

CABINET MEMBER FOR LIFELONG LEARNING, CULTURE AND LEISURE

Venue: Town Hall,
Moorgate Street,
Rotherham.

Date: Tuesday, 19th September 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 previous meeting held on 5th September, 2006 (copy herewith). (Pages 1 - 3)
4. Culture and Leisure Performance Report April-June, 2006 (John Finnen, Service Development Officer) (report herewith). (Pages 4 - 21)
- to receive the Performance Report
5. Nomination - Home to School Transport Panel
- to seek a nomination to replace Councillor A. Senior
(Current membership Councillors Dodson, Gosling, Hodgkiss, Rushforth and Senior)
6. Date and Time of Next Meeting

CABINET MEMBER FOR LIFELONG LEARNING, CULTURE AND LEISURE
Tuesday, 5th September, 2006

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

37. MINUTES OF THE PREVIOUS MEETING HELD ON 9TH AUGUST, 2006

The minutes of the previous meeting held on 9th August, 2006 were agreed as a correct record.

38. MATTERS ARISING

Christmas Illuminations

Further to Minute No. 14 of a meeting of the Performance and Scrutiny Overview Committee held on 22nd August 2006, which had arisen due to a call-in request, the Cabinet Member for Lifelong Learning, Culture & Leisure reconsidered the decision made at the Cabinet Member, Lifelong Learning, Culture and Leisure meeting held on 9th August 2006, as set out in minute 33 (2) of that meeting.

Resolved:- That resolution (33 (2)) of a meeting of the Cabinet Member, Lifelong Learning, Culture and Leisure held on 9th August, 2006, be not acted upon and that the Performance and Overview Scrutiny Committee be asked to refer the matter to Regeneration Scrutiny Panel with a request that they undertake a short review to consider the provision of Christmas illuminations, district Christmas trees and Christmas trees at gateway sites to inform the tendering process that is to be undertaken early in 2007, the findings to be reported back to the Cabinet Member, Lifelong Learning, Culture and Leisure on 14th November, 2006.

39. LEISURE/JOINT SERVICE CENTRE PROJECT BOARD

Resolved:- That the minutes of the Leisure/Joint Service Centre Project Board held on 12th July, 2006 be received.

40. MATTER ARISING

Project Development Timescale

The meeting was informed that a report was to be submitted to the next meeting of both the Children and Young People's Services Scrutiny Panel and the Regeneration and Asset Board which would outline the reason for a recent change in the timetable for the project development.

Although the date of financial closure had been slightly delayed, it was hoped to complete all building work on schedule, by the Summer of 2008, with the exception of the Second Phase of the Maltby project, which would be completed one year later.

41. INTERNATIONAL LINKS COMMITTEE

Resolved:- That the minutes of the International Links Committee held on 27th July, 2006 be received.

42. SCHOOLS ACCESS FUND POLICY 2006/07

Consideration was given to a report of the Acting Head of Service, Resources & Access which gave details of a proposed Access Fund Policy for the purpose of distributing the annual funding allocation of Access funds from the Learning and Skills Council (LSC).

The Learning and Skills Council (LSC) makes an annual funding allocation to local authorities of Access funds aimed at providing financial assistance to students aged 16 and over studying in school sixth forms. The local authority must have a written policy for how it will distribute the funds. The funding allocation for the 2006/07 academic year is £26,506.

The Student Support Section administers the Access Fund by means of an application form distributed via school sixth forms. Account is taken of household income when considering applications and support is available for travel, school, field trips and university open days. The household income ceiling for financial assessment is £40,000. Students who have a particular financial need due to family circumstances or a disability may apply with the support of a school tutor, and be exempt from a household financial assessment.

The 2006/07 policy, which set out the eligibility criteria, application and assessment procedure and type of help available, has been written in line with the LSC funding guidance.

Resolved:- That the proposed Access Fund Policy, as submitted, be received.

(THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEM IN ORDER TO PROCESS THE MATTER REFERRED TO WITHOUT FURTHER DELAY)

43. PETITIONS - RE. CLOSURE OF HERRINGTHORPE LIBRARY

Consideration was given to two petitions containing a total of five hundred and forty-nine signatures against the closure of Herringthorpe Community Library.

Resolved:- That the Head of Service Culture and Leisure acknowledge receipt of the petitions and write to the organisers of both petitions to outline the current situation.

44. EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That, under Section 100A(4) of the Local Government Act

1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

45. OPENING OF TENDERS - PANTOMIME CONTRACT DECEMBER 2007-2010

The Cabinet Member opened seven tenders received for the above Contract.

Resolved:- That the Manager, Libraries, Museums and Arts evaluate the tenders for the Pantomime Contract December 2007-January 2010 and report the details of the evaluation and selection process to a future meeting.

(Exempt under paragraph 3 of the Act – the report contains information relating to the financial and business affairs of the Council).

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member and Advisers, Lifelong Learning and Culture and Leisure
2.	Date:	19 th September 2006
3.	Title:	<p>Culture & Leisure Performance Report April – June 2006</p> <ul style="list-style-type: none"> • Covering Report • Appendix 1a Culture & Leisure 2006/07 Key Performance Indicators 1st Quarter Report • 1b Culture & Leisure 2006/07 Annual and Other Performance Indicators • Appendix 2 – Culture & Leisure 2006 CPA Performance Indicators • Appendix 3 - Customer Complaints, April 2006 – June 2006 <p>[Wards affected – All]</p>
4.	Programme Area:	Children and Young People's Services

5. Summary

5.0 This report sets out:

- 1st quarter Progress against Culture and Leisure key performance Indicators for 2006/07.
- Projected performance against 2006 Comprehensive Performance Assessment (CPA) Culture Block PI's.
- 1st Quarter 2006/07 Customer Complaints.

6. Recommendations

6.0 That the Performance Report be received

7. Proposals and Details

Service Plan Key Performance Indicators

- 7.0 Appendix 1a sets out progress against 2006/07 Culture & Leisure Service Plan Key Performance Indicators. Performance is indicated by a 'traffic light' / 'RAG' system as follows:

Target not achieved / High Risk of not being Achieved	On Target but Some Identified Risks	On Target / Achieved
Red	Amber	Green

- 7.1 Appendix 1a indicates there are currently no performance exceptions against Service Plan targets

Additional Performance Indicators

- 7.2 Appendix 1b lists, for information purposes, 2006/07 Service Plan PI's reported annually. Performance against these PI's will be reported in the 4th Quarter report.

Comprehensive Performance Assessment (CPA) Performance Indicators

- 7.3 Appendix 2 details current and projected performance against CPA Culture Block Performance indicators. Current or expected performance is indicated by a 'traffic light' / 'RAG' system as follows:

Lower Threshold (poor performance)	Above Lower Threshold but below Upper	Upper Threshold	Unknown
Lower	Middle	Upper	N/A

- 7.4 The 2006 CPA Culture Block Service Assessments are based on PI scores and inspection outcomes with each element given the following weighting:

PI Score Weighting	Inspection Weighting	Total CPA Score
62.5	37.5	100%

As a result of the increased weighting applied to PI scores, achievement of Upper or Middle performance thresholds is a critical component in securing a 'good' or 'excellent' overall CPA assessment both for the service and the Council.

- 7.5 Final CPA PI performance is scored from 1- 4 (poor performance = 1) according to the number of PI's within each of the performance thresholds.

Score	How 2006 CPA Culture Block PI Performance is Calculated
4	No PIs at or below the lower thresholds, and 35% or more at or above the upper thresholds
3	No more than 15% of PIs (or 1 PI if 15% equates to less than 1) at or below the lower thresholds, and 25% or more PIs at or above the upper thresholds
2	Any other combination
1	35% or more of PIs at or below the lower threshold

Current analysis summarised in the table below and detailed in Appendix 2 gives Rotherham a projected score of 3 against 2006 Culture Block Performance Indicators. Final performance is, however, dependant upon seven survey based PI's achieving middle or upper threshold but whose final outturns will not be known till late 2006.

RMBC Culture Block: Projected 2006 CPA PI score		
Threshold	Projected Number of Performance Indicators in each Threshold	Projected % in Threshold
Upper	5	28%
Middle	8 <i>(includes projected outturns for 5 resident satisfaction PI's based on 2003/04 performance)</i>	39%
Lower	2	11%
To Be Confirmed	3 <i>(Sport England survey based PI's)</i>	17%
	18	100%
Current Projected RMBC Culture Block PI Score = 3		
RISK: Final performance is dependant on the Resident Satisfaction and Sport England survey PI's. If 5 or more achieve Lower threshold the service will score a 1.		

Complaints Monitoring

- 7.6 Details of written complaints for 2005/06 are included as Appendix 3 to this report. During April – June there were 13 complaints. All 1st quarter complaints were resolved at Stage 1.

8. Finance

- 8.0 There are no financial implications to this report.

9. Risks and Uncertainties

- 9.0 In line with Corporate guidance all performance indicators are assessed for risk. Risks are summarised in the 2006/07 Service Plan.

10. Policy and Performance Agenda Implications

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

11. Background Papers and Consultation

- 2006/07 Culture & Leisure Service Plan
- Best Value Performance Plan 2005/06
- Audit Commission CPA 2006 Guidance

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Appendix 1a Culture and Leisure Service Performance Report 1st Quarter 2006/07 – Quarterly Performance Indicators

Best Value Performance Indicators

Performance Indicator	Linked priorities	Culture & Leisure Service	05/06 outturn	1 st Qtr 2006/07	06/07 Target	R/A/G	Comments
BVPI 170 a The number of visits to/usage's of museums per 1000 population	Rotherham Alive	Museums	551	154.4	450	Green	Current performance is on target for 2006/07
BVPI 170 b Number of those visits that were in person per 1,000 population	Rotherham Alive	Museums	500	147.5	425	Green	Current performance is on target for 2006/07
BVPI 170c The number of pupils visiting museums and galleries in organised school trips	Rotherham Learning	Museums	1928	650	2,000	Green	Current performance is on target for 2006/07
BVPI 118 Library User Satisfaction	Rotherham Excellent	Libraries					The triennial CIPFA Public Library User Survey (PLUS) will be completed later this year. Outturn will be reported in the 4 th Quarter monitoring report.
a) Found book or information wanted			N/A	N/A	85%	N/A	
b) Reserved book or information wanted			N/A	N/A	80%	N/A	
c) Were satisfied with the outcome			N/A	N/A	95%	N/A	
BVPI 119 - The % of residents Satisfied with Cultural Services	Rotherham Proud CPA	All Culture & Leisure	N/A	N/A	N/A	N/A	The triennial resident satisfaction survey will be completed later this year. Outturn will be reported in the 4 th Quarter monitoring report
a) Sport & Leisure			N/A	N/A	54%	N/A	
b) Libraries			N/A	N/A	70%	N/A	
c) Museums			N/A	N/A	50%	N/A	
d) Arts			N/A	N/A	47%	N/A	
e) Green Spaces			N/A	N/A	70%	N/A	
BVPI 220 Compliance against Public Library Standards:	Rotherham Excellent CPA	Libraries	3	N/A	4	Green	Reported annually. Outturn will be reported in the 4 th quarter monitoring report.

Key

Red	Amber	Green	Not applicable (e.g. no target set)	N/A
Below Target / Not Achieved	On Target but current level of performance is causing concern	On Target / Achieved		

Local Performance Indicators

Performance Indicator	Linked priorities	Culture & Leisure Service	05/06 outturn	1 st Qtr 2006/07	06/07 Target	R/A/G	Comments
CSPI 01 a & b The number of adults taking part in Cultural Services activities that have a specific objective of learning or skills development	Rotherham Learning	Libraries	4,010	2,737	6,500	Green	<ul style="list-style-type: none"> Targets against CSPI 01 a and b have been set for each Culture & Leisure service area. Some service area targets are provisional pending a review of performance data. Final targets will be reported in the 2nd quarter report. A review of the PI definition resulted in the addition of Sport & Leisure Facility <i>Learn to Swim</i> programmes. This has boosted performance well above the agreed target which is now subject to review. Ongoing review of coached activities and improved data management and analysis will potentially boost performance figures for the 2nd quarter report.
		Museums	666	155	700	Green	
		Theatre & Arts	12,980	3,370	13,000	Green	
		Community Arts	3,335	529	3,500	Green	
		Archives	399	216	425	Green	
		Sports Development	1083	200	1090 (Provisional)	Green	
		Green Spaces	265	130	See CSPI 01b below	Green	
		Sport & Leisure Facilities	149	1649 (See Comments)	153	Green	

Performance Indicator	Linked priorities	Culture & Leisure Service	05/06 outturn	1 st Qtr 2006/07	06/07 Target	R/A/G	Comments
CSPI 01 b The number of young people (up to 16 years old) taking part in Cultural Services	Rotherham Learning	Libraries	33,227	11,315	33,300 (Provisional)	N/A	<ul style="list-style-type: none"> Some service area targets are provisional pending a review of

Key

Below Target / Not Achieved	Red	On Target but current level of performance is causing concern	Amber	On Target / Achieved	Green	Not applicable (e.g. no target set)	N/A
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Appendix 1 Culture and Leisure Service Performance Report 1st Quarter 2006/07- Quarterly Performance Indicators

Performance Indicator	Linked priorities	Culture & Leisure Service	05/06 outturn	1 st Qtr 2006/07	06/07 Target	R/A/G	Comments
activities that have a specific objective of learning or skills development.		Museums	6,054	1,837	6,250	Green	performance data. Final targets will be reported in the 2 nd quarter report. <ul style="list-style-type: none"> A review of the PI definition resulted in the addition of Sport & Leisure Facility Learn to Swim programmes. This has boosted performance well above the agreed target which is now subject to review. Ongoing review of coached activities and improved data management and analysis will potentially boost performance figures for the 2nd quarter report.
		Theatres and Arts	13,373	2,677	13,500	Green	
		Community Arts	24, 808	5253	25,000	Green	
		Archives	0	0	50	Green	
		Sports Development	2274	812	2280 (Provisional)	N/A	
		Green Spaces	4165	586	4,695 (CSPI a&b)	Green	
		Sport & Leisure Facilities	5612	66,220 (See Comments)	5724	Green	
		All Culture & Leisure	114	42	163 (by 2008)	Green	
CSPI 27 The number of slips, trips and falls with target of 10% reduction by 2008	Rotherham Safe	All Culture & Leisure	14	0	12 (by 2008)	Green	<p>On target</p> <ul style="list-style-type: none"> The target for 2008 has been achieved and exceeded. There were 182 slips, trips and falls in 2004/05. the 2005/06 outturn of 114 represents a decrease of approximately 37% across Culture and Leisure <p>Total numbers of incidents remain have been very low, affecting about 3% of Culture & leisure Staff during 2005/06 and none during 2006/07 to date.</p>
CSPI 28 The number of manual handling injuries to staff with 20% reduction by 2008	Rotherham Safe	All Culture & Leisure	2,432,650	369,924	2,500,000 (provisional)	N/A	<p>An overall provisional target of 2,500,000 is set for Cultural Services based on actual recorded and reported visits and usages during 2005/06. Culture & Leisure is currently reviewing methods for estimating casual/ visits to cultural services, in particular Green Spaces. Revised targets and estimates will be reported later in the year.</p>
CSPI 36 Number of visits to Culture & Leisure Services	Rotherham Alive	All Culture & Leisure	2,432,650	369,924	2,500,000 (provisional)	N/A	<p>An overall provisional target of 2,500,000 is set for Cultural Services based on actual recorded and reported visits and usages during 2005/06. Culture & Leisure is currently reviewing methods for estimating casual/ visits to cultural services, in particular Green Spaces. Revised targets and estimates will be reported later in the year.</p>

Key

Below Target / Not Achieved	Red	On Target but current level of performance is causing concern	Amber	On Target / Achieved	Green	Not applicable (e.g. no target set)	N/A
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Appendix 1 Culture and Leisure Service Performance Report 1st Quarter 2006/07- Quarterly Performance Indicators

Performance Indicator	Linked priorities	Culture & Leisure Service	05/06 outturn	1 st Qtr 2006/07	06/07 Target	R/A/G	Comments
CSPI 43 Internet Access Points in borough cultural facilities <ul style="list-style-type: none"> Number of access points Usage numbers (no. of bookings) 	Rotherham Learning	Libraries & Archives	173	173	173	Green	No comments
			146,685	41,205	149,000		
CSPI 44 The number of people who participate in or attend an arts activity	Rotherham Alive	Theatres & Arts	136,997	18,662	143,000	Green	This PI is on target to be achieved. The peak season for visits to Theatres is during the 3 rd and 4 th quarters
		Community Arts	34,874	5,782	35,000	Green	This PI is on target to be achieved.
CSPI 45 Swimming Pools & sports centres: The number of swims and other visits per 1,000 population	Rotherham Alive	Sports & Leisure Facilities	3402	855.09	3452	Green	Current performance is on target for 2006/07.
CSPI 47 Number of Green Space sites with Green Flag award	Rotherham Sustainable Rotherham Excellent	Green Spaces	0	1	2	Green	Thrybergh Country Park achieved Green Flag in June 2006.
CSPI 41 Total Visits using Rother Card (Disadvantaged Groups)	Rotherham Fair	All Culture & Leisure	94,520	24,593	95,000	N/A	Culture & Leisure service areas have set targets against this PI sustaining Rothercard usage at the same % level as 05/06. An overall % target will be established for Culture & leisure based on overall usage figures identified via the methodology under development for estimating total visits (see CSPI 36 above).

Key

Below Target / Not Achieved	Red	On Target but current level of performance is causing concern	Amber	On Target / Achieved	Green	Not applicable (e.g. no target set)	N/A
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Appendix 1.b Culture and Leisure Service Performance Report 1st Quarter 2006/07: Annual, Triennial P's and Deleted P's

The following list of Culture & Leisure Service Plan Performance Indicators are reported annually or triennially. Projected performance against PI's linked to CPA is presented in Appendix 2.

Local and Other Performance Indicators
Performance against the following local and 'other' PI's will be reported in the 2006/07 4th Qtr monitoring report.

Performance Indicator	Linked Priorities	Culture & Leisure Service	Frequency
CSPI 02 Number of residents who feel they have increased self confidence and potential through involvement in Cultural activities	Rotherham Achieving	All Culture & Leisure	Annual
CSPI 04 £ leverage achieved by the local authority's investment in cultural facilities and services	Rotherham Achieving	All Culture & Leisure	Annual
CSPI 05 % of local businesses who agree that Cultural Services makes a positive contribution to the local economy	Rotherham Achieving	All Culture & Leisure	Annual
CSPI 06 £ leverage of local authority funding to external funding for cultural facilities, activities and events that contribute to the regeneration of disadvantaged communities	Rotherham Achieving	All Culture & Leisure	Annual
CSPI 07 Number of a) adult people (16+) and b) Young People taking part in cultural services activities with a specific objective for reducing the risk of illness or health improvement	Rotherham Alive	All Culture & Leisure	Annual
CSPI 08 The % of adults participating in at least 30mins of moderate intensity sport and physical activity on 3 or more days per week	Rotherham Alive, CPA	Sport Development Sport & leisure Facilities	Annual
CSPI 10 The % of a) adult and b) young residents who state that participating in cultural or recreational activity has a beneficial impact on their quality of life	Rotherham Alive	All Culture & Leisure	Annual
CSPI 11 The % of a) Adult Residents (16+) and b) Young Residents (up to age 16) who have used the services provided by cultural services at least once a month in the last 12 months	Rotherham Alive	All Culture & Leisure	Annual
CSPI 15 % of population involved in one hour volunteer work per week to support activity within the cultural sector	Rotherham Proud, CPA		Annual;
CSPI 17 Numbers of young people involved in cultural activity with a specific objective to reduce the risk of crime and anti-social behaviour	Rotherham Safe	All Culture & Leisure	Annual
CSPI 18 The % of satisfied a) adult and b) young people users of local authority cultural services	Rotherham Proud	All Culture & Leisure	Annual
CSPI 19 The representativeness of users of cultural services compared to the local population profile.	Rotherham Fair	All Culture & Leisure	Triennial
CSPI 22 The % of key partners and stakeholders who think Culture and Leisure Services have	Rotherham Excellent	All Culture & Leisure	Annual

Performance Indicator	Linked Priorities	Culture & Leisure Service	Frequency
improved			
CSPI 24 CPA score for the Cultural services block in 2006	Rotherham Excellent , CPA	All Culture & Leisure	Annual
CSPI 25 Improvement against TAES and QUEST quality award scores	Rotherham Excellent	Leisure & Green Spaces	Annual
CSPI 30 Reduction by 10% in mileage claims made by staff by 2008.	Sustainability	All Culture & Leisure	Annual
CSPI 31 Net Cost per museum visit / use	Rotherham Excellent	Museums	Annual
CSPI 32 Cost per physical visit to libraries	CPA / IPF	Libraries	Annual
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	Rotherham Fair, CPA	Sports Development	Annual
CSPI 37 % Residents who think Cultural Services has got better	Rotherham Excellent	All Culture & Leisure	Triennial
CSPI 39 (and 40) Percentage of population that are within 20 minutes travel time (urban areas – by walk; rural areas – by car) of a range of three different sports facility types, of which one has achieved a specified quality assured standard.	Rotherham Excellent, CPA	Leisure & Sports Facilities	Annual
CSPI 42 Leisure facilities efficiency (a) Subsidy per visit; (b) Facility utilisation	Rotherham Excellent, CPA	Leisure & Sports Facilities	Annual

Best Value Performance Indicators – Non Culture & Leisure

The following BVPI's are 'owned' by other RMBC service areas but include performance input from Culture & Leisure Services which will be reported in the 2006/07 4th quarter monitoring report.

Performance Indicator	Linked Priorities	Service	Frequency
BVPI 2 The Equality Standard	Rotherham Fair, Best Value	Chief Execs	Annual
BVPI 156 % of Cultural Services Buildings open to the public in which all public areas are suitable for and accessible to disabled people (C&L input into corporate BVPI 156)	Rotherham Fair, Best Value	EDS	Annual
BVPI 178 - % of total length of footpaths and other rights of way which were easy to use by members of the public.	CPA	EDS	Annual

Performance Indicator	Linked Priorities	Service	Frequency
BV199 % of parks and open spaces with relevant standards for safety and or environmental quality	Rotherham Safe, Best value	EDS	Annual

Deleted Performance Indicators

The following 2005/06 PI's have been deleted from the Culture & Leisure Service Plan for 2006/07.

Performance Indicator	Reasons for Deletion
CSPI 09 The % of young people participating in at least 60 mins of moderate intensity sport and physical activity on 3 or more days per week on average over a year.	This PI was initially proposed as a Sport England CPA performance indicator but is not included in the CPA 2006 PI set.
CSPI 26 Risk assessment action plans completed to timescale with a 100% target	It is proposed to delete this PI due to the due to the overheads required monitoring and reporting progress.
CSPI 29 BVPI 180 The energy consumption/m2 of local authority operational property	No Longer reported. BVPI 180 was deleted for 2005/06
CSPI 33 The % of 16 - 19 participating in at least 30 mins moderate intensity physical activity on 3 or more days a week	This PI was initially proposed as a Sport England CPA performance indicator but is not included in the CPA 2006 PI set.
CSPI 34 The % of Socio economic group DE participating in moderate intensity physical activity on 3 or more days a week	This PI was initially proposed as a Sport England CPA performance indicator but is not included in the CPA 2006 PI set.

Appendix 2: Culture and Leisure Service Performance Report 1st Quarter 2006/07: CULTURE & LEISURE & CPA CULTURE BLOCK
PI'S 2006

Actual / Projected Performance Against 2006 CPA Culture Block PI's

Performance Measure	Lower Threshold	Upper Threshold	05/06 RMBC Actual	(Upper, Middle, Lower)
C1 Percentage of total length of footpaths and other rights of way that were easy to use by members of the public	50%	90%	93.6%	Upper
C2 Public Library Service Standards on access - PLSS 1,2 & 6	More than one of C2a – C2c at or below lower threshold	All of C2a – C2c above lower threshold and at least one meeting upper threshold	Composite PI. See C2a – C2c	Middle
C2a Proportion of households living within a specified distance of a static library	5 percentage points below the standard	N/A	94% (6% below standard)	Lower
C2b Aggregate scheduled opening hours per 1,000 population for all libraries	20 percentage points below the standard (standard is 128 hours)	Meets or exceeds the standard (standard is 128 hours)	144.5 (10% above standard)	Upper
C2c Number of library visits per 1,000 population	30 percentage points below the standard	Meets or exceeds the standard	5,156 (86% of the standard of 6,000)	Middle
C3 Public library service standards on ICT provision - PLSS 3 & 4	Both at or below lower threshold OR C3a at or below lower threshold And C3b below the upper threshold.	C3a meets the standard AND C3b meets the upper threshold.	Composite PI. See C3a – C3b	Upper
C3a % of static libraries providing access to electronic information resources connected to the internet	Does not meet the standard	100%	100%	Upper
C3b Total number of electronic workstations available to users per 10,000 population	25 percentage points below the standard	Meets or exceeds the standard.	⁷ (16.6% above standard of ⁶)	Upper
C4 Active borrowers as a percentage of population	20.40%	27.30%	16% (down from 21.69%).	Lower
C5 Resident satisfaction sport / leisure facilities	49%	60%	*47% (projection)	Middle

Appendix 2: Culture & Leisure & CPA Culture Block PI's 2006

Performance Measure	Lower Threshold	Upper Threshold	05/06 RMBC Actual	(Upper, Middle, Lower)
C6 Resident satisfaction libraries	63%	72%	*61% (projection)	Middle
C7 Resident satisfaction museums/galleries	31%	50%	*37% (projection)	Middle
C8 Resident satisfaction theatres/concert halls	36%	56%	*45% (projection)	Middle
C9 Resident satisfaction parks/open spaces	66%	77%	*70% (projection)	Middle
<p><i>*Note: Projected outturns for C5 – C9 are based on User Satisfaction (BVPI 119) survey returns for 2003/04. There is considerable risk attached to C5 – C9 as the 2006 outturn will be calculated from the 06/07 BVPI 119 Survey. Confidence intervals will be applied. E.g. where a score is within a specified range not falling below the lower threshold performance will meet the PI. Final confidence intervals cannot be calculated till after a survey is completed. The methodology for calculating confidence intervals is based on the number of completed returns as a % of numbers issued etc.</i></p>				
C11 Public library service standards on stock (PLSS5, 9 and 10)	More than one at or below the lower individual threshold	All above lower individual threshold and at least one meets upper individual threshold	Composite PI. See c11 a – C11c	Upper
C11a Requests supply time	10 percentage points below the standard for any three components (standard is 50% 7 days, 70% 15 days, 85% 30 days)	Meets or exceeds the standard for all three components	58.3% 7 days, 77.2% 15 days, 91% 30 days	Upper
C11b Annual items added through purchase per 1,000 population	15 percentage points below the standard	Meets or exceeds the standard	220 (standard is 216)	Upper
C11c Time taken to replenish the lending stock on open access of available on loan	30 percentage points above the standard (Higher values denote poorer performance)	Meets or exceeds the standard	3.9 years (41% above standard of 6.7 years)	Upper

Appendix 2: Culture & Leisure & CPA Culture Block PI's 2006

Performance Measure	Lower Threshold	Upper Threshold	05/06 RMBC Actual	(Upper, Middle, Lower)
C12 Stock Turn and Stock level	Both at or below the lower individual threshold OR One at or below lower individual threshold the other below the upper threshold	Both above lower individual threshold and at least one meets upper individual threshold	Composite PI. See c12a – C12b	Middle
C12a Stock Turn - book issues / books available for loan	5.2	6.7	5.5s6	<i>Middle</i>
C12b Stock level – books available for issue per 1,000 population	1108	1532	1112.28	<i>Middle</i>
C13 Cost per visit (libraries)	£3.37	£2.46	£3.28	Middle
C14 Public library service standards on satisfaction – assessment of users 16 and over of their library service (New)	20 percentage points below the standard	7 percentage points below the standard	94%	Upper
C15 Museums accreditation – where applicable	Museums not accredited	Museums accredited at level 2	Level 2	Upper
C16 Percentage of 5 – 16 year olds in school sports partnerships engaged in two hours a week minimum on high quality PE and school sport within and beyond the curriculum	Below 75 percent of pupils in school sports partnerships	80 percent of pupils in school sports partnerships	School Partnerships survey data will not be available until autumn 2006. The 2005 outturn was 66%	Unknown
C17 Percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week	Performance outturns will be based on the Active People survey not due for completion until November 2006.			
C18 Percentage of population volunteering in sport and active recreation for at least one hour per week				
C19 Percentage of population that are within 20 minutes travel time (urban areas – by walk; rural areas – by car) of a range of three different sports facility types, of which one has achieved a specified quality assured standard	30%	50%	1.82%	Lower

**Appendix 3: Culture and Leisure Service Performance Report 1st Quarter 2006/07:
Complaints April – June 2006**

CATEGORY: ACTION OF STAFF						
Establishment	Date Received	Replied to <10 Days	Complaint Details	Resolution / Lessons Learned	Complaint ID	
Wath Swimming Pool	20/04/2006	Yes	Unprofessional conduct of staff at pool while marking exam papers.	An apology was given. Trainers were reminded to exercise discretion when discussing individual performance.	1619	
Central Library	18/05/2006	Yes	Alleged abusive behaviour from a member of staff.	Matter investigated. Complaint not upheld	1649	

CATEGORY: DELAY IN SERVICE						
Establishment	Date Received	Replied to <10 Days	Complaint Details	Resolution / Lessons Learned	Complaint ID	
Central Library	18/04/2006	Yes	Customer had to wait 1 1/2 hours for assistance with computers.	The Customer was sent a letter apologising for any inconvenience caused and encouraged to supply additional information clarifying details of the incident.	1604	

CATEGORY: LACK OF SERVICE					
Establishment	Date Received	Replied to <10 Days	Complaint Details	Resolution / Lessons Learned	Complaint ID
Central Library	01/04/2006	Yes	Unable to access specific web site	Matter investigated. Was possibly due to technical issues being experienced by the web site.	1603

CATEGORY: QUALITY OF SERVICE					
Establishment / Service	Date Received	Replied to <10 Days	Complaint Details	Resolution / Lessons Learned	Complaint ID
Green Spaces	24/04/2006		Leewood Close Toddler Park attracting trouble.	Meetings have been held with residents to identify and resolve problems.	1600
Central Library	12/04/2006	Yes	Customer unable to access BBC news via Library internet facilities.	Due to problems with Media Player software. Plans are in place to resolve the problem	1605
Green Spaces	12/06/2006	Yes	Unhappy with location of Leewood Close toddler park	See 1600 above	1643
Green Spaces	12/06/2006	Yes	Unhappy with location of Leewood Close toddler park	See 1600 above	1644

CATEGORY: QUALITY OF SERVICE						
Establishment / Service	Date Received	Replied to <10 Days	Complaint Details	Resolution / Lessons Learned	Complaint ID	
Central Library	15/05/2006	Yes	Telephones unanswered and customer left holding on	Customer was sent a written apology. The incident occurred during the lunch period on a day when the Central Library was short of staff due to unforeseen circumstances.	1650	
Central Library	02/05/2006	Yes	Opportunity for customers to take out 12 books at any one time – customer feels this will reduce choice for other users	Customer was thanked for his concerns but was assured that this policy was intended to increase choice and usage and has proved very popular with regular library users.	1651	
Wath Library	22/05/2006	Yes	Dwindling stock in reference library	The Customer was sent a letter explaining that this was a legacy of limited budgets for purchase of new stock, that the situation was being rectified and that all suggestions for additions to stock would be considered.	1652	
Central Library	26/06/2006	Yes	Temp closure of regimental museum	Customer informed that for reasons of security and health & safety the Museum has to be closed when changes are made to exhibitions.	1661	

CATEGORY: QUALITY OF SERVICE						
Establishment / Service	Date Received	Replied to <10 Days	Complaint Details	Resolution / Lessons Learned	Complaint ID	
Central Library	26/06/2006	Yes	Customer unable to access many web sites	Customer informed that: <ul style="list-style-type: none"> • Filtering systems are in place to protect the interests of customers. • Some sites are not suitable to view in public libraries. 	1703	