

# Welsh Public Library Standards 2014-17

## Denbighshire County Council

### Annual Assessment Report 2016-17

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

#### 1) Executive summary

Denbighshire met 17 of the 18 core entitlements in full and partially met 1.

Of the 7 quality indicators which have targets, Denbighshire achieved 4 in full, 1 in part and failed to achieve 1. Due to a change of LMS data was not available for one indicator (QI 9).

A review of the methodology in some areas following the merger with the One Stop Shop along with a change in LMS has led to Denbighshire experiencing difficulties in obtaining some data. However, there is encouraging evidence of improvement, with the rolling out of the Wi-Fi network to all static service points, increased audio-visual usage and increased visits. Low staffing levels remain a cause for concern but overall the service appears to be settling after a period of change.

- Denbighshire conducted a library user survey of adults and children in February 2017 and scored above the median for Wales in the areas of health and well-being and the proportion of adults rating the library as very good or good overall.
- Attendance at pre-arranged training sessions has increased this year, but the per capita level remains below the median for Wales.
- Denbighshire recorded the 4th highest number of library visits per capita and the 5th highest number of virtual visits following increases over last year.
- Denbighshire fails to meet any of the targets for the levels of acquisitions, and data is not available on materials expenditure on both children's and Welsh language materials. ICT provision per capita meets the target set, and all libraries provide ICT facilities.
- Overall expenditure levels have been maintained in Denbighshire, and total revenue expenditure per capita is above the median for Wales.

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

Compared to the previous year, there have been notable improvements in Wi-Fi provision and visitor numbers. Staffing and expenditure levels are not directly comparable following changes to the inclusion of One stop Shop resources, and the change of LMS during the year has affected some other areas.

## 2) Performance against the standards

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

### a) Core entitlements

Denbighshire is meeting 17 of the 18 core entitlements in full and partially meeting 1. The area in which it is not fully meeting all the core entitlements is *Leadership and development*, where the ways in which information is provided to customers is still under consideration.

### b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Denbighshire is achieving 4 in full, 1 in part and is failing to achieve 1. Due to a change of LMS during the year, data were not available for QI 9:

Quality Indicator	Met?	
QI 3 Individual development:		Met in full
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Met in full
QI 8 Up-to-date reading material:		Not met
a) Acquisitions per capita	✗	
or Materials spend per capita	✗	
b) Replenishment rate	✗	
QI 9 Appropriate reading material:		
a) % of material budget on children	n/a	
b) % of material budget spent on Welsh	n/a	
or Spend on Welsh per capita	n/a	
QI 10 Online access:		Met in full
a) All service points	✓	
Computers per capita	✓	
b) Wi-Fi provision	✓	
QI 13 Staffing levels and qualifications:		Partially met
a) Staff per capita	✗	
b) Professional staff per capita	✓	
c) Head of service qualification/training	✓	
d) CPD percentage	n/a	
QI 16 Opening hours per capita	✓	Met in full

Compared to last year, there has been an improvement in QI 10, with all static service

points now providing Wi-Fi access.

### c) *Impact measures*

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

Denbighshire conducted a library user survey of adults and children in February 2017. Due to staff shortages data were not collected on the numbers of attendees at training sessions who were helped to achieve their goals.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	85%	17/19	68%	93%	100%
e) % of adults who think that the library has made a difference to their lives:	86%	10/19	36%	86%	97%
% of children who think that the library has made a difference to their lives:	82%	8/17	58%	82%	98%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	n/a		80%	97%	100%

Denbighshire provided a single impact case study, which described the Talking Points service. This provides an opportunity for citizens to meet with health and social care staff from partner organisations to discuss issues relevant to them; the case study would have been strengthened by the inclusion of evidence from users.

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

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Denbighshire's position for 2016-17. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data elements were not available to some authorities. Figures reported in respect of the first two years of the framework for QI 4 to QI 16 are repeated for convenience of comparison. Note that indicators 'per capita' are calculated per 1,000 population.

Performance indicator		Rank	Lowest	Median	Highest	2015/16 Rank	2014/15 Rank
QI 1 Making a difference							
a) new skills	58%	15/19	23%	71%	93%	n/a	
c) health and well-being	58%	10/20	26%	56%	94%	n/a	
d) enjoyable, safe and inclusive	93%	19/19	93%	98%	100%	n/a	
QI 2 Customer satisfaction							
a) 'very good' or 'good' choice of books	90%	8 /20	74%	90%	98%	n/a	

Performance indicator	Rank	Lowest	Median	Highest	2015/16 Rank	2014/15 Rank
b) 'very good' or 'good' customer care	98%	12/20	90%	99%	100%	n/a
c) 'very good' or 'good' overall	98%	5/20	92%	97%	100%	n/a
d) child rating out of ten	8.7	16/19	8.6	9.1	10.0	n/a
<b>QI 4 User training</b>						
a) attendances per capita	12	20	3	34	248	11 19 8 20
c) informal training per capita	n/a		1	156	712	n/a 206 7/21
<b>QI 6 Library use</b>						
a) visits per capita	4,805	4	2,453	4,033	6,751	4,579 8 5,082 5
b) virtual visits per capita	1,201	5/21	341	922	2,299	397 21 700 15
c) active borrowers per capita	183	7	77	153	235	159 11 179 7
<b>QI 7 attendances at events per capita</b>						
	298	5	62	214	496	393 2 464 1
<b>QI 11 Use of ICT - % of available time used by the public</b>						
a) equipment	n/a		16%	32%	69%	27% 16 34% 14
<b>QI 12 Supply of requests</b>						
a) % available within 7 days	73%*	8/21	48%	70%	82%	86% 1 81% 1
b) % available within 15 days	80%*	16/21	65%	85%	96%	95% 2 90% 3
<b>QI 13 Staffing levels and qualifications</b>						
(v) a) total volunteers	0	20	0	24	209	38 5 0 17
b) total volunteer hours	0	20	0	798	5,156	793 10 0 17
<b>QI 14 Operational expenditure</b>						
a) total expenditure per capita	£14,244	7/21	£6,745	£11,979	£16,968	£13,934 8/21 £16,749 5
b) % on staff	56%	13/21	46%	58%	75%	55% 14/21 57% 11
% on information resources	10%	18/21	4%	13%	25%	10% 16/21 11% 17
% on equipment and buildings	7%	4/21	0%	4%	20%	8% 4/21 4% 11
% on other operational costs	26%	8/21	9%	22%	37%	27% 9/21 28% 9
c) capital expenditure per capita	£2,280	3/21	£0	£341	£16,692	£111 12/21 £228 12
<b>QI 15 Net cost per visit</b>						
	£2.51	7/20	£1.50	£2.33	£3.30	£2.53 9/21 #
<b>QI 16 Opening hours (see note)</b>						
(ii) a) % hours unplanned closure of static service points	0.00%	1	0.00%	0.00%	0.48%	0.00% 1 0% 1
b) % mobile stops / home deliveries missed	n/a		0.00%	0.13%	8.33%	n/a

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

\* By agreement with MALD, figures are based on the first three months of the year only due to the mid-year implementation of a new library management system.

# Income data for 2014-15 not provided to calculate this figure.

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

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

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

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

Denbighshire carried out a library user survey of both adults and children in February 2017, with a relatively small sample. The authority scores above the median for Wales in the areas of health and well-being and the proportion of adults rating the library as very good or good overall; however, it scores below the median in the areas of new skills and at 93% it is the lowest scoring authority in the proportion of adults who experience the library as an enjoyable safe and inclusive place. However, in a wider context, this is still a very good result.

There has been a 7% increase in attendance at pre-arranged training sessions, but this remains low. The number helped by means of informal training has not been recorded this year due to staff shortages. All service points provide the full range of services in support of individual development.

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

Denbighshire meets the target for easy access to service points and recorded the fourth highest per capita visits to library premises in Wales with a 5% increase over last year. Virtual visits have tripled over the last year with the per capita level now the fifth highest in Wales. The total number of library members has more than halved over the last year, however, this is largely due to a change in LMS which provided the opportunity to cleanse the membership data, and the per capita level remains above the median for Wales as a whole. Active borrowers have increased by 15% despite the data only representing 7 months and not a full year. The service should be commended for these areas of improvement which is against the general trend in Wales.

Attendance at events and activities organised by the library is 24% lower than last year, although the per capita level remains above the median and is the fifth highest in Wales.

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

Denbighshire has seen increases in both the number of acquisitions and total materials expenditure in 2016-17, however, they still fail to reach the targets for acquisitions and record one of the lowest replenishment rates out of those authorities supplying data. Due to working with two different LMS' during the course of the year, Denbighshire have been unable to supply data for expenditure on children's materials or Welsh language materials. ICT provision per capita meets the target set, and all libraries provide facilities, although Denbighshire were unable to extract the data for the number of hours of both available and recorded use of ICT facilities and Wi-Fi – which is now available in all static service points.

The number of requests have fallen by 59% compared to last year and the percentage of those requests satisfied within 15 days has fallen below the median for Wales as a whole, however, it is noted that the adoption of a new LMS did impact on the delivery of requests over three-quarters of the year.

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

There have been significant changes in the way that Denbighshire has calculated the staff figures in 2016-17. In last year's return the additional staff as a result of the merger with the One Stop Shop were counted in their entirety; however, for 2016-17, both the FTE and staff expenditure figures include only 50% of these staff as this is a more accurate reflection of the balance of work, and is similar to reporting from other authorities. As a result, direct comparisons cannot be made with the previous year.

Denbighshire does not currently achieve the targets for either overall or professional staff, with one of the lowest levels of total staff per capita in Wales. Denbighshire is one of only three authorities not to use volunteers this year, compared to 38 volunteers last year. Due to the number of new staff as a result of the One Stop Shop it has not been possible for Denbighshire to provide information on staff training.

Spending levels have been maintained in Denbighshire in 2016-17, with a slight increase in revenue expenditure overall, so that the per capita level remains above the median for Wales. The average net cost per visit in 2016-17 was £2.51 – down on last year's £2.53 due to the increase in virtual visits. Opening hours meet the target set, and there were no unplanned closures.

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

Denbighshire provided a clear statement demonstrating the service's contribution towards wider Welsh Government priorities and strategic goals, in the areas of early years development and Welsh culture, lifelong learning, community resilience and equality.

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

Following re-structure in April 2016, future plans include further development of community hubs including planned refurbishments, new branding and marketing, a professional development framework and volunteer programme, and Dementia Friends awareness training.

#### **6) Conclusion**

A review of the methodology in some areas following the merger with the One Stop Shop along with a change in LMS has led to Denbighshire experiencing difficulties in obtaining some data. However, there is encouraging evidence of improvement, with the rolling out of the Wi-Fi network to all static service points, increased audio-visual usage and increased visits. Low staffing levels remain a cause for concern but overall the service appears to be settling after a period of change