

## Learning, Skills and Economy Scrutiny Committee

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Meeting Venue  
**Council Chamber - County Hall,  
Llandrindod Wells, Powys**

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Meeting Date  
**Friday, 18 January 2019**

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Meeting Time  
**10.00 am**

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For further information please contact  
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County Hall  
Llandrindod Wells  
Powys  
LD1 5LG

Issue Date  
14<sup>th</sup> January 2019

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Mae croeso i chi siarad yn Gymraeg neu yn Saesneg yn y cyfarfod, a bydd gwasanaeth cyfieithu ar y pryd ar gael.  
You are welcome to speak Welsh or English in the meeting, and a simultaneous translation service will be provided.

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### AGENDA

<b>1.</b>	<b>APOLOGIES</b>
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To receive apologies for absence.

<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>
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To receive declarations of interest from Members.

<b>3.</b>	<b>DECLARATIONS OF PARTY WHIPS</b>
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To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that under Section 78 Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

<b>4.</b>	<b>WELSH PUBLIC LIBRARY STANDARDS</b>
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To undertake pre-Cabinet scrutiny of the Welsh Library Public Standards 2017-18 outcomes.

(Pages 3 - 46)

<b>5.</b>	<b>DIGRAPH TRANSPORT SUPPLIES</b>
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To receive a presentation in response of a scrutiny outcome regarding the savings attributed to the digraph contract.

(Pages 47 - 52)

<b>6.</b>	<b>CHAIR'S BRIEFING</b>
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To receive a verbal update from the Chair of Learning, Skills and Economy Scrutiny Committee.

<b>7.</b>	<b>WORK PROGRAMME</b>
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The next meeting of the Learning, Skills and Economy Scrutiny Committee (or its successor committee) will take place on Monday 11<sup>th</sup> February 2019 at 10.00am. This meeting will consider Schools Major Improvements (including verified capacity) and school budgets.

**CYNGOR SIR POWYS COUNTY COUNCIL.****CABINET EXECUTIVE  
January 2019**

**REPORT AUTHOR:** County Councillor Rachel Powell  
Portfolio Holder for Young People & Culture

**SUBJECT:** Welsh Public Library Standards report for 2017/18

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**REPORT FOR:** Information

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**1. Summary**

- 1.1 The purpose of the report is to receive and give consideration to the Annual Report from the Welsh Government on the Library Service, for the year 2017-18, as required under the Welsh Public Library Standards (6<sup>th</sup> Framework).
- 1.2 The Welsh Government has a supervisory and monitoring role in relation to the 22 Library Authorities in Wales.
- 1.3 Welsh Public Library Standards (WPLS) were first developed in 2002. The period 2017-18 is covered by a sixth performance framework, "Connected and Ambitious Libraries". Under this framework, the Authority's performance was measured against a revised set of 12 Core entitlements and 16 key Performance Indicators, which includes impact and outcome measures, in order to demonstrate the wide range of benefits that result from public library use, such as improvements to people's literacy skills, digital skills and health and wellbeing.
- 1.4 The Standards are intended to help define the responsibilities of library authorities in providing a "comprehensive and efficient" service under the Public Libraries and Museums Act 1964. The performance framework aims to:
- enable the Minister for Culture and Sport to fulfil the statutory requirements of the 1964 Act in respect of superintending the provision of a 'comprehensive and efficient' library service by local authorities;
  - provide a robust assessment of the performance of library services;
  - have clear links to the Welsh Government's agenda, to ensure credibility across local government in Wales;
  - incorporate outcome measures to show the benefits of using libraries;

- act as a driver for improvements to library services and local communities

1.5.1 For the year 2017-18, Powys Library Service met 11 of the 12 core entitlements in full, and partially achieved the 12th.

The framework has 16 quality indicators, of which 10 have measurable targets; for those with targets, Powys met 5 in full, 1 in part, and failed to meet four.

The key performance indicators of library visits per thousand population (actual and virtual) continue to be above the Welsh median, proving benefit to Powys citizens. The full report is attached at Appendix A.

## **2. Proposal**

2.1 It is proposed that the outcomes in the Welsh Public Library Standards Annual Report from Welsh Government on Powys Library Service 2017-18 are duly noted and considered in forward planning, so that the library service strives to maintain performance at this level, and seeks to address as far as possible the areas which do not currently meet Welsh Government's standard.

## **3. Options Considered / Available**

3.1 The Authority is obliged to comply with the reporting requirements of the Welsh Public Library Standards, and to pay due regard to concerns raised in the Welsh Government's Annual Report 2017-18 in forward planning of service delivery amidst budgetary constraints.

## **4. Preferred Choice and Reasons**

4.1 To note the contents of the Welsh Public Library Standards report in order to inform forward planning of the Library Service and to aid compliance with the Welsh Public Library Standards in the future.

## **5. Impact Assessment**

- 5.1 Is an impact assessment required?                      No
- 5.2 If yes is it attached?                                      N/A

## **6. Corporate Improvement Plan**

**(Outline briefly how this proposal relates to the Council's objectives and also highlight any risks to Council)**

- 6.1 The library service continues to offer valued support to residents and communities through provision of literacy, learning and skills development, digital connectivity and citizenship opportunities in a safe trusted environment, where residents can get help from trained, friendly and knowledgeable library staff.
- 6.2 Through providing a free service at the point of delivery, the library service contributes to the poverty agenda and an equality of access, and boosts mental health and overall wellbeing through social interactions, provision of information and resources, and support.
- 6.3 Community partnerships which have enabled a sustainable future for branch libraries have ensured that these beneficial outcomes have not been lost in any areas, and that the service continues to contribute strongly to corporate objectives and efficiency targets.
- 6.4 During 2017/18, the following co-locations and partnerships were achieved in order to support corporate priorities, community needs and budgetary efficiency targets:
  - Builth Library – colocated at Antur Gwy, March 2017
  - Crickhowell Library – further development of partnership with Crickhowell High School
  - Hay Library – preparations for co-location at Hay Primary School (achieved June 2018)
  - Knighton Library – colocated with Knighton and District Community Centre December 2017, forming a strong community wellbeing hub model
  - Llandrindod Library at The Gwalia – extension of opening hours Oct 2017
  - Llanfair Caereinion Library – agreement with Llanfair Town Council and development of volunteer roles
  - Llanfyllin Library – agreement concluded with North Montgomeryshire CIC (cluster of 12 local town and community councils); partnership working with Community Connector, Arts Connection and other PCC and 3<sup>rd</sup> sector providers delivering strong community and wellbeing outcomes
  - Llanidloes library – colocated with museum in Town Hall, in agreement with Llanidloes Town Council
  - Llanwrtyd Library – development of volunteer roles, working with PAVO and Town Council
  - Presteigne library – agreement with Presteigne and Norton Town Council, development of volunteer roles

- Talgarth Library – co-location at Ysgol y Mynydd Ddu achieved February 2018

6.5 Migration to the Wales Library Management System was achieved during 2017/18, with significant financial benefit to the authority through cross-Wales co-operation and consortia working.

**7. Local Member(s)**

(Explain whether or not the proposal has particular effect on or significance for only one or some electoral divisions (as opposed to applying with equal force across the whole County) and, if so, set out the views of the Local Member(s) of that/those electoral divisions)

7.1 Not applicable.

**8. Other Front Line Services**

Does the recommendation impact on other services run by the Council or on behalf of the Council?      Yes

If so please provide their comments:

8.1 Customer Services:

**9. Communications**

Have Communications seen a copy of this report?      Yes/No

Have they made a comment? If Yes insert here.

**10. Support Services (Legal, Finance, Corporate Property, HR, ICT, Business Services)**

(Comments from Legal and Finance officers must be set out here along with comments from Corporate Property, HR and ICT if applicable)

10.1 Legal

10.2 Finance

10.3 Corporate Property (if appropriate)

10.4 HR (if appropriate)

10.5 ICT (if appropriate)

**11. Scrutiny**

**To be completed by the report author**

Has this report been scrutinised? No – date for Scrutiny to be set

If Yes what version or date of report has been scrutinised?

Please insert the comments.

What changes have been made since the date of Scrutiny and explain why Scrutiny recommendations have been accepted or rejected?

11.1

**12. Data Protection**

If the proposal involves the processing of personal data then the Data Protection Officer must be consulted and their comments set out below.

**13. Statutory Officers**

(The views of both the Strategic Director Resources (Section 151 Officer) and the Monitoring Officer **must** be set out below)

**14. Members' Interests**

(To be completed by the Monitoring Officer)

The Monitoring Officer advises that Members may have an interest in this item if .....

or

The Monitoring Officer is not aware of any specific interests that may arise in relation to this report. If Members have an interest they should declare it at the start of the meeting and complete the relevant notification form.

**15. Future Status of the Report**

(This section must be completed if the report is a confidential/exempt report)

Members are invited to consider the future status of this report and whether it can be made available to the press and public either immediately following the meeting or at some specified point in the future.

The view of the Monitoring Officer is that:

<b>Recommendation:</b>	<b>Reason for Recommendation:</b>
That the outcomes in the Welsh Public Library Standards Annual Report from	In order that Powys Library Service continues to provide a quality service to

Welsh Government on Powys Library Service 2017/18 are duly noted and considered in forward planning.	residents, maintains and improves its performance under the 6 <sup>th</sup> Framework of Welsh Public Library Standards, and seeks to address as far as possible those areas which do not currently meet Welsh Government's standard.
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<b>Relevant Policy (ies):</b>			
<b>Within Policy:</b>	<b>Y/N</b>	<b>Within Budget:</b>	<b>Y</b>

<b>Relevant Local Member(s):</b>	N/A
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<b>Person(s) To Implement Decision:</b>	Kay Thomas
<b>Date By When Decision To Be Implemented:</b>	With immediate effect

<b>Is a review of the impact of the decision required?</b>	<b>N</b>
<b>If yes, date of review</b>	
<b>Person responsible for the review</b>	
<b>Date review to be presented to Portfolio Holder/ Cabinet for information or further action</b>	

Contact Officer: Kay Thomas Tel: 01597 826864 Email: kay.thomas@powys.gov.uk
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**Background Papers used to prepare Report:**

"Connected and ambitious libraries"; the 6<sup>th</sup> quality framework of Welsh Public Library Standards 2017-2020 (included at Appendix B)

Appendices:

Appendix A: Powys Library Service; annual report from Welsh Government 2017-18

# Welsh Public Library Standards 2017-2020: Powys

## Annual Assessment Report 2017-18

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

### 1 Executive summary

Powys met 11 of the 12 core entitlements in full, and partially met 1.

Of the 10 quality indicators which have targets, Powys achieved 5 in full, 1 in part and failed to achieve 4.

The geographical extent of the county, serving a dispersed population across a largely rural landscape, presents unique issues for Powys library service. The continued emphasis on front-line delivery, which has seen opening hours extended, and good support for professional staffing are to be commended, and the service is making effective use of partnerships and volunteers to maintain and develop its offer to its communities. There are however a number of areas of decline evident in Powys' performance in 2017-18, with falling usage figures, reductions in acquisitions, and a drop in both take-up and supply of requests for specific items. Preparations to migrate to the all-Wales Library Management System may well have been influential on three of these indicators, and some improvement may therefore be anticipated in the second year of the framework. At the same time, there are indications that budgets may reduce in the coming years, with the potential to impact further on service investment and performance.

- All service points provide a full range of support for individual development, and for health and well-being. Powys submitted a range of case studies demonstrating the beneficial impact of the service.
- Attendance at pre-arranged training sessions had reduced significantly, with the average per capita now one of the lowest in Wales.
- Attendance at events and activities has also declined, and the need to target resources to support communities more generally, means that Powys provides activities / events for those with special requirements at less than half its libraries.
- There has been a general decline in usage, with visitor numbers, book issues and numbers of active borrowers all lower than in 2016-17. Electronic resources are however well used, with average downloads per capita the third highest in Wales.
- Expenditure on resources is proportionally among the lowest in Wales, and neither of the acquisitions targets have been met in 2017-18. Performance in relation to supply of requests has also declined, reflecting in part preparations for migration to the all-Wales LMS.
- Staffing levels have fallen in 2017-18, and overall staffing target is not achieved; Powys is one of the few authorities to continue to meet the requirements for levels of qualified staff.
- Aggregate opening hours have increased, with the average per capita now the second highest in Wales, reflecting the service's strong support for front-line delivery.

## 2 Performance against the standards

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

### 2.1 Core entitlements

Powys is meeting 11 of the 12 core entitlements in full, and partially meeting one, CE6, where charges are made for inter-library loans from other authorities in Wales. It is noted that this reflects the costs involved in obtaining such items, with no regional ILL scheme covering Powys. The service is now a member of the all-Wales LMS, which facilitates catalogue sharing, and places a strong emphasis on service promotion. An annual marketing plan is in place, with effective use made of social media / local news websites.

### 2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, Powys is achieving 5 in full, one in part and is failing to achieve 4 of the indicators.

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

Quality Indicator	Met?	
QI 13 Staffing levels and qualifications:		Partially met
i) Staff per capita	x	
ii) Qualified staff per capita	✓	
iii) Head of service qualification/training	✓	
iv) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

There is a slight change on the last year of the fifth framework, with the target for the proportion of the materials budget allocated to Welsh language resources no longer achieved.

## 2.3 Impact measures

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

Powys indicated their user surveys will be carried out during autumn 2018 (adult) and autumn 2019 (children). The service was also unable to report figures for user evaluation of its training offer, due to staff capacity and the number of events run by external partners.

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

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. Powys provided a range of such case studies although in some instances stronger evidence could have been provided of the impact of these activities on participants:

- The Learning Offer – highlighting library service benefits for students and researchers, noting how the Access to Research online resource is particularly well used.
- The Digital Offer – demonstrating how the service is encouraging new skills and ways of working, with regular coding sessions at Brecon Library, and a specific 'Girls Who Code' event designed to increase the number of girls participating.
- The Health Offer – providing and showcasing well-being opportunities, working in partnership with other groups (PAVO, Powys Dyslexia Support Group), and through the development of its own 'Wellness' collections.
- The Cultural / Reading Offer – highlighting the benefits of the Bookstart promotion, as part of the Baby's First Shapes pilot scheme.

## 2.4 Quality indicators and benchmarks

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

Performance indicator	Rank	Lowest	Median	Highest	2016/17	
<b>QI 1 Making a difference</b>						
a) % of adults who think that using the library has helped them develop new skills:	n/a	24%	83%	94%	76%	
c) health and well-being	n/a	33%	65%	95%	69%	
d) enjoyable, safe and inclusive	n/a	90%	98%	100%	99%	
<b>QI 2 Customer satisfaction</b>						
a) 'very good' or 'good' choice of books	n/a	88%	91%	98%	74%	
b) 'very good' or 'good' customer care	n/a	93%	99%	100%	90%	
c) 'very good' or 'good' IT facilities	n/a	74%	86%	94%		
d) 'very good' or 'good' overall;	n/a	93%	97%	99%	95%	
e) users aged 16 & under rating out of ten	n/a	8.5	9.1	9.2	8.8	
<b>QI 5 User training</b>						
a) attendances per capita	11	21/22	10	32	238	34
c) informal training per capita	98	18/22	15	199	473	98
<b>QI 6 attendances at events per capita</b>	97	20/22	82	228	684	122
<b>QI 8 Library use</b>						
a) visits per capita	4,065	11/22	2,501	4,047	7,014	4,316
b) virtual visits per capita	1,346	4/22	243	866	2,211	1,410
c) active borrowers per capita	147	14/22	100	154	229	157
<b>QI 10 Welsh issues per capita*</b>	78	9/22	4	68	663	
<b>QI 11 Online access</b>						
b) Computers per capita <sup>^</sup>	9	14/22	5	9	14	10
c) % of available time used by the public	19%	20/22	14%	27%	67%	32%
<b>QI 13 Staffing levels and qualifications</b>						
(v) a) total volunteers	113	3/21	3	31	196	78
b) total volunteer hours	2,490	5/21	40	1,346	11,939	438
<b>QI 14 Operational expenditure</b>						
a) total expenditure per capita	£15,749	4/21	£7,047	£11,915	£17,771	£14,817
b) % on staff,	49%	18/21	44%	63%	75%	54%
% on information resources	8%	19/21	4%	13%	25%	8%
% on equipment and buildings	5%	8/21	0%	4%	20%	8%
% on other operational costs;	37%	1/21	0%	18%	37%	29%
c) capital expenditure per capita	£699	7/20	£0	£338	£17,432	£341

QI 15 Net cost per visit	£1.52	15/21	£1.24	£1.82	£2.41	£2.44
QI 16 Opening hours <sup>#</sup>						
(iii) a) % hours unplanned closure of static service points	0.61%	18/21	0.00%	0.02%	1.28%	0.00%
b) % mobile stops / home deliveries missed	4.79%	19/20	0.00%	0.35%	11.24%	0.13%

\* per Welsh speaking resident population

<sup>^</sup>per 10,000 resident population

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

### 3 Analysis of performance

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

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

Powys has yet to conduct its user surveys; it is noted that these are due to be carried out in autumn 2018 and 2019. All static service points provide full support for individual development, and good support for health and well-being, with targets here both achieved. Attendance at formal training sessions has however reduced significantly, with the average per capita now one of the lowest in Wales, although the numbers helped by means of informal training is broadly similar to 2016-17.

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

Powys continues to meet the target for easy access to service points, with 16 libraries open 10+ hours per week, serving a dispersed population over a large rural area. Powys is however one of only three library authorities not providing events / activities for users with special requirements in all its libraries; a reflection of the need to target support at communities more generally. Attendance at events and activities has also decreased significantly, with average attendance figures among the lowest per capita in Wales. Visits to library premises, virtual visits, book issues, and numbers of active borrowers have also declined, although adult borrowing levels (including Welsh language loans) remain comparatively high. In contrast, library membership has increased, and electronic resources are well used, with average downloads per capita the third highest in Wales.

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

Although the materials budget increased in 2017-18, Powys' spend, as a proportion of its overall revenue budget is, at 8%, still among the lowest in Wales, and neither of the acquisitions targets are met as a result. The impact of the transition to the all-Wales LMS may have been a contributory factor here, as stock purchase had to be halted for a period to allow for migration to the new system. Expenditure on Welsh language materials has also fallen below the 4% threshold and this target is no longer met. Spending on resources for children has however broadly been maintained, reflecting service priorities in this area. PC provision has fallen slightly, and usage levels continue to fall, in common with many other authorities, with the increasing use of Wi-Fi facilities. There has been a notable drop (by over 40%) in the number of requests made for specific items during the year, and performance in fulfilling these requests has also decreased to a level where QI 12 is not met. In part this is attributed to the transfer to the all-Wales LMS, which affected purchase of in demand titles for a period of two months.

### **3.4 Expertise and capacity (QI 13-16)**

Overall staff levels have fallen further in 2017-18, and the staffing target is not achieved, although Powys continues to meet the stipulated target for qualified staff, one of only seven authorities to do so. Qualified leadership is in place, and the service still meets the requirements for staff training / development, if at a slightly lower level. Both numbers of volunteers, and the volunteer contribution to the service have increased markedly; the authority notes its increased reliance on volunteers as staffing levels have reduced, and how their contribution enables the service to deliver more for its communities.

Total revenue expenditure on the service has increased on 2016-17 and is now the fourth highest in Wales, although the majority of the increase relates to operational costs other than staffing and materials. Aggregate opening hours have also increased, with the average per capita now the second highest in Wales. This reflects both the introduction of unstaffed opening hours (utilising volunteers) at three smaller libraries, and an extension to the opening hours at Llandrindod Library.

## **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. Powys reports on its contribution to the Welsh Government's cross-cutting strategies: Prosperous and Secure, contributing to the poverty agenda through the provision of local access to a range of free services; Healthy and Active, working in partnership with other organisations, and through Book Prescription Wales; Ambitious and Learning, providing a wealth of learning opportunities; and United and Connected, providing services to all through its network of libraries and mobile library service.

## **5 Future direction**

Reporting on the authority's future direction and plans for the library service over the following year, Powys highlighted the challenging financial environment in which it operates, with the possibilities that further budget cuts will be required over the next five years. In response, the service is working hard to explore all avenues for joint working, including multi-agency use of library facilities, building on the success of work in 2017/18 with Community Connectors, and the Cambrian Credit Union. New income streams are also being explored, with support from the Carnegie Library Lab project.

## **6 Conclusion**

The geographical extent of the county, serving a dispersed population across a largely rural landscape, presents unique issues for Powys library service. The continued emphasis on front-line delivery, which has seen opening hours extended, and good support for professional staffing are to be commended, and the service is making effective use of partnerships and volunteers to maintain and develop its offer to its communities. There are however a number of areas of decline evident in Powys' performance in 2017-18, with falling usage figures, reductions in acquisitions, and a drop in both take-up and supply of requests for specific items. Preparations to migrate to the all-Wales Library Management System may well have been influential on three of these indicators, and some improvement may therefore be anticipated in the second year of the framework. At the same time, there are indications that budgets may reduce in the coming years, with the potential to impact further on service investment and performance.



Llywodraeth Cymru  
Welsh Government

# Connected and Ambitious Libraries:

The sixth quality framework of Welsh Public Library Standards 2017-2020

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# Foreword

**Public libraries connect people, information and culture.** The Welsh Government and local authorities have an established record of working well together to achieve ambitious goals for our library services. I am delighted to be working collaboratively with local authorities on a new framework of Welsh Public Library Standards, to ensure that we continue to provide the citizens of Wales with high quality public library services.

As library users know, libraries provide everyone with a wealth of information, resources, activities and cultural opportunities. They are places of ambition and learning where people can gain new skills, leading to job success and prosperity; they encourage people to be active and healthy through a range of health information services and partnerships; and they connect and unite people, not only with each other and local communities, but also with culture and the world beyond Wales. They also make a valuable contribution to the seven goals of the Well-being of Future Generations Act.

All parts of the public sector are facing considerable financial pressure, including public library services. The expectations of citizens, for a high quality library service, need to be balanced with what is practical and possible to deliver, alongside the statutory requirement to provide a "comprehensive and efficient" service as specified in the Public Libraries and Museums Act 1964.

The Welsh Public Library Standards framework provides a mechanism to enable service providers to plan their provision, and for the public to know what they can expect from their library service. The framework also enables me to assess provision and performance of Welsh public library services as part of my statutory duty under the Public Libraries and Museums Act 1964.

I am pleased that this new framework increases the emphasis on outcome and impact measures to help identify the wider benefits of using the library service. In conjunction with promoting the Standards to make our library services as sustainable and efficient as possible, further consideration will also be given to the regional consortia model which was outlined in the Expert Review of Public Libraries and the Scoping a New Future for Welsh Public Libraries report.

I welcome this new framework of the Standards and the opportunities that it provides to continue the positive partnership between the Welsh Government and local authorities to continue to deliver an outstanding connected and ambitious public library service in Wales.

## **Ken Skates, AM**

Cabinet Secretary for  
Economy and Infrastructure



# 1. Introduction

**“Freedom, Prosperity and the Development of society and individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.**

**“The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.”<sup>1</sup>**

## 1.1. The benefits of using public libraries

Library service engagement with individuals and with the wider community drives benefits in many of the Welsh Government’s priority areas such as prosperity, resilience, equality, cohesive communities, culture, learning and health and well being. How the library interacts with its stakeholders – chiefly the users (and potential users) of the service – is key to the provision of a quality service. User perceptions of the services available derive from their experiences.

Libraries which engage appropriately with their customers will provide the maximum benefits both for individuals and the community. As well as providing training and learning support for individuals, libraries contribute to society in other ways, such as providing access to computers and e-government for digitally excluded members of the community.

The public library has a key role in social inclusion. It may be the only place in the community where users can spend time in a safe and neutral environment. Supporting job-seekers in their search for work contributes to the local – and

national – economy. By providing specialist facilities and services for those in the community who might have special needs, libraries contribute to health and well-being. Such benefits will only be achieved if the library provides equality of access for all. Much information is now more easily accessible online – indeed, some is only available online – and libraries are uniquely positioned to facilitate access to resources which may be too costly for individuals (e.g. the cost of the basic hardware, Internet access or the resource subscription).

Libraries play a key role in providing information, promoting knowledge and developing skills for people of all ages and all walks of life. From children's first steps in listening to stories and learning to read, to providing quiet spaces for study, and supporting older people in using new technologies, libraries contribute to the delivery of literacy targets, information literacy and digital inclusion.

Good libraries play an important part in shaping people's views of local government. In order to deliver quality,



sustainable services to the public, libraries need active leadership and a programme for development enabling them to respond in a timely way to the changing information and cultural needs of their local communities. Staff must have the skills, knowledge and confidence to deliver services and meet customer needs, demonstrated by appropriate professional qualifications. Libraries have the opportunity to contribute to a range of wider local and national government agendas, but this will only happen if the library is pro-active in promoting its role, based on a strong vision linked to those agendas.



## 1.2. What this means for the people of Wales

The sixth framework of Welsh public library standards builds on the developments in the fifth framework. It comprises 12 core entitlements and 16 quality indicators to monitor how well library services realise these benefits for the people of Wales. The mapping between benefits and indicators is not a simplistic one, as measuring outcomes and impacts at a service-wide level cannot be achieved directly, but must be inferred from broader indicators.



The table below shows the indicators in this framework which are most directly related to some of the key benefits of using public libraries. Libraries which perform well on these indicators will be engaging appropriately with their customers to make a difference to their lives.

Outcomes and impacts	Core entitlements	Quality indicators
People in Wales will be able to increase their knowledge / skills having used the library	2, 3	1, 3, 5
People in Wales will be able to take part in reading and other cultural events organised by the library service	3	4, 6, 9, 10, 12
People in Wales will feel part of a community using the library service	3, 11	1, 7, 8
People in Wales will be able to take advantage of the opportunities offered in the digital world using the library service	2, 6, 7	4, 9, 11
Personal health and well-being is enhanced by using the library	3, 4	1, 4
People in Wales can participate more fully in local affairs via the facilities in the library	3, 6	3, 11

Other core entitlements and quality indicators are concerned with the effective management of services, which underpins the effective delivery of the outcomes and impacts. All can be related to one or more of the seven goals of the Well-being of Future Generations Act; details are given in Section 5.

### 1.3. Fulfilling the statutory duty

The Public Libraries and Museums Act 1964<sup>2</sup> makes it a duty of the relevant Welsh Ministers (currently the Cabinet Secretary for Economy and Infrastructure) **“to superintend and promote the improvement of the public library service provided by local authorities and to secure the proper discharge by local authorities of the functions in relation to libraries conferred upon them as library authorities under this Act”**.

<sup>2</sup> Available at <http://www.legislation.gov.uk/ukpga/1964/75/contents>

Under the same Act, library authorities are required to **“provide a comprehensive and efficient library service for all persons desiring to make use thereof”**.

Since 2002, the Welsh Ministers have fulfilled this duty through the Welsh Public Library Standards (WPLS, or the Standards). The first framework ran from 2002 to 2005 with subsequent frameworks covering the periods 2005-08, 2008-11, 2011-14 and 2014-17. Each individual framework evolved to reflect the changing needs and expectations of public library users. In addition to the fulfilment of statutory duties, the WPLS framework plays a valuable role in supporting the development of public library services.

There is general consensus among stakeholders concerned with the provision of public library services in Wales that these performance measurement frameworks, introduced and administered

by the Welsh Government for the sector, have helped public library services to improve in a number of ways and in key areas. For example, as a result of the Standards, there have been significant improvements in service areas such as the delivery of requests and provision of ICT facilities and services, leading to enhanced outcomes for library customers.

Local authorities have a statutory duty (under section 7 of the Act) to provide a library service and encourage both adults and children to make full use of that library service. The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are fulfilling their duties under the 1964 Act, and in assessing the comprehensiveness and efficiency, in terms of the manner of delivery, of library services in Wales.



#### 1.4. Community managed libraries

Since about 2014 the number of independent and semi-independent libraries in Wales, frequently referred to as community managed libraries, has increased. Guidance issued by the Welsh Government in 2015 on community managed libraries has now been updated and is included here, at Section 6, rather than in a separate document, as previously. It includes criteria to be fulfilled in order that a community managed library might be included in the library service's annual return as part of the statutory service, and details of the data to be provided on all community managed libraries.

#### 1.5. The sixth quality framework

The aims of this sixth framework of Welsh Public Library Standards are to:

- enable the Cabinet Secretary for Economy and Infrastructure to fulfil the statutory requirements of the 1964 Act in respect of superintending the provision of a 'comprehensive and efficient' library service by local authorities;
- provide a robust assessment of the performance of library services;
- have clear links to the Welsh Government's programme for government<sup>3</sup>, to ensure credibility across local government in Wales;
- be relevant and useful to all local authority library services in Wales;
- be transparent, easily understood and accepted by all stakeholders;
- incorporate outcome measures to show the benefits of using libraries;
- act as a driver for improvements to library services and local communities; and
- minimise the burden of data collection on library authorities.

<sup>3</sup> Taking Wales Forward 2016-2021, available at <http://gov.wales/docs/strategies/160920-taking-wales-forward-en.pdf>

The framework has been based largely on the fifth framework, updated to take account of the changed local authority environment within which library services must work, and continues to provide opportunities for libraries to deliver services in innovative ways and the flexibility to make best use of the resources available to them. It will come into operation on 1st April 2017, and libraries will make their first report against its requirements in the summer of 2018. This document describes the new framework in detail.

**Section 2** lists the 12 core entitlements, and self-assessment prompts will be provided in the guidance for library staff.

**Section 3** describes the 16 quality indicators, which are of three broad types.

- Input indicators are concerned primarily with what the library service will provide for the citizens of Wales in key areas in order that the core entitlements can be delivered.
- Output indicators are concerned with levels of use. When considered alongside input indicators, they can give an indication of the efficiency of delivery of the service.
- Outcome and impact indicators measure the direct or indirect effects of the library service on its users, and on the wider community. They show the difference libraries make to people's lives.

Most indicators will be reported every year; some may be reported once in the three year period, for example, where user survey data are required. For some indicators, formal targets are set, although such targets are not appropriate in all cases.

Libraries will be expected to compare their performance on all indicators with previous years, and to meet the targets where these are set. Benchmarking of authorities will be possible when all results are available.

<sup>4</sup> See <http://gov.wales/topics/culture-tourism-sport/museums-archives-libraries/?lang=en> for details



The nature of the geography, distribution of population and other factors within individual authorities can cause significant variations in the approaches necessary to the planning and delivery of library services. For this reason, Welsh library authorities are offered alternatives against which to measure their services in some of the indicators described, and should choose the most appropriate to reflect their circumstances.

Definitions of the various terms and guidance on methods of data collection are not specified in this document; however these will be included with the reporting template provided to library services, and are available on request<sup>4</sup>. In all cases, detailed guidance on data collection and calculation will be provided to library authorities to ensure consistency and



comparability. Existing data will be utilised wherever practicable. Where appropriate, international standard definitions and methods have been adopted.

**Section 4** of this document details the reporting requirements, which include an element of self evaluation and descriptive reporting in addition to key service statistics and the performance indicators, and describes the monitoring and assessment process. A holistic view of assessment will be taken.

Library performance will be judged on all the aspects of the framework, including compliance with the core entitlements, ranking on the quality indicators, how many quality indicators are met in full and in part, and the narrative providing

evidence of the impact of the service on individuals and the community.

Library provision spans a range of Welsh Government outcomes, offering a range of services which often support two or more of the outcomes simultaneously. The Well-being of Future Generations Act<sup>5</sup> lists seven broad areas of priority, and **Section 5** of this framework document aligns the core entitlements and quality indicators with these areas, giving examples of the contribution the library service makes.

<sup>5</sup> See <http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en> for details

## 2. Core entitlements

A set of core library entitlements for Welsh citizens was first incorporated into Making a Difference, the fifth quality framework of Welsh Public Library Standards. These entitlements have been revised and refocused for this sixth framework, to enable the public to know what they can expect from their public library service.

These entitlements are initially self-assessed by each authority. A number of questions are specified in the Guidance document, which the authority is required to take into account when making their self-assessment. It is not necessary to be able to answer every question positively to meet the core entitlement, but justification for the assessment, which could refer to other relevant provision, should be provided in the return. The self-assessment will be moderated by MALD, the Independent Adviser, and a small Reference Group of senior librarians to ensure consistency between authorities.

**WPLSCE 1** Libraries in Wales will be free to join, and open to all.

**WPLSCE 2** Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.

**WPLSCE 3** Libraries in Wales will provide access to a range of services, activities and high quality resources in a range of formats to support lifelong learning, personal well-being and development, community participation, and culture and recreation.

**WPLSCE 4** Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special requirements.

**WPLSCE 5** Libraries in Wales will provide appropriate safe, attractive and accessible physical spaces with suitable staffed opening hours.

**WPLSCE 6** Libraries in Wales will lend books for free, and deliver free access to information, including online information resources available 24 hours a day.

**WPLSCE 7** Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.

**WPLSCE 8** Libraries in Wales will provide access to services, cultural activities and high quality resources in the Welsh language.

**WPLSCE 9** Libraries in Wales will work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.

**WPLSCE 10** Libraries in Wales will work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from those services.

**WPLSCE 11** Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.

**WPLSCE 12** Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.



# 3. Quality indicators



The quality indicators in this sixth framework build on the previous framework, and include additional measures covering the outcomes and impact of the library service. They fall into two broad types; those which are provided for monitoring and benchmarking performance over time and between authorities, and those which have specific targets.

## WPLSQI 1 Making a difference

This selection of indicators assesses the impact of library use on people's lives in a variety of ways. Although some are relevant to other areas of this framework, they are grouped together here as being key to the overall customer experience.

Authorities will report, at least once in the three year period:

- a) the percentage of adults who think that using the library has helped them develop new skills;
- b) the percentage of young people who think that the library helps them learn and find things out;
- c) the percentage of adults who have found helpful information for health and well-being at the library;
- d) the percentage of adults who experience the library as an enjoyable, safe and inclusive place;
- e) the percentage of adults who think that the library has made a difference to their lives.

Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice, at least once during

the three-year period of this framework. Authorities will be given guidance on the conduct of the survey and wording of questions to ensure comparability. Respondents answering 'not applicable' or 'don't know' should be excluded from the calculation.

Authorities may conduct more frequent surveys if they wish to do so and report accordingly.

## **WPLSQI 2 Customer satisfaction**

Customer satisfaction is a key element of library performance. As with the indicators concerned with library impact (QI 1), some of these are relevant to other areas of this framework, but are grouped together here as being key to the overall customer experience.

Authorities will report:

- a)** the percentage of adults who think that the choice of books available in the library they use is 'very good' or 'good';
- b)** the percentage of adults who think that the standard of customer care in the library they use is 'very good' or 'good';
- c)** the percentage of adults who think that the IT facilities provided in the library they use are 'very good' or 'good';
- d)** the percentage of adults who think that overall the library they use is 'very good' or 'good';
- e)** the average overall rating out of ten awarded by users aged 16 or under for the library they use.

Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice, at least once in the three-year period of this framework.

It is appreciated that not all authorities wish to use the CIPFA PLUS suite of survey instruments (from which the above indicators are drawn), and guidance will be issued to ensure that authorities which

choose to use their own surveys will have comparable results. Authorities may conduct more frequent surveys if they wish to do so and report accordingly.

## **WPLSQI 3 Support for individual development**

Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:

- a)** basic support in the use of the ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available;
- b)** training to improve literacy, numeracy, information and digital skills, and assistance in developing or enhancing capabilities to identify and access appropriate resources efficiently and effectively; critically evaluate information; and apply information appropriately to further objectives, such as educational, employment, health and well-being.

Training programmes may be developed and delivered with appropriate partners outside the library service;

- c)** support for users to access local and national e-government resources;
- d)** reader development programmes/ activities for both adults and children.

The format of the support offered and frequency of any specific timetabled sessions should be appropriate both for the size of the service point and local community needs.

## **WPLSQI 4 Support for health and well-being**

- a)** Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:
  - i. Book Prescription Wales scheme
  - ii. Better with Books scheme



- iii. Designated health and well-being collection
  - iv. Information about healthier lifestyles and healthy behaviours - leaflets, books etc
  - v. Signposting to health and well-being services
- b)** Authorities will report the number of static service points open for 10 hours per week or more in which the following services are available on a regular basis
- i. Shared Reading groups (reading aloud together)
  - ii. Book clubs (discussion of chosen book)
  - iii. Macmillan cancer or other health information partnerships
  - iv. Dementia Friendly services
  - v. Mental health awareness activities

### WPLSQI 5 User training

This indicator assesses the extent to which sessions offered match local need, and the impact of those sessions for the participants. Reader development sessions; literacy, numeracy, information and digital skills sessions; ICT sessions, etc., should all be included. Include sessions arranged in collaboration with partner agencies. User training may have a general audience, or be targeted towards specific sub-groups of the population e.g. children, carers, unemployed persons, etc.

Sessions may require advance registration, or be open to all on a drop-in basis. Include sessions also reported under WPLSQI 4.

Authorities will report:

- a)** the total number of attendances at pre-arranged training sessions organised and/or hosted by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000;



- b) the percentage of attendees at such sessions who said that attendance helped them to achieve their goals;
- c) the number of customers helped by means of informal training during the year, divided by the resident population, multiplied by 1,000.

Part b) of this indicator should ideally be derived from a simple feedback form offered to all attendees, but may be based on sessions during one or more sample periods.

Part c) of the indicator may be derived by sampling. Authorities will be provided with guidance to ensure consistency of reporting.

### WPLSQI 6 User attendances at library events

The purpose of this indicator is to estimate the attraction of library events for the library's population to be served, and the extent to which such events meet local need.

- a) Authorities will report the total number of attendances at events and activities organised by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000.

Include events with literary, cultural or educational intent, e.g. author visits, reading groups, literary discussions, digital and information literacy workshops, genealogy workshops, health literacy, financial literacy, job seeking etc.

Events specifically for children are included, such as storytelling, poetry, music. Include events delivered by partner organisations in collaboration with the library service.

- b) Libraries shall ensure that events or activities for those who have special requirements are offered in all static service points open for 10 hours per week or more. The events or activities may be promoted specifically for an intended group, or open to all, but with a clear target group in mind.

Special requirements can include physical and health impairment, economic disadvantage (e.g. long-term unemployed), cultural difference (e.g. non-native speakers, new arrivals), educational background, or other circumstances that require special library services. Authorities should provide specific examples of such events and list joint working with relevant social inclusion organisations and partners.

### WPLSQI 7 Location of service points

No stipulation is made with regard to minimum opening hours of static libraries (on a site by site basis) however, authorities are asked to consider the viability of service points which are open for fewer than 10 hours per week. Equally, no stipulation is made with regard to length or frequency of mobile library stops, however it is expected that mobile libraries will visit each scheduled stop at least 12 times per year.

Authorities shall ensure that they meet the following criteria for the location of service points and mobile library stops, according to their population density:

Population density	% of households	Distance from library
20 or more persons per hectare	At least 95%	Within 2 miles of a static service point
More than 1 but fewer than 20 persons per hectare	At least 75%	Within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop
1 person or fewer per hectare	At least 70%	Within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop

### WPLSQI 8 Library use

Seven measures of use of the library are required, covering the physical and the electronic resources provided. Together, they assess the library's success in attracting users to its services.

Authorities will report:

- a) the total number of visits to library premises during the year divided by the resident population, multiplied by 1,000;
- b) the total number of external visits to the library's website during the year divided by the resident population, multiplied by 1,000;
- c) the total number of active borrowers divided by the resident population, multiplied by 1,000.
- d) the total number of library members
- e) the total number of book issues (adult and children separate)
- f) the total number of audio-visual issues
- g) the total number of electronic downloads

The data used should be those as reported to CIPFA for the public library actuals return.

### WPLSQI 9 Up-to-date and appropriate reading material

This and the next indicator are designed to ensure adequate investment and an appropriate balance of resources across various sections of the community.

- a) Library authorities should achieve
  - either a minimum of 243 items acquired per 1,000 resident population or a minimum spend of £2,180 per 1,000 resident population annually.

Books and e-books, periodicals, audio-visual material and electronic resources are all included.

Authorities should include their contribution to consortium purchases where relevant.

- b) Library authorities will report
  - The percentage of the material budget spent on resources for children.

## WPLSQI 10 Welsh language resources

This indicator is designed to ensure materials in Welsh are provided in line with local requirements and the socio-demographic characteristics of the population.

### a) Authorities should achieve:

Either a minimum of 4% of the material budget, or, a minimum of £750 per 1,000 Welsh speaking resident population.

Authorities will also report:

### b) Total issues of resources in the Welsh language per 1,000 Welsh speaking resident population.

## WPLSQI 11 Online access

### a) Every static library should provide

- i. A minimum of one device giving public access to the Internet and networked digital content. Computers, laptops, tablets, and other mobile devices are all included.
- ii. Wi-Fi access for users to bring their own laptops or mobile devices.

### b) Authorities will report the total number of devices giving public access to the Internet

- i. Available in static libraries, per 10,000 resident population
- ii. Available in mobile libraries.

Computers, laptops, tablets, and other mobile devices are all included.

### c) Authorities will report the percentage of available time allocated for use of public access ICT equipment actually taken up by users. This should be aggregated across all libraries in the authority, including mobiles.

## WPLSQI 12 Supply of requests

This indicator measures the efficiency of the public library service in responding to requests for material which is not immediately available.

Authorities should achieve:

- a) A minimum of 64% of requests for material to be notified to the user as being available within 7 calendar days of the request being made;
- b) A minimum of 79% of requests for material to be notified to the user as being available within 15 calendar days of the request being made.

Requests for pre-publication material shall be counted from the date of publication. Material which is not owned by the library but must be acquired by purchase or by inter-library loan is included in the calculations.

## WPLSQI 13 Staffing levels and qualifications

- i. Library authorities shall achieve total establishment staffing levels for the service of 3.6 (full time equivalent) per 10,000 resident population. Staff who do not work directly in service provision, e.g. cleaners, are excluded. Include only those staff paid from the library service budget.
- ii. The total number of staff (full time equivalent) holding recognised qualifications in librarianship, information science or information management per 10,000 resident population should not fall below 0.65. Staff with qualifications in cognate areas, such as ICT, heritage or leisure management or education and learning may be included in the calculations if they occupy posts on the library staff establishment which require those qualifications, and when the qualifications held are relevant to their current roles and functions within the library service.



Include only those staff paid from the library service budget.

- iii. The designated operational manager of the library service shall, either be the holder of recognised qualifications in librarianship, information science or information management, or, have undertaken relevant library management training within the last 3 years.

Authorities will also report:

- a) where this post sits within the local authority management structure;
- b) the post held by the most senior professional librarian (where different); and
- c) where that post sits within the local authority management structure.
- iv. A minimum of 1% of aggregate staff working hours should be spent in training and personal / professional development during the year. All library staff should

be encouraged to undertake training and development relevant to their role and responsibilities, and to improve their skills.

- v. Library authorities may offer members of the community the opportunity to volunteer, to support additional services in libraries managed and run by the library authority. Such opportunities can, for example, enhance the life skills and employability of individuals, contributing to tackling poverty outcomes.

Where there is community involvement in delivering the library service at a branch level, we expect there to be paid staff working alongside the volunteers in the libraries, for some of the time.

Library authorities that use volunteers to deliver additional services 'in house' (as opposed to community managed libraries) shall ensure:

Page 32 a designated volunteer coordinator

from the library service's permanent professional staff coordinates those parts of the service involving volunteer workers;

- each volunteer receives a written role description;
- legal requirements are met for each volunteer in relation to their role;
- both induction training and continuing training is provided for all volunteers;
- volunteers are appropriately supervised; and
- they have achieved, or are actively working towards, Investing in Volunteers accreditation<sup>6</sup>.

Authorities will report:

- a) the total number of volunteers across the year;
- b) the total number of volunteer hours during the year;
- c) whether they have accreditation status relating to the NOS or are working towards this accreditation.

Note that in order to meet this indicator in part, the service must achieve at least three of the five elements, including (iii), relating to the qualifications of the operational manager.

### **WPLSQI 14 Operational expenditure**

In the current economic climate it is not thought appropriate to set a target for overall library expenditure, but spending on the public library service will continue to be scrutinised closely.

Authorities will report:

- a) the total revenue expenditure per 1,000 resident population;
- b) the percentages of this total spent on staff, materials and information resources, maintenance, repair and replacement of equipment and buildings, and other operational costs;



<sup>6</sup> See <http://iiv.investinginvolunteers.org.uk/inyourcountry/iiv-wales> for more information

- c) total capital expenditure per 1,000 resident population.

Authorities which complete the CIPFA public library actuals return should use the same data here.

### WPLSQI 15 Cost per visit

This indicator is useful for justifying expenditure of public funds, giving a proxy for value for money, but it must be interpreted in conjunction with demographic indicators and quality indicators relating to use. It measures the cost of the library service related to the number of library visits, including virtual visits.

Authorities will report:

- The total expenditure on library staff and materials, net of generated income, divided by the sum of the number of physical visits to library premises (including mobiles) plus the number of visits to the library web site during the year.

Authorities which complete the CIPFA public library actuals return should use the same data here. The ratio will be automatically calculated from data provided for other indicators.

### WPLSQI 16 Opening hours

- i. Welsh public libraries should achieve a level of aggregate staffed (paid staff and/or volunteers) opening hours across all service points administered by the authority of no less than 120 hours per annum per 1,000 resident population.
- ii. Authorities will report the total number of unstaffed opening hours across all service points administered by the authority per 1,000 resident population.
- iii. This part of the indicator is concerned with the adequacy of the library service's maintenance programme and staffing strategy. Authorities will report:

- a) the total number of hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability as a percentage of the total planned opening hours of all static service points during the year;
- b) the number of mobile library stops and/or home delivery services missed as a result of vehicle failure or staff unavailability, as a percentage of the total number of planned mobile library stops and/or home delivery services during the year.

Scheduled opening hours not open as a result of adverse weather conditions, or any other cause beyond the library's control, are not included.



# 4. Reporting, monitoring and assessment

The statutory requirements of public library service provision in Wales are enshrined in the Public Libraries and Museums Act 1964. The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are fulfilling their duties under the 1964 Act, and in assessing the efficiency of the manner of delivery of library services in Wales.

## 4.1. Reporting requirements

Each year, local authorities will be required to report their performance against the various elements of the framework. The return will include a compliance rating against the core entitlements – indicating whether these are fully met, partially met, or not met, with appropriate description / explanation. For all entitlements which are not fully met, the return should also include a strategy for improvement in the following year.

Individual authority returns will also include data showing performance against the quality indicators included in this framework, together with a comparison for the previous year. Where performance has declined, the return should include the authority's strategy to halt the decline. Where targets are not met, the return should include a narrative outlining proposals and a timescale to achieve these targets. These data will be drawn together to provide an overview of Welsh public library services as a whole, to assist with identification of good practice, and of areas where action may be required to bring about improvements.

Measurement of the impact of public library services – the difference those services make to people's lives – is not easily quantifiable. For this reason, a qualitative element will be included in the reporting.

Each authority's return should include at least one, but no more than four, specific case studies describing the impact which the library service has had on an individual, or on a group of individuals, during the year. This is expected to describe not only the service provided and the use made of that service, but also the outcomes for the individuals or members of group as a consequence. Guidance will be provided on the format of the case studies and appropriate material to include. Such case studies will build into a valuable source of evidence of impact and value, and will further promote the spread of good practice across Wales.

A second qualitative element of reporting will be a narrative that demonstrates how the library service is contributing towards both local authority agendas and wider Welsh Government priorities and strategic goals, including any relevant legislative frameworks. The purpose of this strand of reporting is to encourage libraries to be aware of the wider social drivers (e.g. health and well-being; digital inclusion including information literacy; literacy, including reading and the connection with digital literacy; community engagement and community benefits, including families, children and young people, older people, welfare reform; Welsh language and culture), to which their service should be able to demonstrate a contribution, and to make explicit their relevance and value to policy makers at local, regional and national level.

A short description of the authority's future direction and plans for the library service over the following year will be included. Authorities will also be required to confirm that feedback in the form of opinion on the year's performances achieved by each library service has been

adequately considered by the member with responsibility for library services and by the relevant management, scrutiny and performance monitoring procedures.

A reporting template will be provided to authorities to ensure that reporting is consistent and comparable across Wales.

#### **4.2. Monitoring and assessment procedures**

The process of monitoring and assessing will be led by MALD: Museums Archives and Libraries division of the Welsh Government, and will follow the pattern established in earlier frameworks. Annual returns should be submitted by the deadline each year, and will be scrutinised for completeness by an independent reviewer and a peer reference group. The independent reviewer will then prepare a formal written feedback report, covering all aspects of the framework, including all quality indicators and narrative elements, which will be delivered to each authority in the autumn, in time to address any issues raised as part of their formal service planning process. This feedback will be formally disseminated to library authority chief executives and also to council leaders, scrutiny officers or performance managers as well as to the managers of library services. The annual reports will be made public, via the MALD web pages.

The independent reviewer will prepare a summary overview each year, including an analysis of overall performances, and significant trends within those performances, against the entitlements and quality indicators. The highest, lowest and median performances in Wales will be calculated for each indicator where this is possible. The overall analysis will be disseminated to all local authorities, usually during an annual seminar. At the end of the framework period a summary report will be published via the MALD web site.

The findings of these processes will be brought to the attention of the relevant Minister annually, highlighting achievements and trends and also problem areas, such as

declining performances, incidences of non-compliance or recurring failure, together with a diagnosis of the causes wherever possible. Noteworthy improvements in performances and improving trends will also be drawn to the Minister's attention.

The core entitlements and quality indicators set out in this framework deal with aspects of the library service which are considered by the Welsh Government to be necessary – but are not necessarily sufficient – for the delivery of a comprehensive and efficient library service under the terms of Section 10 of the Public Libraries and Museums Act 1964.

As the ultimate sanction in the cases of failure to deliver a comprehensive and efficient library service, the Welsh Government can institute an inquiry, issue a direction and transfer the library functions of a library authority to itself or to another authority/organisation. Sanctions would be invoked in cases where, for example, a significant number of the core entitlements and performance targets are not reached, there is a failure consistently to reach the average performance of comparable Welsh authorities with no evidence of improvement over time, or performance across the service as a whole is consistently falling year on year.

To date, it has not been necessary to implement any of these sanctions due to constructive discussion between the relevant parties.

# 5. The Well-being of Future Generations Act



Libraries have a clear contribution to make to the seven goals of the Well-being of Future Generations Act.

## 5.1. A prosperous Wales

Development of a skilled and well-educated population is a fundamental aspect of public libraries' activity. Examples of how this is achieved include providing access to a world of lifelong learning through relevant book stock and online information, and the provision of free IT equipment, broadband and Wi-Fi, which supports education, small businesses and job seeking. Core entitlements 2, 3, 6 and 7, and quality indicators 1, 3, 5, 7, 8, 9, 12, 13 and 15 all monitor aspects of public libraries' contribution to this goal.

## 5.2. A resilient Wales

Social and economic resilience is supported by encouraging and promoting individual personal development, enabling people and society to adapt to changing circumstances.

Regular consultation with users ensures that the services themselves are resilient and able to adapt to changing needs. Two core entitlements are particularly pertinent here, 3 and 11, together with quality indicators 4, 11 and 14. Examples of how this is achieved in practice include support for greater community involvement in running library services, and book stock that encourages a more resilient lifestyle with access to IT so people can self-educate about the issues.

### **5.3. A healthier Wales**

Physical and mental well-being is a key offer of public libraries, not only by providing information on which to base informed choices for the benefit of health in the future but also designated collections and schemes such as Book Prescription Wales titles loaned through libraries, which directly benefit individuals with health concerns. Relevant core entitlements for this goal are 3 and 4; quality indicators 1, 4, and 6 monitor activity.

### **5.4. A more equal Wales**

Libraries are welcoming, inclusive and offer pro-active outreach and public engagement activities in deprived and socially excluded communities. Support for government initiatives such as Universal Jobmatch and Universal Credit enable those without IT skills or facilities to fulfil their potential. Core entitlements 1, 2, 4, 6 and 7, and quality indicators 3, 4, 11, 13 and 14, all monitor public libraries' contribution to this goal.

### **5.5. A Wales of cohesive communities**

Libraries offer a safe neutral place within the community which provides opportunities for people to connect with each other. The one-stop-shop or hub model being developed in many areas further connects local communities with the services they need. Other examples include support for community involvement through the provision of information about the local area. Core entitlements 1, 3 and 5, and quality indicators 1, 6, 13 and 16 monitor aspects of public libraries' contribution to this goal.

### **5.6. A Wales of vibrant culture and thriving Welsh language**

With explicit provision in the current framework covering the provision of material in the Welsh language, libraries are well placed to contribute in this area. They promote and protect Welsh culture and language, and encourage participation in the arts and recreation through the availability of a good range of stock in Welsh, and a host of cultural events and activities. Core entitlements include 2, 3, 6, 8, 9, and 10, and quality indicators 2, 6, 8, 9 and particularly 10 are all relevant here.

### **5.7. A globally responsible Wales**

A commitment to make the most efficient use of resources is embodied in the quality indicators. MALD works with the British Standards Institute and International Standards Organisation in developing and using quality indicators for libraries which conform to ISO 11620.

Further, the borrowing of books is a great recycling tool, reducing the impact on the environment. Libraries in Wales work together in book purchasing consortia, digital/e-book consortia and the All-Wales Library Management System. Core entitlement 12 is directly related to global good practice, while quality indicators 14 and 15 are related to the balance and efficiency of service provision.

# 6. Community managed libraries



Since about 2014 there has been a growing number of independent and semi-independent libraries in Wales, frequently referred to as community managed libraries. Guidance issued by the Welsh Government in 2015 on community managed libraries has now been updated and is included here rather than in a separate document, as previously.

Welsh Government guidance on community managed libraries recommends that for such libraries to be considered as part of the authority's statutory provision, they must meet the core entitlements contained within the Standards framework. For the purposes of the sixth framework of public library standards, community managed libraries which receive ongoing support from the local authority library service in terms of shared resources, qualified staff and a 'seamless' customer experience can be considered for inclusion in the return.

For example, libraries conforming to the following models may be eligible:

- Elements of resources and staff provided or co-ordinated by the local library service, with the building in community ownership and a contribution towards staffing from the community council with the staff employed by the library service.
- Limited resources and regular staffing (defined hours) provided by the local library service, the building in community ownership and assistance from volunteers.

Models involving the transfer of the building and resources to the community and entirely run by volunteers with minimal (or no) ongoing assistance from the local library service in managing the facility are not eligible for inclusion.

It is appreciated that different models may exist within a single authority, so that some community managed libraries may be included in the returns, while others may not. For full consideration of whether community managed libraries can be included in the statutory service, the following minimum criteria should be met, along with meeting all the core entitlements:

- A service level agreement with the local authority public library service to include resource sharing activities such as inter-library loans;
- Paid staff, whether funded by the local authority library service or from other sources (e.g. community councils) available for 50% of the library opening hours specified in the service level agreement;
- The provision of a range of material, e.g. books, multimedia/audio-visual, Internet access and staff to support access to and utilisation of these resources;
- Authority support for the ICT facilities, which should be free at the point of use;
- Full access to and use of the local authority's library catalogue including the ability to place reservations, for members of the public. Paid staff would be expected to have access to the LMS.

The purpose of these criteria is to ensure that the public receives a high quality, comprehensive and efficient public library service that is deemed worthy of the statutory service. It is possible for a community managed library to achieve all the proposed criteria outlined above, and if they meet these and the core entitlements, they could be considered for inclusion as part of the local authority's statutory provision of public library services.

As identified above, this is achievable by entering a partnership with their local authority public library service and/or working with community councils and groups.

## 6.1. Reporting and data collection

If community managed libraries are considered by the authority to be part of the statutory service and are included in the annual return, the guidance document on what data to gather and how applies to all the libraries. The same rigour should be used to gather data in community managed libraries as in other libraries.

In addition, the Welsh Government wishes to monitor the support and resources provided to community managed libraries within the authority, and the extent to which they have been included in the indicators in this framework.

All authorities will therefore be asked to provide the following information, as part of the contextual data in the return:

- a) The number of community managed libraries for which the authority provides
  - i. Paid staff
  - ii. Full access to and use of the local authority's library catalogue for members of the public
  - iii. Support for the ICT facilities
  - iv. Shared and rotated stock services
  - v. A service level agreement including resource sharing activities such as inter-library loans
- b) The total annual aggregate opening hours of community managed libraries within the authority.
- c) The total number of staff hours per annum dedicated to supporting community managed libraries. Include front-line staffing and management support and administration time.

Separate figures for the above will be sought for those community managed libraries included in the return (i.e. those meeting all five bullet points above), and those not included, where available.



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**Page 5:** Top: Llanelli Library, Middle: Rhyl Library, Bottom: Torfaen Libraries

**Page 7:** Top: Computer training group, Prestatyn Library, Bottom: Cwmbran Library

**Page 8:** Llanelli Library

**Page 9:** Carmarthen Library

**Page 11:** Shared reading group at Ty Cae Nant Residential Home, Torfaen Libraries

**Page 12:** Reading at home service, Torfaen Libraries

**Page 14:** Baby and toddler group, Prestatyn Library

**Page 18:** Reference room, Llanelli Library

**Page 19:** Seren Walker, Cwmbran Library

**Page 21:** Welsh language discussion group, Aberkenfig Library

**Page 24:** School visit, Maesteg, Bridgend

**Page 26:** All Stitched Up, Blackwood Library

**Page 28:** Risca Library

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## Learning, Skills and Economy Scrutiny Committee – 18<sup>th</sup> January 2019

### Scrutiny Briefing – Welsh Public Library Services

This paper is being brought to committee for pre-Cabinet scrutiny ahead of a Cabinet meeting on a date to be confirmed.

In December 2017 the Leisure/Culture Scrutiny Group undertook e-scrutiny of the Welsh Public Library Standards Report 2016/17 and made observations which are attached at Appendix 1. These standards were considered under the fifth quality framework.

The 2017/18 Standards have been assessed under the sixth quality framework a copy of which has been provided at Appendix B of the Cabinet Report.

The observations that scrutiny made last year in respect of monitoring areas are as follows:

- *QI8 Availability of up to date reading material*
- *QI 12a supply of requests available in 7 days*
- *QI 14 b % Expenditure on information resources*
- *QI7 Attendance at events*
- *QI2 Customer satisfaction ratings*

The sixth quality framework means some of the quality indicators have changed and these are outlined below.

QI 8 is now QI 9

QI 12a is still QI 12a

QI 14 b is now % of spend on staff, materials, information resources, maintenance, repair and replacement of equipment and buildings and other operational costs

QI 7 is now QI 6

QI 2 is still QI 2

There will be an opportunity to consider the report of the Museums, Archives and Libraries Division of Welsh Government with the service at the scrutiny meeting ahead of the findings being reported to Cabinet.

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## **Leisure/Culture Scrutiny Working Group Scrutiny Observations to Cabinet on 5<sup>th</sup> December 2017**

The Leisure/Culture Scrutiny Working Group were asked by Joint Chairs to undertake a – scrutiny of the Welsh Public Library Standards draft Cabinet report.

The Group makes the following observations:

Whilst the Annual assessment can be welcomed as a sign of a service in a stable state it also offers no room for complacency. Despite Powys meeting 17 of the core indicators in full its benchmark position in respect of other Welsh councils deteriorated on almost every measure where there was comparative data.

Of particular concern are the following areas which should be monitored closely over the next six months

- Q18 Availability of up to date reading material
- Q1 12a supply of requests available in 7 days
- Q1 14 b % Expenditure on information resources
- Q17 Attendance at events
- Q12 Customer satisfaction ratings

Whilst many of these failings are attributed to one-off factors outside the control of the service there is no scope for complacency at this time particularly in the field of acquisitions where performance in respect of choice of books is the worst in Wales.

An additional concern is the limited use of library facilities in holding related events. Scrutiny would encourage the service to look at the programmes of community events run by third sector organisations in school holidays and would encourage the development of similar initiatives within the library service.

Finally the impact of different ways of accessing library books including the all Wales Library ebooks initiative and the ability to reserve books from any library via the internet are not explicitly monitored by this report. As these are clearly likely to impact on some of the other statistics we would encourage the service to lobby for the inclusion of suitable performance indicators in the standards for 2018 onwards.

So in summary Scrutiny welcome this report but would express grave concerns about the long term ability for the Council to deliver a comprehensive service if acquisition levels are not maintained and genuine efficiencies delivered by collocating with other services are not realised.

Membership of the Leisure/Culture Scrutiny Group:

County Councillors: **P Roberts** (Chair of Scrutiny Committee B and Lead Member)  
G Breeze, H Hulme, D R Jones, E Roderick, G Thomas



## Learning, Skills and Economy Scrutiny Committee – 18<sup>th</sup> January 2019

### Scrutiny Briefing – Digraph

On 14<sup>th</sup> December 2017 Scrutiny Committee A received a report for information on Fleet Spares (copy attached at Appendix A)

An extract from the minutes of Scrutiny Committee A 14<sup>th</sup> December 2017 follow:

<b>7</b>	<b>COMMISSIONING AND PROCUREMENT</b>
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#### **Documents:**

- *Report of the Interim Professional Lead, Commercial Services*

#### **Discussion:**

- *A new contract was put in place to ensure that the Authority was compliant and efficient*
- *The National Procurement Service (NPS) was used as it offered an opportunity to move quickly*
- *A balance needed to be struck with local markets – current local spent was considered low at 18%*
- *The NPS provided a route to retain local business and a community benefits clause was included in the contract for fleet spares*
- *The majority of spares for larger vehicles are obtained directly from the supplier or their dealers*
- *Smaller companies are used for consumables or parts no longer under warranty*
- *A mini competition was run through NPS*
- *The winning contract has fair payment clauses and community benefit requirements included*
- *An analysis of a random selection of invoices has been completed – a new system will provide more data going forward*
- *An efficiency of 20% has been achieved*
- *Local members had been concerned that local business would lose out – every supplier had been contacted and assured that there were still opportunities for local businesses*
- *2% of value will be used for community initiatives in the fleet or engineering area. Recent discussions have shown that there is a wish to employ an apprentice to ensure capacity and career development*
- *Spend had been £520K in the previous year. The current year shows a spend of £203K for the first two quarters. Although some work is seasonal, overall efficiencies are expected at year end.*
- *The contract is for two years with an option of a further two years by agreement by both parties*
- *Members asked for a comparison between the last year and the current – this would be provided for Q2 and Q3 for both years*
- *The Committee sought assurance that response times etc were at least as good as previously – these were tracked by the Integrated Transport Unit and KPIs reported to the NPS*
- *It was suggested that savings might be achievable in the first year but that these efficiencies could be lost in subsequent years as prices were increased. The contract was based on the North Wales Purchasing Pattern in 2011 which had demonstrated year on year improvements of 8%. The company are reporting back on parts usage and this will influence the 'basket of spares' used to determine prices. There was insufficient data at the start of the process but this is improving and monitoring and negotiation will take place to ensure improvements will carry forward.*
- *One of the drivers in moving to a new contract was to ensure that the Authority was compliant. The service had not been as efficient as it could be. The contract represented a good option and savings would be made.*

- *An Impact Assessment had not been prepared*
- *An open book exercise was not undertaken – the mini competition was a tender process between three companies*
- *The decision to use genuine parts (OEM - original equipment manufacturer or non OEM) was a decision taken by the workshop manager*
- *Members asked if random checks were made – this was a matter for the service and not the Procurement Section*
- *It was suggested that a retrospective analysis of non-standard items should be undertaken to ensure that disproportionate mark ups were not being made on such items – there is no evidence to suggest there is a mark-up on non-standard items but a random check will be made for monitoring purposes*
- *Efforts were being made to boost the 20% local spend figure*
- *The contract was strong and made under a national framework – there was more leverage at the centre to maintain prices than local negotiation*
- *Members questioned whether similar contracts were in place for fuel – fuel is sourced through the Crown Commissioning Service which buys futures on behalf of public bodies. Details of prices paid would be circulated following the meeting.*

**Outcome:**

- ***The report was noted***
- ***Fuel prices and the position regarding VAT would be circulated to Members***

Under Scrutiny Committee A three working groups were set up and Scrutiny Committee A1 undertook work on the Highways Transformation Programme. One of the outcomes of a working group meeting held on the 8<sup>th</sup> May 2018 was:

- **An update to information provided to Scrutiny Committee A in December 2017 to be requested regarding savings attributed to the Diagraph contract**

Scrutiny will receive this update by way of a presentation.

**CYNGOR SIR POWYS COUNTY COUNCIL**

**SCRUTINY COMMITTEE A**

**14th December 2017**

**REPORT AUTHOR :** Vince Hanley, Interim Professional Lead, Commercial Services

**SUBJECT:** Procurement of Fleet Spares

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**REPORT FOR: INFORMATION**

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**Purpose**

To inform Scrutiny of the Processes utilised for the Procurement of Fleet Spares and the emerging benefits of the new contract

**Background and Position Pre-Tender**

The Council spend over £500,000 every year on vehicle spares and this level of spend is subject to the provisions of the Public Contract Regulations 2015.

The Council also has a mandate from Welsh Government to take advantage of nationally negotiated contracts undertaken by the National Procurement Service on their behalf

Up until 2016 the Council's Vehicle Spares Requirements were purchased from a variety of suppliers, some of which were Powys based but mainly were nationally and internationally based). Spend with local suppliers, accounted for approximately **18%** of the total, with significant amounts spent with individual suppliers based in Shrewsbury and Cardiff.

Spend with suppliers was largely ad-hoc and was managed by the Vehicle and Plant Maintenance Workshops (Newtown (vehicles), Llandrindod Wells (plant), Brecon (vehicles)) Current supply relationships were based largely on two primary factors; the makeup of the vehicle fleet, primarily Ford (below 7.5 tonne) and DAF (over 7.5 tonne); and locality to the Workshops, as many orders are small value, and locally delivered, or are collected by Workshop staff. These collection duties can take up a large amount of productive workshop hours. No formal contracts existed and the purchases were not compliant with the provisions of the Public Contract Regulations 2015.

Management of the stock is undertaken by the Workshop Managers. Parts were either ordered on a spot basis, e.g. for specialist parts, or a selection of faster-moving parts were kept on an imprest basis, and managed by the Workshop Managers.

However management information on what parts were purchased, volumes prices and from whom they were purchased was unavailable within the service and could only be identified on a manual basis by trawling invoices and delivery notes.

In short the Council was not getting the benefit of the aggregated spend for fleet parts, it did not comply with regulations, and the overall processes for purchase could be improved.

### **Procurement Process**

A project was put in place to improve services and to bring purchases to accord with the requirements of contract procedure rules and regulations. A new Transport Management system was being planned which would provide much more information than was currently available but this was unlikely to be in place in time for the project. The Council are mandated to 'call off' from National Procurement Service (NPS) contracts where they exist and the Fleet Parts contract had only just been put in place at the time of the review of this spend. This use of the framework was undertaken by running a mini-competition and following a period where a specification was drafted of requirement and parts utilised, a procurement was undertaken.

The Fleet contract was awarded by NPS in an open process some months previously and all such suppliers had a fair opportunity to bid to the frameworks. Unfortunately none of them did.

Within the terms of this contract there were options to deliver Community Benefits to each County and included the use of local suppliers including Fair Payment Clauses (see Appendix 1) and this was pressed very hard within the mini-competition by Commercial Services and Transportation.

### **Outcomes of the Mini-competition**

The successful company's prices were lower than the manual sample taken from previous purchases by as much as 20% and though one or two items were higher in price for the vendor in overall terms it was far more beneficial to award to Digraph.

Other benefits offered including the provision of a free of charge imprest stock at their cost at each of our locations which would be developed by analysis volume and type of spares used over time to ensure that parts were immediately available to workshops.

The company could also provide the management information on parts used volumes and data that managers required to manage the workshops.

A further 2% of all Powys spend with the company will be paid back to this Council for Community Benefits purposes and this could be used for Community projects in the County but with a fleet services bias would be appropriate perhaps to help fund an apprenticeship in one of our workshops..

Their bid also provided options for our local suppliers to supply to the company and to limit the loss of any business they were obtaining directly from the Council and each of these suppliers were contacted in this regard

### **Contract 6 months Progress**

A review has now been carried out of spend so far with Digraph and it's spend with local companies and the continued direct spend (by Powys CC) with its local supply chains. Because the contract was transitioned between April and June some spend with local suppliers continued directly.

The overall level of spend on fleet spares has reduced significantly to £200k for the half year to September 2017, £104k of which is directly with Digraph and £22K with

local suppliers representing **11.12% of spend**. However Digraph have indicated that in the first 6 months of the contract a further £20k of their business was sourced via local Powys suppliers representing a modest increase in the proportion of local spend this year from **18% to 21.84%**. Digraph have excluded spend through their company purchase card which wasn't available at the time of drafting this report and this may further increase these proportions. The figures are shown in the table below:

Fig 1: Comparison of Local Supplier spend 2016/17 and 2017/18

	FY2016/17	Percentage (FY2016/17)	FY2017/18 Q1 & Q2	Percentage (FY2017/18)	Notes
<b>Total Spend</b>	£ 576,641.87	<b>100.00%</b>	£ 203,355.67	<b>100.00%</b>	
<b>Not Local Spend</b>	£ 466,146.09	<b>80.84%</b>	£ 180,733.69	<b>88.88%</b>	
<b>Local Spend</b>	£ 110,495.78	<b>19.16%</b>	£ 22,621.98	<b>11.12%</b>	Spend with local suppliers outside of Digraph
<b>Digraph Local Spend</b>	N/A	<b>N/A</b>	£ 19,766.85	<b>9.72%</b>	Spend with local suppliers by Digraph (from June)
<b>Total Local Spend</b>	£ 110,495.78	<b>19.16%</b>	£ 42,388.83	<b>20.84%</b>	Total spend with local suppliers both outside of and by Digraph

### Conclusion

The contract with Digraph is working well for the service and the Council has seen a reduction in the overall spend on Fleet Spares spend representing a potential efficiency. Further analysis will be required after a full year to confirm. However it is pleasing that the local spend which was feared to have been lost when the contract was awarded has been retained through the supply chain and through the use of the community benefits clauses within the contract. A further opportunity is available to utilise the 2% of all spend for community schemes as we see fit.

Fair Payment Clauses

**1.1** *Where the Supplier enters into a Sub-Contract, the Supplier shall include in that Sub-Contract:*

**1.1.1** *a provision that where the Sub-Contractor submits an invoice to the Supplier, the Supplier shall consider and verify that invoice in a timely fashion;*

**1.1.2** *a provision that the Supplier shall pay the Sub-Contractor any sums due under such an invoice no later than a period of 30 days from the date on which the Supplier has determined that the invoice is valid and agreed; and*

**1.1.3** *a provision requiring the counterparty to that Sub-Contract to include in any Sub-Contract which it awards provisions having the same effect as Clauses 13.14.1 and 13.14.2 of this Agreement.*