CABINET MEMBER FOR EDUCATION, CULTURE AND LEISURE SERVICES

Venue: Town Hall, Moorgate Street, Rotherham.

Date: Tuesday, 7 December 2004

Time: 9.00 a.m.

A G E N D A

1.   To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.

2.   To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.

3.   Minutes of a previous meeting held on 16th November, 2004 (copy herewith). (Pages 1 - 3)

4.   Library Position Statement Assessment 2004 (Guy Kilminster, Libraries, Museums and Arts Manager) (report herewith). (Pages 4 - 17)
      - to comment on the outcome of the assessment of this year's statement

5.   New Public Library Service Standards (Guy Kilminster, Libraries, Museums and Arts Manager) (report herewith). (Pages 18 - 30)
      - to note the introduction of the new Standards and impact measures, and the implications on the Library and Information Service

6.   Budget Monitoring Report as at October, 2004 (Pete Hudson, Strategic Finance Officer) (report herewith). (Pages 31 - 33)
      - to note the forecast outturn for 2004/05

7.   Date and Time of Next Meeting

EDUCATION, CULTURE AND LEISURE SERVICES
16th November, 2004

Present:- Councillor Boyes (in the Chair); Councillors Austen, Littleboy and Rushforth.

101.   MINUTES OF A PREVIOUS MEETING

The minutes of the meeting of the Cabinet Member for Education, Culture and Leisure Services held on the 2nd November, 2004 were agreed as a correct record.

102.   "BETTER LEARNING, BETTER LIFE" - PRESENTATION

The Acting Executive Director , Education, Culture and Leisure Services, outlined the context and background to "Better Learning, Better Life" and went on to comment on various aspects relating to the following :-

- The DfES 5 year Strategy for Children and Learners
- Raising achievement
- Inclusive learning communities
- Enjoyment and personal development
- Innovation and integration, the various packages available
- Excellence through partnership having regard to the diversity of learners and providers
- Relationships with schools
- Development of the Children & Young Peoples' Services
- Strengthening joint LEA/LSC working
- Designing and building the future together with emphasis on skills for life
- All of us matter in Rotherham
- The need to fulfil potential and our promise

Members welcomed the presentation and were appreciative of its content.

103.   EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That, under Section 100(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 8 of Part I of Schedule 12A to the Local Government Act 1972 (report contains contractual and financial information)

104.   WATH VICTORIA J. & I. SCHOOL - NEW NEIGHBOURHOOD NURSERY AND SURESTART CHILDRENS' CENTRE

It was reported that the Wath Victoria J. & I. School project is part of the "Surestart Childrens' Centre Programme" which also supports the Early

Years programme by providing purpose built and designed Childrens' Centres and Nursery Units.

The contract for this project involves an extension to the existing school and will link with the existing Foundation Stage Unit.
Through the procurement strategy for construction related services, BIRSE were appointed as a strategic contracting partner and selected to act as the main contractor to manage the contract to construct the Neighbourhood Nursery and Surestart Childrens' Centre.

The report submitted set out how BIRSE were selected. The Target Cost and Guarantee Maximum Price for the project were then negotiated with BIRSE.

The total cost of the project was noted along with how it would be funded.

Resolved:- That the Target Cost and Guaranteed Maximum Price as negotiated with BIRSE for the New Neighbourhood Nursery and Surestart Childrens' Centre at Wath Victoria J. & I. School be accepted and a start be made on site subject to the conditions of contract being agreed.

(The Chairman authorised consideration of the above item to enable urgent action to be taken)

105.   DINNINGTON COMPREHENSIVE SCHOOL - SPORTS PAVILION AND SYNTHETIC TURF PITCH - TENDER REPORT

Consideration was given to the content of a report which was submitted in order to obtain approval to accept a negotiated tender from Housing Services for the construction of a Sports Pavilion and Synthetic Turf Pitch with floodlights at Dinnington Comprehensive School.

The report submitted set out details of the contract along with the reasons for negotiating a contract with Housing Services. The report also indicated how the project would be funded.

Members discussed the management of and public accessibility to such facilities in the Borough and the need to have a good spread of quality provision within easy reach of the public.

Resolved:- (1) That the Target Cost Tender Sum and Gross Maximum Price negotiated with Housing Services for the Sports Pavilion and Synthetic Turf Pitch at Dinnington Comprehensive School be accepted and a start be made on site on or after the 6th December, 2004, subject to final approval of the funder, New Opportunities Fund, and to the conditions of contract being agreed.

(2) That information be submitted to a future meeting mapping out the provision of sports facilities in the Borough and how gaps in provision could possibly be filled.

Agenda Item 4

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	ECALS Cabinet Member and Advisers
2.	Date:	7th December 2004
3.	Title:	Library Position Statement assessment 2004
4.	Programme Area:	ECALS

5. **Summary:** Rotherham MBC is required to submit a Public Library Position Statement to the Department for Culture Media and Sport every year. This year's Statement has now been assessed and scored as:

The Authority's approach to 'Framework for the Future – 3 (good)
The Authority's performance in relation to Public Library Standards – 3 (good)

This compares to scores of 3 and 1 last year.

The score is used as part of the calculation of the Comprehensive Performance Assessment score for Authority.

6. **Recommendations:**

6.1 **That Members receive the report.**

7. **Proposals and Details:** This year's Public Library Position Statement was submitted to DCMS at the end of September. The assessment of the Position Statement is made against two main criteria:

- The quality of the evidence that authorities are providing excellent policies and practice to implement 'Framework for the Future'* in line with local needs
- The authority's response to the Public Library Standards at March 31st 2004 (taking into account progress since January 2001).

[*'Framework for the Future' is the Government's ten year strategy for public libraries]

The Assessor has scored this year's Position Statement as a 3/3 (see Appendix 1 for the Assessor's report). This compares to last year's 3/1. The score is a demonstration of the Service's significant progress since 2001, particularly in relation to the number of Standards met (6 out of 22 in 2001, 19 out of 26 in 2004 with three others within 5% of the target figure). The support for the Service from Members over the last 3 years, has allowed the investment required to start to make a difference and user satisfaction ratings of 93% and 20% increased usage are further evidence of this. The Service has consistently scored highly for the setting and achieving of local targets and the areas of services for children, the socially excluded, minority ethnic communities and people with disabilities.

With the Public Library Service Standards being revised for 2005 (a report on this is being prepared for Members), it will be important not to lose the momentum that has been built up since 2001.

8. **Finance:**
The new Standards and the reduction in their number, emphasises the significance of resourcing levels on the quality assessment of the Library and Information service.

9. **Risks and Uncertainties:** The assessment of Library Services in 2005 is likely to be based around performance against the new Public Library Service Standards and the (yet to be agreed) impact measures. It will be important to keep focused on these and to sustain the Service's funding if progress is to continue.

10. **Policy and Performance Agenda Implications:** The Library and Information Service offers the Authority significant opportunities to 'join up' some of the cross-cutting themes. The Service can contribute to all of the new corporate priorities and offer opportunities for other Services too (for example through the provision of e-communication with customers). Through its community libraries and mobile Service it provides access to a broad range of customers.

Currently the Service's assessment against Library Standards contributes to the CPA score of the Council.

11. **Background Papers and Consultation:** Appendix One - Position Statement Assessment Form

Contact Names :
Guy Kilminster, Libraries, Museums and Arts Manager, x3623,
guy.kilminster@rotherham.gov.uk

Document 12

PUBLIC LIBRARY POSITION STATEMENT AND STANDARDS REPORT

2004
ASSESSMENT FORM

| Rotherham | Code   E4403 | Barry Walkinshaw |

Approved

OVERALL ASSESSMENTS OF THE 2004 PUBLIC LIBRARY POSITION STATEMENT
AND STANDARDS REPORT

1. The quality of the evidence that authorities are providing excellent policies and practice to implement Framework for the Future, in line with local needs

Assessors are asked to provide their own subjective, professional judgement of the evidence in the public library position statement and standards report that the authority is providing policies and practice to implement Framework for the Future, in line with local needs and the corporate vision.   They should base their judgement on the published assessment framework.

The evidence of policies and practice was weak, and the policies and practices themselves, were weak.	The evidence of policies and practice, and the policies and practices themselves, were fair.	The evidence of policies and practice, and the policies and practices themselves, were good.	The evidence of policies and practice, and the policies and practices themselves, were excellent.
1	**2**	**3**	**4**

I recommend the following score for the overall evidence that this authority's public library position statement and standards report demonstrated that the authority was implementing the Framework for the Future, in line with local needs and the corporate vision.

| 3 |

File ref.: PLPSR Assess form 04 final

Public Library Position Statements 2004
Assessment

2.   Public Library Standards

Assessors are asked to consider the authority's response to the public library standards at March 31st 2004. Assessors should take into account the number of national standards met at March 31st 2004, the progress in meeting the national standards since March 2001, the distance from the standards measure for any standards not met at March 31st 2004, and the progress in setting and meeting local standards at March 31st 2004. Assessors should base their judgement on the published assessment framework, using the weighting for the individual section scores in coming to this overall score.

The public library position statement and standards report demonstrated a weak response to the Public Library Standards, (national and local)	The public library position statement and standards report demonstrated a fair response to the Public Library Standards, (national and local)	The public library position statement and standards report demonstrated a good response to the Public Library Standards, (national and local)	The public library position statement and standards report demonstrated an excellent response to the Public Library Standards, (national and local)
1	2	3	4

I recommend the following score for the evidence of this authority's response to the public library standards as at March 31st 2004, including local targets, progress since national standards were introduced in January 2001.

3

Public Library Position Statements 2004
Assessment

SECTION 1 – COMMENTS ON THE PUBLIC LIBRARY POSITION STATEMENT AND STANDARDS REPORT

Assessors are asked to give their overall assessment of the Public Library Position Statement and Standards Report as a focussed document demonstrating progress by the authority in shaping and delivering its services in response to the strategies in Framework for the Future, in line with local needs and the corporate vision. They should consider the extent to which the Statement is realistic and developmental; the nature of the evidence that the service developments are achievable in managerial and resource terms; and the extent to which the authority has demonstrated that it is aspiring to achieve excellence in the provision of its public library service. They should base their judgement on the published assessment framework.

Corporate vision and ambition	Comment on the extent to which the Statement shows that the authority as a corporate body has taken steps to ensure that its library service is evolving, is responding well to the authority's corporate agendas, focusing on public value, and identifying and meeting local needs
	The Council continues to regard the library service as a priority, seeing it as " a beacon for customer facing services" across the Council. Additionally, the Service Improvement Plan is a key element of the local Cultural Strategy. The Council wishes to meet public library standards and in the 3 year financial plan the service has been protected from budget savings at a time when the overall Council budget has been under pressure to make reductions. The new Leader of the Council has recently restated this commitment to the service and an above inflation budget has been set for 2004/05 with further bids prepared for the next two years.
	A wide range of external validation mechanisms are used from CIPFA PLUS, Benchmarking, comparator exercises, best practice assessments to market research, citizens' panels and focus groups. The aim is to use the most appropriate validation mechanism for the purpose.

Public Library Position Statements 2004
Assessment

Response to strategies in Framework for the Future	Comment on the extent to which the authority has provided evidence that it is seeking provide an open, neutral and self help culture, to improve its library service, and to implement the strategies in Framework for the Future, including pursuing existing strategies mirroring those in Framework for the Future.
	Analysis of strengths, constraints and challenges is focussed yet comprehensive. There is an extensive range of reader development and learning opportunities with good links to the local Education Development Plan. Links with education and learning partners, both formally and informally, are well established across all levels - strategic, operational, community and locality.
	ICT services continue to develop with some identified programmes for the socially excluded. The service is actively involved in the corporate e-government project and is rapidly developing remote access to a fuller range of library services. There are good examples of dynamic partnerships with Housing, Social Services, community development workers, the Ethnic Minority Alliance, Youth Cabinet and Age Concern which all contribute to increasing the range and variety of both services and customers at local libraries.
	The service is to be recommended for Charter Mark award this autumn and training/development opportunities clearly relate to the identified priorities. There is also a high profile in progressing the development of the Rotherham Management Development Programme for the wider benefit of Council staff.
	Overall, the service provides clear evidence of supporting Framework for the Future priorities and progressing towards public library standards. However, it is not clear at this stage if funding resources for the on-going development of the services will be adequate. As the Leader of the Council states in his endorsement of the statement - "our investment over the last three years has led to significant improvements but there is more to do to ensure the potential of the service is fully realised." A welcome and frank admission of the current position.

Public Library Position Statements 2004
Assessment

SECTION 2 - COMMENTS ON PUBLIC LIBRARY STANDARDS

Assessors are asked to consider the authority's approach to meeting the public library standards, including evidence that the authority is demonstrating realism and effectiveness in relation to the availability of resources. They should base their judgement on the published assessment framework.

Response to public library standards at March 31st 2004 (PLS 1 to 18 less PLS 10 and PLS 16, plus local targets)	Comment on the extent to which the authority is meeting the national public library standards and local targets at March 31st 2004, and the extent of the progress the authority has made to meet the standards since March 2001. Note any contextual indicators, such as the provision of mobile libraries in relation to PLS 1. Also note any standards where the authority has made significant progress towards the target since 2001, but has not yet met the standard. Rotherham met 19 out of 26 standards and part standards at March 2004. (PLS 4 is not relevant since the authority's largest libraries serve smaller populations than stated in the Standard. However, these are open for at least 45 hours per week). This is a welcome improvement on the 6 met out of 22 in 2001. Of those currently not met, 3 are within 5% of the standard. The score has been based on 20 of 26 standards being met to allow for PLS 4 not being relevant. PLS 1, given the physical nature of the authority's area, is not likely to be met in the short-term. Use of a mobile library improves access and the intention is to undertake a fundamental review of service provision based on community profiles as a first stage towards a capital development strategy. The intention is meet the remaining standards by 2005. PLS 3 has improved (now within 2% of target) and is planned to met from within existing budget. The introduction of free reservations has impacted on PLS 9iii) increasing inter-library loans which will be addressed through stock policies as will PLS 12i) given the improvements to stock funding. PLS 14i) will be addressed through targeted customer care training. PLS 11 has improved by 20% and again training and specific projects are hoped to improve the level achieved. An extensive range of local targets, although not quantified, were mostly met.

End of sections for publication

File ref.: PLPSR Assess form 04 final

Public Library Position Statements 2004
Assessment

SECTION 3 – ASSESSMENT OF INDIVIDUAL ASPECTS

Assessors should consider the extent to which this authority has provided evidence that it is seeking to provide excellent policies and practice to implement Framework for the Future, in line with local needs and the corporate vision. Assessors should note examples of good practice, and bookmark the electronic version of the authority's public library position statement and standards report. Assessors should provide scores in the range 1 to 4 for chapter 1 and for each of the sections 2.1 to 2.4, 3.1 to 3.4 and 4.1 to 4.4. They should use the scoring definitions on page 1 of this assessment. They should base their judgement on the published assessment framework.

Chapter	Score	Assessor's comments (if any)	Notes of good practice (bookmarked)
1. Corporate vision	3	Seen by Council as "key beacon for customer facing services". New Leader has restated commitment . A reference here to external validation by Council would have been helpful.	Null
2. Response to Framework for the Future			
2.1 Books, reading and learning	3	Good analysis of strengths, constraints and challenges. Wide programme built around key themes. Strong EDP and learning links. Evaluation options designed to suit activity and/or programme area.	Null
2.2 Digital citizenship	3	Strong IT programme both formal and informal. Good links with other IT Strategy Groups - corporate, schools and Lifelong learning.	"IT for Me" identified by MLA Council as national example.

Public Library Position Statements 2004
Assessment

Chapter	Score	Assessor's comments (if any)	Notes of good practice (bookmarked)
2.3 Community and civic values	3	Good links with key partners (Health, Housing, Social Services, Community development) Active support to business community. Extensive range of innovative programmes closely related to community groups but also aiming at wider library use.	Null
2.4 Building capacity to deliver transformation	3	Restructuring supports F4F. Large array of partners. Sound range of training options and development opportunities. Charter Mark to be awarded this autumn.	Null

Public Library Position Statements 2004
Assessment

3. Response to national public library standards and local targets

Chapter	Score	Assessor's comments (if any)	Notes of good practice (bookmarked)
3.1 National public library standards (PLS 1 – 18 minus PLS 10 and 16) met at March 31st 2004.	2	20 out of 26 standards and part standards were met at March 2004. PLS 4 not relevant to Rotherham, so counted as met in the score	Null
3.2 Progress in meeting national public library standards since March 31st 2001. (PLS 1 – 18 minus PLS 1 (ii), 2 (i), 2 (ii), 3 (ii), 10 and 16, for which no standard measures were set in 2001)	4	6 out of 22 standards and part standards were met in 2001. 10 more of these standards were met in 2004 than in 2001 (167% improvement)	Null
3.3 National public library standards. (PLS 1 – 18 minus PLS 10 and 16) No. of any standards not met at March 31st 2004 that were within 5% of the standard measure.	2	3 out of the 6 standards and part standards not met at March 2004 were within 5% of the standard.	Null

	Local targets provided for 2003/04?	Local targets met?		
3.4.a Local targets for service to children	Yes	Yes	The bulk of targets were met Those not met carried forward into 2004/05 with some new targets added.	Null

Public Library Position Statements 2004
Assessment

Chapter			Score	Assessor's comments (if any)	Notes of good practice (bookmarked)
3.4.b Local targets for service to socially excluded people	Yes	Yes		As above	Null
3.4.c Local targets for service to ethnic minority communities	Yes	Yes		As above	Null
3.4.d Local targets for service to people with disabilities	Yes	Yes		As above	Null
3.4 Local targets score			4		

Public Library Position Statements 2004
Assessment

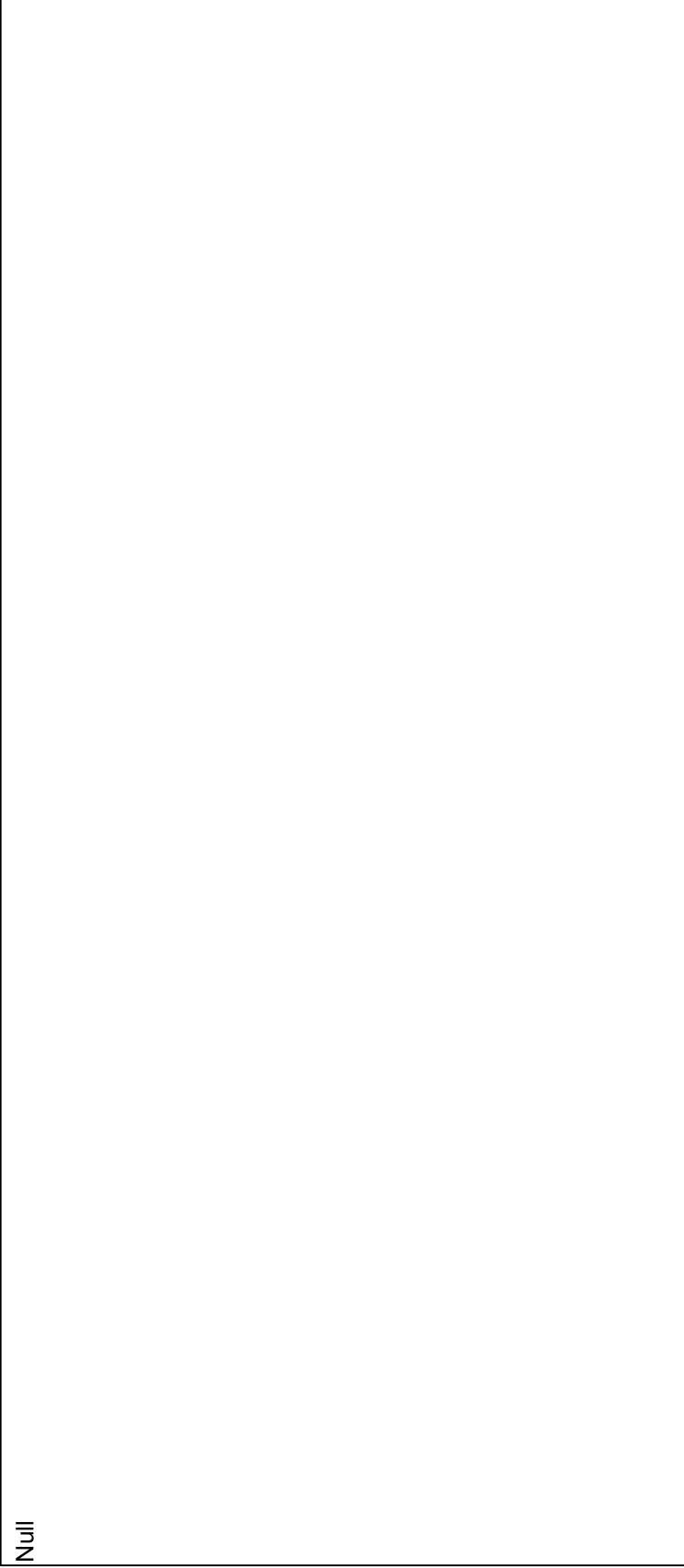| Chapter	Score	Assessor's comments (if any)	Notes of good practice (bookmarked)
4. Resources	3		
4.1 Spaces		Emphasis on physical upgrade of buildings and layouts. Mix of corporate programmes and in-house funding.	Null
4.2 Stock		At upper quartile of provision with intention to "stay there". Using Stock Quality Health Check.	Null
4.3 Staffing		Strong ethos for continuous improvement with teams linked to F4F. Bid submitted for resources for Sunday opening.	Null
4.4 ICT		Priority is to ensure that service is at the centre of corporate ICT developments. Resource need not clear.	Null

Public Library Position Statements 2004

Assessment

SECTION 4 - ADVICE TO THE AUTHORITY

To be used in relation to authorities for which an assessor has given an overall score of 1 or 2 for either the response to Framework for the Future or the response to the public library standards.

Assessors are asked to note any areas of the public library position statement and standards report to which they consider that this authority could make significant improvements in its approach, referring to the appropriate section of the 2004 guidance. Assessors should propose an action plan for the authority to improve its statement if they consider that this is appropriate.

Null

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	ECALS Cabinet Member and Advisers
2.	Date:	7th December 2004
3.	Title:	New Public Library Service Standards
4.	Programme Area:	ECALS

5. **Summary:** The Department for Media, Culture and Sport has published the new Public Library Service Standards. The number of Standards has been reduced from 26 to 10. The new Standards will be introduced on 1st April 2005.

To support them a set of impact measures are being developed, aimed at highlighting the contributions made by library services to the communities they serve and to corporate agendas. These should be in place for 1st April 2005.

6. **Recommendations:**

6.1   **That Members note the introduction of the new Standards and impact measures and the implications on the Library and Information Service.**

7.   **Proposals and Details:** Public Library Standards were first introduced in 2001 with a target date of 31st March 2004 for the Standards to be met by Public Library Authorities.

Through prioritising the Library and Information Service and investing in it the Authority has met 19 of the current Standards, which has resulted in a score of 3 (good) for this year's DCMS assessment of our Position Statement.

The DCMS have reviewed the existing Standards and following consultation announced that from 1st April 2005 the existing 26 Standards are to be replaced by 10. The majority of these are already included in the 26, but there have been some changes to definitions and clarification in terms of what and how to measure performance against particular Standards. The DCMS see these new as the 'challenging' Standards.

Currently we meet 6 of the new Standards:

PLS 2	Opening hours
PLS 3	Access to electronic information
PLS 4	Number of electronic workstations
PLS 7	% of library users (adults) who view their Service as good/very good (if rounded up target - 94% our performance 93.9%)
PLS9	Annual number of items added to stock
PLS10	Time taken to replenish lending stock

Standards not met:

PLS1	Households within specified distance of a static library
PLS5	Requests met within 7, 15 and 30 days (currently only meet 7 day standard) – this measures how quickly we supply a book to a customer that is not in our stock
PLS6	Number of visits per 1,000 population
PLS8	% of library users (children) who view their Service as good/very good

Of those not met, PLS1 could only be met if libraries are built at Wickersley and Thorpe Hesley

The other three are areas for the Service to target over the next year through ongoing planned improvements. The number of requests met is influenced by our ability to purchase books quickly and the numbers of requests received. The latter has increased as we have introduced free requests. However if the funding for materials is sustained, then there should be progress made against this Standard.

PLS6 has been a Standard that the Service has improved against, but we are unlikely to meet the target (6000 visits per 1,000 population) in 2005-06. Our current figure is 5177 which is up from 3960 in 2000-01.

Nonetheless a promotional campaign in early 2005, continued improvements at the Community Libraries, programmes of events and activities, new book stock and a continued emphasis on the free internet access/free e-mail availability will hopefully see the upward trend continue.

PLS 8 is a revised Standard. The Service's focus on children will continue to be a priority. The question that determines the score against this Standard will be about general satisfaction with the child's library. It should be noted that we did meet the old Standard relating to children's satisfaction with the Service.

Clearly we need to ensure we continue to meet those Standards currently met and not just focus on those not yet met. The Library management team will address this as part of their Service planning for 2005 – 06. The need to undertake detailed community profiling also has to be planned for and resourced, as this is essential to be able to determine impact made on any particular community. Although the impact measure are not yet published they are likely to relate to the target groups that national 'offers' are being prepared for. Teenagers and adult learners are the two target groups identified to date. The assessment of the Service next year is likely to be around a judgement on our meeting Standards, demonstration of impact and the achievement of enhanced levels of Service against these national 'offers'.

It is important to emphasise that with less Standards, it is critically important that every effort is made to meet and continue to meet those that we can. The implications of not doing so might impact on the Authority's CPA rating.

8.   Finance:
The new Standards and the reduction in their number, emphasises the significance of resourcing levels on the quality assessment of the Library and Information service.

9.   Risks and Uncertainties: The Authority is currently viewed as being a good provider of library services. This judgement is, however a finely balanced one. The new Standards place a new emphasis on the Service, requiring a re-focusing of what we do to ensure that priority is given to delivery impacting upon the new Standards. Consideration of sustained funding is critical to allow the improvements made over the last three years to be built upon.

10.   Policy and Performance Agenda Implications: The Library and Information Service offers the Authority significant opportunities to 'join up' some of the cross-cutting themes. The Service can contribute to all of the new corporate priorities and offer opportunities for other Services too (for example through the provision of e-communication with customers). Through its community libraries and mobile Service it provides access to a broad range of customers.

Currently the Service's assessment against Library Standards contributes to the CPA score of the Council.

11. Background Papers and Consultation:
Appendix One 'Public Library Service Standards'

Contact Names :
Guy Kilminster, Libraries, Museums and Arts Manager, x3623,
guy.kilminster@rotherham.gov.uk

PUBLIC LIBRARY SERVICE STANDARDS

Introduction

In 2001 the Government launched the Public Library Standards, they came into effect in April 2001 with a three year phase-in period. The aim of the Standards was to help create a clear and widely accepted definition of Library Authority's statutory duty to provide a "comprehensive and efficient service", and set for the first time a performance monitoring framework for public libraries. Since then there has been a significant increase in library opening hours, improvements to stock and ICT provision, an increase in user satisfaction and visits.

With the introduction of Framework for the Future, the standards have been reviewed to make sure that they reflect the new strategy and do not impose an unreasonable administrative burden on local authorities to deliver quality services to meet local needs.   The service standards set out below are the revised version of the current standards and they will form the first of two elements of the new standards. The service standards are a suite of targets that measure performance across core activities, the second element – "Impact measures" will help assess the impact that libraries have in contributing to achievements in the shared priority areas and particular local needs based on their existing activities.   The impact measures are still being developed.

Whilst recognising the general improvement since 2001, we are aware that some authorities have only just reached the public library standards set in 2001, or have yet to achieve all of them. We have therefore decided that the service standards set out below will continue to be set at current levels until March 2006.   We appreciate the efforts made by all authorities to achieve the Standards and would particularly commend those authorities that have already met them. Authorities will report their position against the service standards in the form of a statistical return as part of their CIPFA return.

Some of the original standards we have dropped or amended, but Authorities should continue, if they think it is worthwhile, to collect and monitor their performance against these indicators for their own internal management purposes.

This new package of standards should demonstrate how libraries are meeting the needs of their local communities.   We believe that the standards are reasonable and reflect the minimum standard of service that local people are entitled to expect. However, in the context of the increasing range of delivery methods open to library services, and in line with the principle of local discretion, we recognise that authorities are best placed to judge the precise needs of the communities they serve. We have therefore introduced a greater degree of flexibility into the way that some of the standards may be met.   We also acknowledge that when looking at authorities' performance against them, there may be room for qualification about why your own authority may differ against certain of the standards.   Clearly though, we would not expect any authority to claim special consideration in missing more than a small number of them.

Most of all, we want authorities to be able to use the Standards for a variety of assessments whether that is external, peer or as a self assessment tool to encourage the continuation of the welcome improvement we have seen in recent years.

These standards have been revised after an exhaustive process involving a wide number of authorities and other stakeholders and following a consultation of all library authorities and interested groups. 48 authorities responded. A full analysis of responses will be made available in due course. In summary, there have been some changes made to the standards consulted on in June on as a result of the responses received. Where suggestions were not taken up, they were still considered carefully and we are grateful to all authorities who have been represented or who have contributed in some way to this work. This task could not have been completed without your assistance.   Finally, we will be continually reviewing the standards and we may in the future develop the service standards in areas not currently covered such as service efficiency.

A Best Value Performance Indicator will shortly be piloted by the Office of the Deputy Prime Minister based on the library standards.

PLSS1- Proportion of households living within specified distance of a static library

| Authority type | % Population within | | | |
| | 1 mile | 2 miles | Sparse authorities | |
			1 mile	2 miles
Inner London	100			
Outer London	99			
Metropolitan	95	100		
Unitary	88	100	75	85
County		85		72

Sparse authorities defined as the 10% of authorities with highest sparsity of population indices. Source: Ward Sparsity 2001 census indicator.
(see http://www.libplans.ws/resources/links/default.asp*)*

Use of mobiles and other service outlets

All authorities will need to report on their position against the above, but Authorities not meeting this standard may wish to report on their use of mobiles and other service outlets to demonstrate, in a calculable way, how they serve the remainder of their community. On a scale of 1-4 a weighted allowance of 0.25 will be added to an authority's score in respect of this type of provision. Authorities wishing to be assessed on mobile/"other" provision in this way are requested to provide us with the proportion of households living within a specified distance of any of their service points.

Definition of how this is to be calculated

The number of households within a quarter of a mile of each scheduled library stop and one mile of an "other service outlet", for all authority types, should be identified, and the proportion of households living within the specified distances of a static library; mobile library or other service outlet, reported upon. For a mobile library stop to count the mobile would need to visit for at least 10 mins, at least every 3 weeks.

Those authorities that qualify as sparse need to meet the non-sparse target when the use of mobile or other service outlets is taken into consideration.

Definition of "other service outlet"

*Spaces which **allow access by the general public** and, as a minimum, provide a staffed Information point, stock loan facilities and a public access terminal linked to the Internet.*

Nb.   Organisations for a limited number of people or a closed community (eg homes for the elderly) would not qualify.

All types of service outlet, including mobile stops, are to be calculated on the basis of the library postcodes returned in the CIPFA Actuals Survey (we will ask for mobile stops in future years), and will include static service points open less than 10 hours per week. The distance measures are irrespective of whether the nearest service point is within or outside the administrative area of the local authority.

PLSS 2 - **Aggregate <u>scheduled</u> opening hours per 1,000 population for all libraries**

128 hours

This is to be based on scheduled opening hours. 'Population' is the resident population for that authority. London authorities may use a measure of 'enhanced' population, taking into account daily flows of commuters and visitors to the area. The figure is calculated each year by ODPM to inform Standard Spending Assessments. Calculate PLSS 2 by dividing the sum of individual service point opening hours for the year by the population.   All service points – static, mobile and "other service points" as defined in PLSS1 will count towards this total.   The opening hours of mobiles should only include the scheduled time they are at each stop, not travelling time etc., and other service points should only include the scheduled opening hours of the library service space.

Enhanced population is a measure of population served. It is a measure in calculating Standard Spending Assessments. The enhanced population equals the sum of:

1. *Resident population;*
2. *Average day time net inflow multiplied by 0.25;*
3. *Count of annual overnight visitors multiplied by 0.5, divided by 365; and*

Count of annual day visitors multiplied by 0.5, divided by 3, divided by 365.

PLSS 3 – **Percentage of static libraries (as defined by CIPFA) providing access to electronic information resources connected to the Internet.**

100%

Percentage of static service points open more than 10 hours a week that have public access to the Internet.

PLSS 4 – **Total number of electronic workstations with access to the internet <u>and</u> the libraries catalogue (available for public use through both static and mobile libraries, and other service outlets (as defined in PLSS1)) available to users per 10,000 population**

6

'Electronic workstation' means a computer terminal with access to the Internet and on-line catalogue.

PLSS5	**Requests**
i	**Percentage of requests for books met within 7 days**
ii	**Percentage of requests for books met within 15 days**
iii	**Percentage of requests for books met within 30 days**

Targets:

50% within 7 days
70% within 15 days
85% within 30 days

Based on counting the period from when the reservation is made to the time when the borrower is informed that the book is available.

PLSS 6   Number of library visits per 1,000 population
Targets:

7,650 in Inner London Boroughs (or 6,800 enhanced population)
8,600 in Outer London Boroughs
6,000 in Metropolitan Districts
6,300 in Unitary Authorities
6,600 in County Councils

There has been concern about how to count visits to libraries given the move towards multi-service provision on one site. Framework for the Future welcomes facility sharing, this is a positive step which can help meet community needs, and increase and broaden the library user base. However, capturing trends in visits is difficult if counting practices change and if there is no consistency across the country. DCMS, the AC and CIPFA have therefore devised a new physical visits definition.

All visits to a library will count, where the library is not multi service centre or has no other council services integrated into the space occupied by the library.

Where a library has other council services integrated into the library space or where the library is part of a multi service centre, Authorities should count as a library visitor only those who use the library element of the overall provision.

Where there is joint provision, activities that would constitute a library visit include visits for the following purposes: to borrow materials; to use reference or other materials in the library; to use a computer terminal; to request or collect information from the enquiry point (operated or managed by the library service); to attend a learning session; to attend a reader development activity; to attend a meeting (when it is organised by or through the library service, and whether or not it occurs during the library's opening hours); to attend an exhibition, concert or other cultural or community event (when it is organised by or through the library service, and whether or not it occurs during the library's opening hours), or to use the space set aside for library functions for any other purpose.

Counting Methodology

Ultimately, the method used to count visits is for authorities to determine although, for consistency and to improve the robustness of the data, DCMS advocates a full year count, if possible by electronic counters. Where this encompasses a multi-service point using electronic counters at a common entrance, some sampling will also be necessary to identify those visits that meet the definition above.   Sampling for this purpose and for those authorities that cannot undertake a full year count should be carried out in line with the latest advice on frequency in the CIPFA guidance for the Public Library Statistics Actuals return.

Multi-Service Outlets

DCMS recognizes the considerable efforts made by some authorities to position their libraries as community hubs, or to improve the popularity of their libraries, by co-locating them with other services. This aligns with the aspirations of "Framework for the Future". Although the physical visits definition above reflects DCMS' wish not lose the sharp statistical focus on the additional visits being generated by libraries widening range of activities, authorities should also report separately total visits to all their service points (including visits for non-library purposes to a multi-service space) This will not form part of the standards assessment but will inform the overall picture of usage.

"Virtual" Visits

Acknowledging the increasing use of our public libraries "virtually" or remotely", DCMS had intended to include a standard for this type of user activity. However, continuing definitional, methodology and technical issues have made this impractical at this time. We envisage that the standards will evolve on a rolling basis to keep track of changing operational practices. We will return to the issue of recording virtual/remote access in time for the next refresh. In the meantime, to give the fullest indication of public library use, authorities should report the number of visits (as a total number) to a library website to be defined as:

A visit occurs when an external user connects to a networked library resource for any length of time or purpose (regardless of the number of pages or elements viewed). Examples of a networked library resource include a library OPAC or a library web page, including those pages created by the library service to support the community – eg. Community online material. Include accesses from libraries' own service point work stations. In the case of a user visit to a library web site a user who looks at 16 pages and 54 graphic images registers one visit to the web server."

PLSS 7

% of library users 16 and over who view their library service as:

i   very good
ii   good
iii   adequate
iv   poor
v   very poor

Standard suggested – 94% of respondents rate the library service as 'very good' or 'good'.

PLSS 8

% of library users under 16 who view their library service as:

i   good
ii   adequate
iii   bad

Standard suggested – 77% of respondents rate the library service as 'good'.

The aim of these two standards is to give a top line indication of how users view the service.   Authorities should continue to collect and monitor their performance against a variety of user satisfaction measures for their own internal management purposes and to reflect the consultation processes they have undertaken to inform any CPA, inspection or self-assessment frameworks.

PLSS 7 is sourced from the Public Library User Survey (PLUS) questionnaire for adults. PLSS 8 is sourced from the PLUS Children's questionnaire - an overall satisfaction question will be incorporated into the next questionnaire (the answers will be Good; OK, which will be used as a proxy for adequate, and Poor). Until Authorities have an opportunity to undertake a Children's PLUS survey using this new question, we will assess authorities using an aggregate score against three questions in the existing children's PLUS survey –

i   "I think the library staff are"
ii   "I think the help I get from the library staff with my homework is"
iii   "I think the help I get from the library staff choosing books is".

The Standard is set at the upper quartile of the existing average of those responding

"Good" to these three questions. We will set a new baseline once a representative number of authorities have undertaken a children's PLUS survey with this new question. We should emphasize that we believe that children are equally entitled to be as satisfied with their library service as adults, and that we anticipate that the satisfaction standards for these will be equalized in the near future, once authorities have had the opportunity to ask the new question.

PLSS 9   Annual items added through purchase per 1,000 population.

216 additions per 1000 population

These include 'Books' and 'Other items' which include audio-visual materials, electronic publications and other formats but excludes newspapers, periodicals and other materials.   CIPFA guidance for the Public Library Statistics Actuals return provides definitions of these categories.

PLSS 10   Time taken to replenish the lending stock on open access or available on loan.

6.7 years

"Lending stock" means all books and other items available on open access or available for loan. Special collections, however, should be excluded.

The count is based on books for loan including extra copies in sets and Audio-Visual materials for loan. It excludes reference materials and books held in reserve. This translates into the number of years it would take to replenish lending stock of books and audio-visual materials.

Agenda Item 6

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member and Advisors
2.	Date:	7th December 2004
3.	Title:	Budget Monitoring Report as at October 2004 (All Wards)
4.	Programme Area:	Education, Culture and Leisure Services

5. **Summary:** This is the fifth Budget Monitoring Report for the Programme Area in 2004/05, with a current forecast to overspend against budget for the financial year by £397k (0.25%).

This relates to budget pressures in both Culture and Leisure Services (£330k) and Education Services (£67k).

6. **Recommendations:**

Members are asked to note the forecast outturn for 2004/05 based on actual costs to 31st October and forecast costs to the end of March 2005.

7. **Proposals and Details:** This is the fifth routine Education, Culture and Leisure Services Budget Monitoring Report for 2004/05.

    The report forecasts a £397k overspend compared to budget. This relates to budget pressures in both Culture and Leisure Services (£330k) and Education Services (£67k).

    The Culture and Leisure Services overspend primarily relates to continued pressure on sport and recreational facility budgets, as experienced in previous years (£380k). This is partly offset by a saving on the Library Service budget resulting from a moratorium on procurement spending and slippage in staff recruitment (£50k).

    The Education Services forecast overspend relates to the under-recovery of income under on the schools' HR contract with RBT (£70k), Strategic Management costs relating to clarification of ICT support service arrangements (£137k) and increased costs from revised transport contracts (£10k). This is partly offset by slippage on the implementation of the new Greasborough PRU (£150k) due to difficulties in staff recruitment, and which will now be operational from January 2005.

    The forecast outturn as at October (£397k) is an increase of £387k from the overspend shown in the September report (£10k). All possible action, detailed below, is being taken with a view to returning the Programme Area budget to a balanced position by the end of the financial year.

8. **Finance:** The current forecast as at 31st October is for the Programme Area to overspend the budget by £397k.

9. **Risks and Uncertainties:** Underlying risks presently identified and under evaluation are:

    - Education Transport – A number of revised contracts exceeding the level of budgeted inflation were implemented from April 2004. Current forecasts indicate that this will result in a £10k overspend for the transport service.

      Work to quantify potential savings from revised modes of operation and tighter implementation of transport policy is ongoing.

    - Human Resources (Schools Traded Service) – Negotiations are ongoing with RBT regarding the treatment of income from Schools under the Strategic Contract.

    - Recreation and Sport (Indoor Sports) –Management actions are currently focused on reducing overall Culture and Leisure costs to mitigate the forecast overspend in Recreation and Sport.

    - The Programme Area is operating a vacancy management procedure with a view to identifying further areas of possible savings.

- Procurement of goods and services is being restricted to essential items only.

10. **Policy and Performance Agenda Implications:** The forecast outturn as at 31st October shows an overspend (£397k) compared to the Programme Area and Corporate financial plan for 2004/05.

11. **Background Papers and Consultation:** This report has been discussed with the Acting Executive Director of Education, Culture and Leisure Services and the Head of Corporate Finance.

Contact Name: Pete Hudson, Strategic Finance Officer, Ext. 2550, peter.hudson@rotherham.gov.uk