

CABINET MEMBER FOR LIFELONG LEARNING, CULTURE AND LEISURE

**Venue: Town Hall,
Moorgate Street,
Rotherham.**

Date: Tuesday, 20th June 2006

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 23rd May, 2006 (Pages 1 - 5)
4. Town Twinning and International Links Committee (Pages 6 - 9)
5. Comments, Complaints and Representations Annual Report 2005/06 (Pages 10 - 19)
6. Schools PFI Project Update: Spring/Summer 2006 (Pages 20 - 24)
7. Culture & Leisure Service Plan 2006-2009 (John Finnen, Service Development Officer) (report herewith) (Pages 25 - 63)
8. Date and Time of Next Meeting

LIFELONG LEARNING, CULTURE AND LEISURE
23rd May, 2006

Present:- Councillor St.John (in the Chair); Councillor Austen.

An apology for absence was received from Councillor Littleboy.

1. MINUTES OF PREVIOUS MEETING HELD ON 2ND MAY, 2006

The minutes of the previous meeting held on 2nd May, 2006 were agreed as a correct record.

2. LEISURE/JOINT SERVICE CENTRE PROJECT BOARD

Resolved:- That the minutes of the Leisure/Joint Service Centre Project Board held on 26th April, 2006 be received.

3. REVISED TERMS FOR TRANSFER OF BAR PARK, THORPE HESLEY

Consideration was given to a report of the Head of Culture and Leisure which gave the details of a letter received from Sheffield City Council setting out revised terms for any future transfer of Bar Park, Thorpe Hesley into the ownership of Rotherham Borough Council.

A period of protracted negotiations between Rotherham and Sheffield about the possible transfer of Bar Park to Rotherham ceased when Sheffield failed to respond to a letter sent by RMBC in June, 2004 seeking confirmation of a view expressed in an e-mail by their Cabinet Member for Development, Environment and Leisure at the time. This suggested that Sheffield would only be prepared to consider transferring the park to Rotherham at market value, whereas previously they had proposed that Rotherham would have to pay Sheffield's legal costs only.

In September, 2005 the Local Government Ombudsman became involved in the matter following a complaint from the Chair of Thorpe Hesley and Scholes Community Forum. Consequently, the new Cabinet Member for Streetscene and Green Spaces at Sheffield, intervened to consider the matter. Sheffield then wrote to Rotherham on 2nd March, 2006 to advise that they had reached a formal decision that if Rotherham wished to acquire the site, and if Sheffield was minded to dispose/transfer the site, it would not be possible to dispose of it for nothing, and they should not incur any legal or other costs from such transfer.

Taking into consideration the liabilities associated with the site, including recurring grounds maintenance costs, Rotherham has previously stated that it cannot agree to pay Sheffield's quoted legal costs for the transfer. Sheffield's new requirement for a receipt from the sale of the land, in addition to payment by the purchaser of their legal costs, would appear to make any further negotiations impossible.

Resolved:- (1) That Sheffield City Council be formally notified that Rotherham Borough Council will not agree to the transfer of Bar Park on the terms proposed by Sheffield.

(2) That the matter be referred to the Leader's Group for deliberation and that Ward Councillors be kept informed of the situation.

4. CULTURE AND LEISURE SERVICE OUTTURN 2005/06

Consideration was given to a report of the Acting Head of Service, Resources and Access, which showed the present budgetary position for Culture and Leisure Service.

The 2005/06 net Outturn for Culture and Leisure Services showed an £85,357 underspend against the service cash limited revenue budget of £11,862.220. This represents a percentage variation of -0.72%.

Discussion took place on the situation relating to the Civic Theatre, Recreation and Management and on the links between Rother Valley Steering Group and the YES project.

The service has submitted requests to carry-forward a net deficit amount of -£5,212. This is made up of surplus schools trading income within the library service of £38,940 and a planned overspend on the Library Book Fund of £44,152 due to the timing of publishing dates and stock purchasing requirements.

Resolved:- (1) That the report be received.

(2) That the proposed requests for carry-forward contained within the report, now submitted, and their submission to the Corporate Management Team and Cabinet for consideration be noted.

5. REPRESENTATIVES ON OUTSIDE BODIES FOR THE MUNICIPAL YEAR 2006/07

Consideration was given to a list of representatives of the Council on Outside Bodies, Sub-Groups, Working Parties and Panels for the year 2006/2007.

Resolved:- That attendance of the Council on Outside Bodies, Sub-Groups, Working Parties and Panels for the year 2006/2007 be as follows:-

1. GROUNDWORK CRESWELL

Councillor Burke (as named Director nominated by Economic Regeneration). (To be reviewed by Cabinet Member, Economic and Development Services.)

Substitute:- Councillor P. Thirlwall (Regeneration Scrutiny Panel)

- 2. MINERS' WELFARE GROUNDS MANAGEMENT COMMITTEES**
Kiveton Park:- Councillors Barton and Hall
- 3. ORGREAVE LIAISON MEETING**
Councillor Littleboy (Ward 3 Brinsworth and Catcliffe)
Councillor Swift (Ward 11 Rother Vale),
G. Smith (Cabinet Member, Economic & Development)
Councillor S. Walker (Chair of Planning Board)
and Councillor F. Wright (Sustainable Communities)
- 4. ROTHERHAM ARTS CHARITY/ROTHERHAM ARTS EXECUTIVE COMMITTEE**
Trustees:- Councillors St. John, Austen, Littleboy and Swift;
Guy Kilminster, Manager, Libraries, Museum and Arts and Lizzie Alageswaran, Principal Officer, Community Arts)
- 5. ROTHERHAM COLLEGE OF ART AND TECHNOLOGY – BOARD OF GOVERNORS**
Councillor License and Andrew Bedford, Executive Director of Finance
- 6. SOUTH YORKSHIRE JOINT ARCHAEOLOGICAL COMMITTEE**
Councillors St. John and Littleboy
- 7. SOUTH YORKSHIRE FOREST**
Members' Steering Committee:-
Councillors Littleboy and Wyatt
- 8. SOUTH YORKSHIRE FOREST ENVIRONMENT TRUST LTD.**
Councillor Littleboy
- 9. SOUTH YORKSHIRE SPORTS PARTNERSHIP – Partnership Executive** –Councillor St. John (Cabinet Member or an Advisor)
- 10. SWINTON LOCK ADVENTURE CENTRE**
Councillor Doyle
- 11. THOMAS WOMBWELL EDUCATION FOUNDATION**
Councillors Atkin, Gosling, Hodgkiss and R. S. Russell
(Ward representatives)
- 12. TOURISM FORUM**
Councillors St. John, Littleboy, G. Smith and S. Walker
- 13. TREETON MINERS' WELFARE BOWLING GREEN MANAGEMENT COMMITTEE**
Councillors Boyes, Nightingale and Swift (ward representatives)
- 14. TREETON COMMUNITY CENTRE, PLAYING FIELDS AND**

MEMORIAL SCHEME COMMITTEE

Councillors Littleboy and Swift

15. WALES EDUCATIONAL FOUNDATION

Councillors Barton and Hall (2 Ward Councillors)

16. YORKSHIRE AND HUMBERSIDE GRID FOR LEARNING

Joint Committee:- Councillor License

17. YORKSHIRE AND HUMBERSIDE REGION GRID FOR LEARNING FOUNDATION BOARD

Mr. Graham Sinclair, Acting Head of Resources and Access

18. YORKSHIRE AND HUMBERSIDE REGIONAL BROADBAND JOINT COMMITTEE

Councillor License

19. YORKSHIRE LIBRARIES AND INFORMATION (YLI)

Councillors St. John and Littleboy

**20. YORKSHIRE MUSEUMS, LIBRARIES AND ARCHIVES COUNCIL
(SY Leaders/Lifelong Learning)**

Councillor Littleboy

21. YORKSHIRE TOURIST BOARD

Executive Committee:-

Councillor S. Walker

Marketing Operations Sub-Committee:-

Councillors S. Walker and F. Hodgkiss

6. MEMBERSHIP OF SUB-GROUPS, WORKING PARTIES, PANELS ETC. FOR THE MUNICIPAL YEAR 2006/07

Consideration was given to a list of representatives of the Council to serve on Sub-Groups, Working Parties, Panels etc. for 2006/2007.

Resolved:- That attendance of the Council on Sub-Groups, Working Parties, Panels etc. for 2006/2007 be as follows:-

Responsible to LIFELONG LEARNING

Christmas Carnival Co-ordinating Group

Councillor I. St. John, Cabinet Member, Lifelong Learning

The Mayor (Councillor P. Wootton)

Deputy Mayor (Councillor P. Burke)

Hospital Teaching and Home Tuition Service

Councillor Thirlwall (to be confirmed with Cabinet Member for Children and Young People's Services) - to continue until further notice
LEA GOVERNORS PANEL

Councillor St. John, Cabinet Member, Lifelong Learning
Councillor R. Littleboy, Senior Advisor, Lifelong Learning
Councillor J. Austen, Advisor, Lifelong Learning

Leisure/Joint Service Centre Project Board:-

Councillor St. John, Cabinet Member, Lifelong Learning
Councillor G. Smith, Cabinet Member, Economic Regeneration and Development Services

Maltby Joint Service Centre Advisory Group:-

Ward 9 (Maltby) Representative:- Councillor A. Rushforth

Rotherham Cultural Consortium

Councillor St. John, Cabinet Member, Lifelong Learning
Councillor J. Austen, Advisor, Lifelong Learning
Councillor R. Littleboy, Senior Advisor, Lifelong Learning
Councillor R. Russell, Chair of Regeneration Scrutiny Panel
Councillor K. Wyatt, Cabinet Member, Customer Services and Innovation
Councillor J. F. Swift, Member of Regeneration Scrutiny Panel

7. PETITION - RESIDENTS OF WARREN HOUSE CLOSE, BRAMLEY

Consideration was given to a petition (containing 16 signatures) from residents of Warren House Close and Warren House, Bramley requesting that the grassed area in the Close be proclaimed a no ball-game area.

The residents claimed they were being "invaded" by youths from other parts of the village using the Close as a football pitch, causing damage to gardens and property and generally being an unwelcome nuisance.

Resolved:- (1) That the petition be received and its content noted.

(2) That officers visit the area concerned, investigate the allegations and report back thereon.

(3) That the views of Ward Councillors and the Parish Council be sought on the matter.

TOWN TWINNING AND INTERNATIONAL LINKS COMMITTEE
Wednesday, 7th June, 2006

Present:-

Councillor Reg Littleboy	Senior Adviser to the Cabinet Member for Lifelong Learning (in the Chair)
The Mayor (Councillor Peter Wootton)	
Councillor Sheila Walker	Senior Advisor, Economic and Development Services
Emily Knowles	Town Twinning and International Links Officer
Joanne Edley	Tourism Manager, Economic and Development Services

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Smith, St. John and Christine Majer.

2. WELCOME AND INTRODUCTIONS

The Chairman welcomed Councillor Wootton to his first meeting of the Committee in his role as The Mayor for the new Municipal Year.

3. MINUTES OF PREVIOUS MEETING – 5th April, 2006

The minutes of the previous meeting, held on Wednesday, 5th April, 2006, were agreed as a correct record.

4. MATTERS ARISING**Annual Visit to Rotherham from St. Quentin**

A provisional date of September, 2006 had been discussed for the possible visit of Pierre André, Senator Mayor.

5. FEEDBACK ON THE CIVIC VISIT TO ROTHERHAM

The Town Twinning and International Links Officer submitted a report containing details of the annual civic visit from Saint Quentin to Rotherham from 18th to 21st May, 2006.

The number of delegates from St. Quentin had been limited to six due to a restricted number of seats available for the mayor making ceremony, cost implications, and to ensure that only the most relevant officers and politicians attended. The delegation had consisted of:-

Mr. Dominique Bouvier	Deputy Mayor for Twinning and International Relations
Mrs. Marine Bouvier	Wife of above
Mr. Jean-Marie Barré	Chief Executive St. Quentin Council
Mrs. Nelly Barré	Council officer

Mme Vanessa Blandin Twinning Officer
Mr. Frédéric Daimez Chauffeur

The meeting was informed of the programme of visits, the main focus of which had been around the mayor making. It had been the first time a delegation from St. Quentin had been invited to the mayor making ceremony.

All the visits were successful and interesting and the delegates had thoroughly enjoyed the experience. The Civic Visit had been useful in raising awareness of the twinning line as many elected members, who had not been directly involved with St. Quentin in the past, had been able to meet the delegates.

The report contained details of the following visits and, in particular, the potential for forging links with similar work carried out in St. Quentin:-

- Aston Hall Junior school
- Wharncliffe restaurant and Catering College
- Tryline centre
- Annual Council Meeting/Mayor's Parade and Church Service
- Visitor Centre
- Clifton Park Museum
- Eastwood Community Centre

The delegates had been impressed with Rotherham and had been particularly interested in the visit to the Tryline Centre and the concept of links between sport and education.

The theme of the next civic visit to Rotherham during the second half of 2007 had not yet been determined but it could be to coincide with Rotherham Show/Arts Festival.

Resolved:- That the content of the report be noted.

6. NOTICE OF GRANTS AWARDED

In accordance with Grant Guidelines, the Town Twinning and International Links Officer reported on the following Grant Awards:-

- a. Brinsworth Comprehensive School – Study Visit 22nd-26th May, 2006
Year 10
- b. Cyclists' Visit to St. Quentin (7 in total) – 21st June, 2006
- c. Aston Hall Junior School
- d. Dragon Boat Race – Juniors from Rugby Club to Riesa to represent Rotherham
- e. Group from Eastwood Community Centre – Young Asian Women

- f. Over 50's trip to St. Quentin (50 in total) – 1st weekend in September, 2006.

7. GROUP ACCOMMODATION IN ROTHERHAM

The Town Twinning and International Links Officer reported on a visit to Rolleston House at Maltby to look at the group accommodation and assess whether it was suitable for use by visiting groups.

The facility is owned and managed by the Full Life Church, Maltby.

The facility is used by the local community, for a pre-school, coffee shop and by various groups in the evenings. The bedrooms can accommodate 36 people, although additional beds can be used to extend the capacity if needed.

The venue had already been booked for the Quentin Barré School trip to Rotherham in November, 2006.

Resolved:- That the facility be checked for safety purposes by South Yorkshire Fire Service.

8. MEMBERS' SEMINAR – INTERNATIONAL WORK IN ROTHERHAM

The Town Twinning and International Links Officer reported on the members' seminar on international work in Rotherham held on 23rd May, 2006.

A presentation had been given which had given an overview of current international work including a map of Rotherham's links around the world and the reasons we engage in international work and why we need to have an international policy.

The Seminar had discussed objectives set within the Policy Framework, the aim of the seminar being in order to seek the views of Members in terms of their priorities for future work.

Members had been supportive to the work and had been very interested.

A majority of Members had been particularly interested in the economic links. In addition, cultural issues and aid and assistance work in poorer countries had been highlighted.

The results of the seminar will be used to inform the International Links Policy on the importance of international work, the reasons for this work, its gains and importance, and will be submitted to a meeting of the Cabinet in July, 2006. The report was to include an Action Plan of forthcoming aims.

Joanne Edley referred to the results of recent Market Research into accommodation establishments and reported that international businesses located in the borough attract many overseas business clients to use Rotherham accommodation.

8. DATE AND TIME OF NEXT MEETING

Agreed:- That the next meeting of this Committee take place on Wednesday, 26th July, 2006 at 11.00 a.m.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Lifelong Learning, Culture and Leisure Cabinet Member
2.	Date:	20 th June 2006
3.	Title:	Comments, Complaints and Representations Annual Report 2005/2006.
4.	Programme Area:	Children and Young People's Services

5. Summary

The Annual Report is attached and provides details of the comments and complaints made to Children and Young People's Services during 2005/2006.

In 2005/2006, 191 complaints were made at Stage 1. Ten were made at Stage 2 about services provided by Children and Young People's Services. These include:-

- 34 in relation to library facilities
- 24 in relation to leisure facilities,
- 3 in relation to green spaces

6. Recommendations

That Members receive and note the first Annual Report 2005/2006 regarding complaints for the Children and Young People's Programme Area.

7. Proposals and Details

The Annual Report provides information about the comments and complaints made to Children and Young People's Services. The Complaints Team process the complaints for each Service Area and individual managers deal with complaints at Stage 1. External investigators are appointed to investigate complaints at Stage 2 for Social Care complaints. At present the procedures used to handle complaints differ slightly in Social Care to those of the former ECALS Services. The information contained within the annual report covers all the complaints but this necessitates in some places to report on complaints information separately. The Complaints Team do not handle complaints about Schools and these are dealt with by individual schools. However, the Complaints Team are often contacted by parents wishing to complain about issues within school and the procedure is explained to them. Staff within the team act as an unofficial mediator between the parents and the school, in an effort to try and resolve complaints.

Further information on the complaints and comments is contained within the attached Annual Report.

8. Finance

At Stage 1, complaints are dealt with by the relevant manager so the financial implications are largely related to the time involved in doing this. For Stage 2 complaints, independent investigators are appointed to investigate the complaint and if the complaint is made by a child or on behalf of a child, an independent person is also appointed to oversee the complaint. Costs therefore average around £2,000 per complaint depending on the length of time it takes to deal with it and whether any compensation is given.

9. Risks and Uncertainties

Managing the costs in relation to complaints is a risk and it is difficult to predict costs given that we do not know how many people will make complaints during the year. However, we can use the statistical information on previous stage 2 complaints to prepare for these uncertainties. Our priority is to try and resolve, where possible, complaints at Stage 1.

10. Policy and Performance Agenda Implications

New statutory legislation is to be implemented in July 2006. This will affect the existing complaints procedures for Children and Young People Services.

11. Background Papers and Consultation

Data produced from the Complaints Database.

Contact Name: Clare Bailey, Policy, Planning and Partnerships Manager,
Children and Young People's Services, Extension 2511
E-mail: clare.bailey@rotherham.gov.uk

Children and Young People's Services

Comments and Complaints

Annual Report

1st April, 2005 to 31st March, 2006

1. **Introduction**

This is the first Annual Report for the new Children and Young People's Programme Area and sets out statistical information about the comment and complaints received during the year 2005/2006 in relation to the whole Programme Area. Some qualitative information is also included in relation to specific complaints.

2. **Current Procedures, Legislation and Changes**

2.1 Statutory legislation requires Services to establish effective systems and procedures for dealing with comments and complaints. New legislation for Children related complaints is due to be implemented in July 2006 and this will have an affect on existing procedures.

2.2 The current procedure for complaints handling is broken down into the following stages:-

- Stage 1 - Informal resolution. This informal problem solving stage is where the complaint is looked into locally by the relevant Service Area, usually at Line/Team Manager level.

For Social Care complaints, the complainant can opt to go straight to Stage 2.

- Stage 2 – Formal complaints. An independent investigator is appointed to investigate the complaint. Where a child has made a complaint or the complaint is made on behalf of a child, we also appoint an Independent Person to oversee the investigation of the complaint.
- Stage 3 – Review Panel. If a complainant is not happy with the outcome of the stage 2 investigation, they can take their complaint to Stage 3 where a review of the complaint will be undertaken. The panel includes two Elected Members (one Member of Cabinet) and an Independent Chairperson.
- Ombudsman – Complainants can choose this route at any time. The Ombudsman usually wants the L.A. to have sufficient opportunity to investigate before they get involved.

3. **Use of Complaints Procedures – Statistical Analysis**

3.1 This section provides an analysis of the comments and complaints dealt with by Line Managers (Stage 1) and formal complaints (Stage 2).

3.2 **Table 1** below shows an overview of the total number of Comments and Complaints received at Stage1 and Stage 2 in 2005/06 compared to previous years. In 2005/2006 there were 124 complaints in relation to Children and Families Social Care Services and 67 in relation to former Education, Culture and Leisure Services.

Year	Comments	Stage 1 (Social Care and former ECALS)	Stage 2 Social Care	Total
2003/2004	7	232 (114 +118)	12	244
2004/2005	5	180 (128 + 52)	16	196
2005/2006	2	191 (124 + 67)	10	201

Over the last year complaints at Stage 1 have continued to rise and complaints at Stage 2 have fallen compared to previous year. The reduction in Stage 2 complaints can be attributed to the efforts made to resolve complaints effectively at stage 1.

- 3.3 Comments and complaints received should be seen in the context of customer feedback and a variety of mechanisms are in place to enable comments to be captured including, leaflets, telephone, letters, in person and via website.

Table 2 below shows the number of people making Comments in 2005/06 compared to 2004/05 (includes both Children and Families and former ECALS).

Table 2		
Year	Praise	Concern
2004/2005	3	8
2005/2006	2	8

What is evident is that letters of thanks for service are sent directly to Service Teams, and not passed to the Complaints Team for recording. The Complaints Team continues to encourage service teams to pass comments on to be recorded but it is clear more needs to be done in this area.

4. Use of Complaints Procedures – Details of Stage 1 Complaints

In 2005/6 a total of 191 people made complaints, with 124 making complaints about Children and Families Social Care Services and 67 making complaints about former ECALS Services (34 of these were in relation to library facilities). Social Care complaints tend to be about more than one issue. Even though the number of complainants has reduced the number of complaint issues has risen by 15% and reflects the complexity of Stage 1 complaints.

- 4.1 Analysis takes place about the nature of complaints and in 2005/06 we have seen a significant:-

- reduction in the number of complaints about the quality of service;
- increase in complaints about the action of staff and the information given to service users.

- 4.2 The number of complaints made by a child or on behalf of a child or young person looked after by the Authority was forty four (44) in 2005/06 compared to seventy four (74) in 2004/05.

The issues involved in these complaints include:-

- The use of inappropriate language used by a Manager which was felt to be derogatory.
- Five separate complaints about disruption in residential units and the impact it was having on individuals including disrupted sleep.
- Siting of information at a position which is readable for an individual in a wheelchair.
- Two children making allegations of pushing around by staff and inappropriate language.
- Two complaints about foster carers about their actions/routines.
- Four complaints of bullying within residential homes (two by the same individual).
- Four complaints about the actions of other children within the residential home.
- Three complaints regarding staff inconsistencies and practice in relation to sanctions, treating individuals differently within the residential home.
- Three in relation to placement arrangements and action of staff.
- Four complaints regarding dissatisfaction with the service provided by the Social Worker within residential services, including lack of contact, non action of staff, manner in which an individual was restrained.
- Three complaints with regard to dissatisfaction with residential social worker regarding communication and wishes of individual child not being respected.
- Two complaints regarding lack of finance to support activities.

- 4.3 Forty-seven (47) of the total number of complaints registered were resolved at Stage 1 to the customer's satisfaction. Twenty three (23) complaints are outstanding at the end of the reporting year 2005/2006.

- 4.4 Given the nature of the services provided within Children and Young People's Services, complaints are rarely about one particular thing and often it is the culmination of issues that leads to a formal complaint. It is therefore important that we try and resolve issues, concerns or dissatisfaction at an early stage. In addition, to those issues above, raised by Children Looked After, these are some of the issues/messages coming out of complaints made at Stage 1:-

- Problems perceived by parents/carers about the fairness of arrangements made by Social Care.
- The actions of staff including failure to attend meetings, and the perceived behaviours and attitudes of staff.
- The expectations of young people in care and how their views should be heard.

- Level of support provided for foster carers and adopters, lack of life story work.
- The disagreement with parents and Social Workers in relation to the use of confidential information.
- Disagreements between children, families and workers around placements and contact arrangements.
- Increase in the number of complaints about direct payments including confusion about them, inadequate levels and information.
- High temperatures with Library Services.
- Levels of charges in relation to delays for returning books.
- Waiting times, cancellations and termination of swimming lessons.

5. Use of Complaints Procedures – Details of Stage 2 Complaints

In 2004/5 15 people made complaints at Stage 2 and this has reduced to 10 in 2005/6. The number of children making complaints has reduced from 3 in 2004/5 to 1 in 2005/6.

5.1 On average, each complainant makes 10 individual complaints which demonstrates the complexity of the Stage 2 complaints. Analysis takes place about the nature of the complaints and in 2005/06 we have seen a:-

- significant reduction in the perceived failings of partnership working;
- reduction in the number of complaints about the actions of staff;
- increase in complaints about the action of staff and the information given to service users.

5.2 By the end of 2005/6 5 complaint investigations had been completed and 5 were still ongoing. Two complainants opted to go to Stage 3 and one (Mrs S) was upheld, whilst the second (Mr R) was partially upheld. Recommendations from these are progressing. Although there were no Stage 2 complaints for the former ECALS Service, there was one Ombudsman enquiry in relation to a complaint, which is very recent and currently inconclusive. The table below details the five complaints which were completed. Five complainants made a total of 40 complaint points, of which 15 were upheld, 10 partially upheld, 10 not upheld and 5 which remained inconclusive

Completed	Total Points	Upheld	Partially	Inconclusive	Not Upheld
5	40	15	10	5	10

6. Outcomes of Stage 2 Complaints

We are required to record and monitor the outcomes of complaints. Although we have the recommendations from Stage 2 complaints completed it is evident that this is an area that requires development. We need to make sure that the outcomes for service users are achieved and performance manage the recommendations from complaints to

ensure changes to service provision are implemented. This will be addressed later in the report.

6.1 Some of the recommendations from Stage 2 complaints do however show a trend and include:-

- Making sure people are provided with information about decisions including minutes from review meetings.
- Improving communication between the various parties involved in the provision of care, recognising that working together can provide more options.
- Providing guidance documents to staff in relation to foster care, de-registration and the process during investigation of complaints.
- Ensuring that relevant information is placed on the child's file e.g. requests for respite services and feedback to parents or when child has been restrained.
- The introduction of measures to reduce delay in investigating and responding to complaints.

6.2 Benchmarking and Performance

Benchmarking data is very limited in this arena as there are no national performance measures. We are able to gather information from our neighbours in the sub region, but even this throws up issues in terms of like for like comparison. The table below shows this picture for the number of people making complaints in the last three years at stages one and two:

Local Authority	Stage 1 2003/4	Stage 1 2004/5	Stage 1 2005/6	Stage 2 2003/4	Stage 2 2004/5	Stage 2 2005/6
Rotherham	114	128	124	11	15	10
Barnsley	170	200	122	7	7	6
Doncaster	95	72	N/A	7	5	5
Sheffield	125	89	N/A	24	19	N/A
N/A = Figures not yet available						

The figures above do not reveal any particular trend and pose issues about methods of recording being different from authority to authority.

There is no comparative data available in relation to meeting of timescales, although all authorities have serious concerns about the time restrictions, given the complexity of most complaints. The statute currently dictates 10 working days for stage one and 28 working days for stage two. However unrealistic

these timescales are, there is a significant deviation from these in practice and in Rotherham our average timescale for completing investigations at stage one is 19 days, and at stage two 126 days. Stage two children's complaints are particularly hard to achieve within timescale due to the requirement to appoint an independent person as well as the investigating officer. Even if we operate realistic timescales, clearly our performance is not good enough and steps are being taken to drive up our performance in this area. This is detailed in the final section of this report.

7. **Monitoring and Satisfaction with Complaints Handling**

Satisfaction surveys are sent to complainants in relation to stage one complaints. Of the one hundred and twenty four (124) complainants whose complaints were registered at Stage 1, 40% were satisfied with outcome of their complaint, 19% did not respond to Manager's attempts to determine whether or not they were satisfied, 4% were not satisfied but did not go to Stage 2 and 2% were not satisfied and invoked Stage 2 of the complaints procedures. Although there is no formal monitoring of satisfaction at stage two, two complainants (40%) were not satisfied with the outcome of the Stage 2 complaint and these went to Stage 3. This is also an area for development and is detailed further in the next section of this report.

8. **Future Development of the Comments and Complaints Service**

Although the complaints services have existed in former Programme Areas, the Complaints Team for Children and Young People's Services is a merged service within the Children and Young People's Service. The team is very small and includes a Complaints Officer from the former Social Services Programme Area and an Administrative Assistant from the former ECALs Programme Area, both have previous knowledge and experience of dealing with complaints which they bring to the team. The impending changes to the Statutory Regulations in relation to Complaints and Representations will also have an affect on current complaints procedures and publicity material.

Members recently approved an application for a member of staff from the complaints team to leave under the early retirement scheme. This has now given us greater flexibility to implement changes and improve performance, by using the budget more creatively.

A summarised list of the ongoing and proposed improvements is detailed below:

- Improvements to the recording on the database
- Improvements to the accuracy of information – including the recording of progress and completion of stage one
- Recording and monitoring the recommendations made and accepted to determine changes to service delivery or policy and procedures
- Improvements to the time taken to investigate at all stages, but particularly at stage two

- Introduction of improved monitoring of satisfaction – with both outcomes and handling of complaints
- Revision of contract specifications for external investigators and independent persons
- Introduction of service level agreements
- Commission work to carry out market analysis and investigate a commissioned model for investigation at stage two, including the potential for a sub-regional model/agreement
- If appropriate, introduce a commissioned model at stage two to free up staff time to performance manage the essential systems and processes involved
- Review staffing to reflect new legislative requirements and potential commissioning

9. **Conclusion**

This report has provided statistical information in relation to the number of complaints received by Children and Young People's Services under the current regulations during 2005/06.

The real issues arising from any complaint are in relation to the recommendations made, learning from mistakes and implementation of changes which will prevent recurrence. Former systems and management have proved to be inadequate in developing this work. This has been addressed in the Children and Young People's service structure and this is now under new management. Some of the changes detailed above have already begun, but others will take longer for us to see the results.

We will be able to demonstrate improvements in the interim report which is due in November/December 2006.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Customer Services and Innovation Cabinet Member for Lifelong Learning, Culture and Leisure
2.	Date:	12th June 2006 and 20th June 2006 respectively
3.	Title:	Schools PFI Project Update: Spring/Summer 2006
4.	Programme Area:	Corporate Services

5. Summary

The Schools PFI Project involves a partnership between the Council and Transform Schools (Rotherham) Ltd. The contract includes the rebuilding/refurbishment of 15 schools and their facilities management for a period of 30 years from 1st April 2004.

By the end of December 2006, the project will provide:-

- New schools for Coleridge, Ferham, Kimberworth, Maltby Craggs Infant, Maltby Craggs Junior, Meadowhall and Thornhill Primaries; and Winterhill, Wingfield and Wath Secondaries.
- Part new build and refurbished schools at East Dene and Wath Central Primaries; and Clifton, Thrybergh and Wickersley Secondaries.
- Additionally, extended school use will be provided as follows:- new Key Young Person's Centres will be provided at Thornhill Primary and Wath Secondary; and significantly refurbished centres at Wingfield, Clifton, Thrybergh and Winterhill Secondary Schools.
SureStart facilities at Ferham, Thornhill and Wingfield.
Space for Sports and Arts facilities at Ferham.
Children's Centres at Coleridge and Kimberworth.
Clifton Project facilities at the Cranworth Road site.

6. Recommendations

It is recommended that progress on the Schools PFI Project is noted.

7. Proposals and Details

Construction

The following schools have been completed and reported previously:-

- Thornhill Primary and Young People's Centre.
- Ferham Centre including Primary School, SureStart and Space for Sports and Arts.
- Wath Comprehensive - A Language College.
- Maltby Craggs Junior School.
- Maltby Craggs Infant School.
- Wingfield Comprehensive Comprehensive.
- Clifton, A Community Arts School (Lower), which now allows all the pupils to be accommodated on the Middle Lane site.
- New block including main school reception, classrooms, main hall and offices at Wickersley Comprehensive School and Sports College.

The project continues to progress well with nine full schools now operating on Full Services with further successful handovers for the start of term in (a) January 2006 of:-

- **Winterhill School**
- **Clifton Upper - ADT Block** (Cranworth Road site)

And at Easter 2006 of:-

- **Thrybergh Comprehensive.**
- **Wath Central Primary**, incorporating Wath Park Infants

Construction is now underway at all remaining school sites and is summarised as follows:-

- **Clifton Upper/Cranworth Road site** - The new build sports complex started in April 2006 for completion in December 2006.
- **Wickersley** - The next phase is underway and the full school is on target for completion by September 2006.
- **Coleridge Primary and Children's Centre** - Due to uncharted asbestos in the existing building, the main building start was delayed by approximately 7 weeks but every effort is currently being made to achieve the original completion date of September 2006.
- **East Dene Primary** - Started September 2005 and is due for completion for September 2006. The whole school moved into the Clifton Upper School building following adaptation during Summer 2005. This was to allow their existing school to be renewed and remodelled in a safe and more efficient manner.
- **Meadowhall Primary** - Started July 2005 and due for completion for September 2006.
- **Kimberworth Primary and Children's Centre** - Started September 2005 and due for completion for September 2006.

Facilities Management

Haden Building Management Ltd. has now provided services to the 17 schools within the PFI project for 2 years. The Helpdesk received 370 calls in January, 325 in February, 495 in March and 251 in April 2006.

49% of calls related to the repair of the building fabric. This reflects the interim stage of the contract since all the unfinished schools are still maintained at the Council's cost until full service delivery and the full Unitary Charge is paid. 22% of calls are recorded as vandalism – this could reflect the attractiveness of schools on/next to construction sites.

Service monitoring relies on a performance measurement system. When Haden has not complied with the fulfilment of key performance indicators, service deductions or unavailability deductions are made. From September 2004 to March 2006, a total amount of around £66,700 has been deducted by the Council for service faults and availability failures. This reflected a poor start by Haden who have since increased their staff levels significantly and have reduced the monthly deductions considerably (£1,700 in period January to March 2006). Deductions are currently helping to fund Interim Services repair items and particularly vandalism costs.

An Audit Commission reported on “The Contract and Performance Management of the Schools PFI Project” in September 2005 with an Action Plan to address the recommendations of the Inspectors. The Action Plan had nine recommendations with agreed dates for implementation between September 2005 and January 2006 - all have been implemented by the due dates.

Building Learning Communities Ltd. (BLCL)

BLCL has responsibility for community provision, including the arrangements for lettings. Through the General Manager, the company has assumed full responsibility for lettings from September 2005. This has worked well with both schools and users getting used to a new system. One of the key aims of the project was to expand community use and the not for profit company is now making real progress in achieving this aim.

Awards

The project won “The Best Operational Education Project” at the Public Private Finance Awards 2006 in London in May 2006 and is a finalist in the Municipal Journal Local Government Achievement Awards 2006 for “Public Private Partnerships Achievement of the Year” in London in June 2006.

8. Finance

The Council was awarded £71.4m of PFI credits from the DfES as a contribution towards the costs of the scheme. The remainder of the funding derives from the premises related parts of the schools delegated budgets, other capital funding and the Council itself. Transform Schools receives a monthly unitary payment from the Council which began in April 2004.

However the payment is based on the schools reaching full services availability, and the full unitary payment will not be reached until 2007/08 when all the schools will be complete and operational. The current Capital expenditure total from all sources is £96m.

9. Risks and Uncertainties

The risks and uncertainties relate both to any delays in the actual construction process and also lack of service quality/delivery in the facilities management operation of the schools.

10. Policy and Performance Agenda Implications

Rotherham Schools PFI Project contributes significantly to all priorities in the Rotherham Community and Corporate Plans.

Rotherham Learning:	The project supports all who are striving to fulfil their learning potential. This includes both pupils and the wider community.
Rotherham Achieving:	The project supports up to 10,000 young people at any one time to lay the foundations for their economic success. It is a truly regenerative project.
Rotherham Alive:	Both the buildings and their ongoing contract will contribute to cultural and leisure activities for schools and their local communities, Building Learning Communities Ltd. will ensure access for the community to these excellent opportunities.
Rotherham Safe:	The project will always maintain safe, dry and warm building, where Rotherham people will feel both comfortable and challenged to fulfil their potential.
Rotherham Proud:	The whole community will feel proud of these excellent and accessible buildings, contributing to the heart of the vision for the Council and the Local Strategic Partnership.
Sustainable Development:	The project contributes to sustainable development by the provision of modern, energy efficient buildings, maintained to a clear output specification.
Fairness:	All of the services within the buildings will give equality of opportunity to the schools local communities.

11. Background Papers and Consultation

Cabinet Member and Advisers, Education, Culture and Leisure Services, 30th September 2003, 16th March 2004, 6th July 2004, 14th December 2004, 22nd March 2005.

Cabinet Member for Lifelong Learning, 12th July 2005, 1st November 2005.

Lifelong Learning Opportunities Scrutiny Committee, 22nd March 2004, 26th July 2004, 21st December 2004, 21st March 2005.

Customer Services and Innovation Cabinet Member, 7th November 2005.

Audit Committee, 16th November 2005.

Cabinet Member for Customer Services and Innovation, 12th December 2005

Cabinet Member for Lifelong Learning, 13th December 2005

CMT Development Sub Group, 5th June 2006

Contact: Keith Thompson, Acting Head of Strategic Partnerships, Corporate Services Tel. 01709 336536

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member and Advisers, Lifelong Learning and Culture and Leisure
2.	Date:	20 June 2006
3.	Title:	Culture & Leisure Service Plan 2006 - 2009 [Wards affected – All]
4.	Programme Area:	Children and Young People's Services

5. Summary

5.0 This Culture & Leisure Service Plan sets out service priorities for 2006 – 2009.

6. Recommendations

6.0 That the Culture & Leisure Service Plan 2006 – 2009 be accepted

7. Proposals and Details

The Culture & Leisure Service Plan is produced and written in accordance with corporate guidelines for performance management.

The Plan sets out:

- Priorities and Aims
- Links to the Council's Performance Management Framework and Corporate Plan themes of:
 - Learning
 - Achieving
 - Alive
 - Safe
 - Proud
 - Fair
 - Sustainable
 - Excellent
- Culture & Leisure Service Profiles
- The Statutory Framework for Culture & Leisure Services
- Key Recent Achievements
- Performance Indicators and Targets

2006/07 will see a consolidation and strengthening of the performance management systems established for Culture & Leisure during 2005/06. Quarterly progress against performance indicators will be reported to the Cabinet Member for Lifelong Learning as well as to the appropriate Scrutiny Panel.

8. Finance

8.0 There are no financial implications to this report.

9. Risk and Uncertainties

9.0 Service Plan performance indicators are subject to risk analysis. Poor performing or high-risk PI's will be subject to Action Plans. Progress against action plans will be submitted to the Cabinet member as part of the Quarterly Performance Monitoring arrangements.

10. Policy and Performance Agenda Implications

10.0 The report is structured around the Council's priorities for service planning and performance management.

11. Background Papers and Consultation

- Rotherham Metropolitan Borough Council Performance Management Framework

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CULTURE AND LEISURE SERVICE PLAN

2006-2009

1. Priorities and Aims

Cultural Services enhance the quality of the lives of the people of Rotherham and visitors to the borough, contributing to the social, educational and economic life of the community. They are uniquely placed within the local authority because they are the services that people choose to get involved with.

The Culture and Leisure Services strategic outcomes have been identified following a detailed mapping of our functions against a number of key documents:

- Identified DCMS priorities
- Relevant national, regional and sub-regional strategies and plans, for example from Sport England, the Arts Council and the Museums, Libraries and Archives Council.
- The evolving Community Strategy and Corporate Plan,
- The Rotherham Cultural Strategy
- The Neighbourhood Renewal Strategy
- The Cultural Services Improvement Plan (based on the recommendations of the Best Value and 'light touch' inspections of Sport and Leisure and the Regular Performance Assessment of Cultural Services).
- Local priorities identified in the Community Planning process.

In addition the Service has identified its target communities for 2006-07 as part of the Service planning process:

Service Focus

Culture & Leisure seeks to provide residents of all Wards with a stated level of 'cultural services entitlement'. The custom of existing users is valued and will continue to be given high priority. The service will also target additional service focus on:

- **Neighbourhood Renewal Strategy Areas:**

West Melton
Wath
Wath East
Swinton North
Rawmarsh
Kimberworth Park
Masbrough
Central
Flanderwell
Brinsworth
Maltby
Aston
Dinnington

- **Communities of Interest:**

- Minority Ethnic Communities and Asylum Seekers.
 - Disabled People and their Carers
 - Vulnerable Older People and their Carers
 - Deprived Children and Young People

The Performance Planning Framework

Service plans are a key element of the Council's performance management framework, functioning as a key link in a hierarchy of strategies and plans which seek to ensure service delivery focused upon identified local needs and priorities.

Community Strategy

- Represents the highest strategic level of planning and defines the agreed priorities of the Local Strategic Partnership (LSP) - Rotherham Partnership - as a set of key themes:

- Achieving
 - Learning
 - Alive
 - Safe
 - Proud
 - Fair
 - Sustainable

Corporate Plan

- This outlines the Council's contribution to the achievement of the LSP's Community Strategy.

Service Plans

- Provide an outline of Programme Area commitment and contribution to Corporate and Community Plan themes via SMART objectives, performance indicators and associated targets.

Team Plans

- Team plans are working documents providing an outline of planned actions and priorities accorded to specific officers with aim of achieving programme area and corporate objectives.

Table.1 below illustrates the links between the Community Strategy, Corporate Plans and Culture and Leisure Service Plan.

Table 1. The Performance Planning Framework

Community Strategy priorities	Corporate Plan priorities	Community priorities	Culture & Leisure Service Aims
<p>Learning Encourage more people to become involved in learning and training, both vocational and non-vocational.</p> <p>Reduce the number of working age adults lacking essential skills –reading, writing, numeracy and increasingly IT, and raise skill and qualification levels.</p> <p>Take advantage of new technology and activities, such as culture and leisure, to maximise learning and development</p>	<p>Learning Maximise children and young people's potential Providing lifelong learning opportunities for all Rotherham people Develop skills, creativity and innovation.</p>	<p>Provide a range of local sustainable learning facilities and initiatives that will enable all children and young people to reach their full potential and adults to access jobs</p> <p style="text-align: right;">↑</p>	<p>Service Aim 1 Improve the potential of Rotherham people by assisting them to develop through the provision of lifelong learning opportunities.</p>
<p>Achieving Create the right conditions for inward investment by developing the skill of local people and providing high quality facilities, services and environment for growth</p> <p>Stimulate enterprise, creativity and innovation across the economy, in urban and rural areas, to create new and sustainable opportunities for wealth creation.</p> <p>Maximise economic and other opportunities to raise quality of life and living standards, particularly for the most deprived communities</p> <p>Develop Rotherham town centre as a destination providing a mixed economy of specialist and quality shops, markets, housing and cultural life for all age groups.</p>	<p>Achieving Develop Rotherham as a prosperous place Minimise inequalities Provide an excellent town centre Revitalise rural areas</p>	<p>Develop and improve High Streets/Town Centres</p> <p style="text-align: right;">↑</p>	<p>Service Aim 2 Increase the economic vitality of the Borough, specifically the town centre and disadvantaged communities, through targeted investment in cultural initiatives.</p>

Community Strategy priorities	Corporate Plan priorities	Community priorities	Culture & Leisure Service Aims
<p>Alive Address health inequalities through increasing health awareness and promoting accessible, high quality support and services across target groups and areas.</p> <p>Encourage individuals to take responsibility for actively improving their own health, through local community learning and support.</p> <p>Respond to Rotherham's ageing population by developing appropriate support services and facilities and extending their choices available.</p> <p>Improve the life chances of children and young people by ensuring they get the best start in life, whatever their circumstances</p> <p>Create opportunities for individuals to be involved in a wide range of high quality cultural, political, artistic, physical and creative activities.</p>	<p>Alive People feel good Enable independence and well being. Celebrate culture Promote good health and healthy lives Invest in the next generation</p>	<p>→</p> <p>Improve the health of children and young people, promote physical activity and healthy lifestyles</p> <p>Develop historical/cultural/tourism facilities</p>	<p>Service Aim 3 Improve quality of life and levels of health and wellbeing for all people in Rotherham by increasing and widening participation in cultural activities.</p>
<p>Safe Build on and learn from the successful strategies to address crime, drugs use, and anti-social behaviour and continue to widen their application across communities.</p> <p>Harness resources to enhance the living environment and existing physical assets and facilities in response to this being a top priority of local people.</p>	<p>Safe Ensure, clean, green and well-maintained neighbourhoods Provide attractive buildings and opens spaces Ensure communities are free from Anti-Social behaviour, crimes, drugs Misuse and fear of crime. Protect people</p>	<p>↑</p> <p>Reduce incidents of anti-social behaviour Reduce fear of crime Improve the environment in terms of general appearance, woodland/wildlife areas, parks and play areas Improve community and sports facilities</p>	<p>Service Aim 4 To contribute to safer neighbourhoods and better environments, through the active engagement of priority communities in cultural activity and targeting resources to improve priority sites</p>
<p>Proud Broaden and widen engagement and eliminate barriers to participation in civic, voluntary and community life and decision making.</p>	<p>Proud Promote Pride in the borough Promote active Citizenship and democracy</p>	<p>↑</p> <p>Ensure communities have the support to develop their individual and collective capacity to become involved in activity that interests/affects them.</p>	<p>Service Aim 5 Increase levels of civic pride and citizen involvement through the provision of inclusive cultural services, and opportunities for voluntary and community sector involvement.</p>

Community Strategy priorities	Corporate Plan priorities	Community priorities	Culture & Leisure Service Aims
<p>Continue to promote and support the growth of the voluntary and community sector to ensure its vital contribution to future service delivery</p> <p>Support initiatives that promote strong and cohesive communities and encourage greater individual and community ownership for addressing local issues</p> <p>Develop the Borough's identity, building on its existing economic, social and environmental assets, to strengthen local pride in and connection with Rotherham.</p> <p>Encourage the celebration of cultural diversity and provide opportunities for people and communities to celebrate their achievements and progress.</p>	<p>Support vulnerable people</p> <p>Develop strong sustainable communities</p> <p>Ensure involvement in local decision making</p>		
<p>Sustainable Maintain high and stable levels of economic growth through balanced strategies aimed at minimising environmental impact</p> <p>Maintain social progress that recognises the needs of everyone, reducing inequalities within the Borough and between the Borough and the rest of the country.</p> <p>Continue to protect and enhance existing environmental assets and habitats and make more prudent use of natural resources.</p> <p>Develop Rotherham as a leader on sustainability, with all the organisations having a clear view of how they can contribute to sustainability through their own actions.</p>	<p>Sustainable Embed sustainable development into all plans, services and actions.</p> <p>Maintain social progress that recognises the needs of everyone</p> <p>Protect the environment</p>		<p>Service Aim 6 To embed sustainable development into all Service plans and frontline delivery.</p>
<p>Fairness Develop effective responses to meet the needs of Rotherham's increasingly diverse and ageing community, including exploring the shape of future services</p>	<p>Fairness Ensure equal opportunities</p> <p>Ensure equitable access to services</p> <p>Tackle prejudice and discrimination</p>		<p>Service Aim 7 To strive to ensure that everybody has equal access to the full range of our services, irrespective of gender, age, race, disability, sexuality or religion, through appropriate communication, monitoring of usage,</p>



Community Strategy priorities	Corporate Plan priorities	Community priorities
<p>Strengthen inter-generational and inter-cultural connections and understanding between different groups and communities</p> <p>Ensure that all people in Rotherham fully benefit from the social, economic and environmental progress made.</p> <p>RMBC An Excellent Council</p>	<p>Ensuring all our priorities encompass an equalities approach</p> <p>RMBC An Excellent Council Staff and management development programme Improved intranet and website Achieve 2.5% efficiency savings Develop a workforce strategy Improve employee satisfaction rates Introduce staff health and welfare programme Reduce sickness levels</p>	<p>satisfaction ratings and complaints and equality training.</p>
<p>Service Aim 8 Achieve excellence in cultural services provision through effective performance management, community engagement and partnership working</p>		



2. Culture & Leisure Services: Profile

Culture and Leisure Services is made up of the Libraries, Museums and Arts Service, Leisure and Green Spaces and the Schools Music Service. The operational teams are supported by Commercial and Promotional Services and the Project Development team.

Libraries, Museum and Arts

The Libraries, Museums and Arts (LMA) Service is responsible for:

- Library and Information Services
- Museums, Galleries and Heritage
- Civic Theatre and Arts Centre
- Archives and Local Studies
- Community Arts

The scope of service provision and responsibilities includes:

Libraries

Central Library
 Community Libraries/Information points
 Home Library Service
 School Library Services
 E-library services
 Community Service deliveries to residential homes
 Health Library Information Services
 Four Mobile Libraries

Museums, Galleries and heritage

Clifton Park Museum
 Care of Rotherham's heritage collections
 School Museum Services
 Events & exhibition programmes
 The York and Lancaster Regimental Museum
 Rotherham Art Gallery
 Boston Castle
 Keppel's Column
 Waterloo Kiln, Swinton
 Catcliffe Glass Cone
 The Walker Mausoleum
 External Museum resource centres

Civic Theatre and Arts Centre

Operation and programming of the Civic Theatre and Arts Centre
 Ticket agency/box office

Archives and Local Studies

Archives & Local Studies Service
Care of Rotherham's historic archives

Community Arts

Community Arts Development

Summary of Library, Museum and Arts Resources

Service	Budget (2005 – 2006)	Staff	Other resources
Libraries and Information	£4,403,407 (gross) £4,175,547 (net)	103.36 fte 12.22 fte externally funded 180 staff	Buildings Vehicles Stock
Museums, Galleries and Heritage	£597,505(gross) £506,950 (net)	16.04	Historic Buildings Museum Collections
Archives & Local Studies	£292,443 (gross) £285,743 (net)	9.13fte	Archive Collections
Theatre & Arts Centre	£971,163 (gross) £358,663 (net)	14.50fte	Buildings
Community Arts	£83,248 (gross) £73,153 (net)	1.5fte 2.11fte (externally funded)	None

Leisure and Green Spaces

The Leisure & Green Spaces (L&GS) Service is responsible for:

- Sport & Leisure Facilities
- Sports Development
- Green Spaces

The full scope of service provision and responsibilities includes:

Sport & Leisure Facilities

Sport and leisure facilities

Sports Development

Grant Aid Scheme
South Yorkshire Sports Partnership
Physical Education curriculum advice
Wide range of Sport & Physical Activity development projects and programmes
Sports Regeneration Programme
Space for Sports and Arts Initiative
New Opportunities Fund initiative

Green Spaces

Eleven urban parks
 Three country parks
 Recreation grounds and public open spaces
 Allotments
 Children's play areas
 Bookable sports and games facilities
 Countryside sites, including local nature reserves
 Horticultural features
 Ecological and biological records consultancy
 Public rights of way maintenance
 Countryside project implementation team
 Woodlands interpretive programme (externally funded)
 Countryside management support and advice to local parish councils and landowners (part externally funded)
 Golf course
 ILM Urban Park Ranger training scheme
 ILM Country Parks training scheme

Summary of Leisure and Green Spaces Resources

Service	Budget (2005 – 2006)	Staff	Other resources
Sport & Leisure Facilities	Sport and Leisure Facilities Expenditure £3,706,261 Income £1,979,365 Net Exp. £1,726,896	114.13 FTE employees & 30+ volunteers	Buildings
Sports Development	Expenditure £213,468 (of which £15,000 is external funding) Net Exp. £198,468	4 FTE	Minor Sports Equipment
Green Spaces	Expenditure £5,170,010 Income £666,005 Net Exp. £4,504,005	50 FTE employees	None

Schools Music Service

The Schools Music Service provides:

Instrumental tuition in the LEA junior and secondary schools
 A range of Music Centre ensembles in a friendly and supportive environment
 Development of existing skills through working with expert tuition

Learning through activities from the early stages of artistic development to advanced groups
Curriculum support and advice to LEA schools

The service meets recognised national standards and enhances the profile of Rotherham in local, regional, national and overseas events.

Summary of Schools Music Service Resources

Service	Budget (2004 – 2005)	Staff	Other resources
Schools Music Service	£1,052,857 (gross) £74,165 (net)	25.62 FTE	None

Commercial and Promotional Service

The Commercial and Promotional Service delivers marketing and promotion of Culture & Leisure facilities and activities

Specific activities include:

- Organisation and delivery of events such as Rotherham Show and Christmas Carnival
- Provision of advice on the organisation of events
- Delivery of customer focussed training workshops
- Marketing and promotion of all areas of Culture and Leisure

Summary of Commercial and Promotional Service resources

Service	Budget (2004 – 2005)	Staff	Other resources
Commercial & Promotional Services	£220,400 (gross) £197,300 (net)	9.09 FTE	None

Project Development Unit

The Project Development Unit is responsible for the development of major projects within Culture & Leisure, including identification of funding sources, bid preparation and project development up to the point at which it becomes an operational responsibility. Projects in which the unit was involved during 2004-05 include Space for Sport & Arts, the PFI sports facilities regeneration programme, New Opportunities Fund PE & Sport programme, New Opportunities Transforming Your Space programme, Housing Renewal Pathfinder Programme, Community Athletics Refurbishment Programme, and Indoor Bowling Programme.

The unit has also taken, or contributed to, a strategic lead in projects or initiatives such as the Rotherham Cultural Consortium, input to corporate plan and community strategy, service planning, training and development,

community involvement and consultation, performance management and other service area, programme area or corporate initiatives.

Summary of Project Development Team Resources

Service	Budget (2004-05)	Staff	Other resources
Project Development Unit	£195,975 (gross) £147,055 (net)	4 FTE. Including 1 funded other than from base budget.	None

3. The Statutory Framework

Culture & Leisure services are in large part delivered locally within the context of a national statutory framework. General legislation relating to local government, for example the Local Government Act 1999, will impact upon service delivery. More specific operational focused legislation is listed below.

Library and Information Services

Public Libraries and Museums Act 1964 – requires the Local Authority to provide a ‘comprehensive and efficient library service’.

Annual Library Planning Process (1998) – introduced to improve planning and accountability within library authorities. A Position Statement has to be submitted to the Department for Culture, Media and Sport every September.

Public Library Standards (2001) – introduced to guide the continuous improvement of services. Library authorities should adopt strategies which will result in continuous improvement against all the objectives and standards.

Archives and Local Studies

Public Records Act 1958 – *Section 4(1)* provides for the deposit of local public records in local record offices that have been appointed as places of deposit by the Lord Chancellor (after inspection by the Public Record Office).

Local Government (Records) Act 1962 – empowers all local authorities to promote adequate use of their own records and empowers county and county borough councils, as ‘principal archive authorities’, to acquire other records by purchase, gift or deposit.

Public Libraries and Museums Act 1964 – empowers council which are library authorities to hold ‘other materials’, which can include the collection of archives, provided that this does not become their dominant function.

Local Government Act (1972) – *Section 224* requires all local authorities to make proper arrangements for ‘documents that belong to or are in the custody of the council or any of their officers’. This section replaces the provisions of the *Local Government Act 1933*, authorising expenditure on the care of the internal records of a local authority.

Local Government Act (1972) - Section 244; guidance on ‘... proper arrangements 1999– produced by the Department of Environment, Transport and the Regions and the Local Government Association to clarify the meaning of ‘proper arrangements’ in the 1972 Act.

Freedom of Information Act (2000) – provides a statutory right of access to information collected by public bodies. The Act replaces the largely discretionary provisions for access to public records under the *Public Records Act 1958* and requires local authorities to institute efficient records management procedures.

Museums, Galleries and Heritage

Public Libraries and Museums Act 1964 – allows the Local Authority to provide a museums service.

Listed building legislation – requires the Authority to maintain any listed buildings in its ownership. The Service is responsible for a number of such buildings: Clifton Park Museum, Catcliffe Glass Cone, the Waterloo Kiln at Swinton, the Walker Mausoleum in Masbrough, Keppel's Column and Boston Castle.

Green Spaces

Small Holdings and Allotments Act (1908) - Sections 23,26 and 42 place a duty on local authorities to provide sufficient allotments to meet demand.

Local Government Act (1972) - Section 215 requires local authorities to take over the maintenance of closed church-yards when requested by the Parochial Church Council.

4. Culture & Leisure Services Performance

During 2005/06 Culture & Leisure has taken significant steps to improve and develop its performance management arrangements. Progress against service plan performance indicators is reported to the Culture & Leisure Senior Management Team (SMT) and to Members on a quarterly basis. Performance against the 2005/06 Service Plan will be published separately during May 2006 in the 2005/06 4th Quarter Performance Report.

5. Key Achievements

Recent key Culture & Leisure achievements include:

Refurbishment of Clifton Park Museum

Planning and fund raising for the refurbishment of Clifton Park Museum began in 1998. The Museum closed on Christmas Eve 2003 and reopened to the Public in January 2005. The £3 Million project has restored the 18th century building to its former glory, whilst also introducing the 21st century visitor facilities and displays that our customers were asking for. The response has been tremendous with over 101,000 visitors in the first 12 months of opening (compared to average figures of between 40,000 and 45,000 before the refurbishment).

Gulbenkian Prize for Museums & Galleries Nominated Outreach

Projects: Whilst the planning of the refurbishment of Clifton park Museum was underway two outreach projects were developed by staff to ensure that engagement with the public continued after the Museum closed. Both projects, 'Community Curators' and the 'Basic Skills Heritage Project' were externally funded and proved very successful. In 2003 the Community Curators project was runner up in the prestigious Gulbenkian Prize for Museums & Galleries with the Basic Skills Heritage Education project reaching the final shortlist in the following year.

Leisure PFI: In March 2006 the Council approved the appointment of a Preferred Partner to design, build, finance and operate a 25 year PFI/PPP project for the regeneration of Rotherham's indoor sports facilities. Supported by £15m of PFI credits from the Department for Culture, Media & Sport, the programme will build four new leisure centres across the Borough including a major town centre leisure complex. The programme, one of the biggest of its kind in the country, will replace all existing swimming pools in the Borough. Work is expected to start on site by the autumn of 2006, with full services operation by 2008-09.

Maltby Sports Centre, Wath, Mowbray Gardens and Wingfield Swimming Pools won an award that identifies them as providing good facilities for parents and their babies/young children. It is awarded through Huggies, the Amateur Swimming Association and also the Institute for Sport and Recreation Management.

£1.4 million has been secured from **the South Yorkshire Housing Market Renewal Pathfinder fund**, which will help to make parks across the borough safer and more interesting places to visit. Money is earmarked for improvements such as extra lighting and CCTV to increase personal safety, cycle paths, better fencing and of course, improved footpaths

Archives & Local Studies were awarded £196,100 funding from Heritage Lottery Fund for Rolling out the Archives project. This project will help to preserve the Borough's documentary heritage and make it more widely available.

The Rotherham Diversity Festival first took place in September 2002 as part of the Rotherham Show and has become an annual part of the Show since then. The Festival is a genuine multicultural community event with a steering group made up of representatives of the majority of Rotherham's communities, facilitated by the Community Arts Team. Together they ensure programming of music, events and activities that will celebrate the diversity of Rotherham's cultural heritage.

The Rotherham Pantomime: Since Spillers Pantomimes won the tender to produce the annual Civic Theatre Pantomime in 2001 ticket sales and income have risen year on year as the pantomime has become an essential part of over 20,000 people's Christmas celebrations. The 2005 show played to a 94% capacity audience and again received excellent reviews both locally and nationally. Customer evaluation has demonstrated very high levels of customer satisfaction.

Urban Park Capital Improvements (inc. Urban Park Rangers): Rotherham's parks are enjoying a period of significant improvement thanks to successful bids for funding from a number of sources, including 1.4 million secured from the South Yorkshire Housing Market Renewal Pathfinder fund. This has allowed the installation of new play facilities, ornamental features, footpath improvements, and high quality fencing and park furniture, amongst many other things. Officers have worked closely with the local community, including new Friends Groups, to ensure improvements meet local needs. Much effort has been put into protecting these improvements making people feel safer and more welcome in parks. Measures include motor-cycle barriers, CCTV and improved lighting. Most importantly, a new Urban Park Ranger team provides a reassuring presence and stages a varied programme of events and activities.

Space for Sport and Arts: An award of £2.6m from the Space for Sport & Arts (SSA) programme, funded jointly by the Arts Council, Sport England, New Opportunities Fund and the Treasury, in 2001 enabled the construction of specialist community use facilities on five primary school sites across the Borough. All five were complete by early 2004, and represent an outstanding success story in making high quality cultural opportunities available to school pupils and members of the public alike. Some of the most successful elements of the project have included the St Anns Performing Arts Centre, community coach awards schemes, and the summer holiday Mega Active programme in 2005. The Ferham Primary School element of the project was an innovative, cost-effective and very successful partnership between SSA and the Rotherham schools PFI programme.

Community Sports Coach Programme: Rotherham is building a network of Community Sports Coaches to deliver fundamental skills predominantly

in Neighbourhood Renewal Strategy (NRS) communities to young people aged 5 to 19. Funding has been brought in from the Department for Culture, Media and Sport, and matched by local investment, to employ the 5 multi-activity coaches and 1 gymnastics coach/mentor to work across the borough. 7,500 youngsters have so far enjoyed FUNdamental activities.

Mega Active Summer Programme: A wide variety of organisations, community groups and clubs joined together through the 'Young People Activity Providers Forum' to co-ordinate a massive programme of summer holiday activities. For the first time we saw a joint promotional brochure with partners contributing to effective target marketing, a co-ordinated approach to planning, and the introduction of a customer hotline to direct people to their chosen activity. Over 4,000 young people took part in over 60 different activities across 26 Rotherham communities in 2005.

Heartbeat - IFI Accreditation: Rotherham Borough Council received an Inclusive Fitness Initiative grant award for Heartbeat Health & Fitness at Thrybergh Sports Centre in Rotherham. The Centre was only the 3rd accredited site in the region to achieve the award, and the first in South Yorkshire.

Funded by the English Federation of Disability Sport and Sport England, the award will ensure the availability of 'inclusive fitness' equipment to over 16's and training that covers disability awareness for Centre and Fitness Suite staff. New additions include Braille or 'tactile' marking on machines and dressing room facilities, increased parking and wheelchair access into the building. An 'upper body ergometer' and state of the art pieces of equipment designed specifically for disabled users have also been installed.

The Initiative at Thrybergh Heartbeat Health & Fitness Suite aims to provide an excellent standard of training with personal programmes to all disabled users in the area. Staff have undertaken training with the YMCA to NVQ Level 2 standard. Instructors are now well equipped to cater to individuals of all disabilities by creating specific fitness programmes.

The team has already been working closely with local disability special schools, offering support and encouragement and are now looking forward to welcoming more disabled users from South Yorkshire and beyond.

Currently there are 122 members averaging 1700 visits per year

'Transforming your Space': An award of £940,000 leads to appointment of two Park Development Rangers, new play areas, improvements to Coronation Park, Maltby and Rosehill Hall, Rawmarsh, and the opening of four skate parks across the Borough.

Expanded Green Spaces annual Programme of Events: Including the reintroduction of music and other events in urban parks.

Completion of the HLF 'Fuelling a Revolution': A project with new interpretation panels and leaflets for Rotherham's heritage woodlands.

Transformation of Canklow Recreation Ground: £650,000 including new changing pavilion, pitch improvements, play areas and public art.

Formation and successful partnerships with 'Friends Group': Bradgate, Clifton, Boston, Rosehill, Barkers and Valley (following earlier establishment of Maltby Parks group).

The Library & Information Service **celebrated joining its 125,000th customer** in March 2005 and is seeing around 1,000 new members each month. The Service also had its **Chartermark** status re-affirmed in October 2005.

7,316 young people participated in the **Rotherham Community Sports Coach partnership programme**, involving a number of local organisations teaming up with Sports Development and the South Yorkshire Sports Partnership.

2,941 5 to 19 year olds participated in the Leisure and Green Spaces **Mega Active summer holiday programme 2005**.

The **Rotherham Show Team** were awarded RMBC "Heart Team of the Year" for 2005.

A significant consultation exercise has been carried out with non-users in order to inform the **development of a marketing strategy** for Culture and Leisure. Over 1,000 responses were received from a representative sample of the communities within Rotherham borough.

6. Children and Young People

Culture & Leisure Services make a vital contribution to the Council's priorities for children and young people and are well represented under the following Joint Area Review (JAR) themes:

- **Being Healthy:** The Culture & Leisure Sports Development Team steers the 'PE and School Sport Group', a co-ordinating body bringing together those who are working in physical education to achieve priorities such as PSA targets for ensuring 85% of children are involved in at least 2 hours sport and physical activity by 2008/09. The PSA target is included in this Service Plan as Performance Indicator CSPI 35 under Service Aim 3 which seeks to improve quality of life and levels of health and well-being via increasing and widening participation in cultural activities. Also under this Service Aims, local performance indicator CSPI 07 (b) which measures progress against priorities for increasing numbers of young people participating in activities specifically aimed at health improvement.

- **Enjoying and Achieving:** A key priority for Culture & Leisure Services is to increase participation levels in cultural activities linked to learning objectives in conjunction with enjoyment. Local performance indicator CSPI 01 (b) measures service performance under service aims and SMART objectives for increasing participation levels in activities and events which seek to encourage and enhance learning and skills development

7. Older People

Culture & Leisure contributes to the Council's Older People's Strategy via programmes and initiatives which aim to improve older people's quality of life through provision of accessible services that meet identified needs. The Library and Information Service provides a number of older people focused activities whilst the Home Delivery Service and enhanced Large Print collections encourage usage by older people. The 'Active Always 50+' programme in the Council's Leisure facilities encourages healthy living for older people.

8. Equalities

Culture & Leisure is fully committed to the Council's Corporate Equality Strategy. This is reflected in Service Aim 7 and its associated SMART Objectives and Performance Indicators.

9. Workforce Planning

Forward planning in respect of workforce development is a high priority for Culture & Leisure. Objectives and Action Plans in support of Workforce Planning are covered in the Libraries, Museums & Arts (LMA) and Leisure & Green Spaces (LGS) Team Plans which support this Service Plan.

10. Savings Issue Papers (SIPS) and Budget Issue Papers (BIPS)

SIPS and BIPS for the financial year 2006/7 are set out in Appendix 1.

11. Performance Indicators

Culture & Leisure performance is measured against a suite of over 40 performance indicators linked to Culture & Leisure aims and objectives and Corporate Themes. The following table details all 47 PI's with associated targets, resources and risks set within the context of local and corporate performance management frameworks.

6. Service Aims, SMART Objectives and Performance Indicators

Corporate Plan Theme: Rotherham Learning			
Culture & Leisure Service Aim 1: Improve the potential of Rotherham people by assisting them to develop through the provision of lifelong learning opportunities.			
SMART Objective 1.1 Increase the number of people Completing Culture and Leisure programmes of learning, training and skill development.			
SMART Objective 1.2 Increase the number of people engaging in informal learning opportunities through Cultural Services.			
Performance Indicators	Targets	Lead Officer (s) / Resources	Risks
<p>CSPI 01 The number of a) adults and b) young people taking part in cultural activities that have contributed to their learning and/or skills development</p>	<p>Libraries, Museums and Arts (LMA): During 2006/07 achieve the following levels of participation in LMA learning related projects:</p> <p>Libraries a) 6,500 b) 67,500</p> <p>Museums a) 700 b) 6,250</p> <p>Theatres & Arts a) 13,000 b) 13,500</p> <p>Community Arts a) 3,500 b) 25,000</p> <p>Archives a) 425 b) 50</p> <p>Leisure & Green Spaces (L&GS): Sport & Leisure Facilities a) 153 b) 5,724</p> <p>Green Spaces Total of 4,695 participants in learning activities (adults or children) during 2006/07</p> <p>Sports Development Team <i>Target will be published in the 1st Quarter Performance Monitor pending a review of 2005/06 base year data.</i></p>	<p>Will vary between projects & programmes.</p> <ul style="list-style-type: none"> Culture & Leisure Service Project Officers. External/partnership funding to provide the necessary range of opportunities 	<ul style="list-style-type: none"> Dependent upon external funding opportunities Lack of engagement due to existing levels of sedentary lifestyles

Corporate Plan Theme: Rotherham Learning			
Culture & Leisure Service Aim 1: Improve the potential of Rotherham people by assisting them to develop through the provision of lifelong learning opportunities.			
SMART Objective 1.1 Increase the number of people Completing Culture and Leisure programmes of learning, training and skill development.			
SMART Objective 1.2 Increase the number of people engaging in informal learning opportunities through Cultural Services.			
Performance Indicators	Targets	Lead Officer (s) / Resources	Risks
CSPI 02 Number of residents who feel they have increased self confidence and potential through involvement in Cultural Services	2006/07 targets will be based upon and informed by the survey data which will not be published till June 2006.	All Culture & Leisure	Resource and cost implications for gathering data via annual resident surveys.
CSPI 03 BVPI 170c The number of pupils visiting museums & galleries in organised school groups	Achieve 2,000 visits during 2006/07 And 2,500 during 2007/08	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Steve Blackburn, Principal Officer, Museums, Galleries and Heritage. Guy Kilminster, Head of Libraries, Museums and Arts. Elenore Fisher, Library and Information Service Manager. There are currently 173 publicly accessible internet points situated across Culture & Leisure facilities. 	Reduced staff capacity until later in the year due to Learning Officer being on maternity leave.
CSPI 43 Number of and usage of publicly accessible internet points in the Borough	Achieve at least 149,000 usages during 2006/07		Facilities re-alignment would reduce numbers of access points

Corporate Plan Theme: Rotherham Achieving			
C&L Service Aim 2: Increase the economic vitality of the Borough, specifically the town centre and disadvantaged communities, through targeted investment in cultural initiatives			
SMART Objective 2.1: Contribute to the revitalisation of the Town Centre and other communities through investment in new cultural spaces			
SMART Objective 2.2: Contribute to the regeneration of priority communities through increased external investment in cultural activity			
Performance Indicator	Target(s)	Lead Officer / Resources	Risks
CSPI 04 £ leverage achieved by the local authority's investment in cultural facilities and services	Due to annual variations in available potential £ leverage it is not possible to set targets against this performance indicator.	All Culture & Leisure	<ul style="list-style-type: none"> Lack of appropriate funding regimes. Lack of flexibility in the bidding process.
CSPI 05 % of businesses who agree that Cultural Services make a contribution to the local economy	2006/07 targets will be based upon and informed by survey data which will not be available till June 2006.	All Culture & Leisure	<ul style="list-style-type: none"> Insufficient resources to support the conduct of extensive data collection surveys.
CSPI 06 £ leverage of local authority funding to external funding for cultural facilities, activities and events that contribute to the regeneration of disadvantaged communities	Due to annual variations in available £ leverage it is not possible to set targets against this performance indicator.	All Culture & Leisure	<ul style="list-style-type: none"> Lack of appropriate funding regimes. Lack of flexibility in the bidding process.

Corporate Plan Theme: Rotherham Alive			
Culture & Leisure Service Aim 3: Improve quality of life and levels of health and well-being for all people in Rotherham by increasing and widening participation in cultural activities.			
SMART Objective 3.1: To increase the number of residents taking part in cultural activity.			
SMART Objective 3.2: To increase the number of residents from identified priority groups and communities who participate in cultural activity			
Performance Indicators	Target(s)	Lead Officer (s) / Resources	Risks
<p>CSPI 07 The number of a) adult and b) young people taking part in cultural services activities with a specific objective for reducing the risk of illness and/or health improvement.</p>	<p>Libraries, Museums and Arts (LMA): During 2006/07 achieve the following levels of participation in LMA health related projects: Theatres & Arts a) 4,600 Community Arts a) 200 b) 100 Leisure & Green Spaces During 2006/07 achieve the following levels of participation in L&GS health related projects: Sports & Leisure Facilities 75 (a&b combined). Green Spaces & Sports Development Team During 2006/07 consider opportunities for partnership based projects with a specific objective for reducing the risk of illness and health improvement.</p>	<p>Will vary between projects & programmes:</p> <ul style="list-style-type: none"> • Culture & Leisure Service Project Officers. • External/partnership funding to provide the necessary range of opportunities 	<ul style="list-style-type: none"> • Dependency upon partnership referrals. • Lack of engagement due to existing levels of sedentary lifestyles.
<p>CSPI 08 The % of adults participating in at least 30 minutes sport and physical activity of moderate intensity on 3 or more days per week</p>	<p>This is a CPA PI introduced for 2006. Threshold levels may be adjusted pending the outcome of current Audit Commission consultation.</p> <p>Proposed Indicative Lower Threshold Indicative Lower Threshold: 23%</p> <p>Proposed Indicative Upper Threshold Indicative Upper Threshold: 27%</p>	<p>Steve Hallsworth, Business Manager- Leisure & Green Spaces</p>	<ul style="list-style-type: none"> • Measures all participation in recreational sports activities based upon the results of a triennial Sport England survey of residents in local authority areas. The Council has limited influence over the complexity and breadth of the Sport England Survey. • Sport England survey results can influence the Council's overall CPA score.

Corporate Plan Theme: Rotherham Alive			
Culture & Leisure Service Aim 3: Improve quality of life and levels of health and well-being for all people in Rotherham by increasing and widening participation in cultural activities.			
SMART Objective 3.1: To increase the number of residents taking part in cultural activity.			
SMART Objective 3.2: To increase the number of residents from identified priority groups and communities who participate in cultural activity			
Performance Indicators	Target(s)	Lead Officer (s) / Resources	Risks
CSPI 09 The % of young people participating in at least 60 minutes of moderate intensity sport on 3 or more days per week	This proposed Sport England PI is not included current consultation for CPA 2006. This PI is recommended for deletion from the Culture & Leisure Service Plan.	Steve Hallsworth, Business Manager- Leisure & Green Spaces	<ul style="list-style-type: none"> Measures all participation in recreational sports activities based upon the results of a triennial Sport England survey of residents in local authority areas. The Council has limited influence over the complexity and breadth of the Sport England Survey. Sport England survey results may influence the Council's overall CPA score.
CSPI 10 The % of a) adults and b) young people residents who state that participating in cultural or recreational activity has a beneficial impact on their quality of life	2006/07 targets will be based upon and informed by survey data which will not be published till June 2006.	<ul style="list-style-type: none"> All Culture and Leisure 	Resource and cost implications for gathering data via annual resident surveys.
CSPI 11 The % of a) adults and b) young people residents who have used Cultural Services at least once a month in the last 12 months	2006/07 targets will be based upon and informed by survey data which will not be published till June 2006	<ul style="list-style-type: none"> All Culture and Leisure 	Resource and cost implications for gathering data via annual resident surveys
CSPI 12 The number of physical visits per 1,000 population to public library premises (<i>Public Library Service Standard 6</i>)	Achieve 6,000 visits per 1,000 population in 2006/07 (<i>Public Library Service Standard 6</i>)	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Elenore Fisher, Library and Information Service Manager. 	Stretching target. Usage has increased year on year since 2001/2002 but is still 15% off achieving Standard.

Corporate Plan Theme: Rotherham Alive			
Culture & Leisure Service Aim 3: Improve quality of life and levels of health and well-being for all people in Rotherham by increasing and widening participation in cultural activities.			
SMART Objective 3.1: To increase the number of residents taking part in cultural activity.			
SMART Objective 3.2: To increase the number of residents from identified priority groups and communities who participate in cultural activity			
Performance Indicators	Target(s)	Lead Officer (s) / Resources	Risks
CSPI 13 BVPI 170 a&b The number of visits to/usages of museums per 1,000 population	During 2006/07: a) Achieve 425 visits per 1,000 population b) Achieve 400 visits <i>in person</i> per 1,000 population	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Steve Blackburn, Principal Officer Museums, Galleries and Heritage. 	<ul style="list-style-type: none"> Visits/usage increased significantly in first year of opening Clifton Museum after refurbishment, but cannot be sustained at that level. Targets reflect significant likelihood of reduced visits/usage. Limited resources to market Service.
CSPI 35 % of 5 - 16 yr olds engaged in 2 hours a week minimum on high quality PE and School Sport within and beyond the curriculum	The target is to enhance the take-up of sporting opportunities by 5 to 16 year olds so that by 2008 75% in each School Sport Partnership spend a minimum of two hours each week on high quality PE and school sport within and beyond the curriculum.	PE & Sports Development Officer, Sport Development Team	<ul style="list-style-type: none"> This is a joint DIES and DCMS PI and will be included in the Culture Block CPA PI set for 2006. Current outturn data is based on surveys completed during July / August. Culture & Leisure Sports Development Officers provide strategic guidance and advice to assist local School Partnerships deliver against performance indicator.
CSPI 36 Number of visits to Cultural Services	Achieve at least 2,500,000 visits to cultural service in 2006/07. <i>(Provisional target pending a review of methods of measuring 'casual' visits' to be completed by September 2006)</i>	All Culture & Leisure services	<ul style="list-style-type: none"> Lack of engagement due to existing levels of sedentary lifestyles. Participation and usage levels subject to external factors such as the weather. Ability of existing merging performance monitoring systems to fully capture usage data.
CSPI 44 The number of people who participate in or attend an arts activity	Theatre & Arts: Achieve at least 143,000 during 2006/07 Community Arts: Achieve at least 35,000 during 2006/07	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Andrea Pulford, Principal Officer Theatre and Arts Lizzy Alageswaran, Principal Officer, Community Arts 	Lack of engagement due to existing levels of sedentary lifestyles.
CSPI 45 The number of swims and other visits per 1,000 population	Achieve 3,452 during 2006/07.	Steve Hallsworth, Business Manager- Leisure & Green Spaces	Need for investment in facilities

Corporate Plan Theme: Rotherham Safe				
Culture & Leisure Service Aim 4: To contribute to safer neighbourhoods and better environments, through the active engagement of priority communities in cultural activity and targeting resources to improve priority sites.				
SMART Objective 4.1: Increase participation in cultural activity with a specific objective to reduce the risk of crime and anti-social behaviour.				
SMART Objective 4.2: Establish and implement a monitored programme of health and safety measures at Culture and Leisure sites.				
Performance Indicators	Targets	Lead Officer (s) / Resources	Risks	
CSPI 17 Numbers involved in cultural activity with a specific objective to reduce the risk of crime and anti-social behaviour.	Across Culture & Leisure investigate and consider opportunities with partners to develop projects with a specific objective to reduce the risk of crime and anti-social behaviour.	Will vary between projects & programmes: <ul style="list-style-type: none"> Culture & Leisure Service Project Officers. External/partnership funding to provide the necessary range of opportunities 	Dependency upon partnership agency referrals.	
CSPI 16 % of Parks and Open Spaces with relevant standards for safety and/or environmental quality (BV 199)	<ul style="list-style-type: none"> Represents Leisure & Green Spaces input into BV 199 Local Street & Environmental Cleanliness. Economic Development Services (EDS) take overall ownership of this performance indicator, including target setting. 	<ul style="list-style-type: none"> Economic Development Services (EDS) Steve Hallsworth, Business Manager- Leisure & Green Spaces Phil Gill, Green Spaces Manager 	Sustaining high performance levels.	
CSPI 26 % of risk assessment action plans completed to target	100% of risk assessment action plans completed to timescale.	<ul style="list-style-type: none"> Steve Hallsworth, Business Manager- Leisure & Green Spaces Guy Kilminster, Head of Libraries, Museums and Arts 	Achieving set targets	
CSPI 27 Number of slips, trips and falls	Reduce the number of slips, trips and falls by 10% by 2008	<ul style="list-style-type: none"> Steve Hallsworth, Business Manager- Leisure & Green Spaces Guy Kilminster, Head of Libraries, Museums and Arts. 	Achieving set targets	
CSPI 28 Number of manual handling injuries to staff	Reduce by 20% by 2008	<ul style="list-style-type: none"> Steve Hallsworth, Business Manager- Leisure & Green Spaces Guy Kilminster, Head of Libraries, Museums and Arts. 	Ability to deliver training.	

Corporate Plan Theme: Rotherham Proud			
Culture & Leisure Service Aim 5: Increase levels of civic pride and citizen involvement through the provision of inclusive cultural services, and opportunities for voluntary and community sector involvement.			
Objective 5.1: To increase resident satisfaction with and usage of cultural services			
Objective 5.2: To improve and increase customer consultation and involvement			
Objective 5.3: Develop opportunities for residents to become involved in voluntary and community sector cultural activity			
Performance Indicators	Targets	Lead Officer (s) / Resources	Risks
CSPI 14 % Resident satisfaction with Culture and Leisure Services	In 2006/07 achieve: Sport & Leisure 54% Libraries 70% Museums 50% Arts 47% Green spaces 70%	Data will be gathered corporately via the 2006/07 BVPI 119 survey.	Resource and cost implications for gathering data if the Council's resident survey does not retain the capacity to carry this question.
CSPI 46 BVPI 118 The % of library users who: a) Found book or information wanted b) Reserved book or information wanted c) Were satisfied with the outcome	In 2006/07 achieve: a) 85% b) 80% c) 95%	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Elenore Fisher, Library and Information Service Manager. 	<p>Resource levels for Library & Information Service not sustained.</p> <p>Lack of resources to effectively market the Service</p>
CSPI 18 The % of adult and young people users satisfied with Cultural Services	2006/07 targets will be based upon and informed by the survey data which will not be published till June 2006.	All Culture & Leisure	Resource and cost implications for gathering data via annual resident surveys.

Corporate Plan Theme: Rotherham Proud			
Culture & Leisure Service Aim 5: Increase levels of civic pride and citizen involvement through the provision of inclusive cultural services, and opportunities for voluntary and community sector involvement.			
Objective 5.1: To increase resident satisfaction with and usage of cultural services			
Objective 5.2: To improve and increase customer consultation and involvement			
Objective 5.3: Develop opportunities for residents to become involved in voluntary and community sector cultural activity			
Performance Indicators	Targets	Lead Officer (s) / Resources	Risks
CSPI 15 % population volunteering in sport and active recreation for at least one hour per week.	<u>Proposed indicative Lower Threshold</u> 4% <u>Proposed indicative Higher Threshold</u> 6% (Note: This is a CPA PI new for 2006. Threshold levels may be adjusted pending the outcome of current Audit Commission consultation)	Steve Hallsworth, Business Manager- Leisure & Green Spaces	<ul style="list-style-type: none"> Measures <i>all</i> volunteering in recreational sports activities based upon the results of a triennial Sport England survey of a sample group of residents in local authority areas. Sport England survey results may influence the Council's overall CPA score

Corporate Plan Theme: Sustainability			
Culture & Leisure Service Aim 6: To embed sustainable development into all Service plans and frontline delivery.			
SMART Objective 6.1: To improve the environmental performance of Culture & Leisure services, facilities and equipment			
SMART Objective 6.2: To improve measure performance in sustainable operational management			
Performance Indicators		Target(s)	Lead Officer (s)(s) and Resources
CSPI 30 Mileage claims made by staff		Reduce mileage claims made by staff by 10% by 2008	All Culture & Leisure Services
CSPI 47 Number of Green Space sites with a Green Flag award		Achieve 2 Green Flag Awards during 2006/07.	<ul style="list-style-type: none"> • Steve Hallsworth, Business Manager- Leisure & Green Spaces. • Phillip Gill, Green Spaces Manager
			Risks
			Conflict between operational effectiveness and sustainable objectives
			Failure to attain target number of awards

Corporate Plan Theme: Rotherham Fair			
Service Aim 7: To strive to ensure that everybody has equal access to the full range of our services, irrespective of gender, age, race, disability, sexuality or religion through appropriate communication, monitoring of usage, satisfaction ratings and complaints and equality training.			
SMART Objective 7.1: To increase the number of residents from identified priority groups and communities who participate in cultural activity			
SMART Objective 7.2: To monitor usage, satisfaction ratings and complaints by ethnicity, gender and disability			
SMART Objective 7.3: To provide cultural services which are equitable and accessible to Rotherham's diverse communities			
Performance Indicators	Targets	Lead Officer(s) / Resources	Risks
CSPI 19 The representativeness of users of cultural services compare to the local population profile	2006/07 targets will be based upon and informed by an analysis of respondents to a survey of local residents not due to be published till June 2006.	All Culture and Leisure	<ul style="list-style-type: none"> Ability of emerging performance monitoring systems to capture accurate usage data. Willingness of users to supply 'personal' data. Difficulties engaging hard to reach groups
CSPI 20 BVPI 156 % of Cultural Services buildings in which all public areas are suitable for and accessible to disabled people	The Corporate Plan target is to achieve 60% across all Council Buildings by 2006/07	All Culture & Leisure	Failure to achieve target
CSPI 21 Level of Equality Standard for local government to which Cultural Services conform	Ensure Culture & Leisure contributes to corporate attainment of Level 3 the Equalities Standard.	All Culture & Leisure	Potential resource difficulties depending upon the scope of work required at service delivery level.
CSPI 41 Total Visits using Rothercard	Sport & Leisure Facilities During 2006/07 maintain Rothercard usage at 12% of total till transactions in sport & leisure facilities. Green Spaces Maintain Rothercard usage at existing 1.8% for paid for activities in Urban Parks.	All Culture & Leisure	Ability of emerging performance monitoring systems to capture accurate user data.

Corporate Plan Theme: Rotherham Excellent				
Service Aim 8: Achieve excellence in cultural services provision through effective performance management, community engagement and partnership working				
SMART Objective 8.1: Identify and establish clearly defined partnerships that will enhance the impact of Service delivery				
SMART Objective 8.2: To introduce, implement, monitor and review and further develop a robust performance management framework for Culture and leisure services				
SMART Objective 8.3: Ensure all Services meet appropriate national quality Standards				
SMART Objective 8.4: Improve the financial performance of Culture and Leisure Services				
Performance Indicators	Targets	Lead Officer(s) / Resources	Risks	
CSPI 22 % of key partners and stakeholders who think Culture and Leisure Services have got better	Targets will be informed by base data collected using key partner and stakeholder surveys planned for 2006/07.	All Culture & Leisure	Resource and cost implications of producing stakeholder and key partner surveys.	
CSPI 23 BVPI 220 Compliance against Public Library Service Standards	During 2006/07 achieve a score of 4	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Elenore Fisher, Library and Information Service Manager 	Resource levels for Library & Information Service not sustained.	
CSPI 24 CPA score for the Cultural Services block.	Score 2 or above	All Culture & Leisure	Proposed assessment weightings for the Culture Block on 2006 place emphasis on PI scores (67.5%) over inspection scores (32.5%). There are concerns about proposed performance thresholds and limited local authority influence over the outturn of specific PI's	
CSPI 25 Improvement against TAES and QUEST quality award scores	2006/07 targets to be confirmed	Steve Hallsworth, Business Manager- Leisure & Green Spaces	Assessment may influence the final CPA scores for the Culture block and for the Council as a whole.	
CSPI 31 Cost per Museum visit/use	2006/07 target will be confirmed in the 7 th quarter Performance Monitor pending Finance completing calculation of the 2005/06 outturn.	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Steve Blackburn, Principal Officer, Museums, Galleries and Heritage 	Full year operating costs of Clifton Park Museum not yet known.	

Corporate Plan Theme: Rotherham Excellent			
Service Aim 8: Achieve excellence in cultural services provision through effective performance management, community engagement and partnership working			
SMART Objective 8.1: Identify and establish clearly defined partnerships that will enhance the impact of Service delivery			
SMART Objective 8.2: To introduce, implement, monitor and review and further develop a robust performance management framework for Culture and leisure services			
SMART Objective 8.3: Ensure all Services meet appropriate national quality Standards			
SMART Objective 8.4: Improve the financial performance of Culture and Leisure Services			
Performance Indicators	Targets	Lead Officer(s) / Resources	Risks
CSPI 32 Cost per physical visit to libraries	During 2006/07 achieve £3.25	<ul style="list-style-type: none"> Guy Kilminster, Head of Libraries, Museums and Arts. Elenore Fisher, Library and Information Service Manager. 	Increased usage of Service not sustained.
CSPI 39 The % of the local population in urban areas who are within 20 minutes walk of three specified types sports facilities of which at least 1 has a quality assured standard	<ul style="list-style-type: none"> CPA PI new for 2006. This PI is currently subject to consultation. 	Steve Hallsworth, Business Manager- Leisure & Green Spaces	<ul style="list-style-type: none"> Performance is dependent upon the geographic location of quality assured facilities relative to local resident population. Performance may influence the Council's overall CPA score.
CSPI 40 The % of the local population living in rural areas who are within 20 minutes drive of a specified range of sports facilities of which 1 has a quality assured standard.	<ul style="list-style-type: none"> CPA PI new for 2006. This PI is currently subject to consultation. 	Steve Hallsworth, Business Manager- Leisure & Green Spaces	<ul style="list-style-type: none"> Performance is dependent upon the geographic location of quality assured facilities relative to local resident population. Performance may influence the Council's overall CPA score.
CSPI 42 Sport England Efficiency Indicators for Sports Halls and Leisure Centres:	<p>CPA PI proposed for inclusion in assessments from 2007.</p> <p>The following thresholds are indicative and will be subject to further consultation and agreement in 2007.</p> <p>Indicative Lower Threshold</p> <ul style="list-style-type: none"> No more than £1.10 subsidy per visit (less than 20% social class DE in catchment area). 	Steve Hallsworth, Business Manager- Leisure & Green Spaces	<ul style="list-style-type: none"> This PI is proposed for the CPA culture Block from 2007. Performance may influence overall
<ul style="list-style-type: none"> Subsidy Per Visit 			

Corporate Plan Theme: Rotherham Excellent			
Service Aim 8: Achieve excellence in cultural services provision through effective performance management, community engagement and partnership working			
SMART Objective 8.1: Identify and establish clearly defined partnerships that will enhance the impact of Service delivery			
SMART Objective 8.2: To introduce, implement, monitor and review and further develop a robust performance management framework for Culture and leisure services			
SMART Objective 8.3: Ensure all Services meet appropriate national quality Standards			
SMART Objective 8.4: Improve the financial performance of Culture and Leisure Services			
Performance Indicators	Targets	Lead Officer(s) / Resources	Risks
<ul style="list-style-type: none"> • Facility Utilisation 	<ul style="list-style-type: none"> • No more than £2.40 subsidy per visit (more than 20% Social Class DE in catchment area). <p>Indicative Upper Threshold</p> <ul style="list-style-type: none"> • At least £0.25 surplus per visit (less than 20% social class DE in catchment area). • At least £0.10 surplus per visit (more than 20% social class DE in catchment area) <p>Indicative Lower Threshold</p> <ul style="list-style-type: none"> • Dry Only Centres: At least 35 visits per square metre. • Wet and Mixed Centres: At least 60 visits per square metre <p>Indicative Upper Threshold</p> <ul style="list-style-type: none"> • Dry Only Centres: At least 100 visits per square metre • Wet and Mixed Centres: At least 150 visits per square metre. 	<ul style="list-style-type: none"> • Steve Hallsworth, Business Manager- Leisure & Green Spaces 	<p>CPA scores</p> <p>This PI is proposed for the CPA culture Block. Performance may influence overall CPA scores</p>

Appendix 1: Culture Leisure BIPS and SIPS

BIPS

BIP TITLE	MANAGER	COST			2006/07			2007/08			2008/09					
		06/07	07/08	08/09	Priority			Priority			Priority					
		£'000	£'000	£'000	PPB	A	B	C	PPB	A	B	C	PPB	A	B	C
PRESENT POLICY BUDGET																
C & LEISURE Investment into Museums, Galleries and Heritage Service to achieve accreditation	Guy Kilminster	100	0	0	100			0								

Appendix 1: Culture Leisure BIPS and SIPS

SIPS					NOTES/COMMENTS
SIP TITLE	NET SAVING			Manager	
	06/07 £'000	07/08 £'000	08/09 £'000		
CULTURE & LEISURE					
Fees & Charges increased beyond those planned	-20	0	0	P Rogers	
New SIP	-150	0	0	P Rogers	
CULTURE & LEISURE TOTAL	-170	0	0		