

## ORGANISATIONAL CHANGE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Monday 6 <sup>th</sup> February
<b>Report Subject</b>	Welsh Public Library Standards 6 Framework 2017-20: Summary of the Framework
<b>Report Author</b>	Chief Officer Organisational Change

### EXECUTIVE SUMMARY

The Public Libraries and Museums Act 1964 makes it a duty of the relevant Welsh Ministers “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”. 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). Each set stands for a total of three years and individual frameworks have evolved to reflect the changing needs and expectations of public library users. We are currently operating within the fifth quality framework Libraries making a difference (2014-17).

Following consideration by scrutiny committee in January of current performance against the existing WPLS this report provides an overview of the new framework which comes into operation during 2017 and will be reported against for the first time in 2018.

### RECOMMENDATIONS

1	To comment on the Welsh Public Library Standards 6 Framework 2017-20.
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## **REPORT DETAILS**

<b>1.00</b>	<b>BACKGROUND INFORMATION – A SUMMARY OF THE FRAMEWORK</b>
1.01	<p>The aims of this sixth framework of Welsh Public Library Standards are to:</p> <ul style="list-style-type: none"><li>• 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;</li><li>• provide a robust assessment of the performance of library services;</li><li>• have clear links to the Welsh Government’s programme for government, to ensure credibility across local government in Wales;</li><li>• be relevant and useful to all local authority library services in Wales;</li><li>• be transparent, easily understood and accepted by all stakeholders;</li><li>• incorporate outcome measures to show the benefits of using libraries;</li><li>• act as a driver for improvements to library services and local communities; and</li><li>• minimise the burden of data collection on library authorities.</li></ul>
1.02	<p>The framework has been based largely on the fifth framework, updated to take account of the changed local authority environment within which library authorities 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.</p>
1.03	<p>It comprises 12 core entitlements and 16 quality indicators to monitor how well library services realise these benefits for the people of Wales. The core 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.</p>
1.04	<p>The key outcomes and impacts are detailed below:</p> <ul style="list-style-type: none"><li>• People in Wales will be able to increase their knowledge / skills having used the library;</li><li>• People in Wales will be able to take part in reading and other cultural events organised by the library service;</li><li>• People in Wales will feel part of a community using the library service;</li><li>• People in Wales will be able to take advantage of the opportunities offered in the digital world using the library service;</li><li>• Personal health and well-being is enhanced by using the library;</li><li>• People in Wales can participate more fully in local affairs via the facilities in the library.</li></ul>
1.05	<p>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.</p>

1.06	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.
1.07	It is recognised that the number of independent and semi-independent libraries in Wales, frequently referred to as community managed libraries, has increased. 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, professional staffing and a 'seamless' customer experience can be considered for inclusion in the return. However, 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.
1.08	It is appreciated that different models may exist within a single authority, so that some community managed or owned libraries may be included in the returns (e.g. Holywell) while others may not.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Financial Implications  No implications.
2.02	Human Resource Implications  No implications.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	No consultation carried out.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Key Risks and Mitigation  (1) Performance against standards reduces – current plans within existing budgets show that performance will increase in 2016/17, this will be monitored carefully, and if budgets from Welsh Government reduce then consideration will need to be given to where it is acceptable to reduce performance against the new standards.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A – WPLS 6 Framework 2017-20

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None</p> <p><b>Contact Officers:</b> Ian Bancroft / Kate Leonard  <b>Telephone:</b> 01352 704511  <b>E-mail:</b> <a href="mailto:ian.bancroft@flintshire.gov.uk">ian.bancroft@flintshire.gov.uk</a> / <a href="mailto:kate.leonard@flintshire.gov.uk">kate.leonard@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	Welsh Public Library Standards – the annual assessment of library service performance by Welsh Government