

**CULTURE, LEISURE AND TOURISM
PORTFOLIO
DECISION SCHEDULE**



Tuesday, 23 August 2011

at 10.00 am

in Committee Room A, Civic Centre, Hartlepool

Councillor H Thompson, Cabinet Member responsible for Culture, Leisure and Tourism will consider the following items.

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

No items

3. ITEMS FOR INFORMATION

- 3.1 Child and Adult Services Departmental Plan 2010/11 – Fourth Quarter Monitoring Report – *Director of Child and Adult Services*
- 3.2 Sport and Recreation Services – National Accreditation Achievements – *Director of Child and Adult Services*

CULTURE, LEISURE & TOURISM PORTFOLIO
Report to Portfolio Holder
23 August 2011



Report of: Director of Child and Adult Services

Subject: CHILD & ADULT SERVICES DEPARTMENTAL
PLAN 2010/2011 – 4TH QUARTER
MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Child and Adult Services Departmental Plan 2010/11 in the fourth quarter of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Child and Adult Services Departmental Plan 2010/11, the fourth quarter outturns of key performance indicators and associated risks.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues in relation to Culture, Leisure & Tourism.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Culture, Leisure & Tourism Portfolio – 23 August 2011.

6. DECISION REQUIRED

Achievement on actions, indicators and risks be noted.

Report of: Director of Child and Adult Services

Subject: CHILD & ADULT SERVICES DEPARTMENTAL
PLAN 2010/2011 – 4TH QUARTER
MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Child & Adult Services Departmental Plan 2010/2011, progress of key performance indicators for the period up to 31 March 2011 and associated risks.

2. BACKGROUND

- 2.1 The Child and Adult Services Department includes Community Services, reporting to Culture, Leisure and Tourism Portfolio Holder, and Adult Services, Adult Education and Supporting People reporting to the Adult and Public Health Portfolio Holder, and Children's Services reporting to Children's Services Portfolio.
- 2.2 The Child & Adult Services Departmental Plan 2010/11 sets out the key tasks and issues with an Action Plan to show what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department, and monitoring progress against overall Council aims.
- 2.3 In 2008-09, the Council introduced a new electronic Performance Management Database (Covalent) for collecting and analysing corporate performance. The database collects performance information detailed in the Corporate Plan and the specific Departmental Plans. The aim is that the database will eventually collect performance information for all levels of the Council, including individual service/operational plans in each department.

3. QUARTER FOUR PERFORMANCE

- 3.1 This section looks in detail at how the Department has performed in relation to the key actions and performance indicators that were included in the Child & Adult Services Departmental Plan for this Portfolio, as well as associated risks.

- 3.2 On a quarterly basis officers from across the department are asked, via the Performance Management database (Covalent), to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator and risk.
- 3.3 Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the Departmental Plan. The traffic light system is: -

Red	Action/PI target not completed or Action/PI intervention required
Amber	Action/PI progress acceptable
Green	Action/PI target on track or Action/PI target achieved.

- 3.4 Within the Child & Adult Services plan there were a total of 18 actions and 22 Performance Indicators identified in the Departmental Plan. Table 1, below, summarises the progress made, to the 31st March 2011, towards achieving these actions and PIs.

Table 1 – Community Services (CLT portfolio) progress summary

	CLT Portfolio	
	Actions	PIs
Green – completed	15	7
Green – on track	3	-
Amber - acceptable	-	7
Red – Intervention required	-	-
Red – not completed	-	2
Annual	-	6
Total	18	22

- 3.5 A total of 15 actions (83%) have been completed or achieved, and a further 3 actions (17%) are on track (where completion dates are beyond 31st March 2011). There are no actions that have not been achieved.
- 3.6 It can also be seen that 7 (32%) of the Performance Indicators have been highlighted as being achieved. There are 7 (32%) of the Performance Indicators where progress is acceptable. There are 2 (9%) PI's that are did not hit the year-end target. Additionally, there are

6 (27%) indicators that are only collected on an annual basis and no updates are available for those indicators.

Table2: Community Services Actions – intervention required.

Ref	Action	Milestone	Comment
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NONE.

Table 3: Community Services PI's – intervention required.

Ref	PI	Milestone	Comment
P022	Increase residents satisfied with Parks and Open Spaces (NRF)	5%	Though the target for this indicator has not been achieved, the results are still an improvement over the previous survey undertaken in 2008 (64%). During this survey a high level of respondents indicating that are "Very Satisfied".
NI 8	Adult participation in sport and active recreation	22.1%	PI outcome is based on a random selection telephone MORI survey of only 500 people out of 90,000 population to give a sample of how active the local authority levels are. Last years results were similar therefore there is no cause for concern over this PI. The team are pleased with the outcome given the recent cuts, it is pleasing to see this is still high on peoples agendas. The Olympic should act as a vehicle for increasing participation this year and next.

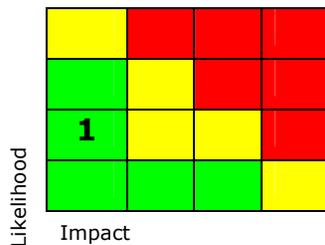
3.7 Up to the end of the fourth quarter, Community Services have completed 15 out of 18 actions in the departmental plan – which includes:-

- Target and support the Voluntary Sector through the provision of grant funding and development of initiatives and to raise standards (CADCL015).
- Deliver Renaissance Programme to improve access to Museum Services and develop new audiences (CADCL013).

4. RISK MONITORING

- 4.1 It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risks that could prevent the achievement of corporate and departmental objectives. On a quarterly basis the Community Services division assesses the risks identified within the Child & Adult Services Risk Register. The Council’s approach acknowledges that the purpose is not to remove all risks (this is neither possible nor, in many cases, desirable), rather it is to ensure that potential ‘losses’ are prevented or minimised and that ‘rewards’ are maximised.
- 4.2 This summary is reported to the Portfolio Holder within the quarterly monitoring report to provide an overview of risks being addressed by the Community Services Division of the Child & Adult Services Department.
- 4.3 The diagram below shows the distribution of risks according to their risk rating. Details of the rating system is in **Appendix A**. There is a total of 1 risk. This risk is highlighted at a low level as a ‘GREEN’ risk.

Diagram 1 –Risk Register Heat Map for Community Services division of Child & Adult Services Department



See Appendix A for key to diagram above

- 4.4 No risks were rated as red.

5. RECOMMENDATIONS

- i) It is recommended that achievement of key actions and fourth quarter outturns of performance indicators are noted.

CONTACT OFFICER: Trevor Smith,
 Performance & Information Manager (Adults)
 Support Services

APPENDIX A

**HARTLEPOOL BC
RISK ASSESSMENT MATRIX AND VALUE GUIDES**

LIKELIHOOD		IMPACT			
		1 Low	2 Medium	3 High	4 Extreme
Almost certain	4	AMBER 4	RED 8	RED 12	RED 16
Likely	3	GREEN 3	AMBER 6	RED 9	RED 12
Possible	2	GREEN 2	AMBER 4	AMBER 6	RED 8
Unlikely	1	GREEN 1	GREEN 2	GREEN 3	AMBER 4

Use the following suggested value guides to help rate the level of the **controlled risk**.

IMPACT

Extreme	Total service disruption / very significant financial impact / Government intervention / sustained adverse national media coverage / multiple fatalities.
High	Significant service disruption/ significant financial impact / significant adverse Government, Audit Commission etc report / adverse national media coverage / fatalities or serious disabling injuries.
Medium	Service disruption / noticeable financial impact / service user complaints or adverse local media coverage / major injuries
Low	Minor service disruption / low level financial loss / isolated complaints / minor injuries

LIKELIHOOD

Expectation of occurrence ***within the next 12 months*** -

- Almost certain
- Likely
- Possible
- Unlikely

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report to Portfolio Holder
23 August 2011



Report of: Director of Child and Adult Services

Subject: SPORT AND RECREATION SERVICE – NATIONAL ACCREDITATION ACHIEVEMENTS

SUMMARY

1. PURPOSE OF REPORT

The purpose of the report is to inform and update the Portfolio Holder of the national accreditations achieved by the Council's Sport & Recreation service.

2. SUMMARY OF CONTENTS

Details of the achievements are given which includes the background to the various accreditation schemes and subsequent outcomes.

3. RELEVANCE TO PORTFOLIO MEMBER

Culture, Leisure and Tourism Portfolio includes Sport and Recreation.

4. TYPE OF DECISION

Non-Key.

5. DECISION MAKING ROUTE

Culture, Leisure and Tourism Portfolio, 23 August 2011.

6. DECISION(S) REQUIRED

Comments from the Portfolio Holder are welcomed.

Report of: Director of Child and Adult Services

Subject: SPORT AND RECREATION SERVICE –
NATIONAL ACCREDITATION ACHIEVEMENTS

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to inform and update the Portfolio Holder of the national accreditations achieved by the Council's Sport & Recreation service.

2. BACKGROUND

- 2.1 Sport & Recreation are committed to providing the highest possible quality service and as such have achieved several accreditations across the various elements of the service in recent months. These are detailed in the following paragraphs.

3. QUEST ACCREDITATION

- 3.1 Quest is an industry standard continuous improvement programme which provides a framework for the management of sports based organisations with the purpose of improving the quality of their service. The process involves comparing an organisation's approach and management of sport and leisure services against defined industry standards and good practice. It is a national accreditation scheme endorsed by Sport England.
- 3.2 Quest has two separate programmes for both Sports Development and Leisure Facilities. Both processes involve three stages of self-assessment, external validation and 'ongoing maintenance' via an improvement plan supported by a mystery visits process. The external validation is undertaken every two years.

3.3 Sports Development

When the service was first inspected in 2009, it achieved a score of 77% in the 'highly commended' category. The national assessor commented at the time that the service had worked extremely hard to achieve their Quest accreditation. A minimum pass rate of 60% in the 'approved' category is required in order to register with Quest. For a team to enter into the upper 'highly commended' category for a first assessment is incredibly impressive. This meant that Hartlepool Sports Development were one of only two Local Authorities in the Tees Valley to achieve Quest, and one of five in the North East).

- 3.3.1 More recently, the service was re-inspected and whilst the national assessors report is still awaited, a score of 83% has been received placing the service in the “Highly Commended” category and just 2% short of being rated “Excellent”.
- 3.3.2 This places the service as the 3rd highest performing Sports Development Unit in the North East. However, it is worth noting the top two Local Authorities, Stockton (89%) and North County Leisure (91%), have been inspected three and four times meaning it has taken their teams four to six years respectively to achieve this level compared to Hartlepool’s two years.

3.4 **Mill House Leisure Centre**

Mill House Leisure Centre was the first area of service to undergo Quest accreditation in 2008. At the time, it was an extremely difficult process for the staff but much was learnt at the time. A score of 60% was achieved at the time placing the facility in the ‘approved’ category but it was the minimum score to be able to rate a pass.

- 3.4.1 Since then, a lot of progress has been made as a consequence of the subsequent improvement programme and the facility was re-inspected in January 2011 which saw the score improve to 70% meaning the facility is now classified as ‘commended’. The inspector commented he had performed earlier mystery visit reports on the facility and was really impressed by the changes implemented over the past three years.
- 3.4.2 The Inspector also further acknowledged that the improvements were not just physical changes brought about as a result of the refurbishment programme but that clearly, systems of work had been reviewed and improved upon significantly.
- 3.4.3 It is unusual for a Centre to increase their scores by 10% between any assessments and therefore this result was a great achievement for the team.

3.5 **Headland Sports Hall**

Quest accreditation was first achieved in 2009 at this site with a score of 69%, placing it in the ‘commended’ category. It was recently re-inspected which resulted in an improved score of 79% and into the ‘highly commended’ category.

- 3.5.1 The report stated ‘the team demonstrated a passion for keeping the centre in exceptional condition and they clearly strive to continually improve its services.’

4. LEARNING OUTSIDE THE CLASSROOM (LOtC) QUALITY BADGE

- 4.1 This is a national scheme that provides a very robust indicator of the quality of provision offered by providers of LOtC experiences for UK children and young people aged 0-19 years. As a consequence, both Carlton Outdoor Education Centre and the Outdoor Activities Service both hold the Quality Badge.
- 4.2 LOtC provides a national award combining the essential elements of provision - learning and safety - into one easily recognisable and trusted accreditation scheme for all types of learning outside the classroom provider organisations. The scheme is managed and developed by the Council for Learning outside the Classroom.
- 4.3 The Quality Badge reduces the red tape associated with learning outside the classroom, making it easier for teachers and other education providers to incorporate LOtC into their everyday curriculum. This has had the benefit of making these two areas of service more attractive to new clients and has increased the likelihood of take-up.
- 4.4 When LOtC was due for renewal recently at Carlton, it was decided to apply for the Association of Heads of Outdoor Education Centres (AHOEC) Gold standard version which is a quality assurance scheme that builds on both LOtC and the AHOEC Code of Practice. This exceeds the benchmark set by the LOtC Badging scheme as it provides a scheme that not only addresses the issue of safety but the delivery of a client focussed quality experience.

5. ADVENTURE ACTIVITIES LICENSING

- 5.1 Adventure Activities Licensing has been in place since 1996 and is delivered jointly by the Adventure Activities Licensing Authority (a role undertaken by the Health and Safety Executive since 2007) and the Adventure Activities Licensing Service, which is under contract to the Health and Safety Executive to deliver licensing day to day on their behalf.
- 5.2 Both the Activity Centres (Young Persons' Safety) Act 1995 and the Adventure Activities Licensing Regulations 2004 made it a legal requirement for providers of certain adventure activities for young people to undergo an inspection of their safety management systems and hold a licence. As a consequence, both Carlton and the Outdoor Activities services hold licences and are subjected to a rigorous annual inspection.
- 5.3 The aim of adventure activities licensing is to provide assurances to the public about the safety of activity providers who have been granted a licence. In this way, young people can experience exciting and stimulating activities outdoors without being exposed to avoidable and unnecessary risks.

- 5.4 A licence therefore indicates that the provider has been inspected by the Adventure Activities Licensing Service on behalf of the Adventure Activities Licensing Authority, with particular attention being paid to safety management systems and shows that the provider has been able to demonstrate compliance with nationally accepted standards of good practice.
- 5.5 The Outdoor Activities service was due to undergo their annual inspection on August 1st - 2nd 2011 and it is hoped to be able to verbally update the Portfolio Holder on the outcome at the Portfolio meeting.

6. GREEN FLAG AWARD SUMMERHILL

- 6.1 Green flag is a national benchmark award managed by Keep Britain Tidy for parks and green spaces. Awards are given on an annual basis and organisations must apply to renew their award each year. Green Flag has a wide remit and this year approximately 1,200 places received Green Flag accreditation nationally including formal parks, cemeteries and Country Parks/ Local Nature reserves.
- 6.2 Those who apply to receive Green Flag status are marked against eight criteria including welcoming place, health, safety and security, cleanliness and maintenance, sustainability, conservation and heritage, community involvement, marketing and management.
- 6.3 Before an individual assessment takes place, each site is expected to submit a management plan. As part of the management plan, Summerhill includes a 'Green Flag position statement' indicating how the site feels it meets the criteria mentioned above in Section 6.2. Included in this are proposed actions for both the coming year and for the next five years.
- 6.4 Following a recent day's assessment by a panel of judges in June, we have recently learnt that Summerhill has been awarded Green Flag status. Again, this is extremely good news for the Summerhill Team who have worked hard over the last few months putting plans into place.

7. SUMMARY

- 7.1 The recognition of the quality of service and standards provided by the Sport & Recreation service clearly demonstrates the commitment and willingness to constantly improve and to meet the aims and expectations of residents and partners. Officers will obviously continue to build upon this excellent work now and into the future.

8. RECOMMENDATIONS

Comments from the Portfolio Holder are welcomed.

CONTACT OFFICER: Pat Usher – Sport and Recreation Manager