

Year End Head of Service Performance Report Culture and Leisure (Lifelong Learning Directorate)

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Introduction

The Head of Service report is produced on a half yearly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

1. Improvement Priorities & Service Plan Monitoring – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

2. Internal and External Regulatory Reports – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

3. Corporate Reporting – this section summarises the performance in relation to corporate issues i.e. Sickness absence, Complaints

Appendix 1- NSI & Improvement Target Performance Indicators – summary table of the performance for the NSI and Improvement Targets. Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Improvement Priorities & Service Plan Monitoring

Living Well / Healthier lifestyles and reducing childhood obesity / Childhood obesity and healthy lifestyles through increasing participation in youth sport

In April 2014, the Local Government Data Unit published recorded attendance figures for free public swims and free structured activities for people aged 16 years & under. Based upon combined data for summer 2013, autumn half term 2013 and Christmas 2013-14, a total of 6,615 visits were recorded for participation in free public swims and free structured activities. Flintshire is ranked 2nd in Wales (behind Rhondda Cynon Taf) accounting for 11.62% of all free swimming provision across Wales during these three school holiday periods.

Living Well – Active and Healthier Lifestyles – Participation in sport and use of leisure centres

In autumn 2013, the Sports Development Team attained the first tier 'Ribbon' standard of Disability Sport Wales' *insport* development programme. This national kite mark award recognises the team's commitment towards the inclusive provision of sport and physical activity opportunities for disabled people.

The Innovation Manager for Disability Sports Wales stated: 'Disability Sport Wales wish to congratulate *Sport Flintshire* on their achievement of the *insport* development Ribbon standard. It is a real testament to the calibre of work they are currently doing, and have committed to do in the future, and will ensure the ongoing development of inclusive planning and provision of opportunity to disabled communities in the Flintshire area.'

During summer 2013, Deeside Leisure Centre was identified as the new 'home' of Wheelchair Rugby League in Wales.

During the first six months of 2013/14, the following grant awards have been received within the service:

- £25k *Sport Wales* Development Grant for ice hockey (purchase of ice hockey equipment);
- £15k *Sport Wales* Development Grant for the refurbishment of the four squash courts at Deeside Leisure Centre. *Squash Wales* now consider these courts fit for purpose for national competitions;
- £13,800 additional funding from *Sport Wales* to support swimming lesson instructor training costs.

Living Well – Active and Healthier Lifestyles – Informal and formal play

For 2013/14, the Council contributed £139k to the fourth consecutive year of the match-funding improvement scheme for children's play areas. At Year End, 16 of the 19 play area improvement works had been completed, with the remaining three due to be completed in 2014/15.

Waste Recycling Environmental Limited (WREN) is responsible for distributing the Landfill Communities Fund money for eligible community, conservation and heritage projects. In November 2013, Leisure Services secured WREN grant funding for two projects: a grant of up to £75k towards the costs of the wheeled play area at Fron Park, Holywell, and a grant of up to £24,246 towards the costs of the play area in Flint Mountain.

In February 2014, the *Families First* Management Board confirmed the continuation of its work with *Play Opportunities for fun and development* into 2014/15. This base level funding for the Play Development Team within Leisure Services is equivalent in cash terms to 2013/14 (£80,588).

During Quarter 4 2013/14, the Council secured £65,490 funding from the Welsh Government's *Increasing Play Opportunities for Children Grant*. This funding has been utilised for projects that complement the County Council's Play Sufficiency Assessment (PSA) Action Plan (approved by Cabinet on 23 April 2013).

The Mid-Year Report identified that legal work relating to nominated sites across the County had been completed for 15 outdoor recreational spaces designated as Queen Elizabeth II Fields. Flintshire County Council has subsequently received an award from the Fields in Trust charity (www.fieldsintrust.org) for working in partnership to protect land and open spaces. At an awards ceremony held at Lord's Cricket Ground in London on 28 November 2013 the Council was named Local Authority Partner of the Year. The award recognises the work that Flintshire has undertaken with Fields in Trust to protect the 15 sites and to restrict their future use to outdoor play, sport and recreation. The Queen Elizabeth II Fields Challenge provides a legacy for both the Queen's Diamond Jubilee and the 2012 Olympics.

Living Well – People taking part for education and enjoyment – Levels of use of libraries

Online Learning Opportunities have been made available to all sectors of the community in a variety of ways, greatly increasing the overall offer. Total learners accessing Learn Direct and Universal Class have increased by 39%.

- EWeek was promoted in 8 libraries from 20-24th January 2014. A total of 47 people attended the drop in sessions which were organised to promote the digital offer from the library service in Flintshire. These included taster sessions for the 500+ courses offered by Universal Class, how to download eBooks and e audio books and how to access the Zinio digital magazines.
 - 90 courses were accessed by 90 learners using Universal Class, and a total of 331 sessions completed.
 - 10,322 people were helped to get online in 2013-14 in libraries.
 - 9 events were held in 3 libraries, including 8 ICT sessions and local history lectures
 - Flintshire Learning Festival: libraries held 6 events at 4 libraries and held Rhymetime sessions at the Family Fun Day
 - Online learning sessions were held in libraries in partnership with other organisations:
 - Communities 2.0 held 26 IT courses (54 sessions) in 4 libraries during 13-14.
 - Coleg Cambria held 27 weekly basic IT skills courses in Buckley Library (227 individual sessions) and weekly support sessions for Learn Direct students in Connah's Quay, Flint and Holywell Libraries. 70 lessons were completed by 84 Learn Direct learners
 - Communities First ran weekly Job Clubs at Flint and Holywell libraries.
- Highlight events:
- World Book Day was celebrated over 3 days at Broughton Library when 280 children and 20 teachers attended events with local author Damian Harvey.
 - Over 800 children and their parents/carers attended 'Stampede' – an all day event

held at Mold Library on 31.10.13 with stories, magic and circus performances.

- 'Only Males Allowed' -5 libraries held healthy eating sessions aimed at men, in partnership with Communities First in October 2013.
- Participation Cymru were invited to work with library and museum staff on the Sharing the Treasures project, with 5 focus groups representing different sectors of the community.
- 26 events in the medium of Welsh for adults and children were held at Mold and one at Flint Library. (attendance 419)
- Wellbeing event held at Jade Jones Pavilion to promote library services to all sectors of the community.
- Flintshire signed up to be a pilot authority for universal library membership for all primary school children in Wales.

Summary:

- 3,576 children aged under 5 attended Rhymetime/, playgroup or nursery class visits to libraries
- 12,439 children visited libraries as a class/school event
- 2,005 children took part in holiday activities in libraries
- 3,826 children signed up to Summer Reading Challenge 2013
- 2,201 adults took part in reading groups, local history events, author visits, poetry/creative writing etc in libraries.

Living Well – People taking part for education and enjoyment – Creative and expressive arts

- Gronant and Talacre Festival of Light took place in October 2013. The aim of the project was to bring the communities of Gronant and Talacre together over a series of art workshops to create large portable sculptural lanterns, light installations including a projection onto Talacre lighthouse and street banners to be attached to the lamp posts. The project was funded by Cadwyn Clwyd £15,000, Arts Council of Wales £5,000 and Flintshire County Council Tourism £1,000 and Arts, Culture and Events £1,000. Over 300 people took part in the workshops including individuals from the local community, schools and youth clubs. Over 400 people attended the festival. The project was devised and managed by the Arts, culture and Events Manager.
- Creu Argraff / Imprint, was a multi-art-form residency / exhibition and was the culmination of a community hospitals and schools arts project between Flintshire Arts, Culture and Events Section, led by Arts Development Officer, and Denbighshire Arts Service. Funding was obtained by Cadwyn Clwyd (£23,000) and the Arts Council of Wales (£10,000). The artwork was previously exhibited at the National Eisteddfod Denbigh and at the Denbigh Library Gallery in July / August 2013 and at Clwyd Theatr Cymru October / November 2013. Throughout Flintshire and Denbighshire, up to 800 participants took part in the residency and over 2000 people viewed the Exhibitions at the Eisteddfod Denbigh, Denbigh Library and Clwyd Theatr Cymru.
- The 2013 Gwanwyn (Springtime) Festival for the over 50s took place in May and early June. Four groups were chosen to work with. Each group had a printmaking session with artist, Ruth Thomas and a separate exhibition of their work on site attended by invitees and (in the case of the two community groups) the general public. This activity was chosen as some members of the Day Care groups had mobility and/or memory problems and the Saltney Over 50s Group were not likely to try anything too detailed or dexterous. The four groups chosen were: Marleyfield Day Care, Shotton Younger Dementia Group, Saltney over 50s Group and the Mostyn Arts & Crafts Club.

The project was devised and managed by the Community Events Officer.

2. Internal and External Regulatory Reports

Audit Report:

Internal Audit Report: Lifelong Learning Leisure Service Contract LL0075T1

The Audit was undertaken to review the Income Sharing Agreements to ensure compliance on both sides under the terms and conditions and to provide assurance that the income share paid to Alliance Leisure Services is accurate; conclusion: Taking account of the issues identified, Management can take substantial assurance that the controls upon which the organisation relies to manage this risk are Suitably designed, consistently applied and effective.

3. Corporate Reporting

Complaints / Compliments

Complaints received: 36

Complaints responded to within corporate standard time of 10 days or less: 32 (89%)

Sickness Absence

Absence rate for Culture and Leisure: 67,052 days available, 2,894 days lost – 4.32% Libraries, Culture and Heritage have achieved an overall reduction compared to 2012/13, whereas Leisure has seen an increase of 2 days per FTE which appears to be attributed to absence in Q4. Policies continue to be used to support absence management including first and second stage capability meetings.

Employee Turnover

Turnover for the year was 19%. From an average head count of 407, there were 78 leavers, the majority of which (55) were employed on fixed term contracts as summer holiday play scheme staff.

Employee Appraisals

The completion rate for Culture and Leisure Services is 92%.

Data Protection Training

Within Leisure Services, relevant post holders have attended one-hour data protection workshops facilitated by the County Council's Democracy & Governance Manager. Within Cultural Services 45 staff have attended Data Protection Training; a further 5 are booked on a course scheduled for 21 May.

Freedom of Information Requests

Figures for Lifelong Learning Directorate: 144 received, 112 responded to within time (78%)

Appendix 1 - NSI & Improvement Target Performance Indicators

Key

R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The RAG status of the indicators for the half year position are summarised as follows:



Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	Previous Year Annual Outturn 2012/13	Annual Target 2013/14	Current Year Annual Outturn 2013/14	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
LCS/002(b) The number of visits to local authority sport and leisure facilities during the year per 1,000 population where the visitor will be participating in physical activity	NSI	9,995.87	9,499.61	10,056.59	Green	Improved	The Annual Target of 9,499.61 was based upon a total of 1,451,000 recorded visits divided by a county population of 152,743 multiplied by 1,000. The Annual Outturn of 10,056.59 is the result of 1,536,074 recorded visits divided by a county population of 152,743 multiplied by 1,000. The number of recorded visits has increased by +0.66% on 2012/13 (like-for-like basis).
LCL/001b The number of visits to Public Libraries during the year, per 1,000 population	NSI	5389.03	5400	5372	Amber	downturned	Total visits have decreased marginally by 0.25% Physical and digital visits represent the same proportions of the total as in 2013-14

WELSH LANGUAGE

<p>Welsh Language Skills Audit: Percentage complete</p>	<p>Not available</p>
<p>Please give narrative updates on the following questions:</p>	
<p>What is your capacity to deliver the following bilingual services?</p> <ul style="list-style-type: none"> • Electronic Signatures bilingual? • Out of Office Messages bilingual? • Letters bilingual or in preferred language (preferred language recorded) 	<ul style="list-style-type: none"> • Electronic Signatures bilingual • Out of Office Messages bilingual • Letters bilingual or in preferred language (preferred language recorded) <p>Library Service: letters are sent in the following formats: All communications are sent bilingually unless:</p> <ul style="list-style-type: none"> • in reply to a letter sent in English or Welsh in which case reply is in the same language <p>library members indicate preferred language for communications on registration form, this will then be used for notices generated by the Library Management System</p>
<p>Update on progress with ensuring that guidance e.g. email, bilingual answering of telephone calls, auto-signatures, disclaimers and out of office replies.</p>	<p>Staff Induction training includes guidelines on telephone greeting, Welsh Language policy etc</p> <p>Not all staff have bilingual out of office messages, this will be addressed by 9/14</p>

<p>What has been done to identify opportunities to encourage and support others to adopt practices which promote equality between the Welsh and English languages and develop action plans?</p>	<p>Leisure Services actively supports colleagues to access Welsh language training sessions and Welsh language summer schools. There are several frontline colleagues currently engaged in Welsh language lessons.</p> <p>All library and arts services provided in Welsh and English, in accordance with FCC adherence to Welsh Language Policy. Funding for promoting library activities in English and Welsh regularly obtained from Welsh Government (CyMAL), Literature Wales and Bangor University.</p> <p>Library Learner Centres are venues for Welsh language courses and library staff signpost customers to these courses.</p>
<p>How is the Welsh Language Scheme integrated into your service planning?</p>	<ol style="list-style-type: none"> 1. Current library and arts provision through medium of Welsh: <ul style="list-style-type: none"> ▪ all categories of stock provided in English and Welsh (books, CDs, DVDs, audio books, eBooks) as per stock policy ▪ Reading groups, Rhymetimes, story times and activities for children, school visits, author visits, web pages (on Flintshire's website and llyfrgelloeddcymru.org), online catalogue of Flintshire library stock which is reservable via web, bilingual libraries facebook page, ▪ User surveys ▪ Reading promotions e.g. Summer Reading Challenge. ▪ Arts service provide events in Welsh language, all communications bilingual 2. Strategy For Flintshire's Libraries 2013-16 Objective 1. 'provide a bilingual service in accordance with the Flintshire County Council Welsh Language Policy'

EQUALITY – please give narrative update – short paragraph only

<p>What has been undertaken to meet the Strategic Equalities plan?</p>	<p>1. Strategy For Flintshire’s Libraries 2013-16 Objective 1 To provide a relevant and responsive library service for Flintshire’s communities provide an inclusive service available to all residents regardless of age, disability, gender, gender reassignment, race, religion and belief and sexual orientation.</p> <p>2. Welsh Public Libraries Citizen Entitlements reported on annually to Welsh Government (CyMAL)</p>
<p>Please list E impact assessments’ undertaken and dates completed.</p> <p>Were any actions undertaken to reduce impact as a result of the EIA?</p>	<p>Library Strategy discussed with EIA quality assurance Group on 15.2.13 as part of public consultation</p> <p>None identified.</p>
<p>Please list the systems in place in your area to monitor the diversity of customers.</p> <p>Please give an example of how monitoring data has been used to improve services or identify and reduce barriers to accessing services within your area of responsibility.</p> <p>Have you put in place any initiatives to capture equal monitoring data so that you are able to better understand the profile of your customers?</p>	<p>The Leisure actif registration form includes the optional completion of customer information in relation to ethnicity, religion, marital status and disability.</p> <p>The disability sport development officer is working in partnership with BCUHB in order to identify disabled people across all impairment groups who are not currently engaged in sport or physical activity. The aim is to identify 4,000 new members across North Wales over a 3-year period. Medical professionals refer disabled individuals to Flintshire and individual data is subsequently monitored and used to ensure that Leisure Service provision is available and appropriate. The data is also used to shape future service provision. The project commenced in January 2014.</p> <p>Welsh Public Library Standards include annual reporting on:</p> <ul style="list-style-type: none"> • services delivered to those unable to access conventional library service points • provision of specialised assistance, facilities and equipment for people with particular access requirements • percentage of resources funding spent on books and resources for visually impaired people, on Welsh language stock and on children and adults per 1000 head of resident population

	<ul style="list-style-type: none"> • accessibility surveys • opening hours • free basic support to users of ICT facilities • information literacy sessions • the number of users who rate library opening hours, library stock and overall library service 'good' or 'very good' <p>total authority expenditure on public library service per 1000 head of population and % age of local authority expenditure on library service</p>
<p>Please give an example of how the Translation and Interpretation facilities for different languages and formats have been promoted to customers within you area of responsibility.</p>	<p>Language Line is available for all library staff to use to assist customers</p>
<p>Do you have any examples of initiative to promote equality, eliminate discrimination and promote good community relations?</p>	<p>A poolside storage room at Holywell Leisure Centre has been converted into a disabled changing room, with bed and hoist, to improve access to physical activity opportunities within the Pool Hall.</p> <p>In autumn 2013, the Sports Development Team attained the first tier 'Ribbon' standard of Disability Sport Wales' <i>insport</i> development programme. This national kite mark award recognises the team's commitment towards the inclusive provision of sport and physical activity opportunities for disabled people.</p> <p>actif plus one continues to promote equality of disabled people accessing leisure by enabling a person to bring a carer/buddy free of charge to provide support.</p> <p>EBooks and audio downloadable books were introduced as a library service in 2012-13. The library assistants providing services to people who are housebound promoted this service to individuals whom they knew would benefit from it.</p>