

# Welsh Public Library Standards 2014-17

## Caerphilly County Borough Council

### Annual Assessment Report 2016-17

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

#### 1) Executive summary

Caerphilly met all of the 18 core entitlements in full this year.

Of the 7 quality indicators which have targets, Caerphilly achieved 5 in full and 2 in part.

Caerphilly has consolidated services and maintained its performance in the final year of the framework, with some notable improvements in issues and supply of requests. However, budget reductions are already leading to declining usage in some aspect. Further cuts are likely to impact on front line service delivery, and will require careful planning to minimise negative effects. There is some concern that elements of the sixth quality framework will not be met.

- Four case studies provided good evidence of the impact of the service, although some of the quantitative measures of impact gathered via customer surveys were low. 96% of attendees at training sessions said that they had been helped to achieve their goals.
- Customer satisfaction is high, with all indicators above the median for Wales. Attendance at training sessions is above the median for Wales, and both this and informal training have increased in each year of the framework.
- The number of both members and active borrowers per capita remain high, and the service is to be commended on its increase in book and electronic issues, and improvement in the speed of supply of requests.
- Targets for acquisitions per capita, replenishment rate, materials for children and materials in the Welsh language have all been met. ICT provision appears to be under-utilised, and five service points do not provide Wi-Fi access.
- Staff turnover has reduced the numbers of professional staff, which no longer meets the target. Three staff members are being supported to undertake relevant qualifications. No detailed financial data were provided at the time of preparing this report. Opening hours have increased slightly compared to last year, and are above the median for Wales as a whole.

Considering the four areas in the framework (*Customers and communities; Access for all; Learning for life; and Leadership and development*) in comparison to the rest of Wales, Caerphilly generally performs well in the areas of *Customers and communities* and *Learning for life*, with a more mixed performance in other areas.

Overall, performance has declined compared to previous years, despite some areas of improvement and the assessors feel that this is disappointing in a previously strong library service.

## 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 the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

### a) Core entitlements

Caerphilly is meeting all of the 18 core entitlements in full, following an improvement in Wi-Fi provision.

### b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Caerphilly is achieving 5 in full and 2 in part:

Quality Indicator	Met?	
QI 3 Individual development:		Met in full
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Met in full
QI 8 Up-to-date reading material:		Met in full
a) Acquisitions per capita	✓	
<u>or</u> Materials spend per capita	✗	
b) Replenishment rate	✓	
QI 9 Appropriate reading material:		Met in full
a) % of material budget on children	✓	
b) % of material budget spent on Welsh	✓	
<u>or</u> Spend on Welsh per capita	✓	
QI 10 Online access:		Partially met
a) All service points	✓	
Computers per capita	✓	
b) Wi-Fi provision	✗	
QI 13 Staffing levels and qualifications:		Partially met
a) Staff per capita	✗	
b) Professional staff per capita	✗	
c) Head of service qualification/training	✓	
d) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

This is an improvement over last year, in that QI 9 is met in full.

### c) *Impact measures*

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people's lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

Caerphilly carried out customer surveys of adults in April 2015, and of children in May 2016, using the CIPFA PLUS surveys.

<b>Performance indicator</b>		<b>Rank</b>	<b>Lowest</b>	<b>Median</b>	<b>Highest</b>
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	68%	19/19	68%	93%	100%
e) % of adults who think that the library has made a difference to their lives:	36%	19/19	36%	86%	97%
% of children who think that the library has made a difference to their lives:	n/a		58%	82%	98%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	96%	12/19	80%	97%	100%

Caerphilly provided four impact case studies which showed the real difference the library service makes:

- A 14-year old student who was encouraged to mount an exhibition of his photographs at the library; this was well received and is now touring the authority, with a resulting boost to the student's self-confidence.
- A young lady with physical and mental health problems who found peace and a feeling of safety at the library.
- Shared reading sessions at adult residential homes which contribute to participants' quality of life.
- A user whose life has been changed with a new home, job and girlfriend in Mexico, after using the library to improve his IT skills and gain a teaching qualification.

### d) *Quality performance indicators and benchmarks*

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Caerphilly's position for 2016-17. 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 elements were not available to some authorities. Figures reported in respect of the first two years of the framework for QI 4 to QI 16 are repeated for convenience of comparison. Note that indicators 'per capita' are calculated per 1,000 population.

Performance indicator	Rank	Lowest	Median	Highest	2015/16 Rank	2014/15 Rank	
Q1 1 Making a difference							
a) new skills	24%	17/19	23%	71%	93%		
c) health and well-being	26%	20/20	26%	56%	94%		
d) enjoyable, safe and inclusive	98%	8 /19	93%	98%	100%		
Q1 2 Customer satisfaction							
a) 'very good' or 'good' choice of books	94%	3 /20	74%	90%	98%		
b) 'very good' or 'good' customer care	99%	4 /20	90%	99%	100%		
c) 'very good' or 'good' overall	98%	5 /20	92%	97%	100%		
d) child rating out of ten	9.3	6 /19	8.6	9.1	10.0		
Q1 4 User training							
a) attendances per capita	56	7	3	34	248	47 6	22 13
c) informal training per capita	118	14/20	1	156	712	96 16 / 19	16 21 / 21
Q1 6 Library use							
a) visits per capita	4,431	7	2,453	4,033	6,751	5,263 3	5,826 2
b) virtual visits per capita	450	19/21	341	922	2,299	438 19	599 18
c) active borrowers per capita	227	2	77	153	235	273 1	288 1
Q1 7 attendances at events per capita	339	4	62	214	496	303 5	317 5
Q1 11 Use of ICT - % of available time used by the public							
a) equipment	21%	19/21	16%	32%	69%	25% 19	28% 20
Q1 12 Supply of requests							
a) % available within 7 days	81%	2 /4	48%	70%	82%	77% 4	78% 4
b) % available within 15 days	86%	10/21	65%	85%	96%	86% 10	91% 2
Q1 13 Staffing levels and qualifications							
(v) a) total volunteers	10	15	0	24	209	12 14	17 8
b) total volunteer hours	321	17	0	798	5,156	360 15	510 12
Q1 14 Operational expenditure							
a) total expenditure per capita	n/a		£6,745	£11,979	£16,968	n/a	£15,728 7
b) % on staff	n/a		46%	58%	75%	n/a	64% 5
% on information resources	n/a		4%	13%	25%	n/a	13% 10
% on equipment and buildings	n/a		0%	4%	20%	n/a	3% 14
% on other operational costs	n/a		9%	22%	37%	n/a	19% 13
c) capital expenditure per capita	n/a		£0	£341	£16,692	n/a	£0 16
Q1 15 Net cost per visit	n/a		£1.50	£2.33	£3.30	n/a	*
Q1 16 Opening hours ( <i>see note</i> )							
(ii) a) % hours unplanned closure of static service points	0.00%	1	0.00%	0.00%	0.48%	0.00% 1	0.0% 1
b) % mobile stops / home deliveries missed	0.00%	1 /19	0.00%	0.13%	8.33%	0.00% 1 / 19	0.3% 8 / 19

Note: Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

\* Income data for 2014-15 not available to calculate this figure.

Data on Wi-Fi usage has only been provided by three authorities for 2016-17 and so is not included in the table above.

### **3) Analysis of performance**

The core entitlements and quality indicators are divided into four key areas. This section of the report outlines performance against the quality indicators within these four areas, and compares results with those from the first two years of the framework.

#### ***a) Customers and communities***

Caerphilly undertook a user survey of children in May 2016 and of adults in April 2015. Customer satisfaction is high in both cases, although the impact indicators are disappointing and, among the lowest in Wales. All service points provide the full range of support for individual development. Attendance at training sessions has increased for the second year, and the level of informal training has also increased, with Caerphilly's relative position on this measure has improved over the framework period.

#### ***b) Access for all***

Caerphilly meets the target for physical access to service points. Visits to library premises have fallen for the second year, and relative performance on this measure is dropping. The authority notes closures of two libraries for refurbishment for a short period during the year, which is likely to have had an impact on visits. Virtual visits have increased, although these remain among the lowest in Wales. Caerphilly continues to have high rates of membership and active borrowers, and both book and electronic issues have increased compared to last year for which the service should be commended as this is against the general trend in Wales.

#### ***c) Learning for life***

Caerphilly is meeting the targets for acquisitions per capita, replenishment rate, materials for children and materials in the Welsh language. It continues to maintain its ICT provision, although only 13 of the 18 service points provide Wi-Fi access at present, and the service has been unable to invest in expanding provision this year. Use of ICT equipment remains relatively low, with only two authorities reporting a lower rate of use this year. There has been a welcome improvement in the percentage of requests met within 7 days, which is beaten by only one other authority.

#### ***d) Leadership and development***

Overall staffing remains at last year's levels, although there has been a drop in professional staffing owing to staff departures, and as a result no longer meets the target. The authority notes that three staff are being supported to gain qualifications, including CILIP Chartership, and this is welcomed. The number of volunteers has fallen slightly, to 10, who gave an average of 32 hours each to the service. Volunteering opportunities are offered only as work experience placements, under two schemes, and the service is continuing to work towards NOS accreditation.

Caerphilly was again unable to provide financial information other than in respect of spending on materials at the time of preparing this report, as this is outside the library's control, and this omission is regretted. Opening hours increased slightly compared to last year, and continue to meet the target set. There were no unplanned closures or missed

home deliveries during the year.

#### **4) Strategic context**

The service provided a detailed statement describing how services are aligned to both the priorities and strategic objectives of the council, and a range of Welsh Government priorities including those for tackling poverty, the Programme for Government, and the Wellbeing of Future Generations Act.

#### **5) Future direction**

A review of the library service is currently ongoing, and the authority notes that further savings will be required from 2017 to 2020. It is likely that such changes will impact front line service delivery. There is concern that elements of the sixth quality framework will not be met, despite a commitment to providing a comprehensive and efficient service.

#### **6) Conclusion**

Caerphilly has consolidated services and maintained its performance in the final year of the framework, with some notable improvements in issues and supply of requests. However, budget reductions are already leading to declining usage in some aspect. Further cuts are likely to impact on front line service delivery, and will require careful planning to minimise negative effects. There is some concern that elements of the sixth quality framework will not be met.