Public Document Pack

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL (ARBENNIG)	**CORPORATE SCRUTINY COMMITTEE (EXTRAORDINARY)**
DYDD IAU, 17 IONAWR, 2019 am 9:30 y. b.	**THURSDAY, 17 JANUARY 2019 at 9.30 am**
YSATFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGEFNI	**COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGEFNI**
Swyddog Pwyllgor	**Ann Holmes** 01248 752518	**Committee Officer**

AELODAU/MEMBERS
Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Lewis Davies, John Griffith, Dylan Rees *(Is-Gadeirydd/Vice-Chair),* Alun Roberts, Nicola Roberts

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Richard Griffiths, Richard O. Jones

PLAID LAFUR CYMRU/ WALES LABOUR PARTY

J. Arwel Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats)*(Cadeirydd/Chair)* Bryan Owen

AELODAU CYFETHOLEDIG (Gyda hawl pleidleisio ar faterion Addysg) / CO-OPTED MEMBERS (With voting rights when dealing with Educational matters)

Mr Keith Roberts (Yr Eglwys Gatholig / The Catholic Church)
Mrs Anest G. Frazer (Yr Eglwys yng Nghymru / The Church in Wales)
Mr Dyfed Wyn Jones (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor- Primary Schools Sector)

A G E N D A

1   **DECLARATION OF INTEREST**

To receive any declaration of interest by any Member or Officer in respect of any item of business.

2   **INSPECTION OF CHILDREN'S SERVICES BY CARE INSPECTORATE WALES**
(Pages 1 - 34)

To present the report of the Head of Children and Families' Services.

3   **MATTER FOR INFORMATION - LIBRARY SERVICE ANNUAL REPORT 2017/18**
(Pages 35 - 64)

To present for information, the report of the Head of Learning.

ISLE OF ANGLESEY COUNTY COUNCIL
<u>Scrutiny Report Template</u>

Committee:	Corporate Scrutiny Committee
Date:	17 January 2019
Subject:	Care Inspectorate Wales Inspection Report on the Children and Families Services
Purpose of Report:	To share the Care Inspectorate Wales Inspection Report on the Children and Families Services and to confirm acceptance of report and steps to be taken.
Scrutiny Chair:	Councillor Aled Morris Jones
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Fôn Roberts, Head of Children and Families Services
Report Author: **Tel:** **Email:**	Elin Williams, Children & Families Services Transformation Programme Manager 01248 751813 ElinWilliams@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s

The Committee is requested to:

1.1 Confirm that the Corporate Scrutiny Committee accepts the Care Inspectorate Wales Inspection of Children's Services Isle of Anglesey County Council Report.

1.2 Confirm that the Corporate Scrutiny Committee accepts and agrees with the Children and Families Services service position and steps to be taken to ensure that the service addresses areas for development.

2 – Link to Council Plan / Other Corporate Priorities

There are links between the recommendations within the Care Inspectorate Wales Inspection Report on the Children and Families Services and the objectives within the Isle of Anglesey Plan 2017/2022. The objectives are:

1. Ensure that the people of Anglesey can thrive and realize their long-term potential.
2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible.

3 – Guiding Principles for Scrutiny Members

The following set of guiding principles will assist Members to scrutinise this subject matter:

3.1   The customer/citizen [looking at plans and proposals from the point of view of local people]
3.2   Value [looking at whether plans and proposals are economic, efficient & effective. Also, looking at the wider   requirements of community benefits]

3.3   Risk [Look at plans & proposals from the point of view of resilience and service transformation. It is about the transition from a traditional service to a transformed one, and about the robustness of the transformed service once it is in place]

3.4   Focus on the system (including organisational development) [Ensuring that the Council & its partners have the systems in place to ensure that they can implement transformation smoothly, efficiently and without having a negative effect on service delivery]

3.5   Focus on performance and quality [Scrutiny undertaking a performance monitoring or quality assurance role, on an exception basis]

3.6   Focus on Wellbeing [Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements]

4 - Key Scrutiny Questions

4.1 Does the Corporate Scrutiny Committee accept the Care Inspectorate Wales Inspection of Children's Services Isle of Anglesey County Council Report?

4.2 Does the Corporate Scrutiny Committee accept and agree with the Children and Families Services service position and steps to be taken to ensure that the service addresses areas for development?

5 – Background / Context

Background

During October 2018, Care Inspectorate Wales (CIW) carried out a detailed re-inspection of the Children and Families Services. This re-inspection was undertaken following an inspection which was carried out during November 2016 which led to CIW having "significant concern" about the services provided to children in Anglesey.

Following the 2016 inspection, the Isle of Anglesey County Council immediately embarked on a 3 year Service Improvement Plan (SIP) which was closely monitored by CIW. Several changes have been made during the journey to improvement, including establishing a Children's Improvement Panel which has met monthly and consisted of not only Senior Officers from within the Council but also Elected Members. The Children and Families Services Senior Management Team has been strengthened and there has been a restructure of the service. The service has been able to recruit and retain staff during this period and has, as a result, increased staffing capacity. The service has a Quality Assurance Framework in place; a Performance Framework in place; a risk model and a new Supervision Policy has been implemented. There is now stronger management oversight and the service has worked with partners to improve joint-working arrangements. The Independent Support Team supported the service to make improvements during this period.

The Service Improvement Plan incorporated the 14 recommendations made by CIW in March 2017. The SIP started with 21 priorities on Red in February 2017, and all have been taken forward, and none are currently on Red. The 21 priorities have now

progressed to 13 being on Green (completed); 6 on Yellow (on track) and 2 on Amber (further work to be done):

RAYG	February 2017	May 2018	September 2018	November 2018
Red	21	0	0	0
Amber	0	5	3	2
Yellow	0	10	8	6
Green	0	6	10	13

Re-inspection of Children and Families Services, October 2018

The re-inspection focused on how families are empowered to access help and care & support services and on the quality of outcomes achieved for children in need of help, care & support and/or protection.

CIW evaluated the quality of practice, decision making and multi-agency work maintaining a clear focus on the impact of services for children and families, in respect of:

- access, including the provision of early help/prevention services;
- assessment;
- safeguarding;
- care & support planning/review.

And

- quality of the leadership, management and governance arrangements in place that develop and support service delivery to maximise best outcomes for children and families.

The report of the October 2018 inspection, which was published on 10th December 2018, highlights the *significant improvement* made by the Council in the previous 2 years and this report was welcomed. The report was consistent with the services' self-assessment, which was submitted to CIW prior to the inspection and it also reflects the areas requiring further work already identified in the SIP i.e. matters in the amber and yellow of the RAYG rated SIP.

The report identifies improvements which include:

- *Staff morale is high and there is passion and commitment at all levels to continuing to work hard on the journey of improvement to deliver excellent services for children;*

- *The Information, Advice and Assistance (IAA) service has improved significantly since our last inspection and is now more in line with the Social Services and Well-being Act (SSWBA). Staffing levels have increased within this service and 'what matters' conversations are being undertaken with increasing confidence and success. Chronologies are routinely begun at this early stage and referrals passed to other teams appropriately. Decisions and case recording are mostly timely and proportionate;*

- *The quality improvement service has benefitted from increased staffing and external professional support over the past year. This new impetus had led to the development of a number of policies and procedures;*

- *Improvements in management oversight and professional accountability at all levels is continuing to highlight cases where opportunities to support children have been missed in previous years. There is firm commitment and direct evidence of the local authority proactively and systematically responding to the needs of these children;*

- *There is strong leadership and governance in IoACC. Members of the council were able to demonstrate their contribution to children's services improvement journey. They were able to demonstrate their knowledge of key challenges facing the council and how they interact to impact upon children and families. Senior officers are visible, available and driving improvements. Partners on the regional safeguarding board, North Wales Police and Health Board operational colleagues are positive about the changes they have seen in Anglesey, describing a new open culture and good joint working.*

Areas for Development

The report notes 14 areas for development. The table below provides a service position on each area. As mentioned above, all areas noted below are areas which were not 'new' to the service as it is felt that not only do we know the service well at this present time, we also have a clear and firm vision of where it should aim to be:

No	Area for Development	Service Position	RAYG
1	**Access arrangements: Information, Advice and Assistance** The opportunity to provide feedback to people who make referrals should be maximised. There is an electronic form already available it could be used more consistently to improve communication with people who make referrals and build the reputation of the service.	It has been recognised that Teulu Môn *has benefitted from significant investment and development over the past year* and that *we observed the service to be generally offering proportionate and timely responses at the 'front door'.* The service agrees with this and will continue to further develop Teulu Môn. We have already created an additional function in WCCIS and added capacity in Teulu Môn to make sure all relevant referrers are given feedback.	
2	**Access arrangements: Information, Advice and Assistance** Ensure chronologies are consistently updated to assist practitioners to access	Not all chronologies are up-to-date, but we are working to ensure that all chronologies will be consistently updated. This will support practice leaders to access information in a timely manner.	

	relevant and significant case information in a timely manner.		
3	**Assessment** Ensure the individual child is not lost in the wider case discussion of the family circumstance. A greater focus must be held on individual children's needs and wishes, as well as impact and mitigation of risk(s) to them.	CIW stated that *we also audited cases with insufficient evidence of children's voices being sought or heard. Particularly when there was a sibling group or families were linked by marriage or complicated relationships…we saw cases where the child was at risk of being missed in the wide ranging discussion going on around them. This included assessments where the child was only referred to once or twice in many pages of notes in their own case file.* The service is working on addressing this as a priority. Issues around regional forms that are being used are being explored.	
4	**Assessment** High quality, robust and timely supervision and audit of individual assessments must become routine within the service to drive the pace of service improvement. Supervision and audit need to include reflection on use of professional knowledge, evidence and social work skills.	The service is implementing a new Supervision Policy which addresses many of the issues identified by CIW. There are inconsistencies at present but the service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. It will be expected that practice leaders will ensure that high quality, robust and timely supervision and audits will be carried out. All staff have now received training on the new Supervision Policy and this will become live as from February 2019.	
5	**Assessment** Evidence collection, recording and analysis must be brought up to a consistently high level to enable informed decision making and ensure cases where children are suffering significant harm are not allowed to drift. Managers need to be confident and supportive in critically	Work is being undertaken with practice leaders to ensure that evidence collection, recording and analysis is brought up to a consistently high level. The service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. This will include supervision and audit arrangements between practice leaders and team members.	

	appraising incomplete or inadequate written documentation.		
6	**Assessment** Children need to be able to build relationships with social workers they can trust, the number of social workers to which each child has to repeat their story needs to be minimised. Social workers must ensure every interaction with a child counts and be able to evidence their work.	Work is being undertaken with the different teams to ensure that social workers ensure that every interaction with a child counts. CIW recognised that there is *evidence of increased staffing in the service including an increase in practice leaders. The three practice leaders work together under one service manager and share the role of decision maker. Staff consistently told us this is a positive improvement, helping them to get timely advice and progress their work more efficiently.* CIW also *saw how the restructure implemented in October 2017 was positively impacting upon practice.* CIW also stated that *we found many children with more than one social worker involved and were told complex cases were shared with practice leaders, and the social worker from the Resilient Families Team may also be actively working with the child.* The service agrees with CIW's recommendation that *senior managers will want to consider concerns raised by workers and take steps to respond to staff.* The service will continue to stabilise the workforce which will ensure that children will be able to build relationships with social workers.	
7	**Care and support and review** More work is required to support independent safeguarding and reviewing officers (IRSOs) to ensure they have capacity and confidence to effectively challenge where services fall short of standards required for individual children.	The service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. The capacity of the safeguarding and reviewing team has recently been increased which will support officers in terms of capacity.	
8	**Care and support and review**	CIW noted *reviews of children who are looked after are mostly held in line with*	

		There needs to be early emphasis and priority given to improving consistency of contact and engagement of IRSOs with children before reviews to ensure children's voices are clearly and effectively heard.	*guidance, however there is a need to strengthen reviewing arrangements and consistently offer children opportunities to meet with the reviewing officer prior to review.* The service agrees with this and is making arrangements to ensure that this is embedded in to the reviewing process. The additional capacity within the IRSO team will also enable the IRSO to engage with children prior or after their LAC Review.	
9	**Care and support and review** Care planning and engagement with children and carers must be strengthened to ensure consistent development of co-produced plans. Children and carers must receive the support offered to them in care and support plans.		The service agrees that more work needs to be undertaken around engaging with children and carers and to ensure consistent development of co-produced care and support plans. The approach to this is inconsistent at present. The Service has already started work on this in relation to Child Protection Plans and work will start in January 2019 in relation to Care and Support and Looked After Care Plans.	
10	**Care and support and review** Continue to explore and hasten current opportunities to increase the number and range of placements options for children on the island. The provision of new placement opportunities needs to be based upon professional understanding of children's needs.		Increasing the number and range of placement options on the island is a priority for the service. A campaign will begin in the new year to attract more foster carers by introducing a new foster carer benefit package which includes a 50% reduction in Council Tax; free parking in Local Authority car parks; 10% increase in Fostering Allowance and free leisure card membership. We are also opening two Small Group Homes which will provide local placements and will hopefully see a return of some children and young people who are placed out of county back to the island. We are also, in conjunction with the Housing Service, currently planning the opening of a 'Leaving Care Trainer Flat' for young people who are ready to leave care but need additional support in a	

			supported environment before taking on their own tenancy.	
11	**Care and support and review** Develop mechanisms to ensure looked after children are not disadvantaged by pressures on staff to respond to new safeguarding concerns in other cases.		CIW stated that *we found improved quality of recording of referrals and evidence gathering. We heard from staff how working alongside the Team Around the Family helped with analysis and signposting as information, practical knowledge and skills were readily shared within the team. We heard how this cooperative approach appropriately facilitates prompt transfer to TAF allowing timely preventative work with children and families to take place.* This is a mechanism to ensure that looked after children are not disadvantaged and the service will continue to develop other mechanisms.	
12	**Leadership and governance** Continue with development of robust quality assurance mechanisms across the service.		CIW stated that *we found some examples of good direct work with children, focused on ensuring children could express their concerns and their voices were captured.* The report also identifies that *in discussion with social workers it was evident they had a clear focus on children, however, written records did not always capture the quality of the positive work including direct work with children being undertaken as part of assessments.* The service accepts that there are inconsistencies and is reviewing Quality Assurance arrangements and will be strengthening/enhancing the current arrangements.	
13	**Leadership and governance** Encourage further joint working between children's services and education services to ensure all children have timely Personal Education Plans that reflect the importance of education to each child's ability to reach their potential.		The service in conjunction with colleagues from schools and the Learning Service are already working on this matter to ensure that a more robust procedure is in place in terms of ensuring that Personal Education Plans are in place for all children.	

| 14 | **Leadership and governance**

Ensure there are opportunities to pause and reflect on the new structure including constructive challenge as to whether the experience and outcomes of children are being best served by the number of practice leaders who are non-case holders and the number of changes in social worker experienced by each child. | CIW noted that *there is a wide skill mix of social workers in IoACC. With a spread of experienced, newly qualified and agency workers. We saw evidence in supervision files of staff saying caseloads were too high. We also spoke to staff who told us they felt very well supported and whose caseloads were manageable.* The service will be reviewing the effectiveness of the new structure, timescale to be agreed. | |

Next Steps

| 15 | **Next Steps**

CIW view IoACC as having a good understanding of their strengths and areas for improvement. CIW expect the local authority to consider areas of development highlighted to be incorporated into their development plans. | The service agrees with CIW's statement that there is a good understanding of strengths and areas for improvement. A new Service Improvement Plan will consider and incorporate the areas of improvement to ensure that these will be developed further. The new Service Improvement Plan will continue to be monitored by the Children's Improvement Panel. | |
| 16 | **Next Steps**

CIW will monitor progress through its on-going engagement activity with the local authority. This may include desk top review of a small number cases audited in this inspection to track the progress of children. | The service welcomes the opportunity to continue to work with CIW. | |

Steps to be Taken

- To develop a new Service Improvement Plan that will be agreed by the Service Senior Management Team; Children's Improvement Panel; Corporate Scrutiny Committee and the Executive. This will include any outstanding actions from the current SIP that need to be further progressed.

- To actively engage more with children, young people and families to ensure that the voice of the child is central to all we do as a service.

- To review current policies to ensure that they are up to date and fit for purpose and to ensure that the voice of children, young people and families are included within service policies.

- To further review and strengthen Quality Assurance arrangements within the service.

- The Children's Improvement Panel to continue to meet and provide challenge to ensure that further improvements are made within the service.

- To continue holding Laming Visits so that members of the Children's Improvement Panel made up of members of the Senior Leadership Team and Elected Members have a deep understanding of the service.

- To continue working with partners and to continue strengthening relationships and joint working arrangements.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

Not applicable

7 – Financial Implications

Not applicable.

8 – Appendices:

Care Inspectorate Wales Report: Inspection of Children's Services Isle of Anglesey County Council December 2018:

https://careinspectorate.wales/sites/default/files/2018-12/181210-anglesey-childrens-services-en.pdf

PDF

181210-anglesey-ch
ildrens-services-en.p

9 - Background papers (please contact the author of the Report for any further information):

Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection of Children's Services
Isle of Anglesey County Council

December 2018

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

Contents

3

Introduction

Care Inspectorate Wales (CIW) last inspected children's services in Isle of Anglesey County Council in November (IoACC) 2016. The inspection found management oversight of safeguarding, access and assessment arrangements were insufficient and the pace of change in improving the provision of help, care and support and/or protection for children and families in Anglesey needed to be accelerated and improvement sustained. Due to the significant concerns identified, CIW undertook to re-inspect Isle of Anglesey children's services within 12 to 18 months from the publication of report.

IoACC developed an improvement programme and engaged an independent support team to monitor progress and offer consultancy advice.

CIW undertook this re-inspection of services for children during October 2018.

Our approach is underpinned by the eight well-being statements and associated well-being outcomes as outlined in the Welsh Government's *National Outcomes Framework for People who need Care and Support and for Carers who need Support* (March 2016). It builds upon the associated local authority quality standards set out in the *Code of Practice in Relation to Measuring Social Services Performance issued under section 145 of the Social Services and Well-being (Wales) Act.* In addition, the inspection considered the local authority's capacity to improve through an analysis of the leadership and governance of its social services functions.

This re-inspection focused on how families are empowered to access help and care & support services and on the quality of outcomes achieved for children in need of help, care & support and/or protection.

We evaluated the quality of practice, decision making and multi agency work maintaining a clear focus on the impact of services for children and families, in respect of:

- access, including the provision of early help/prevention services
- assessment;
- safeguarding;
- care & support planning/review.

And
- quality of the leadership, management and governance arrangements in place that develop and support service delivery to maximise best outcomes for children and families.

4

Inspectors read case files, interviewed staff and administered a staff survey, interviewed managers, and professionals from partner agencies. Inspectors talked to children and their families wherever possible. We sought to engage children, young people and/or their families/carers with the purpose of listening to their views and experiences of the quality of services they have received.

Overview of findings

- We found IoACC children's services able to demonstrate significant improvement in a number of key areas with some other areas still requiring further work. Staff morale is high and there is passion and commitment at all levels to continuing to work hard on the journey of improvement to deliver excellent services for children.

- The Information, Advice and Assistance (IAA) service has improved significantly since our last inspection and is now more in line with the Social Services and Well-being Act (SSWBA). Staffing levels have increased within this service and 'what matters' conversations are being undertaken with increasing confidence and success. Chronologies are routinely begun at this early stage and referrals passed to other teams appropriately. Decisions and case recording are mostly timely and proportionate.

- Safeguarding responses are mostly timely and proportionate. There is room for improvement in collation and recording of evidence and analysis of risk. We were not always confident all key pieces of information were available at the right time to consistently support managers to make good decisions. This can lead to unnecessary delays in formulating plans for children.

- The quality improvement service has benefitted from increased staffing and external professional support over the past year. This new impetus has led to the development of a number of policies and procedures. Some policies and procedures require more detail to ensure they maximise improvements. There is some evidence of a feedback loop between case audit and practice. However, we are not yet confident current case audit and supervision consistently identifies and improves practice that falls short of the standards expected within legislation.

- Improvements in management oversight and professional accountability at all levels is continuing to highlight cases where opportunities to support children have been missed in previous years. There is firm commitment and direct evidence of the local authority proactively and systematically responding to the needs of these children. This has led to a noticeable increase in the

5

number of children becoming looked after and corresponding increase in work load for teams.

- There is a lack of suitable placements for children. More work is required to ensure placement options meet the particular needs of children within their community. We heard about and spoke to children with complex needs who are receiving specialist support out of county. We were told these placements can be very expensive and how they need to be carefully commissioned and tightly monitored to ensure children's needs are met. The Service is considering specific measures designed to address this shortage.

- There is strong leadership and governance in IoACC. Members of the council were able to demonstrate their contribution to children's services improvement journey. They were able to demonstrate their knowledge of key challenges facing the council and how they interact to impact upon children and families. Senior officers are visible, available and driving improvements. Partners on the regional safeguarding board, North Wales Police and Health Board operational colleagues are positive about the changes they have seen in Anglesey, describing a new open culture and good joint working.

Areas for development

Access arrangements: Information, Advice and Assistance

1. The opportunity to provide feedback to people who make referrals should be maximised. There is an electronic form already available it could be used more consistently to improve communication with people who make referrals and build the reputation of the service.

2. Ensure chronologies are consistently updated to assist practitioners to access relevant and significant case information in a timely manner.

Assessment

3. Ensure the individual child is not lost in the wider case discussion of the family circumstance. A greater focus must be held on individual children's needs and wishes, as well as impact and mitigation of risk(s) to them.

4. High quality, robust and timely supervision and audit of individual assessments must become routine within the service to drive the pace of service improvement. Supervision and audit need to include reflection on use of professional knowledge, evidence and social work skills

6

5. Evidence collection, recording and analysis must be brought up to a consistently high level to enable informed decision making and ensure cases where children are suffering significant harm are not allowed to drift. Managers need to be confident and supportive in critically appraising incomplete or inadequate written documentation.

6. Children need to be able to build relationships with social workers they can trust, the number of social workers to which each child has to repeat their story needs to be minimised. Social workers must ensure every interaction with a child counts and be able to evidence their work.

Care and support and review

7. More work is required to support independent safeguarding and reviewing officers (IRSOs) to ensure they have capacity and confidence to effectively challenge where services fall short of standards required for individual children.

8. There needs to be early emphasis and priority given to improving consistency of contact and engagement of IRSOs with children before reviews to ensure children's voices are clearly and effectively heard.

9. Care planning and engagement with children and carers must be strengthened to ensure consistent development of co-produced plans. Children and carers must receive the support offered to them in care and support plans.

10. Continue to explore and hasten current opportunities to increase the number and range of placements options for children on the island. The provision of new placement opportunities needs to be based upon professional understanding of children's needs.

11. Develop mechanisms to ensure looked after children are not disadvantaged by pressures on staff to respond to new safeguarding concerns in other cases.

Leadership and governance

12. Continue with development of robust quality assurance mechanisms across the service.

13. Encourage further joint working between children's services and education services to ensure all children have timely Personal Education Plans that reflect the importance of education to each child's ability to reach their potential.

14. Ensure there are opportunities to pause and reflect on the new structure including constructive challenge as to whether the experience and outcomes of children are being best served by the number of practice leaders who are non case holders and the number of changes in social worker experienced by each child.

Next steps

15. CIW view IoACC as having a good understanding of their strengths and areas for improvement. CIW expect the local authority to consider areas of development highlighted to be incorporated into their development plans.

16. CIW will monitor progress through its on-going engagement activity with the local authority. This may include desk top review of a small number cases audited in this inspection to track the progress of children.

1. Access arrangements: Information, Advice and Assistance

<div style="background-color:#c3d69b">

What we expect to see

The authority works with partner organisations to develop, understand, co-ordinate, keep up to date and make best use of statutory, voluntary and private sector information, assistance and advice resources available in their area. All people, including carers, have access to comprehensive information about services and get prompt advice and support, including information about their eligibility and what they can expect by way of response from the service. Arrangements are effective in delaying or preventing the need for care and support. People are aware of and can easily make use of key points of contact. The service listens to people and begins with a focus on what matters to them. Effective signposting and referring provides people with choice about support and services available in their locality, particularly preventative services. Access arrangements to statutory social services provision are understood by partners and the people engaging with the service are operating effectively.

</div>

Summary of findings

1.1 Teulu Mon, the Information, Advice and Assistance (IAA) service in Anglesey has benefitted from significant investment and development over the past year in line with the Social Services and Well Being (Wales) Act 2014 (SSWBA). We observed the service to be generally offering proportionate and timely responses at 'the front door'. Teulu Mon is an amalgamation of what were previously separate functions carried out by the Family Information Service, Team Around the Family (TAF) and the Children and Families service duty and assessment team.

1.2 We saw evidence of increased staffing in the service including an increase in practice leaders. The three practice leaders work together under one service manager and share the role of decision maker. Staff consistently told us this is a positive improvement, helping them to get timely advice and progress their work more efficiently.

1.3 We met with staff from the IAA service and heard about their positive experience of a range of training opportunities and witnessed commendable level of support for each other within the team. We observed staff using the "*what matters*" conversation and the five steps to eligibility in line with SSWBA guidance.

1.4 We found improved quality of recording of referrals and evidence gathering. We heard from staff how working alongside the Team Around the Family helped with analysis and signposting as information, practical knowledge and

9

skills were readily shared within the team. We heard how this cooperative approach appropriately facilitates prompt transfer to TAF allowing timely preventative work with children and families to take place.

1.5 Since its recent move into Children's services from education TAF has changed its thresholds for intervention, with the aim of providing a more targeted service for children and families who need support. Managers told us they believed this to be a better use of the resources available on the island.

1.6 We found improved communication and joint working between children's services and schools. One Head teacher told us they found Teulu Mon increasingly helpful when they needed to make a referral. They now feel able to pick up the phone and discuss potential referrals with the service. This improvement has followed presentations by the head of Children's Services to head teachers encouraging them to refer on the basis that services to support prevention are now available where needed.

1.7 We were told the clearer threshold and improved communication will deliver an improved preventative service for children and families on Anglesey who may be more reluctant to use services or may have been hard to reach. It is too soon to tell whether this level of targeting is appropriate to provide early intervention and prevent families and children reaching crisis.

1.8 Teulu Môn Practice Leader described how promoting the IAA service at parent's evenings and community events is providing information about services that are available to normalise families accessing support before they reach crisis. The impact of this approach will not become clear for some time.

1.9 Beginning chronologies in the IAA service when referrals are first made is a positive development that can support future timely and informed decision making. We found not all chronologies are up to date, we saw work is ongoing to ensure they are brought up to date and staff keep them updated.

1.10 Further work is required to enhance the newly established IAA service to enable workers to provide a comprehensive information service to the public. The Family Information Service is part of IAA and staff members are currently inputting Anglesey information on to the DEWIS web based resource directory. Resources will be required to ensure the information is kept up to date.

1.11 It was positive to see the Wellbeing and Inclusion worker included within service whose role is to respond to referrals, signpost to community and preventative services and map areas of need. The local intelligence gained by this worker should be a useful contribution to the population needs assessment.

10

1.12 The active offer of the Welsh language is fully embedded in the services offered. We heard on a regular basis staff regularly alternating between English and Welsh with a high level of accomplishment.

11

2. Assessment

What we expect to see

All people entitled to an assessment of their care and support needs receive one in their preferred language. All carers who appear to have support needs are offered a carer's needs assessment, regardless of the type of care provided, their financial means or the level of support that may be needed. People experience a timely assessment of their needs which promotes their independence and ability to exercise choice. Assessments have regard to the personal outcomes and views, wishes and feelings of the person subject of the assessment and that of relevant others including those with parental responsibility. This is in so far as is reasonably practicable and consistent with promoting their wellbeing and safety and that of others. Assessments provide a clear understanding of what will happen next and results in a plan relevant to identified needs. Recommended actions, designed to achieve the outcomes that matter to people, are identified and include all those that can be met through community based or preventative services as well as specialist provision.

Summary of findings

2.1 We were told and inspectors saw how the restructure implemented in October 2017 was positively impacting upon practice. Staff told us they found the new ' Practice Group arrangements with practice leaders to be a positive improvement. They told us they valued sitting in the same room as their practice leaders and how it provided easier access to support now that managers are much more visible.

2.2 There is a wide skill mix of social workers in IoACC. With a spread of experienced, newly qualified and agency workers. We saw evidence in supervision files of staff saying case loads were too high. We also spoke to staff who told us they felt very well supported and whose case loads were manageable.

2.3 We found many children with more than one social worker involved and were told complex cases were shared with practice leaders, and the social worker from the Resilient Families Team may also be actively working with the child. For this reason it was difficult for inspectors to say whether the caseloads were appropriate. Senior managers will want to consider concerns raised by workers and take steps to respond to staff.

2.4 We did hear about and witness the positive drive by senior managers for improvements in practice and professional accountability at all levels. We are

12

aware some staff have found this challenging while many told us they found the extra support and drive for improvement helpful.

2.5 The inclusion of a 'legacy team' as part of the re-structure has facilitated a concerted focus on cases where there had been significant 'drift'. We saw many cases where this team has brought a renewed focus to specific children and were taking action to ensure children receive the support they should have benefitted from in previous years. We saw this work was quite quickly making a positive difference to the lives of children.

2.6 We found the quality of assessments to be inconsistent ranging from very good to some requiring improvement. In the best examples we saw high quality evidence presented well with ongoing analysis. Very good examples provided a clear picture of the child and an understanding of what matters to them and identification of risk and strengths.

2.7 These very good assessments and plans provided a sharp contrast to others where statutory visits to children were undertaken by workers who had not previously met the child and the subsequent recording added little or nothing to the service's understanding of the child's immediate concerns or ambitions for the future.

2.8 We did not see a correlation between the quality of written work and the experience of the worker. We saw some very good assessments written by Newly Qualified Social Workers.

2.9 Regardless of the individuals experience or length of service, we did not see quality of recording or professional analysis challenged consistently enough to ensure past experiences are not repeated.

2.10 We found some examples of good direct work with children, focused on ensuring children could express their concerns and their voices were captured. We also audited cases with insufficient evidence of children's voices being sought or heard. Particularly when there was a sibling group or families were linked by marriage or complicated relationships. We found this unacceptable.

2.11 On these occasions we saw cases where the child was at risk of being missed in the wide ranging discussion going on around them. This included assessments where the child was only referred to once or twice in many pages of notes in their own case file. This was explained to us as being due to the nature and structure of regional forms. Regardless of the reason inspectors found this unacceptable.

13

2.12 We spoke to children and foster carers and saw within case notes how they had experienced many changes in social workers, we also saw many social workers being involved in the same cases. This may be an unintended consequence of the Practice Group within the new structure. We heard from some children how this caused them confusion and they were not sure who they should speak to if things went wrong. One child asked inspectors "what's the point of having a named social worker if I never see them and other people keep turning up instead".

2.13 In discussion with social workers it was evident they had a clear focus on children, however, written records did not always capture the quality of the positive work including direct work with children being undertaken as part of assessments.

14

3. Care and support and review

What we expect to see

People experience timely and effective multi-agency care, support, help and protection where appropriate. People using services are supported by care and support plans which promote their independence, choice and wellbeing, help keep them safe and reflect the outcomes that are important to them. People are helped to develop their abilities and overcome barriers to social inclusion.

Summary of findings

3.1 The local authority has further room for improvement to ensure looked after children and young people have timely care and support plan as required in SSWBA guidance. We found the quality of plans was variable. Staff report struggling with the regionally developed care planning documentation following implementation of the SSWBA. Inspectors were made aware there is work ongoing to review the forms and the new IT system.

3.2 IoACC struggles to find placements that match individual needs of children. This has resulted in some children being placed out of county placements and some children being placed in settings that are 'best fit' rather than setting of choice. We saw children placed with their own parents because of the lack of availability of an alternative placement which then require intensive support to manage risks.

3.3 There is a need to strengthen engagement and direct work with children to enable them to have an improved understanding of their care plans. There is also a need to improve engagement with children at a more strategic level. Discussions are underway with a national organisation to help move this work forward and ensure the service benefits from learning directly from children who rely on services.

3.4 We found the Resilient Families Team to be clear in its remit and confident in its abilities. The team were able to demonstrate the direct in-depth work they had undertaken with children and families and had good examples of 'reflective letters' used as a means of engaging with children and parents.

3.5 The local authority has developed a more robust approach to permanency planning for cases that have been subject to 'drift' as identified by CIW previous inspection. The legacy team was introduced during the restructure in October 2017 to provide a new focus on children where there has been an unacceptable tolerance of long term neglect. We saw evidence of refreshed planning, improved case management and management oversight, including

15

panel arrangements. These interventions were leading to more robust and longer term planning for children.

3.6   Managers accept that while most cases of this type have now been identified there may be others with unacceptable delays and there is a need to identify these as soon as possible.

3.7   Funding has been identified to engage an additional solicitor to increase the legal advice available to teams and the post is currently out to advert. This should increase timely support to social workers and directly improve outcomes for children.

3.8   The local authority demonstrated it was committed to successfully returning children and young people home where it was in their best interests. There were arrangements in place to support step up and step down of cases where it is safe to do so. Workers recognised the importance of parental and child bonds and were proactive in offering opportunities for children to remain with parents and offer substantial support.

3.9   The reviewing process should be child focused with any challenge in respect of children's rights to be escalated appropriately. We were shown a new policy that is being developed to support Independent Reviewing Safeguarding Officer's (IRSO's) to escalate concerns. Successful implementation of this and other support to IROs will be crucial to these officers having the confidence and ability to monitor the performance of the local authority as a corporate parent.

3.10   Reviews of children who are looked after are mostly held in line with guidance, however there is a need to strengthen reviewing arrangements and consistently offer children opportunities to meet with the reviewing officer prior to review. This would provide opportunity to have regard to a child's wishes in respect of how and where the review is held and the child's desired outcomes.

3.11   We saw occasions where life story work was planned but did not take place. Social workers told us this work is not prioritised because of competing demands on their caseload. Gaps in this type of work and limited opportunities to meet with IRSOs means opportunities for children to have their voices heard and make sense of their own stories are not being maximised. We heard some evidence from children and parents whose voices had been heard and recorded in assessments and care and support plans but the associated action by practitioners had failed to materialise. Individuals did not get the response they felt they needed and were expecting.

3.12   There was celebration of children who had been looked after and who had gone on to achieve in higher education or a chosen career with clear

16

expectation this should be the ambition for all looked after children. We found Personal Education Plans were not always in place and up to date for all children. Some managers told us they were already aware of this and understood the importance of ensuring this is addressed.

3.13 Advocacy services are commissioned for children in Anglesey by the local authority but take up was inconsistent. More work is required to ensure workers and children are aware of the opportunity for support and how to access the service. We were told by the advocacy service it was confident steps will be taken by the local authority to improve the workforce's understanding of the requirement of offering advocacy in certain cases.

17

4. Safeguarding

What we expect to see
Effective local safeguarding strategies combine both preventative and protective elements. Where people are experiencing or are at risk of abuse neglect or harm, they receive urgent, well-coordinated multi-agency responses. Actions arising from risk management or safety plans are successful in reducing actual or potential risk. People are not left in unsafe or dangerous environments. Policies and procedures in relation to safeguarding and protection are well understood and embedded and contribute to a timely and proportionate response to presenting concerns. The local authority and its partners sponsor a learning culture where change to and improvement of professional performance and agency behaviours can be explored in an open and constructive manner.

Summary of findings

4.1   Safeguarding children was prioritised within the department. Mostly we saw competent and supported workers providing timely and proportionate responses.

4.2   The local authority has recently re-introduced a new model of risk management to safeguard children, based on the Bruce Thornton model. Training including mentoring and coaching sessions for individual staff has accompanied the new approach and staff told us it is a positive improvement to their practice.

4.3   We saw the new risk documentation had been completed on many occasions. We found some assessments lacked detail of evidence and contained limited analysis of risk. We saw missed opportunity to complete home conditions assessments. Improved quality and completeness of assessments would inform decision making around risk.

4.4   Managers told us about the positive work they were undertaking on child sexual exploitation and adverse childhood experiences. We also spoke with North Wales Police, members of North Wales Regional Safeguarding Board and operational staff from Betsi Cadwaladr University Health Board. All were very positive about the new open working relationships with Isle of Anglesey County Council and very positive about the joint work being undertaken. They were all able to describe different case work that had been successful due to improved joint working. We saw evidence of joint working in the cases we audited.

4.5   The same partners told us about the development of a disputes escalation policy used by all six Local Authorities in North Wales. It has been used

18

successfully in Anglesey and achieved a positive outcome for the child and agencies involved.

4.6 We heard there was more work to do to improve the quality of referrals received from partners into children's services. Joint training is being planned to ensure sufficient and appropriate information is provided to enable social workers to make informed decisions and ensure children are safeguarded.

19

5. Leadership, management and governance

What we expect to see

Leadership, management and governance arrangements comply with statutory guidance and together establish an effective strategy for the delivery of good quality services and outcomes for people. Meeting people's needs for quality services are a clear focus for councilors, managers and staff. Services are well-led, direction is clear and the leadership of change is strong. Roles and responsibilities throughout the organisation are clear. The authority works with partners to deliver help, care and support for people and fulfils its corporate parenting responsibilities. Involvement of local people is effective. Leaders, managers and elected members have sufficient knowledge and understanding of practice and performance to enable them to discharge their responsibilities effectively.

Summary of findings

5.1   IoACC leaders and managers were able to demonstrate a good understanding and strong commitment to supporting the most vulnerable people in their community. They were able to clearly explain key existing and rising challenges in their communities and the opportunities and challenges presented by social care legislation.

5.2   Elected Members had a clear understanding of their role and with officers are aware of their responsibilities as Corporate Parents. Members were equally clear of the need for accountability at all levels and the importance of quality assurance systems and processes being able to identify any dips in performance or missed opportunities and support improvement before they escalate.

5.3   Children services benefits from a permanent and stable senior management team with a wide range of experience and knowledge. Staff told us in focus groups and through questionnaires they feel supported by managers and many told us how pleased they were with changes in the service and how they were enjoying being part of a positive culture with clear direction.

5.4   The lead member and other elected members demonstrated a good understanding of the preventative agenda inherent in the SSWBA and a commitment to supporting children and families to be resilient. We heard about free leisure membership cards and other practical opportunities being developed corporately to support children, young people and their families. Members were able to explain and weigh up their concerns about the unintended consequences of reduced funding in some areas impacting the

20

lives of children and the good work undertaken by the Resilient Families Team to keep families together.

5.5   Members suggested they were supporting joint working between education and children's services. Some members expressed their anxieties about children who do not attend school, are absent and children who may be 'lost' to the system. It was acknowledged this is an area that could benefit from more work.

5.6   Members demonstrated commitment to improving services for children by agreeing the terms of reference for the Children's Improvement Panel before the last election immediately after CIW last inspection. The improvement panel has continued to meet monthly and members report their confidence has grown and the panel is productive, giving them insight to progress being made in the service.

5.7   Leaders and managers recognise the progress that has been made by the local authority and clearly understand the need to continue to drive service improvements to a position where children's services are consistently good, cases are not allowed to drift, and every child is safeguarded from abuse.

5.8   There is recognition of the increasing numbers of looked after children and plans are being formulated to develop a leaving care service to meet rising demand. Given the increasing numbers of children who will be leaving care over the coming years, there is urgency for this work to be competed to ensure young people will be supported through what can be a difficult period of transition.

5.9   There are a number of key documents that have been freshly developed or reviewed including; workforce strategy, performance framework practice standards, prevention strategy and supervision policy. We found some of the policies could benefit from more work, however they do have the potential to contribute to improvement when implemented, supported and translated into daily practice.

5.10   Overall, staff were positive and enthusiastic about their experience of working for the local authority. They told us they felt supported by managers who were visible and approachable and were able to raise concerns as they arose. They were aware of the range of new documentation and although they recognised some needed further work, particularly the supervision policy, they welcomed them as positive steps on a journey of improvement.

5.11   Challenges remain around recruitment of experienced social workers and reliance on agency staff. While the numbers of agency staff are reducing and the situation improving, the frequent changes of staff is leading to poor

21

outcomes for children. Inspectors were told about recruitment plans and positive links with Bangor University which supports the local authority in attracting high quality newly qualified social workers. We were also told about new initiatives to 'grow our own' social workers. Together it is envisaged these projects will resolve the shortage of social workers in the local authority area.

5.12 We found the quality of case audit to be inconsistent. At times the focus was more upon key dates being adhered to rather than quality of the work or the outcome for the child. We also saw audits that had missed deficits in cases for example one case had been closed with work not completed. We found very little comment on quality of evidence or professional practice.

5.13 We are aware of a drive by senior managers for improved supervision and are aware a revised supervision policy is to be implemented. Staff told us they regularly receive supervision and managers are very supportive. In the cases we saw we found the quality of supervision to be variable and one file to be overly negative. We could not be confident that all supervision was effective at improving practice or confidence in social workers.

22

6. Methodology

Fieldwork

We undertook 10 days of fieldwork activity

We selected case files for tracking and review from a sample of cases. In total 48 case files were reviewed; of these 18 were followed up with tracking interviews with social workers and family members some were subject to a tracking focus group which involved multi agency partners.

We interviewed, children, parents and relatives.

We interviewed a range of local authority employees, members, senior officers, Director of Social Services and the Chief Executive.

We interviewed a range of partner organisations, representing both statutory and third sector.

We reviewed a sample of 9 staff supervision files.

We reviewed 74 staff survey results.

We reviewed supporting documentation sent to CIW for the purposes of the inspection.

We looked at a sample of complaints that were made about children's services.

Acknowledgements

CIW would like to thank the following people who gave their time and contributed to this inspection: children and young people, parents and carers, staff, managers and members and partner organisations.

This page is intentionally left blank

V7 16/10/17

<table>
<tr><td colspan="2" align="center">**ISLE OF ANGLESEY COUNTY COUNCIL**
<u>Scrutiny Report Template</u></td></tr>
<tr><td>**Committee:**</td><td>Corporate Scrutiny Committee</td></tr>
<tr><td>**Date:**</td><td></td></tr>
<tr><td>**Subject:**</td><td><u>Connected and Ambitious Libraries</u>: The sixth quality framework of Welsh Libraries 2017-20, Isle of Anglesey Annual Return 2016/2017.</td></tr>
<tr><td>**Purpose of Report:**</td><td>• To report on the Welsh Government's (MALD) assessment of the Library Services 2017/18 Annual Library Report, and the issues arising.

To identify the relative strengths and weaknesses of the Library and Information Service as identified in the 2017/2018 annual report.</td></tr>
<tr><td>**Scrutiny Chair:**</td><td>Cllr Aled Morris Jones</td></tr>
<tr><td>**Portfolio Holder(s):**</td><td>Cllr R Meirion Jones</td></tr>
<tr><td>**Head of Service:**</td><td>Arwyn Williams</td></tr>
<tr><td>**Report Author:**
Tel:
Email:</td><td>Rachel Rowlands : Library Service Manager
01248 752094
rfxlh@ynysmon.gov.uk</td></tr>
<tr><td>**Local Members:**</td><td></td></tr>
</table>

1 - Recommendation/s
• That the Corporate Scrutiny Committee suggests that the Portfolio Holder approves the Welsh Public Library Standards Annual Report for 2017/18 • That the Corporate Scrutiny Committee note the Welsh Government's (MALD) assessment of the Library Services 2017/18 Annual Library Report, and the issues arising.

2 – Link to Council Plan / Other Corporate Priorities

3 – Guiding Principles for Scrutiny Members
To assist Members when scrutinising the topic:- **3.1** Impact the matter has on individuals and communities **[focus on customer/citizen]** **3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**

3.3 A look at any risks **[focus on risk]**

3.4 Scrutiny taking a performance monitoring or quality assurance role **[focus on performance & quality]**

3.5 Looking at plans and proposals from a perspective of:
- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

5 – Background / Context

Welsh Public Library Standards April 2017 – March 2018
Library Service Manager Report

1.   EXECUTIVE SUMMARY

1.1   The Welsh Government (WG) via its policy division MALD (Museums, Archives and Libraries Division) requires that the Council submits an Annual Report on performance towards the Public Library Standards for Wales.

1.2   The Annual Report contains a summary of Library and Information Service performance during 2017/18 and has been submitted to MALD in draft form due to the assessment timetable. **The Annual Report is attached as Appendix 1.**

1.3   The Assessment shows the service to be performing well and met all of the 12 core entitlements in full; an improvement on 2016-17. Of the 10 quality indicators the Isle of Anglesey achieved 7 in full and 2 in part and failed to achieve 1. **The assessment is attached as Appendix 2.**

1.4   Performance is broadly maintained in this first year of the sixth framework, with improvements in some areas and reductions in others. We retain a strong focus on children's services and support for the Welsh language, and evidence a useful partnership ethos, working both with other services in North Wales and local providers.

2   BACKGROUND INFORMATION

2.1 Statutory Public Library Standards were introduced by the Welsh Assembly Government (WAG) in April 2002 to indicate minimum levels of library provision and are intended to provide comparative performance measurements to guide service improvements. The 1964 Public Libraries and Museums Act requires that each local authority "provide a comprehensive and efficient library service for all persons desiring to make use thereof". As the terms "comprehensive and efficient" are not defined in the Act, WAG introduced the Public Library Standards to define levels of service and to assist the relevant Minister "to superintend, and promote the improvement of, the public library service".

2.2 In 2017 local authorities began recording their performance against the indicators in the new framework "Connected and Ambitious Libraries: The sixth quality framework of Welsh Libraries 2017-20". This framework has been developed in partnership with local authorities and is based substantially on the 5th framework. It also includes the guidance on community managed libraries which was also available in a separate document.

Benefits of the framework

The framework encourages local authorities to ensure that the public can benefit from:

- the provision of suitable and appropriate access to public library service points
- a suitable and appropriate range of materials and activities available
- access to adequate levels of staffing and a skilled workforce
- adequate capital investment in buildings, effective ICT and efficient managements systems for their library service.

3 Library Service Annual Report 2017 – 2018: Report Summary

3.1 Areas of strength

3.1.1 All 12 core entitlements are met in full
3.1.2 96% of our population live within easy reach of a service point.
3.1.3 Welsh language issues per capita is amongst the highest in Wales
3.1.4 The Isle of Anglesey has the highest usage rate of public access ICT facilities.
3.1.5 Qualified leadership is in place with a strong emphasis on Professional development.
3.1.6 The number of Informal user training sessions is in the highest performing category

3.2 Areas of weakness

3.2.1 The level of attendance at pre-arranged training is the lowest in Wales, however, informal training has increased and is ranked 7/22.

3.2.2   The Isle of Anglesey has not met the targets for overall staffing or for professional staff.

3.2.3   The number of Active borrowers is among the lowest in Wales although performance has improved which is encouraging.

3.2.4   Not all libraries provide a full programme of skills sessions, with formal digital skills training difficult to support in two of the smaller libraries where PC provision is lower.

3.2.5   Events /activities for users with special requirements are only provided in 6 out of 9 libraries, with provision targeted to where there is demand or an identified need.

4   MALD Assessment (Please see : Appendix 2.)

4.1   The formal assessment of the performance of the Library and Information Service for the year 2017/18 calculates that the Authority achieves 12 of the 12 core.   Of the 10 quality indicators which have targets, the Isle of Anglesey achieved 7 in full 2 in part and fails to achieve 1.

4.2   The core entitlements and quality indicators can be divided into four key areas

4.2.1   Meeting Customer Need (QI 1-5)

Individual development is generally well supported, however not all service points provide a full programme of skills sessions, due to the number of PC's. Good health and wellbeing support is provided. Formal and informal training levels have increased, with increasing demand for informal help, particularly with digital access and job searching, a factor.

4.2.2   Access and Use (QI 6-8)

Target for easy access to service points is met, however events and activities for users with special requirements are only provided in 6 out of 9 libraries with provision targeted to identified need. Attendance at events has fallen per head of population, attributed to fewer events being held. Visitor numbers has decreased slightly, a trend experienced in two thirds of Welsh Libraries. Book issues have fallen, although electronic downloads has increased. Active borrowers has also increased although remains among the lowest in Wales.

4.2.3   Facilities and services (QI 9-12)

There were reductions in the Materials Budget (Book budget) spend in 2017-18, although target for acquisitions per capita was still met and is above the median level. Expenditure of resources for children is the highest proportional spend in Wales. Expenditure on Welsh Materials has fallen slightly but performance is still strong. Welsh language issues per capita is the 3 highest in Wales. PC usage levels exceeds those for other authorities.

4.2.4 Expertise and capacity (QI 13-16)

Neither staffing indicator (Staff per capita and Qualified staff per capita) has been met. Although performance is still above the median level in Wales. The impact of capacity levels on the service is noted, the new staffing structure to be implemented in 18-19 should enable improvement. Qualified leadership s in place and the service continues to invest strongly in professional development.

Total revenue expenditure has decreased in 17-18 but expenditure per capita remains above the median level. It is noted that most of this reduction is accounted for by a fall in operational costs outside staffing, reflecting increased efficiency savings both corporately and departmentally.

4.3 **The assessment concludes that**: *The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.*

---

6 – Equality Impact Assessment [including impacts on the Welsh Language]

N/A

---

7 – Financial Implications

N/A

---

8 – Appendices:

Appendix 1. Isle of Anglesey Welsh Public Library Standards Annual Report for 2017/18
Appendix 2. Isle of Anglesey Annual Report 2017-18 Assessment

9 - Background papers (please contact the author of the Report for any further information):

MALD : Museum, Archives and Libraries Division – Connected and Ambitious Libraries: The sixth quality framework of Welsh Libraries 2017-20

https://gov.wales/docs/drah/publications/170331-connected-and-ambitious-libraries-en.pdf

Llywodraeth Cymru
Welsh Government

The sixth quality framework for Welsh public libraries

April 2017 to March 2020

Annual return pro-forma: Year ending 31 March 2018

Guidance notes

The return is to be made over three worksheets, together with a Word document. Authorities should take note of the following:

The *Definitions and guidelines for data collection and reporting* document provides guidance for completing the return.

Where data are included in the annual public library actuals return to CIPFA, the same figure should be used for this return.

Only those cells where data are required can be selected; other areas of the return are shaded. The tab key can be used to move to the next available cell.

MALD reserves the right to request evidence of the information provided in the return to assist with the assessment process.

Context

This sheet requires some descriptive details for the authority, and contact details for the person to whom any queries should be addressed.

Core entitlements

This sheet deals with the 12 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

Quality indicators

This sheet covers the 16 public library standard quality indicators. For some indicators authorities are required to enter the raw data from which quantitative standards are derived; calculation will then take place automatically.

For those standards with quantitative targets, values are compared to the target set, and an indication given of whether or not that standard has been met. Space has been provided for comment; authorities failing to meet targets will be prompted to use this space to detail any mitigating circumstances, and plans for future improvement.

A comparative figure for the year ending 31 March 2017 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

The most recent figures available should be given for those PIs which are required only once in the three year period, and the date of data collection given in the space provided.

Submission

When completed, the return should be submitted via email to MALD:

mald@gov.wales

Closing date for receipt of returns:

Friday 22nd June 2018

For more information please contact:

Alyson Tyler
alyson.tyler@gov.wales
0300 062 2103 (direct line)
0300 062 2112 (MALD main number)

Authority	**Isle of Anglesey**
Resident population	69,665
Percentage of population aged under 16	17.2%
Percentage of population able to speak and read Welsh (see notes)	57.2%
No. of static service points open 10+ hours per week	9
No. of static service points open for less than 10 hours per week	1
No. of Mobiles	1
Community libraries open 10+ hours per week	
No. of community managed libraries	0
No. of community supported libraries	0
No. of commissioned libraries	0
Community libraries open for less than 10 hours per week	
No. of community managed libraries	0
No. of community supported libraries	0
No. of commissioned libraries	0
How many, if any, of these community libraries are included in this return (see notes)?	n/a
No. of Independent Community Libraries	0

Contact details for queries regarding this return

Name	Rachel Rowlands
Telephone	01248 752094
Email	rfxlh@ynysmon.gov.uk

Has this Annual Return been approved by the authority prior to its submission to MALD?	No
When is approval expected?	Autumn 2018
When will the definitive version be submitted to MALD?	Autumn 2018

Compliance with Core Entitlements

Isle of Anglesey

Entitlement	Compliance (please select)	Authority comments
1 Free to join, and open to all.	Fully met	Anglesey Library Service is free to join for those who live or work on the island. We also have a visitor membership category which is free. Cross Authority co-operation and the joint LMS mean that library members of the 6 North Wales Authorities may use our resources for free. All Libraries are child friendly and have dedicated spaces.
		Social and demographic information is analysed regularly to ensure a relevant service and a lot of work has been conducted in this area to shape the Library Service Strategy.Travellers and homeless people were consultsted as part of the consultation and their responses taken into consideration.
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	Customer care continues to be a priority the Authority and the Service and staff recieve regular refresher training in customer care and training in areas such as the Welsh Language Standards and our responsibilities as front line staff; mystery shopper exersises are undertaken and any action points implemented. As a small team, knowledge sharing continues to be vital and an effort is made to cascade knowledge and experiences throughout the staffing structure. WPLS13 has been met which reflects our commitment to training and CPD, co-operation between North Wales Libraries and partners help us to achieve this standard.The service does not have a dedicated training budget; training needs are identified during the appraisal process which feeds into the departmental and corporate training budget where funds are allocated for the year. Much of our training is provided free by working in partnership where relief staffing and travelling are the only costs.
3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture & recreation.	Fully met	Anglesey Library Service delivers a full range of activities to meet the needs of our population; digital skills, adult and child activities and reader development activities enrich and expand the library service offer, with targeted activites taking place for example 3 listening reading groups for those who are partially sighted. That this is achieved with limited resourses and staff capacity is a credit to our staff. Activities for children and young people are a focus for the service and our integrated schools library service adds significant value to the offer. The lifelong-learning coordinator (a member of the professional team) adds invaluable knowledge and experience to this area, coordinating training and activities, working in partnership with other colleagues and agencies. Well-being is a service priority and activities, services and resources link in with this priority. New information services/sources and resources are fed into our training programmes where appropriate and disseminated to all staff. Services and resources are promoted to the public both internally and externally. Social media is used as much as possible. The local studies collection has been the focus of a number of cross generational activites over this reporting period, increasing knowledge of the collection to the wider community and stengthening partnership relationships.

Entitlement	Compliance (please select)	Authority comments
4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.	Fully met	A full range resources in all formats are purchased for all groups of people. 9/10 libraries (all those open 10 hours or more a week) provide at least 1 public access pc with predictive text software. Aids such as trackerball mouse and assistive keyboards are available. We offer a service to housebound customers and to other special groups, for example partially sighted individuals and those with special needs. The county special needs school regularly visits the library and activities take place during the year. All our libraries provide a safe attractive environment with design and layout to promote this. our last user survey showed that 97% of our users see the library as an enjoyable safe and inclusive place.
5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.	Fully met	Consultation feedback gathered as part of the Library Transformation process has identified that opening hours suit local needs, however 15% of non-users stated that different opening times may encourage them to use the Service, this has been fed into the library service strategy. The library service has buildings that are in excellent physical condition with the exception of Holyhead Library. The Market Hall project for Holyhead is due to open in early 2019 and will provide a Strategic 21st Century library for Holyhead and the surrounding area. All our bulidings are accessible and comply with the DDA Act 1995. All our libraries provide a safe attractive environment with design and layout to promote this. Our library design enable us to change to layouts if necessary. Property Services monitor the environment and take necessary action if required. There is a programme of modernisation and refurbishment in all our libraries.
6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	Fully met	Books, Audio books and language courses are lent for free. There is a hire charge for CD's and DVD's. There is free access to online resourses and e-books and e-audio. Requests for stock are free within Wales, with an appropriate charge made for requests for items not available in Wales. The service is in a regional ILL scheme and provides access to Access to Research. Online information resources are easy to find on the website and the current redesign of the corporate website will make this a priority both to increase ease of access and visibility and usage.
7 Provide free use of the Internet and computers, including Wi-Fi.	Fully met	Use of the internet and computers is free for all residents and visitors with a home library card. A small charge is made for non-residents (visitors) who use our computers. There is no limit to the lenght of session available for free. The only limiting factor is times of high demand demand, when in busy periods only an hour is guaranteed, however futher slots are usually available. WI-FI is free for all to use and is available in all our libraries. ICT Facilites and courses and promoted outside of the library and use/ attendance is high.

Entitlement	Compliance (please select)	Authority comments
8 Provide access to services, cultural activities and high quality resources in the Welsh language.	Fully met	The library service ensures that its resourses budget is used to provide high quality resources in a wide range of formats. All published Welsh language material is purchased. The All Wales book purchasing consortia enable the service to achieve greater savings than if we were operating alone. The Talnet partnership also brings savings in this area.Welsh stock is actively p[romoted both as part of general dispays and promotions but also as stand aalone promotions. The Service supports and assists several Welsh language reading groups.
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully met	The move to the All Wales LMS has strengthened catalogue sharing, and the new catalogue has enhanced features such as cover images and reviews. The staff training in this area during the change over period has improved promotion of the catalogue. Our statistics indicate that use of the catalogue is increasing, and we expect this to increase following the redesign of the corporate website. A redesign is also scheduled for the LMS catalogue to increase accessability. LINC y Gogledd and its walk in access scheme promoted in all our libraries.
10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling morepeople to benefit from their services.	Fully met	The service has no marketing budget, and staffing capacity in the service can limit reach. However the corporate communications team actively promotes and assists in this area, ensuring a regular presence on the Authority social media pages and issuing press releases to good effect. Good news stories have appeared regulary over the year attracting non-users, and effectively marketing the offer. Activities and events are promoted outside library premises in locations in the community. Social media is used , we use Twitter and Facebook mainly; one example of an activity that was effectively promoted using social media was our Community Code Club, we put messages on Twitter and Facebook, it acheived a high retweet/repost including schools and 3rd sector parters, attendance was high with a good proportion saying that they heard about it from social media.

Entitlement	Compliance (please select)	Authority comments
11 Regularly consult users to gather their views on the service and information about their changing needs.	Fully met	User surveys are conducted on a three year rota, with the last in February 2017. These results have fed into the standards report and also into the transformation process and Library Service Strategy. The Service also conducted an extensive consultations during the period 2014-18 as part of the Transformation Process, the consultations set out to answer several questions: • What do Anglesey's citizens and partners need from their library service? • To collect opinion on a long list of possible options. • What ideas do citizens and partners have for improving the service? • To design and implement the Library Service Strategy Responses have informed the Service and transformation process. User panels are set up on occasions, for example there is a user panel taking part in the planning for the new library in Holyhead, consisting of users of all ages but also non-users.
12 Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.	Fully met	Library Service's strategies, policies and vision are fully available in print and are billingual in Welsh and English. Strategy, policies, objectives and vision were available online during this reporting period however direct url's are no longer active as we are updating these pages both due to the changes now we are implementing due to the adoption of our Library Strategy and also as we are updating all information due to the new Corporate website that is in the final stages of development. Stock policies are being updated as part of the North Wales harmonisation process.

WPLSQI 1 Making a difference	Framework 6		Framework 5
Percentage of adults who think that using the library has helped them develop new skills	n/a		
Percentage of adults who have found helpful information for health and well-being at the library	n/a		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	n/a		
Percentage of adults who think that the library has made a difference to their lives	n/a		
Survey dates (month & year)	*n/a*	*Survey date*	

Authority comment:

	Framework 6		Framework 5
Percentage of children aged 7-16 who think that the library helps them learn and find things out	n/a		
Survey dates (month & year)	*n/a*	*Survey date*	

Authority comment:

WPLSQI 2 Customer satisfaction	Framework 6		Framework 5
Percentage of adults who think that the choice of books is 'very good' or 'good'	n/a		
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	n/a		
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	n/a		
Percentage of adults who think that the library is 'very good' or 'good' overall	n/a		
Survey dates (month & year)	*n/a*	*Survey date*	

Authority comment:

	Framework 6		Framework 5
Average overall rating out of ten awarded by users aged 7-16 for the library they use	n/a		
Survey dates (month & year)	*n/a*	*Survey date*	

Authority comment:

WPLSQI 3 Support for individual development	2017-18	% of total	2016-17 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	9	100%	*100%*
Training to improve literacy, numeracy, information literacy and digital skills.	7	78%	*67%*
Support for users to access local and national e-government resources.	9	100%	*100%*
Reader development programmes/activities for both adults and children	9	100%	*100%*

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

A full programme of skills sessions take place in our 7 largest libraries. Informal skills sessions, literacy support and customer assistance take place in all libraries however the low number of computers in the smaller libraries are not suitable for formal digital skills sessions so we have not included them in the second element of this indicator. We provide a full programme in 1 more library than we did in the previous framework.

WPLSQI 4 Support for health & wellbeing	2017-18	% of total	
Number of static service points open for 10 hours per week or more providing:			

	9	100%
Books Prescription Wales scheme	9	100%
Better with Books scheme	9	100%
Designated health & wellbeing collection	9	100%
Information about healthy lifestyles & behaviours	9	100%
Signposting to health & wellbeing services	9	100%

This target has been met.

Number of static service points open for 10 hours per week or more providing:

Shared Reading groups	1
Book clubs	4
Health information partnerships	6
Dementia friendly champions and services	4
Mental health awareness activities	9

Authority comment:

The library service facilitates1 shared reading group, 4 book groups are run in and by the library service with support being provided to external book groups (supply of sets of books etc.) We have good relationships with many community health partners, Health visitors hold weekly sessions in our libraries, and local mental health groups hold regular information and advice sessions. We have dementia friendly champions who have recieved training and services are in the process of being audited and adapted.

WPLSQI 5 User training	2017-18	Per 1,000 pop'n		2016-17
Total number of attendances at pre-arranged user training sessions organised by the library	689	10	per 1000 pop'n	6
Percentage of attendees who said that attendance helped them to achieve their goals	98%		%	97%
Please indicate the method used to calculate this figure	Representative sample			
Approximate number of feedback forms distributed	60			
Number of feedback forms included in the calculation	58			
Number of customers helped by means of informal training during the year	20,146	289		

Authority comment (including note on the method used to calculate the results):

Informal training has again increased: Help is varied and wide-ranging however, help with e-mails, using e-resources, using social media, using WiFi account for a large proportion of this figure, information literacy skills are also important with demand increasing in this area. Demand has also increased in informal help with completing online forms, scanning documents and job searching. CIPFA sampling procedures are

WPLSQI 6 User attendances at library events	2017-18		per 1000 pop'n	2016-17
Total number of attendances at events and activities organised by the library	13,124	188		206
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	6	67%		

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

Authority comment, including examples of events:

Examples of events are Weekly Job Clubs, Listening reading groups, Story times / Activities for Canolfan Addysg y Bont (Pupils with Special needs), Information Literacy for ABE (Basic Skills), Information and awareness sessions inpartnership with the Aphasic Association, coding clubs and childrens activities. The number of events has fallen slightly this year, This is due to the implementation of the library service strategy and a vacant professional post limiting capacity.

Specific events and activities for users with special requirements have been provided where there has beena demand or an identified need, resources in this area have been targeted and provided in 6 out of 9

WPLSQI 7 Location of service points	2017-18			2016-17
Population density (persons per hectare)	1.0			

% of households 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	**97%**		%	*97%*

This target has been met.

67.4% of the population of Anglesey live within 3 miles of a static library. This figure is derived form the GIS system and is statistically robust. This figure is calculated using distance by road network. 28.29 % of households within .25 of a mobile stop

WPLSQI 8 Library use	**2017-18**	**Per 1,000 pop'n**	**2016-17 Per 1,000 pop'n**
Total number of visits to library premises during the year	286,138	**4,107**	*288,044*
Please indicate the method used for calculation	A combination of these methods		
Total number of external visits to the library's web site during the year	120,354	**1,728**	121,883
Total number of active borrowers during the year	7,633	**110**	7,081
Total number of library members	13,207	**190**	14,227
Total number of adult book issues	169,204	**2,429**	n/a
Total number of children's book issues	79,272	**1,138**	n/a
Total number of audio-visual issues	7,256	**104**	n/a
Total number of electronic downloads	13,244	**190**	n/a

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):

I have not provided comparative 2016-17 figures in some of these categories as 2017-18 included combined options and are therefore not directly comparable.
The total number of library members has fallen probably due to improved data handling practices however number of active borrowers has risen slightly during 2017-18. LMS driven membership data cleanse was during: 8/2016.
There has been an increase in elecronic downloads which is a trend we have witnessed over previous years. This area was heavily promoted during events in 2017-18 e.g. the National Eisteddfod which was held on Anglesey.

WPLSQI 9 Up-to-date and appropriate reading material	**2017-18**	**Per 1,000 pop'n**	**2016-17 Per 1,000 pop'n**
Total number of items acquired	16,987	**244**	*16,956*
Total materials expenditure (from WPLSQI 14)	114,329	**£1,641**	*£118,236*

This target has been met.

Total expenditure on material purchased for children	£35,567			
Does this figure include expenditure on a Schools Library Service?	Yes			
Please indicate the amount included	£6,188			
Percentage of materials expenditure for children	**31%**		%	*27%*

Authority comment

The service is considers this an appropriate level of expenditure on stock purchased for children and young adults, it includes the schools library service which provides project/curriculum based packs for primary schools and also the schools library van which visits primary schools throughout the year. Schools library stock is not ring-fenced and is available for branch libraries to use.

WPLSQI 10 Welsh language resources	**2017-18**	**Per 1,000 pop'n**		*2016-17*
Total expenditure on materials in the Welsh language	£13,155			
Percentage of materials exenditure on materials in the Welsh language	12%		%	*12%*
Spend per 1,000 Welsh-speaking resident population	**£330**		£	*£380*

This target has been met.

All relevant copies of Welsh language materials are purchased in multiple copies. The service considers this provision appropriate for the Welsh language stock demand on the Island. Current purchasing levels would need to be doubled to achieve the Spend per 1,000 Welsh speaking population, this would result in surplus stock.

Total number of isues of Welsh language material	30,488	**438**	

WPLSQI 11 Online access	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	No		
If relevant, record the number of static sites without access	0		
If relevant, record the number of mobile libraries without access	1		

This target has been met.

The mobile library does not have a dedicated device for public access to the Internet and networked digital content however our staff devices are Internet enabled (through a mobile MiFi) and we do assist our customers accessing the Internet using these devices however corporate policies do not allow private use on these devices.

Do all static service points provide Wi-Fi access for the public using their own devices?	Yes		

This target has been met.

Total number of devices giving public access to the Internet:	69	9.90	70
Available in static libraries	69		
Available in mobile libraries	0		

Authority comment:

All static libraries provide at least one device giving public access to the Internet and networked digital content. The Mobile library does have access to the Internet but it does not have a public device. The Library Assistant will look up information for users if they require. This is an area we hope to look at as part of the transformation agenda.

Number of hours available for use of public access ICT facilities during the year	56,545		
Number of hours recorded for use of public access ICT facilities during the year	38,126	67%	69%

Authority comment:

WiFi hours is are currently not recorded; it was hoped that changes in the IT network would enable us to report this figure for this reporting period however it is still not possible. The service is pushing for a solution, as usage is high.

WPLSQI 12 Supply of requests	2017-18	%	2016-17 %
Total number of requests for specific items made during the year	6,857		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	4,972	73%	79%

This target has been met.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made	6,028	88%	89%

This target has been met.

The implications of sharing a catalog across six authorities mean that there are additional challenges to obtaining books upon request to the reader within a specific time. The 7-day target is challenging in terms of transport and logistics, especially given that there is not a dedicated distribution van operating on behalf of the North Wales Bibliographical Unit in the north east as there is in the West. Instead they rely solely on county vans to connect one another to transport items between the counties.

Since the implementation of the all-Wales Library Management System, reservations are travelling across north Wales to satisfy customer demands. To ensure consistency with other Welsh authorities, from 2017/18 North Wales Library authorities are recording the number of reservations satisfied within the county. This change in reporting has led to a reduced number of reservations being counted, but the number of requests satisfied within 7 calendar days is high at 73% and above the WPLS target.
The cross-county figure, including all the 6 north Wales authorities is 58.82% for 7 days and 84.19 for 15 days.

WHen comparing with 16-17 figures its important to note that due to the adoption a new LMS in North Wales Region in August 2016 and its impact on the delivery of requests during the second, third and last quarters of the year – the performance for 16-17 was for the First Quarter (April - June 2016) as a sample for the year . This quarter was free from any changes and side effects from this far reaching transformation and therefore provides a truer picture of the efforts of library staff to meet the needs of users.

WPLSQI 13 Staffing levels & qualifications	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
Total number of staff (FTE)	19.5	2.79	19.50

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

Authority comment (including information about shared staff):

This total includes shared staff in the TalNET bibliographical unit (at a 22% of their total staffing level). We have again included the hours of the Lifelong Learning Coordinator, a professional librarian, who is funded through the Education Department and not salaried from Library Service Budget; this post is part of the Professional Team and has specific areas of responsibility within the service as well as the integrated lifelong learning role. Due to the integral nature of this post we feel it should be included here.

Staffing levels have reduced slightly during this reporting period and we have had 2 vacant posts for the full year in addition to 1 professional post vacant for 6 months of the year. These posts have been excluded from these figures in line with the guidance. Anglesey Library Service is below the total staffing level standard which inevitably has a knock on effect on the Service. The transformation and restructuring process has complicated the possibility of filling the vacant posts however the new staffing structure which will be in place from 1/7/18 will enable all vacant posts to be filled (or restructured) and the situation should improve.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	3.9	0.57	4.40

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

Anglesey Library Service remains below the standard set, this has been exacerbated during this reporting period by a vacant professional post for 6 months due to a member of staff leaving the authority.
Professional staffing capacity coupled with the transformation process has at times limited service development. This figure included the life-long learning coordinator and 22% of TalNet staff (see comment above)

Number of staff holding qualifications in cognate areas (FTE)	0.0
Number of posts which require a library qualification	4.4
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	2.0

Authority comment:

We have two members of staff who are in posts that do not require a library qualification even though they hold librarian qualifications, those individuals currently do not wish to be in a qualified post.

Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	Yes	

Please give details of current qualifications held:

Postgraduate Diploma in Information and Library Studies, CILIP

This target has been met.

Where does this post sit within the local authority management structure?	Reports directly to Head of Service : Education
What is the post held by the most senior professional librarian (if different from the above)?	n/a as above

Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?	n/a as above		
Total staff working hours during the year	32,200		
Number of staff hours spent in training & personal/professional development	1,423		
% of time spent in training & personal/professional development	4.4%	2016-17	4.60%

This target has been met.

Training opportunities included; training in Risk Management, Customer Care, Reader Development, Information Governance training, Online resources training, IT skills and Digital inclusion skills, Welsh Language, Domestic violence training, Health and Safety and Management skills, dementia friendly training.

Total number of volunteers active during the year	3	2016-17	2
Total number of volunteer working hours during the year	53	2016-17	45
Do you have Investors in Volunteers acreditation relating to the NOS?	No		

Briefly describe the training and support offered to volunteers.

Volunteer hours reported here are work experience placements with training and support offered on an individual basis, dependant on the tasks being undertaken.

Authority comment:

A volunteer model for additional support during non-core library service hours is being developed in 1 of our Community Libraries which will come into effect over the summer of 2018-19.

WPLSQI 14 Operational expenditure	2017-18	% of total	2016-17	% of total
Expenditure on staff	£571,340	64%		49%
Total materials expenditure	£114,329	13%		11%
Expenditure on maintenance, repair & replacement of equipment & buildings	£26,051	3%		3%
Total other operational costs	£175,990	20%		36%
Total revenue expenditure	£886,711	100%		
Total revenue expenditure per 1,000 population	£12,728		£14,831	
Total capital expenditure	£142,250			
Total capital expenditure per 1,000 population	£2,042		£1,656	

Authority comment:

Expenditure on staff and materials has risen wheras expenditure on 'other operational costs' has fallen, due in part to increased efficiency savings both corporately and departmentally.

WPLSQI 15 Cost per visit	2017-18	Ratio	2016-17
Total revenue expenditure on staff & materials	£ 685,669.00		
Total income generated	£ 75,372		£ 63,285
Total number of visits to library premises during the year	286,138		
Total number of external visits to the library's web site during the year	120,354	£1.50	£ 121,883

Authority comment:

Cost per visit ratio has fallen this year from £2.37 in the previous framework.

WPLSQI 16 Opening hours	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Aggregate annual opening hours for all service points	10,462	150	150

This target has been met.

			% of total		2016-17 % of total

Total number of unstaffed opening hours for all service points | 0

Authority comment:

		% of total	2016-17 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	4		
Total planned opening hours of all static service points	9,900	0.0%	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		
Total planned mobile library stops and home deliveries	1,560	0.0%	1%

Authority comment:

4 hours were lost due to the failure of a heating system of 1 library during a period of severe weather.

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

   Please indicate if permission for the Welsh Government to re-use and/or publish the case studies has been obtained or not: No – not obtained

a) **Rhannu Rhigwm sessions: Welsh Language Rhyme Time sessions for babies and pre-school children.**

These sessions are held weekly throughout the year in 4 of our libraries. They are led by our Children and Young People team and include add on activities from partners e.g. Health Visitors and Cymraeg i Plant. These sessions are popular with welsh speaking families but also those families who are not first language welsh. These sessions have proved effective in providing a neutral, fun space for parents to improve and learn welsh with their children, they are especially effective in helping to raise confidence. The sessions are based on sharing nursery rhymes, action songs, and board books.They are fun, interactive and noisy! Nursery rhymes are great for language development and developing social interaction.

 Mrs X has been bringing her daughter to the weekly sessions for a year now.

"The Rhannu Rhigwm session in Llangefni Library has been a lifeline to me in so many ways. It is somewhere that I can go to weekly and spend quality time with *my daughter* listening and repeating the rhymes and stories and having fun. For me the fact that the sessions are in welsh has been brilliant. I am learning welsh and I can take part in the sessions and learn with my daughter. The Library staff have helped me make contact with a welsh group and always encourage me to speak welsh with them. We both look forward to the sessions and our time in the library.

b) **The Loneliness agenda**

Mair is a 55 year old woman who I have asked to write a short paragraph on the impact the library service has made to her life. *Mair* spoke to me as part of our Transformation consultation events last summer, which is when I first heard her story.

"I lost my husband 18 months ago and my world collapsed. I had taken voluntary redundancy from work and we were just beginning to enjoy our newfound freedom. Suddenly I was alone, my family is close but I was very adrift. I have always read and used my library but this last 18 months has brought home to me how very important libraries are in our community. Here was a place I could go if I was feeling lonely, the ladies always had a smile and somehow knew when I wanted to talk and when I was just popping in for a quick visit. I couldn't read for a while but still used to call into the library as I was passing (I tried to keep busy). One day someone in the library put a

book in my hand. It was a 'Quick Read'. Try this she said, they are just the right length not to need too much concentration; she was right, gradually my ability to read and enjoy a book came back and for that I am so very grateful. The library has been a place of sanctuary for me and I am very pleased that I can express just how important they are here, there are a lot of lonely people in our communities and Libraries are a rare space where people can go and have a chat if they want to or just sit and read a newspaper. There are very few places where that is available these days in our hectic world."

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

Anglesey Library Service: Contributing to towards wider Welsh Government priorities and strategic goals.

Learning – Anglesey library service support all kinds of informal study and those completing formal qualifications. Anglesey library service supports learning throughout all life stages from books for babies and rhyme time to silver surfer sessions. Formal and informal learning opportunities within and outside of the library setting provide friendly opportunities for a wide variety of learning outcomes.

Reading and literacy – Anglesey Library Service provides access to a wealth of literature, stories, and information that engage and excite, we stock books targeted at children, young people and adults with poor literacy levels and work with our partners to deliver sessions in basic skills. Anglesey School library Service promotes reading for pleasure to our primary school age children and supports teachers with multiple copy packs and themed collections to support the curriculum. Listening Story groups have been established and are enabling blind and partially sighted residents to engage with books and socialise in a supportive environment.

Community wellbeing –Libraries are at the centre of Anglesey communities providing a meeting place for local groups, provision of community information and a wide range of activities for all ages. Libraries are perceived as a neutral space in the community and are open to all.

Skills and economic regeneration – Libraries help to stimulate the local economy by providing opportunities for skills and workforce development, providing business information and advice and drawing residents into the towns and villages to make use of local shops and businesses. Partnership working means that Anglesey library Service contributes to skill development especially in the area of digital inclusion and digital literacy. Libraries also act as a hub for tourist information and access to the internet though our PC's and Wi-Fi.

Digital inclusion and participation – Anglesey Libraries support residents to get online through access to free broadband enabled Internet access in their buildings. A full programme of IT courses are run in partnership with the Lifelong Learning Co-ordinator. All libraries have Public access Pc's, mobile devises and Wi-Fi facilities.

Health and Well Being – Anglesey Library Service contributes to this agenda in many ways – from working with health professionals to deliver Books on Prescription, offering special collections aimed at people living with dementia, therapeutic shared reading groups and reading aloud reading groups for blind and partially sighted residents. We also are a portal to health and wellbeing information. The housebound service is a core example of the benefits reading and the general library service can make individuals. Partners also contribute to this agenda by using our facilities for example Health Visitors use many of our libraries to hold their weekly weigh-in and contact sessions.

Cultural identity – Anglesey library has an extensive local history collection, linking place and language. We also place a high emphasis on our Welsh language stock and run or facilitate several Welsh language and Welsh learners reading groups. Events and activities throughout the year link to this theme and promote the resources of the library service.

Poverty– Anglesey Library Service plays a key role in helping those who are in poverty or at risk of being in poverty, promoting literacy; providing free access to books and resources, free access to IT and the internet, and free access to digital skills courses.

3. Please provide a short statement about the future direction and plans for the library service (indicative length 200 words).

The Executive meeting 18/12/2017 resolved to:

Adopt the Draft Library Service Strategy 2017-2022

> That the proposed changes in the Draft Library Service Strategy 2017- 2022 be actioned as follows:
> *   Close Cemaes Library, Moelfre Library and Newborough Library, continuing to investigate mitigating actions such as community access points and/or increase mobile provision in the areas affected by closure.
> *   Develop a collaborative model with Canolfan Beaumaris in respect of Beaumaris Library.
> *   Receive a firm commitment from Llanfaelog Community Council in respect of Rhosneigr Library by 31 January, 2018. If no firm commitment is provided then proceed to close as per the first bullet point.
> *   Implement Option C within the Draft Library Service costings (Appendix 5 of the report) – retain 22 hours or ⅔ of the staffing from the closed libraries within the staffing structure to help with mitigation and sustain performance against the WPLS standards.

At the time of writing (June 2018) The Service is on schedule to action the recommendations above:

Close Newborough and Moelfre Libraries by the end of June 2018 and instigate mitigating actions in those communities.

A community solution has been found by Cemaes Community Council and partners which has resulted in the library remaining open at least for a further 12 months.

Transfer Rhosneigr library Building to the Canolfan Beaumaris on a lease basis and operate a statutory library service from the building by end of June 2018.

Transfer Beaumaris library Building to the Canolfan Beaumaris on a lease basis and operate a statutory library service from the building by end of August 2018.

Implement the new staffing structure from July 1st 2018

The Library Service Strategy 2017-2022 has been developed to respond to the challenges and needs. The strategy outlines a vision for Anglesey Library Service and sets out a delivery framework that has the potential to meet the needs of the Library Standards, and respond to the needs of our customers:

Anglesey's libraries are welcoming places to read, learn and discover – the trusted guide

Welsh Public Library Standards 2017-2020: Isle of Anglesey

Annual Assessment Report 2017-18

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

1   Executive summary

Anglesey met all of the 12 core entitlements in full.

Of the 10 quality indicators which have targets, Anglesey achieved 7 in full, 2 in part and failed to achieve 1.

The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.

- Anglesey submitted two case studies demonstrating the positive impact that the service makes. Some libraries are not able to provide a full programme of skills support, but provision is generally good, and health and well-being are well supported.

- Attendance at formal training sessions has increased, but is still among the lowest in Wales. The numbers helped by informal training have also risen, reflecting the increasing demand for informal help.

- Staff capacity has impacted on the number of activities / events held, and as a result attendance has declined. The service is only able to provide activities / events for those with special requirements at certain libraries, with provision targeted to address demand and identified needs.

- Acquisitions budgets have reduced, but the service continues to perform strongly in terms of expenditure on children's stock, and in supporting Welsh language provision.

- Overall staff levels have been maintained, but with a vacant professional post affecting capacity in some areas. A new staffing structure is due to be implemented in 2018-19.

- The implementation of the Library Service Strategy 2017-2022 will result in a significant reshaping of the service, within a new delivery framework. The impact of these changes will begin to be seen in 2018-19.

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

Anglesey is meeting all of the 12 core entitlements in full. Use of the internet and computer facilities is free to all residents and visitors with a home library card, a small charge is otherwise made for non-residents, although Wi-Fi is free in all libraries. The service is a member of the all-Wales LMS, which has strengthened catalogue sharing, with evidence of increasing use of the catalogue. Although there is no dedicated marketing budget, work with the corporate communications team, and through social media, ensures the service is promoted effectively. Service strategies, policies and vision were fully available in print and online during 2017-18.

2.2   Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, the Isle of Anglesey is achieving 7 in full, 2 in part and is failing to achieve one of the indicators.

Quality Indicator	Met?	
QI 3 Support for individual development:		Partially met
a) ICT support	✔	
b) Information literacy and skills training	x	
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		Met in full
Acquisitions per capita	✔	
or Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	✔	
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			Met in full
	a) % of requests satisfied within 7 days	✔	
	b) % of requests satisfied within 15 days	✔	
QI 13 Staffing levels and qualifications:			Partially met
	i) Staff per capita	x	
	ii) Qualified staff per capita	x	
	iii) Head of service qualification/training	✔	
	iv) CPD percentage	✔	
QI 16 Opening hours per capita		✔	Met in full

There has been no change in the Isle of Anglesey's performance compared to the last year of the fifth framework for those quality indicators where direct comparisons are possible.

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.

Anglesey did not conduct a user survey during 2017-18; the service conducts these on a three year rota, and they were last completed in February 2017.

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:	98%	*4/17*	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. The Isle of Anglesey provided two such case studies:

- Welsh Language Rhyme Time – held weekly at four libraries, these sessions introduce pre-school children to the library, and provide a fun activity for families, where parents can also learn and improve their welsh with their children.

- The Loneliness Agenda – individual testimony of the importance of the library to the community; providing a safe space for lonely people to meet and engage with reading, with friendly and helpful staff providing real support.

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 Anglesey's 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
QI 1 Making a difference						
a) % of adults who think that using the library has helped them develop new skills:	n/a		24%	83%	94%	67%
c) health and well-being	n/a		33%	65%	95%	51%
d) enjoyable, safe and inclusive	n/a		90%	98%	100%	97%
QI 2 Customer satisfaction						
a) 'very good' or 'good' choice of books	n/a		88%	91%	98%	94%
b) 'very good' or 'good' customer care	n/a		93%	99%	100%	99%
c) 'very good' or 'good' IT facilities	n/a		74%	86%	94%	
d) 'very good' or 'good' overall;	n/a		93%	97%	99%	97%
e) users aged 16 & under rating out of ten	n/a		8.5	9.1	9.2	8.6
QI 5 User training						
a) attendances per capita	10	22/22	10	32	238	6
c) informal training per capita	289	7/22	15	199	473	265
QI 6 attendances at events per capita	188	15/22	82	228	684	x
QI 8 Library use						
a) visits per capita	4,107	9/22	2,501	4,047	7,014	4,131
b) virtual visits per capita	1,728	2/22	243	866	2,211	1,748
c) active borrowers per capita	110	20/22	100	154	229	102
QI 10 Welsh issues per capita*	438	3/22	4	68	663	
QI 11 Online access						
b) Computers per capita^	10	9/22	5	9	14	10
c) % of available time used by the public	67%	1/22	14%	27%	67%	69%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	3	21/21	3	31	196	2
b) total volunteer hours	53	20/21	40	1,346	11,939	45
QI 14 Operational expenditure						
a) total expenditure per capita	£12,728	9/21	£7,047	£11,915	£17,771	£14,831
b) % on staff,	64%	10/21	44%	63%	75%	49%
% on information resources	13%	10/21	4%	13%	25%	11%
% on equipment and buildings	3%	16/21	0%	4%	20%	3%
% on other operational costs;	20%	9/21	0%	18%	37%	36%
c) capital expenditure per capita	£2,042	4/20	£0	£338	£17,432	£1,656
QI 15 Net cost per visit	£1.50	16/21	£1.24	£1.82	£2.41	£2.37

QI 16 Opening hours#						
(iii) a) % hours unplanned closure of static service points	0.04%	*13/21*	0.00%	0.02%	1.28%	*0%*
b) % mobile stops / home deliveries missed	0.00%	*1/20*	0.00%	0.35%	11.24%	*0.97%*

* per Welsh speaking resident population

^per 10,000 resident population

 # 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)

Anglesey has yet to conduct its user surveys, which are due to be carried out at least once during the course of the framework. While individual development is generally well supported, not all static service points provide a full programme of skills sessions, with formal digital skills training difficult to support in two of the smaller libraries where PC provision is lower. Good support is provided for health and well-being, and relationships are in place with community health providers who hold regular sessions in the libraries. Both formal and informal training levels have increased, with the increasing demand for informal help, particularly with digital access and job searching, a factor here.

3.2   Access and use (QI 6-8)

Anglesey continues to meet the target for easy access to service points, but capacity means that events / activities for users with special requirements are only provided in 6 out 9 libraries, with provision targeted to where there is demand or an identified need. Attendance at events has also fallen, this is attributed to a reduction in the number of events held, the result of a vacant professional post limiting capacity. Visitor numbers have decreased slightly on 2016-17, a trend experience in two-thirds of Welsh library services. Book issues have also fallen, although it is noted that this is offset somewhat by the continuing increase in electronic downloads, a service which is widely promoted. There is an also an encouraging increase in the number of active borrowers, although library membership has decreased further, and in both areas Anglesey's performance is among the lowest in Wales.

3.3   Facilities and services (QI 9-12)

In common with many other services in Wales, there were reductions in Anglesey's material budget in 2017-18, although the target for acquisitions per capita was still met and is above the median level. Expenditure on resources for children has in contrast increased, and at 31% of the materials budget is the highest proportional spend in Wales. This includes spending on the school library service, but stock is also made available for branch use. Expenditure on Welsh language material has fallen slightly, but performance here is still strong, with Welsh issues per capita the highest in Wales. PC provision has broadly been maintained, with usage levels (at 67%) again exceeding those for other authorities. The service continues to meet the targets for supply of requests, although figures here only include requests satisfied within the authority, and not those met through arrangements to share stock across the six North Wales authorities.

3.4 Expertise and capacity (QI 13-16)

Overall staff levels are unchanged on 2016-17 and there has been a small decrease in the number of qualified staff, reflecting a vacant professional post. Neither staffing indicator is met, although performance in general is still above the median level for Wales. The impact of staffing capacity issues on the service is noted, with a new staffing structure due to be implemented in 2018-19 which should enable improvement. Qualified leadership is in place, and the service continues to invest strongly in professional development, with a wide range of training on offer. Volunteer input, as in previous years, relates to work experience placements, although a volunteer model for support during non-core library service hours is under development.

Total revenue expenditure has decreased in 2017-18, but expenditure per capita remains above the median level. It is noted that most of this reduction is accounted for by a fall in operational costs outside staffing, reflecting increased efficiency savings both corporately and departmentally. Aggregate annual opening hours are unchanged, with only four hours of unplanned library closures, as a result of heating failure during severe weather.

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. The Isle of Anglesey reports on its support for a wide range of agendas, including learning, reading and literacy, skills development and economic regeneration. The service provides business information and advice, and contributes to digital inclusion and literacy. Community support for health and well-being are central to provision, working with partners and as a portal for health and well-being information. Welsh resources and support for Welsh language reading groups, support local cultural identity.

5 Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Anglesey noted the adoption of the Draft Library Service Strategy 2017-2022. This involves plans to close two library service points, with a community solution being adopted for Cemaes Library, and the development of collaborative models for two further libraries. A new staffing structure will also be implemented from July 2018. The Strategy outlines a vision and delivery model intended to meet the needs of customers and the standards framework. The initial outcomes of these measures, which will result in a significant change to the service's operational context, will be reported in 2018-19.

6 Conclusion

The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.

This page is intentionally left blank