users to gather their views on the service and information about their changing needs. | | Caerphilly County Borough Library Service subscribes to the Chartered Institute of Public Finance's:Public Library User Survey service and bi-annually conducts separate Adult and Children and Young Adult questionnaires. The most recent Adult Survey took place during May 2019 and the Children and Yiung Adult Survey is due to take place in October 2020 (subject to re-opening our buildings to the public due to COVID-19).The Borough Library Service is included in the Local Authority's bi-annual Household Survey. However it has been reported to me that the 2019 Corporate Household Survey scheduled to take place 2019 was delayed for a number of reasons which included COVID and a Corporate decision has not yet been made on whether the survey will be continued. |

Compliance with Core Entitlements

Caerphilly County Borough

Entitlement

Compliance (please select) **Authority comments (List any changes to previous year's return and additional commentary on part/not met CE)**

- 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.

Caerphilly County Borough Library Service provides residents with access to its 2017-2020 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 | 25% | 24% |
| Percentage of adults who have found helpful information for health and well-being at the library | 38% | 33% |
| 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 | 41% | 38% |
| Survey dates (month & year) | May-19 | Survey date |
| | | May-17 |

Authority comment:

Please note that in South East Wales, I believe Caerphilly library service may be the only authority who continue to use the CIPFA survey process. We are really pleased to see an improvement in 3 of the 4 categories in the Adult Survey results conducted during May 2019 in comparison to the survey of May 2017. This specifically relates to customers who believe the library has helped them develop new skills (increase of 1%), customers who have found helpful information for health and well-being (increase of 5%) and the number of customers who believe the library has made a difference to their lives (increase of 3%). Adult users are highly satisfied that the library is an enjoyable, safe and inclusive place to visit and this figure remains the same at 99%. During the Adult CIPFA Survey of 2019, we have captured customer comments and will review these to further increase and improve the percentages and services for all categories.

| | | |
|--|--------|-------------|
| 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:

The library service are due to run the CIPFA Children & Young Adults survey during October 2020. However, whether this takes place will be reviewed during September 2020 due to the COVID-19 restrictions currently in place. There has been a decline of 8% among children aged 7 and 16 who believe their local library helps them learn and find things out. This may reflect the increased self-sufficiency of this age group who have arguably become more digitally 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, reading and study opportunities that children and young people have become accustomed to in the school setting, outside of these hours. Over the past twelve months, Caerphilly library service has been working hard to address these issues: a digital link to the CCBC preferred school reading programme: Renaissance Accelerated Learning has been added to the library catalogue. The Accelerated Learning site allows children to check a particular book 'reading score'. They can then use the Library online or request service platforms to check availability and can reserve or request that item for free. The Community Librarian team has also been working to deliver the Caerphilly Library Service School Engagement Plan to both Primary and Secondary schools. The School Engagement Plan is a Primary and Secondary School reading and digital related project and provide schools who have signed up to the service with:

- Reading for Pleasure Collection Card (KS2)
- Reading for Pleasure Teachers Card (KS2)
- Reading for Fun Class Card (KS2)

The Secondary School Engagement Plan looks to provide schools with:

- Professional Librarian Support
- Annual Competition
- Partnership Working

Again this project is temporarily on hold due to COVID-19 restrictions.

- Theme / Genre Collection

| 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' | 91% | 92% |
| Percentage of adults who think that the library is 'very good' or 'good' overall | 98% | 99% |
| Survey dates (month & year) | May-19 | Survey date |
| | | May-17 |

Authority comment:

Adults who think the choice of books is very good or good remains at 94% This is a pleasing result and highlights that despite a reduction in the Resources budget, the service are continuing to invest and purchase an excellent and relevant range of adult stock in all suitable genres. The customer care figure remains at 99%. This highlights the high regard current users place on the local library service they access and benefit from. However it must be noted that since the survey was run, the service has seen 6 more of its libraries become single-staffed service points, therefore this continuing high figure may remain difficult to maintain. Despite being single staffed, the library service and staff will strive to deliver the best service it can despite the continuing budget reductions placed on the service. One area of slight depreciation relates to computer facilities which has declined by 1%. The modest reduction matches a maturing online and technological level of expectation from customers that the borough service has been unable to meet with regards to its present PC estate. All libraries are now Wi-fi equipped and Wi-fi printing is now available at the hub branch network.

| | | | | |
|---|-----|-----------------------------|--------|--------|
| Average overall rating out of ten awarded by users aged 7-16 for the library they use | 9.4 | Survey dates (month & year) | Jul-18 | 9% |
| Authority comment: | | | | May-16 |

The CIPFA Children & Young Adults survey shows a positive increase for the overall rating for the library they use. The improvement correlates to the excellent range of resources, space, library-led groups such as The Reading Hack, the Summer Reading Challenge, all dedicated to the needs of young people and children across the borough. The library service are due to run the CIPFA Children & Young Adults survey during October 2020. However, whether this takes place will be reviewed during September 2020 due to the COVID-19 restrictions currently in place.

| WPLSQI 3 Support for individual development (Comment on any change to provision since 2018-19) | 2019-20 | % of total | 2018-19 % 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% | 100% |
| Training to improve literacy, numeracy, information literacy and digital skills. | 18 | 100% | 100% |
| Support for users to access local and national e-government resources. | 18 | 100% | 100% |
| Reader development programmes/activities for both adults and children | 18 | 100% | 100% |

This target has been met.

The current number of sites and level of provision has been maintained in 2019-2020 although it must be noted that in future years this may prove challenging due to increased financial pressures linked to the Local Authority's Medium Term Financial Plan, which will directly effect resource allocations and staffing numbers and the current COVID-19 restrictions. All static service points are engaged with providing basic ICT support to customers. The County Borough Library Service staffing complement and a number of partner organisations deliver '1-2-1' support in digital literacy through First Click and Digital Friday sessions. Through access to free internet provision, users have access to support for digital, leisure or information research and support is provided to residents who need to apply, access, and update their benefit needs online. Library services also work closely with partners to support the wider remit of literacy, numeracy and information skill development. During April 2019, the library service installed Wi-Fi Printing at its Hub and Town libraries of Bargoed, Blackwood, Caerphilly, Rhymney, Risca and Ystrad Mynach. Caerphilly Library Service have partnered with the Government and actively support customers who require the use of the EUSS Scheme: EU Settlement Scheme : a scheme to help EU citizens and their families apply to get either settled or pre-settled UK status. Between July and October 2019, we received 9 individual bookings. Despite 11 of the 18 Caerphilly Libraries now single staffed, we have continued to provide reader development programmes and activities for both adults and children. Of note this reporting year has been the Caerphilly Library Service School Engagement Programme, the Summer Reading Challenge 2019 and the Reading Together programme.

| WPLSQI 4 Support for health & wellbeing (comment on any change to provision since 2018-19) | 2019-20 | % of total | 2018-19 % of total |
|--|---------|------------|--------------------|
| Number of static service points open for 10 hours per week or more providing: | | | |
| Books Prescription Wales scheme | 18 | 100% | 100% |
| Better with Books scheme | 18 | 100% | 100% |
| Designated health & wellbeing collection | 18 | 100% | 100% |
| Information about healthy lifestyles & behaviours | 18 | 100% | 100% |
| Signposting to health & wellbeing services | 18 | 100% | 100% |

This target has been met.

Caerphilly Library Service has continued to provide excellent support for health and wellbeing to its residents. All the schemes part-funded by the Welsh Government: Books Prescriptions Wales, Reading Well with Dementia and Reading Well for Mental Health have been further supported by the library service. A significant financial investment has been made by the library service to ensure all 18 libraries have a minimum of 1 set for each scheme. Therefore all 18 libraries have a minimum of 1 full collection of each scheme, per branch for loan to the public. Having multiple copies ensures libraries can support GP's, Community Mental Health Teams, reservations on the titles and general loan. Caerphilly Library service continues to invest in its health and well being stock. From April 1st 2019 - 18th February 2020 (due to LMS upgrade our Acquisitions purchasing had to stop for the year), the authority purchased 353 health and well being titles and would have exceeded last year's figure of 450 if we were able to continue purchasing. All our libraries hold, provide and signpost residents to information on healthy lifestyles and behaviours and we use a variety of methods to achieve this: posters, leaflets, Community Files, local knowledge, internet searches, DEWIS Cymru -an online resource that staff or the public can visit for information or advice about their well-being. Finally many health service providers continue to use our library spaces as meeting places or exhibition spaces and a small example includes: Youth Counselling sessions, Debt Surgeries, Shelter, Victim Support, Tenancy Support, Chats Hearing Loss Group etc.

| | |
|---|---------|
| Number of static service points open for 10 hours per week or more providing: | 2018-19 |
| Shared Reading groups | 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:

Caerphilly Library Service currently facilitates 50 Reading Group in the Borough which are either library or community based. This is an improvement of 1 further group from last year's total. The service continues to financially commit to Reading Group resources by purchasing new requested collections. During 2019 an agreement was implemented to lend Caerphilly Reading Group collections to B4U partner libraries in South East Wales. Whilst the library service doesn't currently run Reading Aloud sessions, professional library staff visit local Care and Nursing Homes and facilitate reading together sessions. Caerphilly Library service continues to maintain excellent health information partnerships. During 2019, the Reader Services Manager attended GP Cluster meetings to highlight the valuable health and well being work provided by the library service. This staff member also sits on the Dementia Friendly Community Partnership Board for the Gwent area and Community Librarians represent the library service at the newly formed Caerphilly Integrated Wellbeing Network. We work in partnership with CCBC Healthy Schools Team and the Welsh Government to help deliver the Period Dignity Scheme and provide free sanitary products in our public toilets at all 18 library sites and have been providing these free items since July 2019. Library spaces and Seminar rooms provide vital community spaces for our health and well-being partners such as Knit & Natter, Crafters groups, Welsh language Scrabble Club, Baby Yoga, Eating Disorder Contemplation Group, Civil Service Retirement Contemplation Group etc. The library service also contributes online information on DEWIS Cymru.

As part of the Caerphilly Library Service Dementia Action Plan 2018-2020, the library service continues to support the Dementia agenda. All our libraries display the 'Dementia Friend' Accreditations. We continue to purchase stock and resources relating to the Dementia agenda and the Reader Services Manager attended the Gwent Dementia Friendly Community Conference providing a talk to over 300 delegates on the Dementia 'offer' and excellent work that has been done and continues to be carried out by the library service. The service celebrated Dementia Action Week in May 2019 with a variety of special events: Tea & Memories, Dementia Friends sessions, photographic displays and sing-a-longs and during the week's activities, we officially launched the Dementia Memory Bags (a bag of resources and aids for those living with or supporting those with dementia).

Once again, our stock resources and venues support mental health awareness to the community. All 18 libraries hold a full collection of the Reading Well for Mental Heath books and our buildings support many partners including Caerphilly MIND, NHS Mindfulness Course (duration 8 weeks), Shelter, Independent Living Group and a Dialectical Behavior Therapy (DBT) Group. The library service hosts 19 Twitter feeds and 1 Facebook page. In total, 2003 unique individuals 'like' Caerphilly Libraries on Facebook (an increase to last year of 384). The Twitter pages have a total of 9,956 (an increase of 3,222) followers (although these are not necessarily unique followers and may like multiple library twitter accounts). We are expecting these totals to significantly rise following the COVID-19 lockdown due to our increased online presence.

Authority comment, including examples of events:

Page 48

| WPLSQI 7 Location of service points | 2019-20 | | 2018-19 | |
|---|---------|-----|---------|-----|
| | 6.5 | 98% | % | 98% |
| Population density (persons per hectare) | | | | |
| % of households within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop | | | | |

This target has been met.

The present number and distribution of static libraries has been maintained by the County Borough.

| WPLSQI 8 Library use | 2019-20 | | Per 1,000 pop'n | 2018-19 Per 1,000 pop'n |
|---|-----------------|-------|-----------------|-------------------------|
| | 650,881 | 3,596 | | |
| Total number of visits to library premises during the year | 650,881 | 3,596 | | 3,606 |
| Please indicate the method used for calculation | Full year count | | | |
| Total number of external visits to the library's web site during the year | 78,488 | 434 | | 509 |
| Total number of active borrowers during the year | 37,120 | 205 | | 209 |
| Total number of library members | 200,974 | 1,110 | | 1,075 |
| Total number of adult book issues | 281,330 | 1,554 | | 1,649 |
| Total number of children's book issues | 160,310 | 886 | | 1,384 |
| Total number of audio-visual issues | 10,571 | 58 | | 81 |
| Total number of electronic downloads | 49,275 | 272 | | 178 |

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):

Please note the following important information relating to the performance figures of WPLSQI 8:

Due to the COVID19 pandemic, Caerphilly Library Service were instructed to close their doors to the public on **Friday 20th March 2020**.

All-Wales LMS (Sirsi Dynix Symphony), Caerphilly Library Service had no access to the existing Library Management System (Infor Vibis) due to key integration work: and stock purchases (including EDI) were placed on hold - no stock could be purchased or added.

Line 71 - The library visits whilst showing Full Count are from 1st April 2019 to the 20th March 2020. The total figure showing is only fractionally down (reduction of 1,045) on last years figure and I believe should libraries have remained open, this figure would have exceeded last year's total of 651,926.

Line 72 - There is a reduction from last year's figure for the number of external visits to the library's website. However, it must be noted that a drop in this figure was anticipated due to the changeover to the LMS where access was restricted. Visits to the library website are lower due to the much higher customer use of the Borrowbox and RB Digital Apps. Uploading apps to devices negates the use of having to visit the library website.

Line 74 - The active borrowers during the years remain consistent.

library members has increased from last year' total.

and children's annual book issues are lower than expected this year. However, whilst the adult issues have decreased by 5%, this is a smaller drop than last year's figure of 8%. It must be noted that no children or adult stock transactions were processed from the 16th March 2020 on the Infor Vibis system and stock issues completed on the offline Symphony system have not been collated and added to these figures for this year's return. Of concern to Caerphilly Library Service is the drop in children's issues and renewals. Once again, there are important mitigating factors which must be explained with reference to the low issues:

1. In last year's WPLSQI return, the service explained it undertook an audit of its Community Loans to the under 16 age group. This was carried out in order to closely manage the resources loaned and the length / frequency of renewals. This year's Children's issue figures clearly shows the full 12 month cycle of this project - much to our detriment. However on a positive note it does allow us a true benchmark issue figure that we can work with to further develop our children and young adult offer and ensure we retain a minimum of 25% of the total resource budget for children and young adult stock and resources.

2. Secondly, the remainder of the Children's

Community loans were not renewed at branch libraries during March 2020 due to the COVID19 closure: 12 of the 18 service points were not able to renew these loans prior to lockdown. An estimated calculation highlights a further 4,600 - 5,000 loans could be added.

3. Thirdly, after the closure of Caerphilly's Schools Library Service in 2010,

Caerphilly and Risca Libraries retained ex Schools Library Stock for children and teacher borrowing, retitled Homework Help. Over the past 12 months necessary stock editing work has been carried out to this stock. Following the criteria laid out in the 2019 Caerphilly Library Service Stock Policy, titles are assessed due to their age, condition, current content etc. This has led to a reduction of stock in this area being made available to loan and we anticipate further stock editing of this collection to continue over the next 12 months.

4. During 2019 / 2020, in line with further CCBC mid-term financial budget pressures, Caerphilly Library service carried out a second staff re-alignment process where a further 2 full-time Community Librarian posts were deleted from the structure. An important role of these professional library posts was to undertake duties in service development and delivery within identified specialist areas including work with children and young people; resource discovery and exploitation; reader development of all ages; information provision and ICT service development; cultural activities, audience development and provision of services to specific client groups. Not having these staff in place to convey the library message, forge partnerships and promote the library service to this important group in society has affected the stock issues for this category. Despite the library service putting in place the School Engagement Plan to primary and secondary schools, this project has been put on hold due to COVID-19.

5. Finally, in 2019, the library service staff realignment process saw a further 6 libraries becoming single-staffed service points. This makes a total of 11 of the 18 library service points now single staffed. Whilst library services are struggling hard to provide a 'pre-staff alignment service offer,' it must be noted that this extremely difficult to sustain.

Line 79 shows a marked increase in the use

of electronic downloads by customers - last year we recorded 32,092. This year's figure shows an increase of 17,183 issues a 34% increase. This highlights the fantastic publicity and promotion work carried out by the Community Librarians, frontline staff and the Borrowbox team. Early statistics show another increase during 2020 / 2021 due to the COVID-19 lockdown.

| WPLSQI 9 Up-to-date and appropriate reading material | 2019-20 | Per 1,000 pop'n | 2018-19 Per 1,000 pop'n |
|--|----------|-----------------|-------------------------|
| Total number of items acquired | 27,316 | 151 | 360 |
| Total materials expenditure (from WPLSQI 14) | £246,198 | £1,360 | £1,947 |

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

The number of items acquired by the service this year is lower than required. However, please note that this year's figure should not be compared to last year's reported total - as you are aware, the 6th Framework Standards Guidance is unclear on what items should or should not be counted. Last year's figure showed a high total as centrally purchased subscription items were counted. However, this guidance was changed by MALD and the Standards Reference Group at the last moment and we were only granted a 'partially met' standard after raising this issue.

For the very first time the library

service has not met this standard at all. Financial cuts to the library budget during 2019 / 2020 saw a reduction of £85,000 to the Resource Budget which severely impacted on the number of individual titles the service was able to purchase and offer. Another contributing factor saw the service moving to the new All-Wales LMS Symphony system. From 23rd February 2020, the library service stock suppliers started their EDI integration and cancellation processes and we were unable to place any stock orders with our EDI suppliers after this date.

| | | | |
|--|---------|---|-----|
| Total expenditure on material purchased for children | £58,229 | | |
| Does this figure include expenditure on a Schools Library Service? | No | | |
| Percentage of materials expenditure for children | 24% | % | 26% |

Authority comment

The 2% decrease correlates with the underspend and 2019 / 2020 budget reduction to the Resource budget. Despite this, the library service remains committed to the purchase of suitable children and young adult stock in all genres, to support the work carried out by the Community Librarians for the School Engagement Plan, outreach work to the community, community loans, the Summer Reading Challenge and ad hoc projects that may be announced through the year.

| WPLSQI 10 Welsh language resources | 2019-20 | Per 1,000 pop'n | 2018-19 |
|--|---|-----------------|---------|
| Total expenditure on materials in the Welsh language | £20,914 | | |
| Percentage of materials expenditure on materials in the Welsh language | 8% | % | 8% |
| Spend per 1,000 Welsh-speaking resident population | | £ | £27,413 |
| This target has been met. | | | |
| Despite the Resource budget reduction, the library service has continued with its investment to the Welsh language and the figure remains at 8%. Unfortunately our Welsh language loans have decreased this year. Having looked at the breakdown of the statistics: the main expenditure and loans are on children's Welsh titles. Caerphilly Library Service believes the quality and quantity and availability of new, adult Welsh language books has decreased over the years which correlates with lower adult lending. The library service purchases multiple Welsh language titles it feels benefits our customers, for example, the service supports Welsh language reading groups in the borough and Welsh learners. It must also be noted that no issue figures are available from March 16th due to LMS integration. | | | |
| Total number of issues of Welsh language material | 8,293 | 46 | 15,182 |
| Authority comment | Please see above line 98 for issue figure narrative | | |

| WPLSQI 11 Online access (comment on any change to provision since 2018-19) | 2019-20 | Per 10,000 pop'n | 2018-19 |
|--|---------|------------------|---------------------|
| 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. | | | |
| The borough continues to offer residents access to 250 public access terminals across its 18 library static points. This equates to 14 terminals per 10,000 resident population. This access is the highest in Wales | | | |
| Does all static service points provide Wi-Fi access for the public using their own devices? | Yes | | |
| This target has been met. | | | |
| All 18 library service points provide Wi-Fi access to the public. This has inevitably led to a reduction in static PC use which is explained in Line 119 - Authority Comment | | | |
| Total number of devices giving public access to the Internet: | 250 | 13.81 | per 10,000 pop'n 14 |
| Available in static libraries | 250 | | |
| Available in mobile libraries | N/A | | |
| Authority comment: | | | |
| The borough continues to offer residents access to 250 public access terminals across its 18 library static points. This equates to 14 terminals per 10,000 resident population. This access is the highest in Wales | | | |
| Number of hours available for use of public access ICT facilities during the year | 344,210 | | |
| Number of hours recorded for use of public access ICT facilities during the year | 56,999 | 17% | % 18% |
| Authority comment: | | | |

The figures above have been calculated from 01/03/2019 to 20/03/2020 (the day of COVID-19 lockdown) so is not a full reporting year. If we were able to provide a correct figure to 31/03/20, there would show a decrease in the hours recorded for use of access. This decrease can be linked to the increased use of own devices that are supported with the library Wi-Fi. We have reported to CIPFA that a total of 382,587 Wi-Fi hours (with multiple devices being used at all service points) were recorded during 2019 / 2020. Over the last twelve months, we have worked collaboratively with our Wi-fi provider Wi-Fi Spark and CCBC IT Department to collate accurate Wi-fi data. The methodology we now and will continue to use is the following: Wif-fi Spark produce monthly usage reports which are sent to CCBC IT Department. CCBC IT use a pre-calculated formula to break down daily time in hours and minutes of Wi-fi use at each service point. The Library Admin Team re-calculates this to a monthly usage for each service point. Please note we only began to receive these reports in August 2019, therefore we have taken a 3 month snap shot of September, October and November 2019 and used these figures to provide an estimated 12 month usage. Whilst the CIPFA 2020/2021 return should reflect a more accurate figure, unfortunately it won't be possible due to the lockdown of the service.

| WPLSQI 12 Supply of requests | 2019-20 | % | 2018-19 % |
|--|---------|-----|-----------|
| Total number of requests for specific items made during the year | 57,818 | | |
| Number of requests which are notified to the user as being available within 7 calendar days of the request being made | 45,676 | 79% | 81% |
| This target has been met. | | | |
| Despite a decrease to the number of specific requests made during the year and a decrease to the library budget, the service has only decreased the 7 day availability by 2%. Despite this the target has still been met. Due to the LMS integration, Caerphilly Library service stopped using the B4U request service in February 2020. | | | |
| Number of requests which are notified to the user as being available within 15 calendar days of the request being made | 48,567 | 84% | 86% |
| This target has been met. | | | |
| Please refer to comment above. | | | |

| WPLSQI 13 Staffing levels & qualifications | 2019-20 | Per 10,000 pop'n | 2018-19 |
|--|---|------------------|--|
| Total number of staff (FTE) | 45.3 | 2.50 | 53.1 |
| This target has not been met. Please add any comments below: | | | |
| Authority comment (including information about shared staff): | | | |
| The authority has not met the target of 3.6 per 10,000 population. During 2019 / 2020, due to CCBC budget reductions, the library service undertook a second staff realignment process. A further 6 library service points became single staffed, making a total of 11 of 18 now single staffed service points. 2 Community Librarian professional posts and a further Senior Libraries IT Manager (Grade 10 professional post) were deleted from the structure. Due to forward planning, library staff whose posts were deleted, were offered alternative posts on the library structure previously occupied by fixed-term contracted employees. The Grade 10 postholder moved to the 21st Century Schools project team at a comparative grade. There were no staff redundancies. | | | |
| posts on the structure - 20 hour Library Assistant post at Caerphilly and 7 hour Library Assistant post at Rhymney Libraries. These posts have subsequently been filled. | | | At the 31st March 2020, there were also vacant |
| Number of staff holding recognised library related qualifications (FTE) (including cognate areas) | 8.4 | 0.47 | 9.0 |
| This target has not been met. Please add any comments below: | | | |
| The IT Manager and 2 Community Librarian professional posts have been deleted from the structure. However a number of Library Assistant have undertaken professional study with the hope of becoming future Chartered Librarians. They have not been commissioned by the Council to pursue these courses and their present roles and designations are unlikely to change post study unless a current professional staff member leaves their post. | | | |
| Number of staff holding qualifications in cognate areas (FTE) | 8.4 | | 9.0 |
| Number of posts which require a library qualification | 6.0 | | 9.0 |
| Number of staff with library qualifications in posts which do not require a library qualification (FTE) | 3.4 | | 0.4 |
| Authority comment: | | | |
| Due to the library service restructure in 2019, 2 full time professional Community Librarian posts were deleted from the structure. These members of staff have remained in the service as Senior Library Assistants. A further Senior Manager IT post was also deleted from the structure. These combined total the decrease of 3 posts which require a library qualification. | | | |
| Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management? | Yes | | |
| Please give details of current qualifications held: | Bachelor of Arts Degree in History and Librarianship (Bilb), Chartered Member of CILIP, Master of Business Administration | | |
| This target has been met. | | | |

| | | | |
|---|---|---------|-----|
| Where does this post sit within the local authority management structure? | This post sits within the Directorate of Education and Corporate Service under 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)? | | | |
| Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)? | | | |
| Total staff working hours during the year | 89,778 | | |
| Number of staff hours spent in training & personal/professional development | N/A | | |
| % of time spent in training & personal/professional development | #VALUE! | 2018-19 | N/A |

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 13 Staff Training does not need to be completed. The total staff working hours during the year has decreased from last year's total due to the 2019 staff realignment process. Figures for line 129 show the effect of FTE posts this process has affected the library service.

| | | | |
|--|-----|---------|-----|
| Total number of volunteers active during the year | N/A | 2018-19 | N/A |
| Total number of volunteer working hours during the year | N/A | 2018-19 | N/A |
| Do you have Investors in Volunteers accreditation relating to the NOS? | N/A | | |

Briefly describe the training and support offered to volunteers.

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 13 Volunteers does not need to be completed.

Authority comment:

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 13 Volunteers does not need to be completed.

| WPLSQI 14 Operational expenditure | 2019-20 | % of total | 2018-19 | % of total |
|---|------------|------------|---------|------------|
| Expenditure on staff | £1,577,663 | 49% | | |
| Total materials expenditure | £246,198 | 8% | | |
| Expenditure on maintenance, repair & replacement of equipment & buildings | £898,911 | 28% | | |
| Total other operational costs | £529,181 | 16% | | |
| Total revenue expenditure | £3,251,953 | 100% | | |
| Total revenue expenditure per 1,000 population | £17,965 | | | |
| Total capital expenditure | £0 | | | |
| Total capital expenditure per 1,000 population | £0 | | | |

Authority comment:

| WPLSQI 15 Cost per visit | 2019-20 | Ratio | 2018-19 |
|---|------------|----------------|---------|
| Total revenue expenditure on staff & materials | £1,823,861 | | |
| Total income generated | £52,790 | Income | |
| Total number of visits to library premises during the year | | | |
| Total number of external visits to the library's web site during the year | | Cost per visit | |
| Authority comment: | | | |

Following MALD Guidance document sent with this year's return, we have been informed that WPLSQI 15 does not need to be completed.

| WPLSQI 16 Opening hours (Comment on any change to provision since 2018-19) | 2019-20 | Per 1,000 pop'n | 2018-19 Per 1,000 pop'n |
|--|---------|-----------------|-------------------------|
| Aggregate annual opening hours for all service points | 26,500 | 146 | 137 |

This target has been met.

Despite a staff realignment process, all 18 library service points during this year's return remained open to the public and opening and closing times have not been affected. I did not complete last year's return for this figure so am unsure why the figure of 24,800 was provided as all opening hours have remained the same. The 2019/2020 is correct.

Total number of unstaffed opening hours for all service points

0

Authority comment:

No service has transferred in part of wholly to community ownership or volunteers. However, future pressures linked to the Local Authority's Medium Term Financial Plan may impact this standard.

| | | % of total | 2018-19 % of total |
|---|--------|------------|--------------------|
| Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability | 815 | | |
| Total planned opening hours of all static service points | 26,500 | 3.07% | 0.00% |
| Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability | 56 | | |
| Total planned mobile library stops and home deliveries | 3,016 | 1.86% | 0.00% |

Authority comment:

All libraries in the Caerphilly Borough were instructed by Welsh Government and Caerphilly County Borough Council to close their doors to the public on Friday 20th March 2020 due to the COVID-19 pandemic. Therefore a 4 week announcement of closure as outlined in the WPLS was not possible. Therefore the closure dates between 21st - 31st March 2020 have been calculated for unplanned and emergency closure of static points and mobile services. On a positive note, during 2019 / 2020, the LibraryLink Housebound Delivery service has enrolled more customers to the service.



EDUCATION SCRUTINY COMMITTEE – INFORMATION ITEM

SUBJECT: **EDUCATION AND LIFELONG LEARNING GRANTS 2021/22**

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

1. PURPOSE OF REPORT

- 1.1 To provide Members with details of grant funding available to the Education & Lifelong Learning Directorate in 2021-22. To update with regards to grant funding that will span financial years, particularly with regards to capital funding.

2. SUMMARY

- 2.1 The report provides brief details of the grant funding currently available, although Members need to be aware that further grants can be made available in year subject to new funding sources or the successful outcome of bids.
- 2.2 The report provides a brief description of the intended purpose of the grant funding. More detailed information on individual grants can be made available to Members, if requested.
- 2.3 We are currently awaiting a number of formal grant offer letters from Welsh Government; consequently some of the funding values contained in the appendix are indicative at this point in time.

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 informed with regards to confirmed and indicative grant funding in 2020/21, both capital and revenue funding.

5. THE REPORT

- 5.1 The attached Appendix 1 provides summary details of grants currently available to the Directorate in 2021/2022. It includes a list of the grants, the grant funding bodies, the value of the grant, and a brief description of the purpose of the funding, together with details of the responsible officer. At this point some of the figures identified are indicative as we are awaiting formal offer letters from the awarding body.
- 5.2 Members will note that there is a significant level of grant funding available to the Directorate in 2021/22, revenue funding is currently estimated at £33m. The funding linked to capital, which spans a number of financial years is estimated at £64m. Members will note that funding is made available from a number of different sources.
- 5.3 Each grant offer made to the Authority is dependent on adherence to a pre-defined set of terms and conditions, as stipulated by the awarding body. The purpose of the terms and conditions is for the grant body to be able to satisfy itself that the grant has been spent within the scope and purpose of the funding.
- 5.4 In addition the terms and conditions will outline the period of the grant, how the grant will be paid, and the timescale for submission of grant claims and reports and also whether the grant is subject to an annual audit review. The requirement for an audit review will stipulate whether this needs to be undertaken by either the Authority's Internal or External Auditors. The purpose of the audit review is to ensure compliance with the terms and conditions of the grant through a process of sample testing. During the review any queries raised are investigated and any further information required by Audit is provided prior to an Audit Report being produced. The details of the outcome of the audit are then made available to the awarding body as specified.
- 5.5 To be aware, even where a grant does not require a specific audit the Grant Body reserve the right to have access to documents and information relating to grant monies and may exercise this right, at all reasonable times, if deemed necessary.
- 5.6 Within the Directorate, the Finance Division maintains a record of all grants that have been awarded to the Directorate for the year. This provides key information for financial planning and also ensures that grant income and the associated expenditure are incorporated into the budget monitoring reports that are produced for the Directorate.
- 5.7 It is important to advise that the Education Achievement Service has a key role in the co-ordination of a number of regional grants, as identified in Appendix 1.

5.8 Conclusion

The details contained in the body of this report and in the appendix illustrate how important external grant funding is to the Directorate and Schools. This is due to the level of funding and the areas of support that this funding is targeted.

6. ASSUMPTIONS

- 6.1 Any assumptions are detailed within the report and appendix.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

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

8. FINANCIAL IMPLICATIONS

- 8.1 In 2021/22 there is currently an estimated £33m due into the Education & Lifelong Learning Directorate in the way of revenue grant funding. The issue with regards to grant funding is the degree of uncertainty for future planning purposes, since in most instances the grants are awarded on an annual basis which poses issues for medium and long term planning. Estimated capital funding totals £64m but this would cover a number of financial years.
- 8.2 As mentioned previously, all grants are subject to specific terms and conditions and this could include a requirement that the grant is subject to External Audit. If this is the case the Authority's External Auditors will scrutinise financial and non-financial data relating to the grant, as per the Audit Instructions, to ensure that all expenditure complies with the terms and conditions. If External Audit identify that there has been a failure to comply then potentially the grant funding body could claw back the grant funding previously awarded and paid, impacting directly on the Authority's budget in that year.

9. PERSONNEL IMPLICATIONS

- 9.1 In circumstances where grant funding is reduced or withdrawn, employees placed at risk will be supported via the appropriate Council policies relating to redeployment and ultimately redundancy if necessary.
- 9.2 It is most likely that these redundancy costs would need to be met by the Authority.

10. CONSULTATIONS

- 10.1 Consultation discussions and responses have been reflected in this report.

11. STATUTORY POWER

- 11.1 Local Government Act 1972 and 2000.

Author: Jane Southcombe, Finance Manager (Education, Lifelong Learning & Schools) southj@caerphilly.gov.uk

Consultees: Keri Cole, Chief Education Officer
Sue Richards, Head of Service – Education Planning & Strategy
Sarah Ellis, Lead for Inclusion & ALN
Sarah Mutch, Early Years Manager
Paul Warren, Strategic Lead for School Improvement

Appendices:
Appendix 1 Grants 2021/22

| Responsible Officer | Grant Body | Grant Title | Description / Comments 2021-22 | Match Funding Required | Award in 2021-22 £ |
|---|-------------------------------------|--|---|------------------------|--------------------|
| REVENUE FUNDING | | | | | |
| Education Achievement Service (EAS) | Welsh Government | Education Improvement Grant (EIG) - Regional | To support 3 national priorities for schools - improving standards in literacy; standards in numeracy; and reducing the impact of poverty on educational attainment. To support Welsh 1st & 2nd language in schools, grant needs to coincide with the authorities WESP (Welsh Education Plan) Part of the Regional EIG Grant in 2021-22. This figure includes match of £645,043 funding provided by the Authority. Indicative allocation. | Yes | 6,973,936 |
| Education Achievement Service (EAS) | Welsh Government | Education Improvement Grant (EIG) - Regional (Non-Maintained Early Years) | Part of the Regional EIG Grant, Distributed to Non-maintained Early Years Childcare Settings within the borough. | No | 9,873 |
| | | Total Education Improvement Grant (Including Match Funding - circa £645k) | | | 6,983,809 |
| Education Achievement Service (EAS) | Welsh Government | Pupil Development Grant (PDG) - 5-15 (Pupil Deprivation Grant) | Allocation to Schools based on free school meals. Terms of the grant are very similar to EIG grant but the grant should only be spent on pupils identified as being in receipt of FSM. Part of the Regional Grant Funding. Indicative allocation. | No | 5,162,350 |
| Page 5 | Education Achievement Service (EAS) | Pupil Development Grant (PDG) - 3 - 4 (Pupil Deprivation Grant) Early Years Allocation (New) | To deliver activity to raise the attainment of learners who are eligible for free school meals or who are Look After Children, adopted from care or subject of a Special Guardianship Order. This additional PDG funding is for the extension of PDG to eligible 3 and 4 year olds in educational settings. Indicative allocation. | No | 1,036,150 |
| Education Achievement Service (EAS) | Welsh Government | Pupil Development Grant (PDG) - EOTAS | Support for pupils not in a mainstream setting. | No | 33,558 |
| Education Achievement Service (EAS) | Welsh Government | Pupil Development Grant (PDG) - (Non-Maintained Early Years) | Part of the Regional PDG Grant, Distributed to Non-maintained Early Years Childcare Settings within the borough. | No | 78,245 |
| | | Performance Development Grant (PDG) Total | | | 6,310,303 |
| Education Achievement Service (EAS) | Welsh Government | Professional Learning | Professional learning in schools. Indicative figure. | No | 691,268 |
| Jane Southcombe - Finance Manager (Education, Lifelong Learning & Schools) / Sarah Ellis - Lead for Inclusion | Welsh Government | Local Authority Education Grant | To provide access to additional support for disadvantaged learners. To include PDG Access, Elective Home Education, Wellbeing, Minority and Ethnic Gypsy Roma Traveller learners & Accelerated Learning Programme. Indicative figure awaiting full details and offer letter. | No | 1,572,143 |
| Sarah Mutch - Early Years Manager | Welsh Government | Administration Grant for the Childcare Offer | Funding to support the implementation of the Childcare Offer. Indicative figure awaiting offer letter. | No | 170,000 |
| Sarah Mutch - Early Years Manager | Welsh Government | Childcare Offer Grant - 3 & 4 yr old Childcare | The costs associated with the delivery of the early implementation of the childcare offer within the whole of Caerphilly. Indicative figure awaiting offer letter. | No | 4,141,130 |
| Sarah Mutch - Early Years Manager | Welsh Government | Childcare Offer Grant - 3 & 4 yr old Childcare SEN | The costs associated with the delivery of the early implementation of the childcare offer within the whole of Caerphilly for children with SEN. Indicative figure awaiting offer letter. | No | 103,688 |

| Responsible Officer | Grant Body | Grant Title | Description / Comments 2021-22 | Match Funding Required | Award in 2021-22 £ |
|--|------------------|--|---|------------------------|--------------------|
| Sarah Mutch - Early Years Manager | WLGA | Summer Activities for Children and Young People from Economically Deprived Areas | To allow local authorities to deliver engaging and enriching activities which will help participating children and young people from economically deprived areas to re-engage with education. A broad range of activities will be considered including sport, music, art, or crafts. Awaiting information for 2021/22. | No | |
| Paul O'Neil - Community Education Manager | Welsh Government | Youth Work Strategy Grant | To support youth engagement & progression; targeted and specific youth work to meet local need and target the most vulnerable young people; sustain the Engagement & Progression Co-ordinator function. Also, to deliver a programme of mental health first aid & awareness to young people across the borough. Promote the 5 ways to wellbeing, link into the DEAL across schools. Deliver a well being residential for early identification and support. | No | 558,572 |
| Sue Richards - Head of Service Education, Planning & Strat | Welsh Government | Community Learning Provision (Adult Education) | To support Adult Community Learning in the Borough. | No | 337,381 |
| Jane Southcombe - Finance Manager (Education, Lifelong Learning & Schools) | Welsh Government | Post 16 Provision in Schools | Funding for 6th Form Pupils (Years 12 & 13). Allocation is based on predicted learners (3 year average). | No | 3,693,650 |
| Jane Southcombe - Finance Manager (Education, Lifelong Learning & Schools) | Welsh Government | Post 16 Provision in Schools | Variation to the initial award as above in respect of the Recruit, Recover, Raise Standards: Accelerated Learning Programme. Indicative figure. | No | 164,938 |
| Paul Warren - Strategic Lead for School Improvement | Welsh Government | Innovation in Small and Rural Schools | To encourage innovation, to support greater school to school working, to provide additional administrative support in schools where the head teacher has a significant timetabled teaching commitment of at least 10% of the timetable and to increase community use of the school buildings whether for educational or non-educational purposes. | No | 107,023 |
| Paul Warren - Strategic Lead for School Improvement | Welsh Government | Reduction of Infant Class Sizes | To reduce infant class sizes to below 29 in the schools identified in the proposals; to employ additional teachers at schools identified in the proposals; criteria for the funding is infant classes of 29 or more pupils, in schools that demonstrate at least one, or a combination of the following: 1. Significant levels of free school meals; 2. Below average outcomes and where a school is judged to be red or amber; 3. Significant levels of additional learning needs; 4. Significant levels of where Welsh / English is not the first language. Funding allocation of £961,983 for the period 2017/18 to 2020/21. | No | 198,000 |
| Paul Warren - Strategic Lead for School Improvement | Welsh Government | Revenue Funding for the Provision of Period Products in all Schools | Provision of feminine hygiene products in all local Authority schools. | No | 140,254 |

| Responsible Officer | Grant Body | Grant Title | Description / Comments 2021-22 | Match Funding Required | Award in 2021-22 £ |
|--|--|--|--|------------------------|--------------------|
| Paul Warren - Strategic Lead for School Improvement | Welsh Government | Provision of Feminine Hygiene Products | Provision of feminine hygiene products to women & girls from low income households who cannot afford them in the local authority area. This may be through partnerships with the third sector organisations, food banks, community hubs and other educational establishments. | No | 13,153 |
| Paul Warren - Strategic Lead for School Improvement | Public Health Wales | Local development of the Welsh Network of Healthy Schools Scheme (WNHSS) | To facilitate implementation of school level measures, changes in curriculum/teaching, policy/practice and environment that is constant with good health outcomes. ABHB also provide support for 60% of a post, this supports 40% funded through the Health Schools Grant). | No | 86,487 |
| Fiona Santos - Early Years and Childcare Co-Ordinator | Public Health Wales | Healthy and Sustainable Pre-School Setting Scheme | To facilitate implementation of national guidance, changes in planning and delivery, policy/practice and environment that are consistent with good health outcomes. | No | 14,850 |
| Sarah Mutch - Early Years Manager | Public Health Wales | Healthy and Sustainable Pre-School Setting Scheme (Childhood Obesity Prevention) | To accelerate implementation of evidence based action to prevent obesity in pre-school children measured by the Child Measurement Programme (Wales) | No | 15,000 |
| Sarah Ellis - Lead for Inclusion and ALN / Sarah Mutch - Early Years Manager | Welsh Government | ALN Grant | The purpose of the Funding is to assist providers to continue to provide high quality support for learners with ALN, whilst preparatory work for new ALN system is ongoing. The funding may be used flexibly to strengthen current SEN provision and/or to support activities related to the ALN transformation programme. LAs are required to focus on: provision of learning support for high needs learners; and/or areas of SEN provision/ALN transformation identified by the grantee as being in greatest need of additional resource. | No | 450,641 |
| | | | | | |
| Sarah Mutch - Early Years Manager | Welsh Government | Children and Communities Grant - Flying Start Revenue Grant | To promote the welfare of children & their parents through the provision of childcare, health visiting, speech language support & parenting support in 2021/2022. Part of the Children and Communities Flexible Funding in 2021/2022. Indicative allocation. | No | 5,120,443 |
| Fiona Santos - Early Years and Childcare Co-Ordinator | Welsh Government | Children and Communities Grant - Childcare and Play (Formerly "Out of School Childcare Grant") | To support childcare provision in the Borough. Improving childcare provision / identifying & meeting gaps in provision based on the results of Childcare Sufficiency Assessments. Supporting the Assisted Places Scheme. Part of the Children and Communities Flexible Funding in 2021/2022. Indicative allocation. | No | 128,686 |
| Clare Ewings - Community Education | Welsh Government (part of Families First Grant which is now administered by Social Services) | Children and Communities Grant - Families First - Targeted Youth and Family Engagement | To support young people and their families to build resilience, confidence and self-esteem. TYFE consists of: Youth Engagement, Family Engagement, Young Parents. Indicative allocation. | No | 501,000 |

| Responsible Officer | Grant Body | Grant Title | Description / Comments 2021-22 | Match Funding Required | Award in 2021-22 £ |
|------------------------------------|--|--|---|------------------------|--------------------|
| Sarah Mutch - Early Years Manager. | Welsh Government (part of Families First Grant which is now administered by Social Services) | Children and Communities Grant - Families First - Outreach SRB & Families Learning Together | In 2019/2020 the Outreach SRB and Families Learning Together Schemes were amalgamated into one project to assist with continuity. The Outreach SRB is a service for Nursery children with severe and specific speech, language and communication needs. We identify / support appropriate children for the service within their own school. Some of these children could eventually access a part time assessment placement within a Specialist Resource Base for speech, language and communication needs. Family Learning Together identifies families with Essential Skills need and delivers programme of learning through groups in schools and in the community and on a 1-2-1 basis in the home. These programmes address the literacy, numeracy and language needs of parents and children and increases parents' understanding of how to support their children's learning and development. Indicative allocation. | No | 239,024 |
| Sian Williams - Early Intervention | Welsh Government (part of Families First Grant which is now administered by Social Services) | Children and Communities Grant - Families First - Assisted and Supported Places | Assisted and Supported Places Grant Value is £59k, funded from the Families First Grant. To fund 50% Childcare Placement Officer, 2 PLANET events hosted by Parent Network and assisted and support places within childcare settings. Indicative figure awaiting offer letter. | No | 59,510 |
| Lisa Davies - Community Education | Internal - Legacy / Social Services | Children and Communities Grant - Legacy - Youth | To provide youth work support to young people within the legacy priority areas within Caerphilly - formerly part of the Communities First Grant | No | 89,190 |
| Sarah Mutch - Early Years Manager. | Welsh Government | Early Years Integration Transformation Programme – Pathfinder Co-Production: Indicative Allocation for Financial Year 2021-22 – piloting and testing | The Purpose of the Funding is to develop joined up and responsive Early Years' services to ensure every child has the best start in life. Children should be at the centre of excellent, integrated services that put their needs first, regardless of traditional organisational and professional structures. In accordance with your application, the Purpose of the Funding is to enable you; 1) To create an Early Years system to deliver services in a co-ordinated, integrated and timely way, 2) To support local partners to re-configure Early Years services focussing on planning, commissioning and identifying and addressing needs, 3) Through this process to identify barriers to integration and ways to remove, reduce or rationalise them. Indicative allocation | No | 388,642 |

| Responsible Officer | Grant Body | Grant Title | Description / Comments 2021-22 | Match Funding Required | Award in 2021-22 £ |
|--|---------------------|---|--|------------------------|--------------------|
| Sarah Mutch - Early Years Manager. | Welsh Government | Award of Funding in relation to Early Years Integration Transformation Programme – Pathfinder Co-Production | The Purpose of the Funding is to support the work of the Pathfinders who have joined the Early Years Integration Transformation Programme. Their role will be twofold: 1) To test the core components for a single integrated early years service. 2) To consider what it will take to develop a fully integrated and responsive early years service in their area, focussed on the coordination of services locally, their planning and commissioning and how best to identify and address needs. | No | 50,000 |
| Lisa Davies - Community Education | Internal - Soc Serv | Children and Communities Grant - 'Promoting Positive Engagement' - Targeted Outreach Project | The Project focuses on 8 to 25 year olds who are at risk of becoming involved in crime or anti social behaviour or who are involved in anti social behaviour. Delivery relates to positive community engagement and personal development and works closely with the Community Safety Partnership and Police. | No | 67,485 |
| Sue Richards - Head of Service Education, Planning & Strat | European | Inspire 2 Work . Lead - Blaenau Gwent CBC. | To provide tailored support for young people aged 16-24 who are NEET to address and overcome their barriers, increase their self esteem, develop employability skills and move closer to the labour market. This will result in young people gaining valuable qualifications, entering further learning and gaining employment. | Yes | 281,000 |
| Sue Richards - Head of Service Education, Planning & Strat | European | Bridges into Work II. Lead - Torfaen CBC. | The project will support the reduction of poverty by increasing employment levels, particularly for underrepresented groups and those furthest from the labour market. The operation will target economically inactive and long term unemployed people aged 25+ living in non-Community First areas. | Yes | 364,000 |
| Sue Richards - Head of Service Education, Planning & Strat | European | Workings Skills for Adults II. Lead - Torfaen CBC. | The Project aims to target employed individuals outside of their employment context, supporting those unwilling to admit skills deficits to their employers or whose employers fail to engage. | Yes | 142,000 |
| Sue Richards - Head of Service Education, Planning & Strat | European | Nurture Equip Thrive. Lead - Torfaen CBC. | The Project aims to reduce underemployment or absence rates for employed individuals with work limiting health conditions and / or other barriers to sustainable engagement with the labour market | Yes | 182,000 |
| TOTAL ANTICIPATED REVENUE GRANTS | | | | | 33,365,270 |

| Responsible Officer | Grant Body | Grant Title | Description / Comments 2021-22 | Match Funding Required | Award in 2021-22 £ |
|--|------------------|--|--|------------------------|--------------------|
| CAPITAL FUNDING | | | | | |
| Sarah Mutch - Early Years Manager | Welsh Government | Flying Start Capital Grant | The Purpose of the Funding is to enable us to build, develop and/or refurbish suitable premises from which Flying Start services will be delivered and to enable us to achieve the outcomes set out in our application and any subsequent information submitted to, and approved by WG. | No | 250,000 |
| Sue Richards - Head of Service Education, Planning & Strat and Sarah Mutch - Early Years Manager | Welsh Government | Childcare Offer Capital Grant | To enable the Authority or support the Authority to provide sufficient childcare places to meet demand generated by the Childcare Offer. This grant is for the period 2019/2020 to 2022/2023 financial years. Initial award £6,320,898. The amount available in 2021/22 is the residual of the grant not spent. | No | 4,940,401 |
| Sue Richards - Head of Service Education, Planning & Strat | Welsh Government | Welsh Medium Education Capital Grant and Capital Funding for Early Years Provision | To enable the Authority or support the Authority to provide sufficient Welsh Medium places and Early Years provision within schools. This grant is for the period 2018/2019 to 2022/2023 financial years. Initial award £5,459,620. The amount available in 2020/21 is the residual of the grant not spent. | No | 3,866,922 |
| Sue Richards - Head of Service Education, Planning & Strat | Welsh Government | Community Hubs Capital Scheme | To enable the Authority to provide an all weather athletics track in relation to Ysgol Rhiw Syr-Dafydd Community Athletics Club. Initial award £755,000. The amount available in 2021/22 is the residual of the grant not spent. | No | 341,645 |
| Sue Richards - Head of Service Education, Planning & Strat | Welsh Government | 21st Century Schools - Band B | To improve the standards of Schools within the Authority to meet the requirements of the Welsh Government 21st C Schools programme. There are currently 19 proposed schemes within the programme which has been given provisional approval by WG. The grant funding is matched to a rate dependant upon the schemes identified within the programme. The grant is for the period 2018/2019 to 2025/2026. | Yes | 51,599,376 |
| Sue Richards - Head of Service Education, Planning & Strat | Welsh Government | Capital Funding towards Schools Maintenance Budgets 2021/22 | The aim of the grant is to address backlog Capital Maintenance in Schools. Grant received in 2020/2021 and supported by spend in 2020/2021 for utilisation in 2021/2021. | No | 2,990,138 |
| TOTAL ANTICIPATED CAPITAL GRANTS (Note - Band B spans a number of financial years) | | | | | 63,988,482 |



EDUCATION SCRUTINY COMMITTEE – INFORMATION ITEM

SUBJECT: **FINANCIAL PLAN FOR EDUCATION, LIFELONG LEARNING
AND SCHOOLS 2021-22**

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

1. PURPOSE OF REPORT

- 1.1 To provide Members with details of the Financial Plan for Education & Lifelong Learning 2021/22.

2. SUMMARY

- 2.1 The Financial Plan provides an outline of how the Directorates available budget has been allocated for the financial year ahead. In 2021/22 the Directorates budget totals circa £142m, of which £115m relates to Schools and is distributed through the school funding formula.

3. RECOMMENDATIONS

- 3.1 Members are requested to note the contents of this report. This follows budget approval at Council on 24th February 2021.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To ensure that Members are fully informed with regards to the details of the 2021/22 revenue budget position for the Directorate.

5. THE REPORT

5.1 Revenue Budget 2021/22

- 5.1.1 Details of the Authority budget position were outlined to Special Council (24th February 2021). The Report outlined details with regard to the Welsh Government revenue support grant (RSG) settlement, the general economic climate, together with

Authority wide inflationary and other cost pressures. Council endorsed the revenue budget proposals for 2021/22 totalling £368m. This included growth to support specific pressures within the Authority together with savings targets.

- 5.1.2 Members will recall that as a consequence of the financial settlement and a package of savings totally £2m (which included savings in advance of £1.9m) this enabled the Council to deliver a balanced budget for the 2021/22 financial year. As part of the Authority's savings proposals there was just one specific savings target for Education. This related to an expected saving of £28k linked to the main contract sum for the Education Achievement Service (EAS). In 2021/22 there is no savings target for schools.
- 5.1.3 The approved budget for Education, Lifelong Learning and Schools totals £142m.

5.2 **Education, Lifelong Learning & Schools**

- 5.2.1 As part of the Authority's budget process the Directorate has been given budgetary uplift of 3.1% for the impact of the Teachers pay award (September 2020), with a further 1% uplift estimated from September 2021. In addition a 1% uplift for potential APT&C pay award costs, an uplift for the living wage and an increase of 0.75% for non-pay related inflation.
- 5.2.2 Growth of £1.436m has been allocated to Education to support a range of cost pressures within the service. The most significant of these relate to school improvement, Additional Learning Needs (ALN), potential additional costs arising from the forthcoming renewal of contacts for Home to School / College Transport (£500k) and budget realignment to address the increasing cost pressure of maternity cover in schools (£200k). This growth also includes the re-instatement of £333k for a "50/50 Building Maintenance Budget with Schools". This budget was withdrawn 3 years ago to support MTFP savings requirements. Since the withdrawal of this budget financial support for this scheme has continued through the use of Education Reserves. The re-instatement of this budget is positive news for Education and Schools.
- 5.2.3 In 2021/22 there is no savings target for schools, growth to address pressures has been supported to the value of £713k. These pressures include a second satellite class for Trinity Fields, floor areas and National Non-Domestic Rates (NNDR) changes, changes in free school meals numbers (FSM's) that impact social needs funding across all sectors and FSM catering costs in Secondary Schools.
- 5.2.4 In total the Directorate's net budget for 2021/22 is £142m (excluding Central Support Service Apportionments) of which £119m (which includes circa £4m Post 16 funding) forms the Individual Schools Budgets (ISB).
- 5.2.5 Details of the Directorates Financial Plan for 2021/22 are included in Appendix 1. In constructing this financial plan a few budgets lines have been re-aligned to support management reporting, the purpose of this realignment does not change the purpose of planned spend.

5.3 **Conclusion**

- 5.3.1 The financial position for 2021/22 will be monitored closely, with particular attention to emerging pressures and any subsequent implications. Consideration will also be given to any potential medium term financial savings for future years.

6. ASSUMPTIONS

- 6.1 All assumptions linked to the Authority's budget strategy for financial year 2021/22 are detailed in the Report agreed by Council on 24th February 2021.
- 6.2 The 2021/22 Budget does not include additional costs or income losses associated with Covid-19, this is on the assumption that these costs will continue to be funded through a Welsh Government Grant.
- 6.3 A range of other assumptions have been made in setting the Authority's budget, this is in respect of pay and non-pay inflationary increases and in escapable service pressures.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

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

8. FINANCIAL IMPLICATIONS

- 8.1 As detailed throughout the report.

9. PERSONNEL IMPLICATIONS

- 9.1 In 2021/22 the Directorate will continue with the strategy of prudent vacancy management.
- 9.2 There are no direct personnel implications arising from this report.
- 9.3 The Trade Unions were consulted on the Authority's 2021/22 budget proposals.

10. CONSULTATIONS

- 10.1 The 2021/22 budget process involved extensive consultation, as detailed in a report to Council on 24th February 2021.
- 10.2 There are no consultation responses that have not been reflected in this report.

11. STATUTORY POWER

11.1 Local Government Act 1972 and 2000.

Author: Jane Southcombe, Finance Manager (Education, Lifelong Learning & Schools) southj@caerphilly.gov.uk

Consultees: Richard Edmunds, Corporate Director, Education and Corporate Services
Keri Cole, Chief Education Officer
Sue Richards, Head of Service – Education Planning & Strategy
Sarah Ellis, Lead for Inclusion & ALN
Sarah Mutch, Early Years Manager
Paul Warren, Strategic Lead for School Improvement
Cllr Ross Whiting, Cabinet Member for Learning and Leisure
Cllr Eluned Stenner, Cabinet Member for Customer, Performance and Property Services
Cllr Teresa Parry, Chair of Education Scrutiny Committee
Cllr Carol Andrews, Vice Chair of Education Scrutiny Committee
Steve Harris, Head of Financial Services & Section 151 Officer
Mike Lewis, Principal Accountant Education
Julie Baker, Principal Finance Officer (Schools)
Lynne Donovan, Head of People Services
Rob Tranter, Head of Legal Services
Anwen Cullinane, Senior Policy Officer (Equalities & Welsh Language)

Appendices:

Appendix 1 Financial Plan 2021/22

| EDUCATION & LIFELONG LEARNING | Original Estimate 2020-21 £ | Revised Estimate 2020-21 £ | Original Estimate 2021-22 £ |
|--|------------------------------------|-----------------------------------|------------------------------------|
| <u>SUMMARY</u> | | | |
| SCHOOLS RELATED | 118,512,778 | 118,528,626 | 120,795,230 |
| EDUCATION | 16,591,024 | 16,654,039 | 17,313,683 |
| LIFELONG LEARNING | 3,799,179 | 3,818,457 | 3,828,967 |
| TOTAL SERVICE EXPENDITURE (Revenue) | 138,902,981 | 139,001,122 | 141,937,880 |
| | | | |

| EDUCATION & LIFELONG LEARNING | Original Estimate 2020-21 | Revised Estimate 2020-21 | Original Estimate 2021-22 |
|--|----------------------------------|---------------------------------|----------------------------------|
| <u>SCHOOLS RELATED</u> | | | |
| <i>Individual Schools Budget</i> | 116,924,167 | 116,924,167 | 118,658,252 |
| <i>Post 16 Initiative (Grant Income)</i> | (3,756,978) | (3,756,978) | (3,693,650) |
| <i>Earmarked Formula Funding (inc. Joint Use Sites)</i> | 221,513 | 221,513 | 223,355 |
| <i>Schools LMS Contingencies</i> | 159,220 | 159,220 | 160,414 |
| <i>Other Direct School Related</i> | | | |
| Learning Support Staff Registration Fee | 20,506 | 20,506 | 20,660 |
| PFI Funding Gap | 342,399 | 342,399 | 353,013 |
| PFI Building Maintenance | 50,228 | 50,228 | 50,605 |
| Repairs & Maint. 50/50 Scheme (Re-instated) | 0 | 0 | 333,000 |
| School Meal Admin. Utility & Telephone | 431,536 | 433,466 | 434,735 |
| Relief Supply Cover (SRB's & Maternity) | 503,906 | 503,906 | 710,457 |
| Police Checks | 61,859 | 61,859 | 62,323 |
| APT&C Pay Award - Schools (Potential) 2020-21 | 98,000 | 98,000 | 0 |
| Copyright and Licensing (Schools) | 72,337 | 72,337 | 72,880 |
| Total Other Direct School Related | 1,580,771 | 1,582,701 | 2,037,673 |
| <i>Early Years (Rising 3's)</i> | 850,872 | 850,872 | 857,253 |
| <i>Education Improvement Grant - Match Funding</i> | 640,241 | 640,241 | 645,043 |
| <i>Early Retirement Pension Costs of School Based Staff</i> | 1,892,972 | 1,906,890 | 1,906,890 |
| <u>EXPENDITURE TO DIRECTORATE SUMMARY</u> | 118,512,778 | 118,528,626 | 120,795,230 |

| EDUCATION & LIFELONG LEARNING | Original Estimate 2020-21 £ | Revised Estimate 2020-21 £ | Original Estimate 2021-22 £ |
|--|------------------------------------|-----------------------------------|------------------------------------|
| <u>EDUCATION</u> | | | |
| Management & Support Service Costs | 1,187,925 | 1,199,630 | 1,277,466 |
| Social Inclusion | | | |
| Psychological Service | 644,505 | 649,622 | 820,574 |
| Behaviour Support | 183,407 | 184,645 | 184,758 |
| Education Welfare Service | 348,987 | 351,446 | 372,461 |
| Youth Offending Team | 53,805 | 53,805 | 54,209 |
| Safeguarding & LAC | 257,650 | 259,457 | 254,507 |
| School Based Counselling | 318,967 | 321,176 | 381,429 |
| Total Social Inclusion | 1,807,321 | 1,820,151 | 2,067,938 |
| Additional Learning Needs | | | |
| ALN Advisory Support Service | 248,415 | 248,415 | 284,111 |
| Professional/Statementing | 198,332 | 199,767 | 295,152 |
| Language Support Primary | 456,234 | 456,234 | 428,992 |
| Specialist Resources | 44,183 | 44,351 | 44,511 |
| ALN Improvement Initiative | 3,437 | 3,437 | 3,463 |
| Childrens Centre | 33,520 | 33,771 | 34,017 |
| SNAP Cymru | 47,661 | 47,661 | 47,661 |
| Outreach Trinity Fields | 53,900 | 53,900 | 54,601 |
| Speech Therapy | 59,408 | 59,408 | 59,854 |
| SENCOM (Sensory Service) | 714,574 | 714,574 | 695,322 |
| Autism | 207,201 | 207,201 | 208,755 |
| Total Additional Learning Needs | 2,066,865 | 2,068,719 | 2,156,439 |
| Learning Pathways Partnership | | | |
| 14 - 19 Initiative (Transport Costs) | 131,631 | 131,631 | 132,618 |
| Total Learning Pathways Partnership | 131,631 | 131,631 | 132,618 |
| EOTAS, Additional Support & Out of County Provision | | | |
| Early Years Provision & Support | | | |
| Early Years Central Team | 364,080 | 366,411 | 366,763 |
| Total Early Years Provision & Support | 364,080 | 366,411 | 366,763 |

| EDUCATION & LIFELONG LEARNING | Original Estimate 2020-21 £ | Revised Estimate 2020-21 £ | Original Estimate 2021-22 £ |
|---|------------------------------------|-----------------------------------|------------------------------------|
| LEI Service Provision | | | |
| SACRE | 2,634 | 2,634 | 2,665 |
| Outdoor Education Advisor SLA | 30,793 | 30,793 | 31,024 |
| School Improvement | 50,000 | 50,000 | 75,375 |
| Music Service | 394,318 | 394,552 | 402,618 |
| WJEC & Subscriptions | 40,234 | 40,234 | 40,536 |
| Total LEI Service Provision | 517,979 | 518,213 | 552,218 |
| Education Achievement Service (EAS) | | | |
| Contribution to EAS Joint Working | 1,005,705 | 1,005,705 | 985,591 |
| Total Education Achievement Service | 1,005,705 | 1,005,705 | 985,591 |
| EXPENDITURE TO DIRECTORATE SUMMARY | 16,591,024 | 16,654,039 | 17,313,683 |
| LIFELONG LEARNING | | | |
| Adult Education | 71,786 | 73,327 | 76,739 |
| Youth Service | 1,271,840 | 1,278,688 | 1,281,073 |
| Library Service | 2,363,290 | 2,374,179 | 2,378,812 |
| LLL Insurance & Non Operational Property/Land | 92,263 | 92,263 | 92,343 |
| EXPENDITURE TO SERVICE SUMMARY | 3,799,179 | 3,818,457 | 3,828,967 |
| | | | |