

MEETING: CABINET MEMBER - LEISURE AND TOURISM  
DATE: Wednesday 1 December 2010  
TIME: 12.00 pm  
VENUE: \*\*Town Hall, Southport (this meeting will be video conferenced to the Town Hall, Bootle)

Councillor

DECISION MAKER: Booth  
SUBSTITUTE: Robertson

SPOKESPERSONS: Cummins Glover

SUBSTITUTES: Webster Pearson

COMMITTEE OFFICER: Olaf Hansen  
Telephone: 0151 934 2067  
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The Cabinet is responsible for making what are known as Key Decisions, which will be notified on the Forward Plan. Items marked with an \* on the agenda involve Key Decisions

A key decision, as defined in the Council's Constitution, is: -

- any Executive decision that is not in the Annual Revenue Budget and Capital Programme approved by the Council and which requires a gross budget expenditure, saving or virement of more than £100,000 or more than 2% of a Departmental budget, whichever is the greater
- any Executive decision where the outcome will have a significant impact on a significant number of people living or working in two or more Wards

**If you have any special needs that may require arrangements to facilitate your attendance at this meeting, please contact the Committee Officer named above, who will endeavour to assist.**

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# A G E N D A

Items marked with an \* involve key decisions

<u>Item No.</u>	<u>Subject/Author(s)</u>	<u>Wards Affected</u>
1.	<b>Apologies for Absence</b>	
2.	<b>Declarations of Interest</b> Members and Officers are requested to give notice of any personal or prejudicial interest and the nature of that interest, relating to any item on the agenda in accordance with the relevant Code of Conduct.	
3.	<b>Minutes</b> Minutes of the meeting held on 3 November, 2010	(Pages 5 - 8)
4.	<b>Proposals for the Creation of a Single Registration Service for Births, Deaths and Marriages for Sefton</b> Report of the Leisure and Tourism Director	All Wards; (Pages 9 - 14)
5.	<b>Crosby Civic Hall/Library, Hougoumont Avenue, Crosby Coastal Park, Blucher Street And Burbo Bank Car Parks - Proposed Car Park Charging Order</b> Report of the Planning and Economic Development Director	Blundellsands; Church; Victoria; (Pages 15 - 24)
6.	<b>RoSPA Play Quality Award</b> Report of the Leisure and Tourism Director	All Wards; (Pages 25 - 30)
7.	<b>Leisure and Tourism Departmental Service Delivery Plan 2010-2011 Mid-Year Monitoring Report</b> Report of the Leisure and Tourism Director	All Wards; (Pages 31 - 76)

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THE "CALL IN" PERIOD FOR THIS SET OF MINUTES ENDS AT 12 NOON ON WEDNESDAY 10 NOVEMBER, 2010. MINUTE NOS. 40 AND 41 ARE NOT SUBJECT TO "CALL IN".

## CABINET MEMBER - LEISURE AND TOURISM

### MEETING HELD AT THE TOWN HALL, SOUTHPORT ON WEDNESDAY 3 NOVEMBER 2010

PRESENT: Councillor Booth

ALSO PRESENT: Councillors Cummins and Glover

#### **37. APOLOGIES FOR ABSENCE**

No apologies for absence were received.

#### **38. DECLARATIONS OF INTEREST**

No declarations of interest were received.

#### **39. MINUTES**

RESOLVED:

That the Minutes of the meeting held on 6 October 2010 be confirmed as a correct record.

#### **40. TREE PLANTING CONTRACT 2010/2011 - RECEIPT OF TENDERS**

The Cabinet Member considered the report of the Leisure and Tourism Director that advised of the receipt of tenders, received in relation to the Tree Planting Contract 2010/11 and sought approval to include the scheme within the Capital Programme.

RESOLVED: That

- (1) the lowest tender of Continental Landscapes, Lincoln for tree Planting Works for 2010/11, in the sum of £42,733.00 be accepted;
- (2) the Interim Head of Corporate Legal Services be authorised to enter into a contract with Continental Landscapes, Lincoln; and
- (3) Cabinet be requested to include the £137,145 in the Department's 2010/11 Capital Programme for tree planting and associated works.

# Agenda Item 3

CABINET MEMBER - LEISURE AND TOURISM- WEDNESDAY 3  
NOVEMBER 2010

## **41. IMPROVEMENTS TO HATTON HILL PARK, LITHERLAND - PHASE 2**

The Cabinet Member considered the report of the Leisure and Tourism Director that provided information of the proposals to make significant improvements to Hatton Hill Park and to accept tenders.

RESOLVED: That

- (1) the masterplan and the proposed improvements for Hatton Hill Park, as detailed within the report, be approved;
- (2) the substantial investment required to implement the masterplan and achieve the aspirations of the local community, as detailed within the report be noted;
- (3) the prioritisation for Phase 2 of the works, as detailed within the report, be noted;
- (4) the lowest tender of Barton Grange Landscapes, Preston for Phase 2 of the works, as detailed within the report, in the sum of £67,536.35 be accepted; and
- (5) the Cabinet be requested to include the sum of £68,000 for the scheme at Hatton Hill Park, Litherland in the Department's 2010/11 Capital Programme.

## **42. 2012 OLYMPICS AND PARALYMPICS**

The Cabinet Member considered the report of the Leisure and Tourism Director that provided information of Liverpool City Region's plans for the London 2012 Olympic and Paralympic Games, with specific reference to the Sefton 2012 programme.

The report also sought views on the use of Sefton facilities as pre-games training camps and the involvement of the Council in the pre-games Torch Relay.

RESOLVED: That

- (1) the establishment of the Liverpool City Region 2012 Steering Group and the Legacy Framework report as well as the setting up of the Sefton 2012 Steering Group and the proposed Legacy Programme be noted;
- (2) the principle of Litherland Sports Park and Crosby Lakeside Adventure Centre being utilised as training facilities for the 2012 Olympic and Paralympic Games, with any official use being subject to a further report detailing the implications, be supported; and

# Agenda Item 3

CABINET MEMBER - LEISURE AND TOURISM- WEDNESDAY 3  
NOVEMBER 2010

- (3) the Leisure and Tourism Director be authorised, to act on behalf of the Council, to seek funds to offset the cost of the Council's whole participation in the 2012 agenda.

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# Agenda Item 4

**REPORT TO:** Cabinet Member Leisure and Tourism  
Cabinet

**DATE:** 1<sup>st</sup> December 2010  
16<sup>th</sup> December 2010

**SUBJECT:** Proposals for the Creation of a Single Registration Service  
for Births, Deaths and Marriages for Sefton

**WARDS AFFECTED:** All Wards

**REPORT OF:** Leisure And Tourism Director - G Bayliss

**CONTACT OFFICER:** Rajan Paul Assistant Leisure and Tourism Director (Proper  
Officer) 0151 934 2377  
John Proffitt, Head of Cemeteries and Crematoria, Registrars  
and Coroners - 0151 934 2357

**EXEMPT/CONFIDENTIAL:** NO

**PURPOSE/SUMMARY:**

To seek approval for the introduction of a Single Registration Service of Births Deaths and Marriages for Sefton

**REASON WHY DECISION REQUIRED:**

This is a policy decision which requires Cabinet Member and Cabinet approval

**RECOMMENDATION(S):**

**It is recommended that the Cabinet Member for Leisure and Tourism recommends to Cabinet that they :**

- i. Approve, in principle, the introduction of a single registration service for Sefton
- ii. Approve, in principle, the adoption of 'New Governance' a General Registry Office initiative in order to facilitate the single registration district and reduce regulation.

**It is recommended that Cabinet**

- i. Approve, in principle, the introduction of a single registration service for Sefton
- ii. Approve, in principle, the adoption of 'New Governance' a General Registry Office initiative in order to facilitate the single registration district and reduce regulation.
- iii. Notes that due to Government regulation the introduction of a single registration district and adoption of 'New Governance' are subject to final approval by the Registrar General.
- iv. Authorises the Cabinet Member for Leisure and Tourism and Sefton's Proper Officer for the Registration Service to progress matters with the General Registry Office in order to bring these proposals into effect.

**KEY DECISION:**

No

**FORWARD PLAN:**

No

**IMPLEMENTATION DATE:**

Upon the expiry of the Call in period following the publication of the Cabinet Minutes

# Agenda Item 4

## ALTERNATIVE OPTIONS:

- To retain the two districts

## IMPLICATIONS:

### Budget/Policy Framework:

<b>Financial:</b>	<b>2009/ 2010 £</b>	<b>2010/ 2010 £</b>	<b>2011/ 2012 £</b>	<b>2012/ 2013 £</b>
<b><u>CAPITAL EXPENDITURE</u></b>				
Gross Increase in Capital Expenditure	0	0	0	0
Funded by:	0			
Sefton Capital Resources	0		0	0
Specific Capital Resources	0			
<b><u>REVENUE IMPLICATIONS</u></b>				
Gross Increase in Revenue Expenditure	0			
Funded by:	0			
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? N	When?			
How will the service be funded post expiry?				

**Legal:** This is a statutory Service

**Risk Assessment:** None

**Asset Management:** None

## CONSULTATION UNDERTAKEN/VIEWS

## CORPORATE OBJECTIVE MONITORING:

<b><u>Corporate Objective</u></b>		<b><u>Positive Impact</u></b>	<b><u>Neutral Impact</u></b>	<b><u>Negative Impact</u></b>
1	Creating a Learning Community		✓	
2	Creating Safe Communities		✓	
3	Jobs and Prosperity		✓	
4	Improving Health and Well-Being		✓	
5	Environmental Sustainability		✓	
6	Creating Inclusive Communities	✓		
7	Improving the Quality of Council Services and Strengthening local Democracy	✓		
8	Children and Young People		✓	

## LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

## **1.0 Background**

- 1.1 Sefton Births Deaths and Marriages Registration Service is a statutory function which is regulated by the Government via the General Registry Office (GRO) but provided and funded by the Local Authority.
- 1.2 Legislation places a duty on the Local Authority to provide the service and specifies minimum standards in terms of its provision. Details of how each individual Authority will meet these have to be proposed, in a document known as a 'Scheme', to the Registrar General (RG) for their approval.
- 1.3 Sefton's current scheme, which dates back to 1989, identifies two independent registration districts and offices, based on the ward boundaries. As far as legislative requirements and the GRO are concerned these are two completely separate districts and have to be staffed and managed accordingly.

Sefton North Registration district based at Southport Town Hall covers Cambridge, Meols, Dukes, Norwood, Kew, Birkdale, Ainsdale, Harington, Ravenmeols

Sefton South Registration district based at Waterloo Town hall covers Manor, Blundellsands, Victoria, Church, Linacre, Derby, Litherland, Ford, St Oswald Netherton and Orrell, Molyneux, Sudell, Park

- 1.4 The difficulties with this type of scheme is its inflexibility, even a minor change e.g. amending opening hours requires RG approval. This restricts our service provision and means that it is difficult to adapt if service users needs change.
- 1.5 GRO have recognised the difficulties that this level of regulation can cause for local registration services and over the past two years have introduced an alternative to the Scheme known as New Governance.
- 1.6 This initiative allows greater flexibility and reduced regulation, passing more of the regulatory responsibility down to the local level and away from the GRO. It also permits changes to the service without the need to have RG approval first.
- 1.7 At least 100 of the 174 local authorities in England have already adopted New Governance and are already seeing the benefits of reduced regulation.
- 1.8 One of the other issues with Sefton's current scheme are the two independent districts which can cause difficulties for residents; details are highlighted below.

## **2.0 Difficulties Created by the Current Two District Setup**

- 2.1 Having two independent registration districts in Sefton creates difficulties for residents. The reason for this is that births deaths and marriages must, by law, be registered in the registration district where the person lives. As Sefton is split into two districts, north and south, based on ward boundaries, certain residents have to travel further than necessary.
- 2.2 This can also create difficulties, depending upon where people work e.g a person living in Southport but working in Bootle would have to register in Southport despite the south office at Waterloo being closer.
- 2.3 Both districts operate an appointment system for registrations, at certain times of the year. Due to the volume of work, the offices have difficulty providing sufficient registration appointment slots. But as mentioned above due to the districts being independent a resident can't use another office as it is outside of the district. e.g. if the north office is fully booked on a particular day, but the south office has free appointment times, it is not possible for resident to attend the south office (as it is outside the area) and the person would have to wait for another day.

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2.4 The current set up also means that staffing both offices can be difficult. It is a statutory requirement to have an appointed Superintendent Registrar and a Registrar for Births Deaths and Marriages for each district. This means that there is no possibility of moving or adjusting staffing levels and if not fully utilised they still need to be provided.

## 3.0 Service Improvements

### 3.1 **Adopting New Governance**

3.11 As mentioned previously the GRO recommends the adoption of New Governance as an alternative to the current schemes. Adopting this initiative will have a number of advantages for Sefton and its residents including;

- Regulation by the GRO is reduced
- Greater freedom and flexibility to tailor the delivery of the local Registration Service
- The Proper Officer ( Currently the Assistant Leisure and Tourism Director) is given more responsibility and accountability for the delivery of the service
- A 'Light Touch' inspection regime by the GRO is introduced
- Ability to amend the Registration Service, including changes to staffing and offices without the need to refer to the GRO for approval
- The Registration Service is brought into line with other Council services, meaning that members and officers can decide how the service is provided and not the GRO.

### 3.2 **Creating a Single Registration District**

3.21 The GRO recommend that where local authorities have more than one registration district, as part of adopting New Governance, they consider creating a single registration district.

3.22 In Sefton's case there would be a number of advantages for residents in doing this including;

- Ward boundary restrictions would be removed
- Residents would be able to chose which office to register at
- Increased availability of appointment times as they could use both offices
- Staff could be transferred between offices if required
- Only one main office will be needed, giving greater flexibility in terms of 'outstation' delivery e.g. at a different venue on different days
- There would only be a need to provide two statutory officers - Superintendent and Registrar of Births Deaths and Marriages - instead of the four currently required which gives greater flexibility for future staff provision

## 4.0 The Process

4.1 The creation of a single registration district and adoption of New Governance has a number of key requirements. Work has already commenced on some of these as part of the general management of the service these include.

4.2

<b>Task</b>	<b>Target Date</b>
Preliminary discussions with GRO	Nov 2010 ( completed)
Implementing a system for the Control of Certificate Stock	Nov 2010 ( completed)
Production of a Service Delivery Plan	Nov 2010 ( completed)
Incorporate Performance Management and GRO Performance Indicators	Nov 2010 ( completed)
Members agreement to the principle of a single registration District	Dec 2010

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Formal Commitment to by the Proper Officer to The GRO new Governance Code Of Practice and Submission of GRO questionnaire	Dec 2010
Discussions with staff	Jan 2011
Detailed discussions with GRO	Feb 2011
Proper Officer Submission to GRO for approval	April 2011
Introduction of new Births Deaths and Marriages District and New Governance	July 2011

## **5.0 Final Approval of the Proposals**

- 5.1 The Cabinet Member and Cabinet should note that that this report seeks approval in principle, for the adoption of New Governance and the Creation of a Single Registration District.
- 5.2 Due to the statutory nature of the service, Members should note that final approval for implementation of these initiatives falls to the Registrar General.
- 5.3 If the principle is approved by Members, the final submission will be made by Sefton's Proper Officer for Registration Service, after approval by the Cabinet Member for Leisure and Tourism.

## **6.0 Financial Implications**

- 6.1 There are no financial implications and in fact allowing greater flexibility of staffing and sites may mean that some efficiencies and savings can be identified.

## **7.0 Conclusions**

- 7.1 Introduction of a single Registration Service will have a number of advantages for Sefton residents and the Council as a whole and will result in greater flexibility, reduced regulation by the GRO and an ability to tailor the Registration Service to the Council's particular needs.

## **8.0 Recommendations**

**It is recommended that the Cabinet Member for Leisure and Tourism recommends to Cabinet that they :**

1. Approve, in principle, the introduction of a single registration service for Sefton
2. Approve, in principle, the adoption of 'New Governance' a General Registry Office initiative in order to facilitate the single registration district and reduce regulation.

**It is recommended that Cabinet**

1. Approve, in principle, the introduction of a single registration service for Sefton.
2. Approve, in principle, the adoption of 'New Governance' a General Registry Office initiative in order to facilitate the single registration district and reduce regulation.
3. Note that due to Government regulation the introduction of a single registration district and adoption of 'New Governance' are subject to final approval by the Registrar General.
4. Authorises the Cabinet Member for Leisure and Tourism and Sefton's Proper Officer for the Registration Service to progress matters with the General Registry Office in order to bring these proposals into effect.

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# Agenda Item 5

**REPORT TO:** Cabinet Member Technical Services  
Cabinet Member – Leisure & Tourism

**DATE:** 3<sup>rd</sup> November 2010  
1<sup>st</sup> December 2010

**SUBJECT:** Proposed Car Park Charging Order – Crosby Civic Hall/Library,  
Hougoumont Avenue, Crosby Coastal Park, Blucher Street and Burbo  
Bank Car Parks

**WARDS  
AFFECTED:** Blundellsands/Church/Victoria

**REPORT OF:** Andy Wallis Planning & Economic Development Director

**CONTACT  
OFFICER:** Stuart Waldron Assistant Director Transport & Spatial Planning  
0151 934 4006

**EXEMPT/  
CONFIDENTIAL:** No

## **PURPOSE/SUMMARY:**

For Cabinet Member Technical Services to consider how to proceed with regards to the proposals to introduce Pay and Display Parking in the Waterloo and Crosby Coastal off-street car parks. As referred by the Crosby Area Committee.

To inform Cabinet Member Leisure and Tourism of the current position regarding Leisure facilities.

## **REASON WHY DECISION REQUIRED:**

Council on the 17<sup>th</sup> December 2009 approved for inclusion in 2010/11 and future Council budgets income of £77,000 to be generated from the introduction of Pay and Display Parking in the Waterloo and Crosby Coastal area off-street car parks. The decision on the detail of the parking scheme and hence necessary Traffic Regulation Order for how this is to be achieved is delegated to the Crosby Area Committee. However, at their meeting on the 20<sup>th</sup> January 2010, the Crosby Area Committee referred the matter to Cabinet Member Technical Services. Hence a decision of the Cabinet Member Technical Services is now required to achieve Council's budget approvals.

## **RECOMMENDATION(S):**

It is recommended that:

Cabinet Member Technical Services:

- i) Approve the proposed Traffic Regulation Orders for the introduction of a Pay & Display Car Parking scheme for the Waterloo and Crosby coastal off-street car parks, as detailed in the report.
- ii) Approve the progression of the necessary legal procedures, including those of public consultation and advertising the Councils intention to implement the orders.
- iii) Refer the report to Cabinet Member Leisure and Tourism for information.

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**KEY DECISION:** No

**FORWARD PLAN:** No

**IMPLEMENTATION DATE:** Following the expiry of the 'call in 'period for the minutes of the meeting

## **ALTERNATIVE OPTIONS:**

There are no alternative options to the making of a Traffic Regulation Order

## **IMPLICATIONS:**

**Budget/Policy Framework:** Council on the 17<sup>th</sup> December 2009, considered a report on the Transformational Programme Update – Strategic Budget Review and approved savings that included:

- Introduction of pay and display charges to the Crosby Civic Hall/Library Car Park
- Establish pay and display parking on the Coastal car parks in Crosby

**Financial:** The Council resolution of the 17<sup>th</sup> December 2009 introduced a need to generate a surplus of £77,000 from the operation of pay and display on these car parks from 2010/11 onwards. This was subsequently amended by Council on the 4 March 2010, to £39,000 in 2010/11 reverting to £77,000 from 2011/12 onwards.



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<b><u>CAPITAL EXPENDITURE</u></b>	<b>2009/ 2010 £</b>	<b>2010/ 2011 £</b>	<b>2011/ 2012 £</b>	<b>2012/ 2013</b>
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<b><u>REVENUE IMPLICATIONS</u></b>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

**Legal:** The Council approved the budget implication of the proposal on the 17<sup>th</sup> December 2009. Approving the detail of the necessary Traffic Regulation Order to achieve this is delegated within the constitution to the relevant Area Committee. The Area Committee have referred the matter to Cabinet Member Technical Services for determination.

**Risk Assessment:** Failure to progress the proposed will mean a shortfall of income to the Council budget in 2010/11 and future years.

**Asset Management:**

## **CONSULTATION UNDERTAKEN/VIEWS**

FD 500 – The Interim Head of Corporate Finance & Information Services has been consulted and his comments have been incorporated into this report.

LEGAL SERVICES DEPARTMENT  
LEISURE AND TOURISM DEPARTMENT

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## CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		√	
2	Creating Safe Communities		√	
3	Jobs and Prosperity		√	
4	Improving Health and Well-Being		√	
5	Environmental Sustainability	√		
6	Creating Inclusive Communities		√	
7	Improving the Quality of Council Services and Strengthening local Democracy		√	
8	Children and Young People		√	

### **LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT**

Report to Crosby Area Committee – 20<sup>th</sup> January 2010, Proposed Car Park Charging Order – Crosby Civil Hall/Library, Hougoumont Avenue, Crosby Marina, Blucher Street and Burbo Bank Car Parks

# Agenda Item 5

## 1.0 Background

1.1 Council on the 17<sup>th</sup> December 2009, considered a report on the Transformational Programme Update – Strategic Budget Review and approved savings that included:

- Introduction of Pay and Display charges to the Crosby Civic Hall/Library Car Parks.
- Establish most of Pay and Display parking on the Coastal Car Parks in Crosby.

1.2 The Council approved the proposals anticipate a surplus of £77,000 for inclusion in the Council budget from 2010/11 onwards.

1.3 Under the Council's Constitution approval of the Traffic Regulation Orders (TRO) required to implement these measures is delegated to the Area Committee.

1.4 Crosby Area Committee on the 20<sup>th</sup> January 2010, considered a report seeking approval for a pay and display scheme on the following off-street car parks including details for the proposed scale of charges:

- Civic Centre/Library Car Park
- Hougoumont Avenue Car Park
- Crosby Coastal Park Car Park
- Blucher Street Car Park
- Crosby Leisure Centre Car Park
- Burbo Bank Car Park

1.5 The Crosby Area Committee resolved to refer the matter to the Cabinet Member Technical Services with a request that the car parks and car parking charges, including a possible subsidy for residents, in the Crosby Area be re-examined.

1.6 During consideration of the report a number of issues were raised with the request that Cabinet Member Technical Services take this into consideration.

1.7 In view of the request by the Area Committee and subsequent delay in progressing the scheme Cabinet and Council on the 4<sup>th</sup> March 2010 resolved to amend the income targets as follows:

	Total Revised £m
2010/11	0.039
2011/12	0.077
2012/13 onwards	0.077

## 2.0 Issues raised by Crosby Area Committee

2.1 The main issues raised that have been further discussed with Crosby Ward Councillors at Transportation Member Officer Working Party meetings in June and October 2010 can be summarised as follows:

- i) Consultation with local businesses and residents

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Issues raised by the Waterloo Traders Association in January 2010 and by the Waterloo Business Village Partnership at a joint meeting of the Sefton Business Village/Enterprises in February 2010, raised the following issues:

- To reduce impact on local businesses in Waterloo 2 hour free parking is required (i.e. charges only to apply to longer stay parking)
- Annual permits required
- Leisure car parks to have reduced hours – say 10.00a.m to 5.00p.m
- On-street parking on South Road area to be reviewed to increase availability of short-term parking.

## ii) Condition of Car parks

A number of these car parks, particularly Burbo Bank, require investment to bring facilities up to an acceptable standard.

## 3.0 Cabinet Member Proposals

3.1 Cabinet Member has reviewed the Area Committee and local traders requests and considered the detailed implications on the Parking and Leisure Services and proposes the following:

### i) Initial Free Period for Short Stay parking

A free first half hour period is currently being provided at Crosby Town Centre off-street car parks to aid short stay visits to shops, banks etc. Due to the level of resources required to effectively manage and enforce this facility, the Parking Service Review in November 2008 proposed its removal and the introduction of a small initial charge. Cabinet on the 27<sup>th</sup> November 2008, resolved to defer the change until April 2010. The proposal is still subject to review linked to town centre development proposals.

The intention is still to progress this change and it is considered the Crosby Town centre and Waterloo off-street car parks should have consistent charging regimes. Consequently, to avoid abortive costs in having to change charges in Waterloo soon after implementation it is proposed not to include a free initial half hour period.

### ii) Residents Permits

In accordance with similar schemes to access Council seafront car parking in Formby and Southport, it is proposed to offer a Sefton Residents Car Park Pass for the four Crosby Sea front car parks at an initial annual charge of £35. Discussions are ongoing between the Planning and Economic Development and Leisure and Tourism Departments on developing an efficient administrative system for the permit with applications being primarily through an online system or at Crosby Library. Details will be finalised prior to the Pay and Display charges being introduced.

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## iii) Operational Times – Leisure Car Parks

This is noted and agreed would be beneficial to local residents, hence operation times on the Coastal Leisure car parks will be 10.00a.m to 5.00p.m

## iv) Review of On-street

There is an ongoing review of parking in the South Road Area considering day time and evening demands. This will take account of Members requests that use of available parking capacity in roads that access onto South road be maximised, potentially through increased use of dual use parking bays for residents and businesses. Consultation will initially be undertaken with Ward Councillors in the near future

## v) Refunds etc

Visitors to the Crosby Leisure Centre currently pay a charge to use the facilities, in consultation with the private company that operates the facility, a refund to cover the parking charge will be provided. A similar system operates across other leisure car parks throughout the borough.

However, as the library does not make a charge for use of the facility, to introduce a refund system would place high administrative demands on limited resource and is therefore not proposed to be included in the scheme.

Further consideration has been given to the proposals at Crosby Coastal Park Car Park and how this will operate in relation to parking at the Lakeside Adventure Centre. It is now proposed for the pay and display system to include this facilities car park and the Centre will administer a refund system.

## vi) Consultation

The Council in December 2009 approved the implementation of a scheme and the budget implications. The views of business, as represented by Local Traders and the Village Partnership, have been taken into consideration. As the car parks are for visitors to the areas there is no direct impact on residents parking that in the case of Waterloo is extensively covered by Residents Privileged Parking Schemes. In accordance with statutory requirements the draft traffic regulation orders will be published and advertised for receipt of objectives

## vii) Displaced Parking

Detailed on-street surveys in the vicinity of all the car parks will be undertaken prior to the commencement of the charges. Any transfer of parking to adjacent areas as a result of introducing the charges can then be quantified. If issues are identified appropriate traffic management measures will then be considered commensurate with the impact of the parking to the safe free flow of traffic and access to properties and services. Measures considered will range from provision of 'H' bracket markings to a range of waiting restrictions and possibly resident privilege parking in specific circumstances.

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## viii) Improvements to Car Parks

The scope and scale of necessary improvement will be assessed and programmed for implementation as financial resources permit. It is currently recognised that improvements to the Burbo Bank Seafront Car Park requires early attention.

### Administration/management of car parks

The responsibility for the six off-street car parks being considered for Pay & Display charges is split between the portfolios of the Cabinet Member technical Services and Cabinet member Leisure and Tourism. Proposals are being developed for one department, probably the Traffic Services Unit of the Planning and Economic Development Department who currently manage the council town Centre and on-street parking sites, to take responsibility for all Waterloo and Crosby seafront car parks. Arrangements will be put in place with regard to existing resources, and distribution of costs and income.

## 4.0 **Proposal**

4.1 Further to consideration of the issues raised by Crosby Area Committee and the Business Partnership as outlined above the revised proposed scheme is as follows:

### Scale of Charges

In November 2009, Cabinet approved a 5 year programme of charges for Council parking throughout the borough. This included a general increase to Pay and Display charges from the 1<sup>st</sup> April 2011. Although the charges in Waterloo/Crosby may be introduced prior to April 2011, to avoid additional cost by requiring changes to machines to accept new charges soon after installation the April 2011 charges will apply from the date of implementation.

To maintain continuity of charges in the Crosby Area proposed charges accord with those in the off-street car parks in Crosby Town Centre.

### Hougoumont Avenue off-street car park

Times of operation: 8.00a.m – 6.00p.m – Monday to Saturday (6 days)

Charges: up to 30 minutes-	20p
Up to 2 hours -	80p
Up to 4 hours -	£1.50
Over 4 hours -	£3.00

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## Crosby Civic Hall/Library

Times of operation: 8.00a.m – 6.00p.m – Monday to Saturday (6 days)  
Free Parking on Sunday

Charges: up to 30 minutes-	20p
Up to 2 hours	- 80p
Up to 4 hours	- £1.50
Over 4 hours	- £3.00

## Crosby Coastal Park/Blucher Street/Crosby Leisure Centre/Burbo Bank

Times of operation: 10.00a.m – 5.00p.m – Monday to Sunday (7 days)

Charges: up to 30 minutes-	20p
Up to 2 hours	- 80p
Up to 4 hours	- £1.50
Over 4 hours	- £3.00

Crosby Leisure Centre/Crosby Coastal Park – Pay and Display machines will issue a dual ticket to enable a system of refunds for visitors paying to use facilities at the Crosby Leisure Centre and Crosby Lakeside Adventure Centre.

## **5.0 Timescale/Procedure for Making Traffic Regulation Order**

- 5.1 Once the Traffic Regulation Order has been initially approved, the proposal will have to be advertised to permit the receipt of objections.
- 5.2 Consequently, subject to the approval of this report, a notice would be placed in the Crosby Herald in mid November 2010. A period of 21 days must be allowed for written submissions.
- 5.3 If objections are submitted they will be considered by Cabinet Member Technical Services. Consequently, objections would be formally considered in mid December 2010.
- 5.4 It will take a minimum of 10 weeks to produce the delivery and installation of the Pay and Display machines; hence if no objections are received the scheme could be implemented in February 2011. If objections are received subject to the outcome of Cabinet Member's consideration of these objections the earliest a scheme could become optional would be mid April 2011. Further delays could occur should the 'call in' procedure be involved at either formal stage.

## **6.0 Financial Implications**

### **6.1 Income**

The estimated full year income from the total scheme is £140,000, with annual operational costs of £30,000 leaving a surplus of £110,000.

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The detailed accounting of this income and costs will be agreed between the Technical Services and Leisure & Tourism portfolios.

Subject to the progress of the Traffic Regulation Orders, as discussed in 5.0 above, income in 2010/11 could be at least in the order of £10,000. This is below the Council budget requirement of £38,000.

## 6.2 Implementation Costs

The overall cost for introducing the scheme at the 6 sites is £145,000. Previous practice with the introduction of Pay and Display schemes has been to have an implementation date early in the financial year and to recover implementation costs from first year income. The prudential borrowing cost of this equates to £16,400pa over 10 years. This will be offset against the surplus of £110,000 shown in 6.1 above, to leave a net projected surplus of £93,600. This will enable the budget target of £77,000 to be achieved for 2011/12 onwards.

## 7.0 **Recommendation**

- 7.1 It is recommended that Cabinet Member Technical Services proceed with the necessary Traffic Regulation Orders to introduce a scheme of pay and display charges on the Waterloo and Crosby Coastal Car parks as detailed in the report.
- 7.2 It is recommended that Cabinet Member Technical Services approve the progression of the necessary legal procedures, including those of public consultation and advertising the Council's intention to implement the orders.
- 7.3 The report be referred to Cabinet Member Leisure and Tourism for information.



# Agenda Item 6

**REPORT TO:** Cabinet Member for Leisure and Tourism

**DATE:** 1<sup>st</sup> December 2010

**SUBJECT:** RoSPA Play Quality Award

**WARDS AFFECTED:** All

**REPORT OF:** Graham Bayliss, Director of Leisure

**CONTACT OFFICER:** Phil Esseen, Head of Landscape Development & Management, ext 2392

**EXEMPT/CONFIDENTIAL:** No

## **PURPOSE/SUMMARY:**

To inform Cabinet Member of the Council's achievement in reaching the Royal Society for the Prevention of Accidents (RoSPA) Play Quality Award at bronze level.

## **REASON WHY DECISION REQUIRED:**

The report notes the success of the Council, and outlines our commitment to achieving the highest possible standards of quality in the maintenance and inspection of outdoor play facilities.

## **RECOMMENDATION (S):**

Cabinet Member:

- 1.) Notes the Department's achievement in reaching the bronze level of the RoSPA Play Quality Award.

**KEY DECISION:** No

**FORWARD PLAN:** No

**IMPLEMENTATION DATE:** N/ A

## **ALTERNATIVE OPTIONS:**

The accreditation supports and measures the Council's systems for maintaining and inspecting play facilities. Not to do so would create accident liabilities and financial risks for the authority.

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**IMPLICATIONS:**

**Budget/Policy Framework:**

**Financial:** None

<b><u>CAPITAL EXPENDITURE</u></b>	<b>2009/ 2010 £</b>	<b>2010/ 2011 £</b>	<b>2011/ 2012 £</b>	<b>2012/ 2013 £</b>
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<b><u>REVENUE IMPLICATIONS</u></b>				
Gross Increase in Revenue Expenditure	0	0	0	0
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? No	When?			
How will the service be funded post expiry?	N/a			

**Legal:**

**Risk Assessment:**

**Asset Management:**

**CONSULTATION UNDERTAKEN/VIEWS:**

## CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community	√		
2	Creating Safe Communities	√		
3	Jobs and Prosperity		√	
4	Improving Health and Well-Being	√		
5	Environmental Sustainability		√	
6	Creating Inclusive Communities		√	
7	Improving the Quality of Council Services and Strengthening local Democracy	√		
8	Children and Young People	√		

### LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

Application Process for the RoSPA Play Quality Award.

## 1.0 BACKGROUND

1.1 Leisure and Tourism Department currently manages a diverse range of outdoor play facilities including children's playgrounds, multi games areas and skate parks. The provision of these facilities forms an integral aspect of many parks and green spaces and attracts considerable use by many of the borough's young people. The service is now expanding further with the provision of Playbuilder 'natural play' sites.

1.2 Play equipment is manufactured and installed against strict European wide safety standards that require those managing facilities to have in place inspection and maintenance regimes preventing the risk of accidents. The Council established a PHAST (Playground Health and Safety Team) in 1998 and this expanded as a result of restructuring in 2007 to comprise three inspectors and an appointed Play Facilities Officer.

## 2.0 ACCREDITATION SUCCESS

2.1 In 2009 Sefton Council was successful in achieving Play Quality accreditation with the Royal Society for the Prevention of Accidents (RoSPA) and this has

# Agenda Item 6

now been re-assessed and re-accredited to the higher, bronze level. Previously the service had reached the 'merit' entry level of the award.

- 2.2 RoSPA is the leading body in the UK concerned with the prevention of accidents. It played a major role in developing international playground manufacturing standards and is respected as the lead professional body involved in providing playground training and checks on safety and inspection.
- 2.3 RoSPA operate the accredited Play Quality Award to rigorously test that playground operators are managing their sites to the highest possible standards. The accreditation involves a detailed application form, disclosure of all accident records and a judging visit to the Council's offices to investigate the inspection and repair systems in place.
- 2.4 The judging visit looked at and tested our ability to:
  - Provide a robust repair and inspection regimes.
  - Prevent accidents and respond to incidents.
  - Provide stimulating play provision that has a good play value.
  - Demonstrate commitment to inclusion for disabled persons.
- 2.5 Sefton was awarded the accreditation in October 2010.
- 2.6 Cabinet Member is asked to note that the RoSPA Quality Play Operators Award is the only accreditation possible for managing children's play facilities and involves a robust judging process. Sefton is the first and only Merseyside local authority to be awarded this accreditation. Currently, of the 43 local authorities in the North West only one other Council has achieved this status underlining the hard work and commitment shown by Leisure and Tourism.
- 2.7 In his written judging comments to the Council, RoSPA's Head of Play Safety wrote Sefton Council have, 'continued to show a high standard of effectiveness.' They judges go on to say, 'It is noted that no accidents have been reported since last year's application. Congratulations are due to all members of staff who are involved in Sefton Council's play provision. The continued improvement is a credit to all.'

## **3.0 SUSTAINING HIGH STANDARDS**

- 3.1 In order that the Council delivers and sustains high standards of maintenance and inspection of its play facilities the following actions have become an integral aspect of our management of these facilities.
- 3.2 We undertake an annual independent safety inspection, and recorded routine inspections of each site. In 2009 the PHAST undertook over 5,000 safety inspections and response times to dealing with defects continue to improve,

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resulting in a substantial decline in the number of accidents and claims made against the Council. This year there were no accidents and no claims made against the Council, this represents a reduction from 4 accidents in 2008.

- 3.3 We operate PlaySafe, recognised within the play industry as the most advanced software system for managing playground inspections and we maintain very detailed recording systems.
- 3.4 All staff are trained by RoSPA and have undertaken professional courses to develop their competency base. In particular the team is led by a qualified RPII (Register Play Industries Inspector) ensuring a high degree of skill and expertise is reached.
- 3.5 The Parks & Greenspace Service add value to the inspection regime by having added into our grounds maintenance contract a requirement for an added daily visual inspection. English Landscapes play a key role in alerting the Council to defects, allowing us to address issues immediately before children are put at risk of injury. Our commitment to the use of technology has continued to improve response times and meant that the service is equipped to adjust to reductions in resources.

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**REPORT TO:** Cabinet Member – Leisure and Tourism

**DATE:** 1<sup>st</sup> December 2010

**SUBJECT:** Leisure and Tourism Departmental Service Delivery Plan  
2010-2011 Mid-Year Monitoring Report

**WARDS  
AFFECTED:** All

**REPORT OF:** Graham Bayliss, Leisure and Tourism Director

**CONTACT  
OFFICER:** Rajan Paul Assistant Director ext 2373  
Mike King PDM – Performance ext 2456

**EXEMPT/  
CONFIDENTIAL:** No

**PURPOSE/SUMMARY:**

To report progress in achieving Leisure and Tourism's objectives for the period April – September 2010. To advise on the progress of the Department (mid year) in meeting the objectives contained within its 2010-11 Service Delivery Plan.

**REASON WHY DECISION REQUIRED:**

To monitor performance management and authorise variations to the current Service Delivery Plan.

**RECOMMENDATION:**

- i) That the Cabinet Member for Leisure and Tourism agrees the progress made towards the achievement of Departmental and Corporate objectives.
- ii) Cabinet Member notes the tasks that have been cancelled, delayed or put on hold in the Departmental Service Delivery Plan.
- iii) Cabinet Member notes the new tasks, performance indicators and risks added to the plan

**KEY DECISION:** No

**FORWARD PLAN:** No

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**ITEM NO.**

**IMPLEMENTATION DATE:** Following expiry of the call in period.

**ALTERNATIVE OPTIONS:** Not applicable

**IMPLICATIONS:**

**Budget/Policy Framework:** This report meets the council's performance management framework.

**Financial:**

<b><u>CAPITAL EXPENDITURE</u></b>	<b>2006/ 2007 £</b>	<b>2007/ 2008 £</b>	<b>2008/ 2009 £</b>	<b>2009/ 2010 £</b>
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Revenue Contribution to Capital Resources				
Specific Capital Resources				
<b><u>REVENUE IMPLICATIONS</u></b>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? YES				
How will the service be funded post expiry?				

**Legal:** N/A

**Risk Assessment:** Risk assessment is attached at Appendix C – Departmental Risk Register

**Asset Management:** N/A

**CONSULTATION UNDERTAKEN/VIEWS:**

**CORPORATE OBJECTIVE MONITORING:**

<b><u>Corporate Objective</u></b>		<b><u>Positive Impact</u></b>	<b><u>Neutral Impact</u></b>	<b><u>Negative Impact</u></b>
1	Creating a Learning Community	✓		
2	Creating Safe Communities	✓		



3	Jobs and Prosperity	✓		
4	Improving Health and Well-Being	✓		
5	Environmental Sustainability	✓		
6	Creating Inclusive Communities	✓		
7	Improving the Quality of Council Services and Strengthening local Democracy	✓		
8	Children and Young People	✓		

**LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT:**

Leisure and Tourism Service Delivery Plan 2010/11 report to Cabinet Member for Leisure and Tourism 6<sup>th</sup> October 2010

### 1.0 BACKGROUND

- 1.1 Sefton Council's Performance Management framework requires that departmental service delivery plans are regularly reviewed and reported to the Cabinet Member, Overview and Scrutiny Committee and the Cabinet Member for Performance bi-annually.
- 1.2 Attached at Annex A is the 2010-11 mid year performance management report, which details progress and performance that the Leisure and Tourism Department has made on meeting the objectives set out in the Department's Service Delivery Plan as agreed by the Cabinet Member for Leisure and Tourism.
- 1.3 The report is structured as follows:
- An overview of performance is presented at Sections 1 and 2
  - An update on departmental performance indicators is presented at Section 3
  - An update on the risks and challenges facing the Department (as laid out in the department risk register) is presented at Section 4.
- 1.4 The SPRINT report for the department is available on the Council's intranet (<http://intranet.sefton.gov.uk/Default.aspx?page=1205>). A printed copy of the report will be made available at the meeting.

**Annex A**

**Leisure and Tourism**

**2010-11**

**Mid Year Performance Management Report**

### Section 1: INTRODUCTION

The Leisure and Tourism Departmental Service Delivery Plan sets out an overall strategy and forward plan for the department during 2010/11. By its nature, it is a work in progress and the performance of the department in carrying out the plan is reviewed regularly to ensure the management of actions within the plan are progressing satisfactorily.

In addition, the department may need to incorporate additional work into the plan, which arises during the year. To ensure the work of the department is accurately reported this report sets out the status of actions within the plan at the end of September 2010, together with additional tasks, an update of the departmental risk register and the departmental performance indicators.

- 1.1 The table below summarises our achievement of tasks between April and September 2009, and shows the addition of new tasks to the Service Delivery Plan:

<b>Number of tasks in the original Service Delivery Plan:</b>	<b>75</b>	
Completed:	8	9.9%
On target and continuing:	54	66.7%
Overdue:	0	0.0%
On Hold (deliberately stopped):	3	3.7%
Delayed:	2	2.5%
Cancelled:	8	9.9%
New tasks added:	6	7.4%
<b>Number of tasks in the revised Service Delivery Plan:</b>	<b>81</b>	<b>100.0%</b>

- 1.2 The six new tasks added to our plan originate from the Coroner's Office and Sefton's Registrar's Office, as a result of the department taking over responsibility for both of these functions in July 2010.

- 1.3 New tasks:

<b>Key task and measurable target</b>	<b>Lead Responsibility</b>	<b>Comments</b>
1.1.9 Implement new governance arrangements by July 2011, including the introduction of service objectives, development of a sectional plan and incorporation of Performance Indicators into the Service Delivery Plan	JP (BCS)	These tasks have been added to the Departmental Service Delivery Plan as responsibility for the management of the Coroner's Office and the Registrar's Office were transferred from the Council's Legal Department in July 2010.
1.1.10 Extend opening hours of Registrar's Office	JP (BCS)	
3.3.3 Develop a business continuity plan for Registrar's Office	JP (BCS)	
3.3.5 Investigate Coroner's budget	JP (BCS)	
3.3.6 Evaluate use of support staff in the Coroner's Office	JP (BCS)	
3.3.7 Define the roles of Coroner's Officers, police staff and Coroner's support staff.	JP (BCS)	

1.3 Completed tasks:

Key task and measurable target	Lead Responsibility	Comments
1.1.1 Achieve or maintain quality awards	All	Nineteen quality awards have been achieved or retained.
1.2.3 Expand the Active Workforce programme, registering 5,000 employees, with 2,200 paying for facility memberships by March 2011	ASR (SR)	Active Workforce has 5257 registered members and 2263 paying leisure centre memberships.
1.2.9. Deliver a parks events programme of 300 events which includes elements of sport, art, educational and environmental activities	PE (LDM)	Over 300 parks activities complete across the borough including sports, arts etc, eg art boards created with over a dozen schools at Coronation park, Crosby
2.1.2 Develop 8 new sustainable activity programmes for children and young people with disabilities (including short breaks) engaging 100 new participants by March 2011	ASR (SR)	10 new sustainable opportunities have been created by the end of Q2 leading to the introduction of 117 new young people.
2.2.4. Develop and embed a process for supporting community groups in applying for environmental Quality Awards and support 2 community groups' applications.	PE (LDM)	Green pennant awards being encouraged for queensway allotments, kings gardens bowlers, and Derby Park bowlers
2.3.2 Further develop 'Active Sports' programmes for 2-18 year olds (Active Tots, Active Sports Unlimited, water sports and adventurous activities, Active Kid, Free and Active, sports academies) extending them into recently opened facilities – Meadows and Crosby Lakeside Adventure Centre, attracting over 5,000 participants by March 2011	ASR (SR)	All Active Sports Programmes have been extended to include Meadows and Crosby Lakeside, exceeding over 5000 participants
2.3.5 Develop 4 'Young Rangers' schemes in parks across the Borough.	PE (LDM)	Young park rangers schemes have been set up and are operational in all areas.
3.1.2 Complete the Flue Gas Filtration Contract at Southport Crematorium and implement the ongoing maintenance contract including staff training in order to reduce the mercury emissions by March 2011	JT (ACS)	Contract agreed. Staff training completed. New cremators are fully compliant with environmental legislation.

### 1.4 These tasks are delayed:

Key task and measurable target	Lead Responsibility	Comments
2.3.7 Complete the preparatory work on the Culture Entitlement card by March 31 <sup>st</sup> 2011 for introduction at the start of the schools' summer term.	JT (ACS)	Because this card will have to be operated via the Council's IT system, it has been necessary to involve Arvato, the Council's IT provider, who have not yet advised on a suitable way forward with this scheme.
3.1.5 Reducing running costs through management of energy usage, the use of renewable resources and the creation of carbon free energy.	JT (ACS)	Capital budget reductions have put a temporary hold on any further remedial work on Arts and Culture managed buildings to reduce energy consumption or to install sources of renewable energy.

### 1.5 These tasks are on hold whilst the Department focuses on other priorities:

Key task and measurable target	Lead Responsibility	Comments
2.1.3 Undertake 3 Equality Impact Assessments within the Sport and Recreation section by March 2011	ASR (SR)	Equality Impact Assessment put on hold due in order to meet efficiency savings targets
2.3.6 Make 5% of the arts programme budget available through the Sefton Young Advisors to young people to programme activities of their choice	JP (ACS)	The young advisors have not taken up the offer because they feel that their role is to advise on providing services, rather than actually providing services themselves.
3.3.2 Research workforce planning in other library services and corporate strategies by March 2011 and Develop workforce strategy for library staff by March 2012	CH (LIS)	Awaiting the levels of savings to be made, as this will dictate some of the workforce planning decisions.

### 1.6 These tasks need to be cancelled, either to meet efficiency targets or because government grant funding has been withdrawn:

Key task and measurable target	Lead Responsibility	Reason
1.1.3 Achieve customer satisfaction scores for all leisure centres and sports development programmes within top 10% on national benchmarking register by March 2011.	ASR (SR)	Customer satisfaction surveys have been cancelled in order to meet efficiency saving targets.
1.1.4 Improve 3 leisure facilities to the value of £1.2m by March 2011. (NB includes Bootle Leisure Centre, LSP, Dunes Splashworld)	ASR (SR)	Dunes Leisure Centre is currently undergoing a £90,000 refurbishment. A project to build a teaching pool at Bootle Leisure Centre has been cancelled due to the withdrawal of DCMS

Key task and measurable target	Lead Responsibility	Reason
		funding.
1.2.5 Secure funding, develop plans tender and commence building Bootle Leisure Centre Learner pool by March 2011	ASR (SR)	Project cancelled as DCMS funding has been withdrawn.
1.2.12 Engage with local ethnic and migrant community groups to identify new sources of cultural activity.	JT (ACS)	The funding for the Culture Inclusion Officer has ceased but the post has now been established by SCVS and therefore the work is continuing but not directly funded by Leisure and Tourism.
2.1.5 Enhance the free-swimming initiative for over 60's enabling an additional 10,000 visits by March 2011 and seek to secure ongoing funding thereafter.	ASR (SR)	The free swimming initiative has been cancelled due to the withdrawal of DCMS funding.
2.1.6 Develop a free swimming lesson scheme for residents aged 11 and over, teaching 3,000 new participants to swim by March 2011	ASR (SR)	The free swimming lesson initiative has been cancelled due to the withdrawal of Government funding.
2.3.1 Enhance the free swimming initiative for under 16's generating an additional 20,000 visits by March 2011 and seek to secure ongoing funding thereafter.	ASR (SR)	The free swimming initiative has been cancelled due to the withdrawal of DCMS funding.
5.4.5 Lead on building schools for the Future – Culture Work Stream by March 2011	ASR (SR)	BSF project in Sefton cancelled

1.7 All other tasks in the Service Delivery Plan remain on target. Progress against the main Departmental objectives are summarised in Section 2.

## Section 2: PROGRESS AGAINST DEPARTMENTAL OBJECTIVES

2.1 Due to the nature of the work of the Department, and the strategic nature of the Departmental Service Delivery Plan, much of the excellent work that the department undertakes can sometimes go unreported. To give a fuller picture, some of these achievements are listed below:

- Southport won the North West in Bloom Silver Gilt Award for Best Large Coastal Category and the Southport Flower Show Trophy for Best Large Coastal Category.
- The resort also took the Flower Show Judge's Discretionary Environmental Award for local authorities.
- The Department facilitated 16 neighbourhood level North West in Bloom Awards in partnership with local residents' groups,
- Maghull Station volunteers received the 'best large neighbourhood' trophy and the 'best in show' trophy from the Flower Show

- Meadows library has seen a 270% increase in visits to the new facility and a 460% increase in computer usage over the first 2 quarters of the year
- The Libraries' Summer Reading Challenge saw 4,983 children, aged 4-11, take part this year, and there was a 3% increase in those completing the challenge
- Positive Futures, Disability & Young People: Increase of 60% take up of summer activities. Activities were designed to help the clients to initiate social interaction in a safe and secure environment during organised sessions and daytrips.
- Online Sales of Splashworld, the introduction of the online sales facility for Dunes Splashworld has been a great success and has been achieved through our partnership with Livesmart, The ability to purchase and promote through a national organisation has led to an improved facility placement in a national environment. This has also led to the clients being able to pre purchase attendance tickets and which has improved facility satisfaction results.
- Murtle the Turtle on Facebook: The introduction of Murtle to the electronic world has been a real success and the online community enjoy being able to follow Murtle on his travels with the staff and clients that attend the centre. The positive arena of Murtle being available online has led to his Facebook page having some 1000+ followers who constantly update us on their comings and goings around the country. This has led to a very positive arena for allowing children and young people to request further information and in fact has led to 5 direct referrals to our positive futures programmes.



2.2 The following table gives an overview of the SPRINT action plan and relates back to the Department's Objectives and Key Focus areas. The percentages relate to progress made against the action plan for each key priority.

Objectives	Key Focus	Percentage Complete	Progress
<p>1. TO CONTINUE TO DELIVER THE SERVICE TO MEET KEY LOCAL AND NATIONAL PRIORITIES TO IMPROVE QUALITY OF LIFE FOR RESIDENTS AND VISITORS</p>	<p>1.1. Sustaining and delivering facilities and services to the highest achievable standard</p>	<p>58%</p>	<ul style="list-style-type: none"> <li>• The target of 19 quality awards has been met.</li> <li>• BLF play area in Crosby is complete on site. Coastal Park master plan works ongoing - infrastructure around CLAC complete, South Road entrance currently working on site, Cambridge Road entrance due on site shortly.</li> <li>• Dunes Leisure Centre is currently undergoing a £90,000 refurbishment.</li> <li>• The Chapel at Bootle Cemetery has been demolished, railings and path repaired, and entrances improved. The final stage of works is due to be completed April 2011.</li> <li>• An alternative Arts Service programme is being promoted at a variety of venues around the Borough. In addition, out door events involving craft activities, music and performance, have also been undertaken.</li> <li>• The Arts &amp; Health programme has been expanded to meet the needs of individuals with mental and physical disabilities.</li> </ul>

Objectives	Key Focus	Percentage Complete	Progress
	1.2. Providing the widest range of cultural and visitor services	57%	<ul style="list-style-type: none"> <li>• Netherpton Activity Centre and the building work is due to commence on 2nd October.</li> <li>• Southport Cultural Centre is broadly on track to be completed by the agreed date of summer 2012.</li> <li>• Partnerships and national accreditation with the British Canoe Union, British Rowing, Royal Yachting Association and British Dragon Boat Association have been developed and the team are working towards delivery of whole sport plans at CLAC.</li> <li>• Over 300 parks activities were completed across the borough including sports, arts etc e.g. art boards created with over a dozen schools at Coronation Park, Crosby.</li> <li>• New cultural groups have been funded through Express Sefton to undertake activities with local people.</li> </ul>
2. TO ENGAGE THE COMMUNITY AND PARTNERS TO DEVELOP A HIGH QUALITY INCLUSIVE SERVICE	2.1. Ensuring users of our services reflect the diversity of the Sefton community	65%	<ul style="list-style-type: none"> <li>• Ten new sustainable opportunities have been created for disabled young people leading to the engagement of 117 new young people.</li> <li>• Active Lifestyles have engaged with 2133 new customers by the end of quarter 2.</li> <li>• New user and volunteer numbers are up as a result of publicity for the Home Visits Library Service.</li> </ul>

Objectives	Key Focus	Percentage Complete	Progress
	2.2. Involving the community and independent organisations in supporting, planning and influencing improvements to service delivery.	56%	<ul style="list-style-type: none"> <li>• All leisure centres have offered at least 6 consultation opportunities by the end of quarter 2.</li> <li>• Green pennant award applications are being encouraged for Queensway allotments, Kings Gardens' bowlers, and Derby Park bowlers.</li> <li>• A shop unit was procured in Southport and an exhibition about the Cultural Centre was displayed for 3 weeks.</li> <li>• The Department has a regular column in the local paper, a web page where people can catch up on the Cultural Centre redevelopment and leave comments.</li> </ul>
	2.3. Increasing participation by young people	56%	<ul style="list-style-type: none"> <li>• Positive Futures have introduced 7 new sustainable programmes and generated 1842 additional visits.</li> <li>• Through the new coaching academy, 25 young people have achieved qualifications to date.</li> <li>• Young park rangers' schemes are developed and ongoing in all areas.</li> </ul>
	2.4. Increasing participation by the commercial sector in economic networks	35%	<ul style="list-style-type: none"> <li>• A series of business and commercial sector network events have taken place at Dunes Leisure Centre and Crosby Lakeside Adventure Centre.</li> <li>• Discussions with Manchester Libraries to use their "Ask about Business" service, resulting in a verbal agreement from the Library and Information Service to subscribe. Awaiting formal quote from Manchester.</li> </ul>

Objectives	Key Focus	Percentage Complete	Progress
	2.5. Ensuring services are responsive to our visitors needs	40%	<ul style="list-style-type: none"> <li>• An arts promotions plan is established.</li> <li>• Crosby Lakeside Adventure Centre and Dunes Splashworld facilities are now promoted via regional tourism websites.</li> <li>• Community groups are regularly involved in both the preparation of exhibitions and performances at Arts and Culture venues.</li> </ul>

Objectives	Key Focus	Percentage Complete	Progress
3. TO MAXIMISE OUTCOMES BY EFFECTIVE AND EFFICIENT SERVICE DELIVERY	3.1. Managing and delivering the service in a sustainable way	46%	<ul style="list-style-type: none"> <li>• A Carbon Trust audit has been undertaken at Dunes Splashworld.</li> <li>• To date electricity and gas consumption has been reduced across Sport and Recreation managed facilities by 4%.</li> <li>• Gas Flue Filtration at Southport Crematorium is in place. Emission monitoring is taking place. New cremators are fully compliant with environmental legislation.</li> <li>• Work is ongoing on the heat exchangers at Southport Crematorium. We are working with Capita Symonds on the tender process, with installation planned for the new year.</li> <li>• Park improvement works planned for winter 2010 include: new wildflower planting at Crossens Community park, differential mowing in Duke Street Park and enhanced planting diversity in other parks.</li> <li>• There is no capital budget to undertake the necessary remedial work on Arts and Culture managed buildings to reduce energy consumption, nor to install sources of renewable energy.</li> </ul>

Objectives	Key Focus	Percentage Complete	Progress
	3.2. Maximising income generating opportunities for the department and local visitor economy partners	50%	<ul style="list-style-type: none"> <li>• £1.1 million external grant income has been generated by the Sport and Recreation section by the end of Q.2.</li> <li>• Internal meetings have taken place to consider current Football provision in the light of future needs.</li> <li>• Arts and Culture continue to look for additional funding opportunities.</li> </ul>
	3.3. Improving value for money by transforming services	33%	<ul style="list-style-type: none"> <li>• Services continue to be managed within existing budget constraints.</li> <li>• Work progressing on implementing SMART Stock Management and full Electronic Data Interchange ordering system. EDI acknowledgements and quotes now being piloted.</li> <li>• The Department is awaiting information on the levels of future savings to be made, which will dictate some of the library workforce planning decisions.</li> </ul>
4. TO VALUE AND DEVELOP OUR WORKFORCE	4.1. Promoting opportunities for staff development	60%	<ul style="list-style-type: none"> <li>• Sport and Recreation provided 175 training opportunities</li> <li>• Some 120 young people have been supported through accredited training through the School Sports Partnership volunteers' academies, with 25 new individuals actively volunteering.</li> <li>• All managers are registered to attend the Coaching Skills for Managers course. Approximately half of the management team have attended to date.</li> </ul>

Objectives	Key Focus	Percentage Complete	Progress
	4.2. Recognising and celebrating good performance	50%	<ul style="list-style-type: none"> <li>Managers in the Department continue to recognise and celebrate good performance</li> </ul>
	4.3. Ensuring effective communication throughout the department	50%	<ul style="list-style-type: none"> <li>Team meetings continue to be held across all parts of the Department.</li> </ul>
	4.4. Supporting and ensuring that our workforce responds positively to change	50%	<ul style="list-style-type: none"> <li>All Sport and recreation staff has attended Transformation workshops and the change process has been incorporated into PRD discussions.</li> </ul>
5. TO ACTIVELY CONTRIBUTE TO THE ECONOMIC AND SOCIAL WELL BEING OF SEFTON	5.1. Continuing to develop Southport as England's Classic Resort	48%	<ul style="list-style-type: none"> <li>Visitor economy strategy developed and integrated with Southport Investment Strategy.</li> <li>Spring advertising campaign completed.</li> <li>Scottish Golf Journalists familiarisation visit successfully completed.</li> <li>Website redesigned and an E-newsletter sent to 7000 contacts.</li> <li>Contractors have commenced on site at Southport Market Hall at the end of September as per the timetable for the works with an anticipated finish in September 2011.</li> <li>A joint HLF bid has been made with the Birkdale Civic Society in order to improve Rotten Row, and the stage 2 development works for Kings Gardens are progressing.</li> </ul>

Objectives	Key Focus	Percentage Complete	Progress
	5.2. Developing and promoting visitor economy opportunities in the Borough	57%	<ul style="list-style-type: none"> <li>• Spring/Summer edition of Conference times produced and distributed. Attended various exhibitions to promote the Events service.</li> <li>• The Food and Drink Festival, Jazz Festival, Summer Classics and Southport Air Show were all successfully delivered. However the weather at all the events has not been as and in particular the Sunday air display had to be cancelled. This has affected the numbers attending all events to date.</li> <li>• Spend on the Partners for Growth project is on target. Claims have been submitted on time and we have received grant payments up to the June 2010 claim.</li> </ul>
	5.3. Encouraging employment opportunities in the Borough	30%	<ul style="list-style-type: none"> <li>• Some 25 young people have achieved sports based qualifications to date.</li> <li>• Funding has been obtained to continue the BAP project. The project is ongoing, and includes the establishment of an unemployment scheme developed through the Future Jobs fund.</li> </ul>



Objectives	Key Focus	Percentage Complete	Progress
	5.4 Developing opportunities to promote and increase social well being	62%	<ul style="list-style-type: none"> <li>• Relax and Revive programme has been implemented at Bootle Leisure Centre and Dunes Splashworld for people with Mental Health problems and has been attended by 107 people to date.</li> <li>• An 'Aiming Higher' strategy has been developed and implemented. 412 disabled children and young people have benefited from 8290 hours of activity by the end of Q.2.</li> <li>• Jake's Sensory World's building works are due to commence by 2nd October 2010.</li> <li>• Ranger's events have included: volunteer gardening, health walks etc. The PCT have funded a further two outdoor gyms, which are being installed winter 2011.</li> <li>• BSF project in Sefton was cancelled because funding was withdrawn.</li> <li>• Two specific health and well being courses have been started in conjunction with the Alzheimer's Society and the Stroke Association.</li> </ul>

## **SECTION 3: PERFORMANCE INDICATORS**

### **3.1 New Performance Indicators**

3.2 New performance indicators have been added mid-year as the Department takes over management responsibility for the Registrars Office. These are:

- Registrations within statutory timeframes, Births registered within 42 days
- Registrations within statutory timeframes, Still-births registered within 42 days
- Registrations within statutory timeframes, Deaths registered within 5 days
- Waiting times – Birth registration/declaration
- Waiting times – Death registration/declaration
- Waiting times – Marriage/Civil Partnership Notice
- Waiting times – customers seen within 10 minutes of appointment time
- Percentage of applications dealt with within 5 days of receipt
- Number of formal complaints received

These indicators will be reported annually at the end of the financial year. Past performance and targets are included in the Departmental Indicators table in section 3.2.

### **3.3 Sickness Absence**

3.3.1 Sickness absence appears at 3.3.2 in the Department’s Service Delivery Plan, and is a corporate target. The latest figure shows Leisure Services as being at 1.94% as of July’s figures, which is the latest available, and within the 4% corporate threshold.

### **3.4 Corporate Complaints**

3.4.1 Corporate complaints are monitored closely within the Department to ensure that resident and customer satisfaction with our services is maintained. Between April and September 2010, 95.5% of complaints were responded to within the 10-day target, achieving the 95% corporate target.

### 3.5 National Indicators

3.5.1 National Indicators, which were used to monitor both the council's and the department's performance, will be replaced with an agreed single list of Whitehall data requirements for local government. Until the contents of this list are clarified, the department will continue to use these National Indicators. It is intended that these will be reported at the end of the financial year.

National Indicator	Definition	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual 2010-11	North West average 2008/9	England average 2008/9
<b>NI 8 – Participation in sport and active recreation</b>	The percentage of the adult (aged 16 plus) population who participate in sport for at least 30 minutes on 3 or more times a week. This participation may have been either inside or outside the borough, and not necessarily at Leisure Services facilities. Please note NI8 differs from LSPI 1 (participation) due to the inclusion in NI8 of light intensity sports for those age 65 and over (bowls, yoga, Pilates, croquet, archery)	18.6%	18.9%	25%	Reported in Q4	21.5%	21.3%
<b>NI 9 - Use of public libraries</b>	The percentage of the adult (aged 16 plus) population who say they have used their public library service during the last 12 months. "Use" will include: <ul style="list-style-type: none"> <li>• Visited a public library (static or mobile),</li> <li>• And/or used its on-line resources or services to find out information,</li> <li>• And/or accessed and received the library service by email, telephone or letter,</li> <li>• And/or been a recipient of an outreach service such as home delivery or library</li> </ul>	47.6%	45.8%	53.4%	Reported in Q4	47.4%	46.2%
	The percentage of adults aged 16 plus, who say	60.2%		This NI has been	Reported	51.4%	52.4%

National Indicator	Definition	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual 2010-11	North West average 2008/9	England average 2008/9
<b>NI 10 - Visits to museums and galleries</b>	they have attended a museum or art gallery in the local area at least once in the preceding 12 months. These visits may have been either inside or outside the borough, and not necessarily at Leisure Services facilities.		55.7%	deleted by Gov't as a cost saving measure and will no longer be collected	in Q4		
<b>NI 11 - Engagement in the arts</b>	The percentage of the adult (aged 16 plus) population that have engaged in the arts at least three times in the past 12 months.  "Engagement": Either attend an arts event or participate in arts activity at least three times in the past 12 months.  This participation may have been either inside or outside the borough, and not necessarily at Leisure Services facilities.	45.5%	39.8%	35.0%	Reported in Q4	40.8%	44.1%

**Calculation**

The range for survey results has been calculated using a 95% confidence interval. This means there is a 95% probability the true percentage lies in the range given. The best estimate available is the mid-point - assuming a normal distribution, the actual figure is most likely to be around the mid-point but it could be at either end of the range.

The difference between the baseline estimate and the final estimate must be statistically significant at the 95% level. This means the probability that the difference happened by chance is low (1 in 20).

A number of factors will affect the level of change required in order for the survey to register a statistically significant change. One of these is the number of interviews conducted – the greater the size the more sensitive it is to detecting change. Another factor is the baseline percentage, with those nearer to 50 per cent requiring more change to occur. The minimum change calculated for each area assumes the number of interviews conducted in the assessment year is not less than in the baseline year.

### 3.2 Departmental Indicators

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
<b>Leisure &amp; Tourism PI 1</b>	Percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week This indicator is collected via the Sport England Active People survey and includes activity not directly managed by Leisure & Tourism Department	N/A	18.6%	18.7%	25%	Reported in Q4	Yes	
<b>Leisure &amp; Tourism PI 2</b>	Percentage of population volunteering in sport and active recreation for at least one hour per week. This indicator is collected via the Sport England Active People survey and includes activity not directly managed by Leisure & Tourism Department	N/A	3.5%	5.0%	6%	Reported in Q4	Yes	
<b>Leisure &amp; Tourism PI 5</b>	Number of quality awards achieved or retained by the		26	22	19	19	Achieved	

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
	Department annually							
<b>Leisure &amp; Tourism PI 6</b>	Number of library visits	1,296,404	1,217,960	1,212,737	1,000,000	603,492	Yes	
<b>Leisure &amp; Tourism PI 9</b>	% of requests for books met within 30 days	85%	90%	88.9%	85%	86.5%	Yes	
<b>Leisure &amp; Tourism PI 11</b>	Number of sessions of use of People's Network	N/A	220,855	219,509	192,000	102,763	Yes	
<b>Leisure &amp; Tourism PI 13</b>	% of library users 16 and over who view their library service as good	INR	94%	94%	94%	Not reported this year	N/A	This survey is triennial and was run in 2009-10. Next survey will not take place until 2011-2012
<b>Leisure &amp; Tourism PI 14</b>	% of library users under 16 who view their library service as good	86%	86%	INR	87%	PI Cancelled	N/A	The library users survey has been cancelled as part of Departmental budget reductions
<b>Leisure &amp; Tourism PI 15</b>	Number of events and activities for children and young people provided by Library & Information Services	Approx 1,000	1,976	2,370	1,950	1,143	Yes	
<b>Leisure &amp; Tourism PI 16</b>	Net spend on sport & recreation per head of population	£13.70	£12.11		£11.85	Reported in Q4	Yes	
<b>Leisure &amp; Tourism</b>	Visits to/use of museums per 1000	700	487.63	4,991	950	124.4	No	Atkinson Art Gallery is closed for major

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
PI 17	population							refurbishment therefore no visitors to gallery at present. An interim programme of exhibitions and events is taking place across Sefton borough whilst the gallery is closed.
<b>Leisure &amp; Tourism</b> PI 18	Visits to museums that were in person per 1000 population	175	271.52	442.136	200	119.2	Yes	Atkinson Art Gallery is closed for major refurbishment therefore no visitors to gallery at present. An interim programme of exhibitions and events is taking place across Sefton borough whilst the gallery is closed.
<b>Leisure &amp; Tourism</b> PI 19	Pupils visiting museums and galleries in organised school groups	2000	10,065	1,079	4,500	425	No	The service is developing new exhibitions based around National Curriculum subjects, and is further developing the Loan Box Scheme to schools. A new

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
								Schools Liaison Officer role has been established to promote the arts service in schools.
<b>NEW Leisure &amp; Tourism PI 20</b> This data is collected through the Tellus Survey,	Children's and young people's satisfaction with parks and play areas (This indicator measures satisfaction for all play areas, not just those managed by Leisure & Tourism Department).	N/A	47%	54.9%		PI Cancelled	N/A	The Tellus Survey has been cancelled by Children's Services; therefore the data to measure performance is no longer available.
<b>Leisure &amp; Tourism PI 21</b>	Active Lifestyles - Number of referrals	N/A	1654	3399	3500	2,133	Yes	
<b>Leisure &amp; Tourism PI 22</b>	Active Lifestyles - Post scheme adherence rates	N/A	80%	80%	80%	81%	Yes	
<b>Leisure &amp; Tourism PI 23</b>	Active Lifestyles - Number of Visits by Scheme Participants	N/A	9300	20,272	14,000	15,852	Achieved	Achieved in Q2
<b>Leisure &amp; Tourism PI 24</b>	Active Lifestyles - % Patients reporting improvements in health and well being	N/A	89%	92%	90%	92%	Yes	
<b>Leisure &amp;</b>	Active Workforce -	N/A	24%	24%	20%	20%	Yes	Target Achieved.



Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
<b>Tourism PI 25</b>	Number of scheme participants who report a reduction in sickness absence							Figures reported annually through participant survey
<b>Leisure &amp; Tourism PI 26</b>	Active Workforce - Number of participants	N/A	2300	4365	5,000	5,257	Achieved	
<b>Leisure &amp; Tourism PI 27</b>	Active Workforce - Number of major organisational partners	N/A	8	10	11	11	Yes	
<b>Leisure &amp; Tourism PI 28</b>	Active Kidz - Number of participants taking up further physical activity opportunities as a result of Active Kidz	N/A	100%	100%	Indicator deleted for 2010-11			
<b>Leisure &amp; Tourism PI 29</b>	Active Kidz - Number of participants	N/A	13,400	16,523	15,000	8,200	Yes	Q1 represents term time figures. Sessions taking place in Q2 are included in F & A figures.
<b>Leisure &amp; Tourism PI 30</b>	Positive Futures - No of C & YP referred to Positive Futures	N/A	412	975	975	716	Yes	On target. It is anticipated that referrals will increase in Q3 in line with school term time.
<b>Leisure &amp; Tourism PI 31</b>	Positive Futures - Percentage take up of referrals	N/A	98%	98.4%	98%	87.32%	Yes	Slight under performance in Q2 due to large numbers of targeted

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
								C & YP attending Free and Active instead.
<b>Leisure &amp; Tourism PI 32</b>	Positive Futures - Percentage of C & YP regularly attending programme	N/A	94%	95.2%	96%	93%	Yes	
<b>Leisure &amp; Tourism PI 33</b>	Positive Futures - Number of accredited qualifications attained by children and young people.	N/A	180	256	250	245	Yes	Introduction of new football qualifications has increased numbers
<b>Leisure &amp; Tourism PI 34</b>	Positive Futures - % of children and young people in Local Authority Care participating in regular sport and physical activity	N/A	42%	46.8%	46%	43.71%	Yes	Although there is a slight under performance to date, it should be noted that this target is almost double the national average in terms of participation for this target group. A recruitment drive will be undertaken in Q3.
<b>Leisure &amp; Tourism PI 35</b>	Free and Active - Reduction in crime reported by Community safety team as a result of Free and Active interventions.	N/A	38%	14%	12%	Reported in Q.3	Yes	

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
<b>Leisure &amp; Tourism PI 36</b>	Free and Active - Number of children and young people attending Free and Active with an Active Sefton card.	N/A	15,985	17,948	20,000	17,227	Yes	
<b>Leisure &amp; Tourism PI 37</b>	Free and Active - Number of visits by children and young people to Free and Active sessions run by Sport and Recreation Service.	N/A	82,725	93,471	95,000	43,653	Yes	Figures for Q2 only represent the Sports programme. Additional figures will be included in Q3 following completion of evaluation.
<b>Leisure &amp; Tourism PI 38</b>	Sport Development - External Grant Income	N/A	£1.8 Million	£1.8 million	£1.8 million	£1.1 million	Yes	£1.1 million income collected to date. Over performance due to some monies being collected in advance for the financial year.
<b>Leisure &amp; Tourism PI 39</b>	Leisure Facility Operations - Subsidy per Visit	N/A	N/A	£0.21	£0.20	Reported in Q.4	Yes	
<b>Leisure &amp; Tourism PI 40</b>	Leisure Facility Operations - Operational Recovery Ratio	N/A	N/A	121.79%	123.0%	Reported in Q.4	Yes	
<b>Leisure &amp; Tourism PI 41</b>	Leisure Facility Operations - Subsidy per Opening Hour	N/A	N/A	£18.39	£17.50	Reported in Q.4	Yes	

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
<b>Leisure &amp; Tourism PI 42</b>	Leisure Facility Operations - Net Cost per Head of Population	N/A	N/A	APSE no longer requires this PI to be reported.			N/A	Indicator no longer collected.
<b>Leisure &amp; Tourism PI 43</b>	Leisure Facility Operations - Customer Satisfaction	N/A	N/A	78.82%	80%	Reported in Q.4	Yes	
<b>Leisure &amp; Tourism PI 44</b>	Leisure Facility Operations - Staff Cost per Admission	N/A	N/A	£1.30	£1.20	Reported in Q.4	Yes	
<b>Leisure &amp; Tourism PI 45</b>	Number of places available on open access courses in arts and cultural subjects	N/A	1,200	2,546	2,928	2,770	Yes	
<b>Leisure &amp; Tourism PI 46</b>	% of adults attending participatory arts and cultural activities including courses and workshops	N/A	Data not available	6.5% = 16,780 users	7.47% = 18,300 users	4.10% = 10,066 users	Yes	
<b>Leisure &amp; Tourism PI 48</b>	Number of organised school visits to a live performance at one of the Council's performing arts venues.	N/A	10	35	38	7	No	A new Schools Liaison Officer role has been established to promote the arts service in schools
<b>Leisure &amp; Tourism PI 49</b>	Number of users booking tickets for live performances via the on-line booking service.	N/A	4,000	17,734	20,390	12,262	Yes	

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
<b>Leisure &amp; Tourism PI 50</b>	Number of visits to the Sefton Arts website	N/A	12,000	145,284	181,000	5,542	No	Due to a change in the Internet Service Provider, it has not been possible to obtain data from April to August 2010. Figure relates to September only.
<b>Leisure &amp; Tourism PI 51</b>	Active Totz - Number of visits by children aged 2-5 to the Sport & Recreation 'Active Totz' programme. This indicator is collected via the internal EPOS membership database and attendance registers and contributes to national indicator NI 50 and NI 110. This indicator is accumulated over the course of the year.			New for 2010-11	2000	1350	Yes	
<b>Leisure &amp; Tourism PI 52</b>	Active Sports Unlimited - Number of visits by young people aged 11-16 to the Sport & Recreation 'Active Sports Unlimited' programme. This			New for 2010-11	17,000	6,502	Yes	

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
	indicator is collected via the internal EPOS membership database and attendance registers and contributes to national indicator NI 57 and NI 110. This indicator is accumulated over the course of the year.							
<b>Leisure &amp; Tourism PI 53</b>	Active Academies - Number of visits by young people aged 8-18 to the Sport & Recreation 'Active Academies' programme. This indicator is collected via the internal EPOS membership database and attendance registers and contributes to national indicator NI 57 and NI 110. This indicator is accumulated over the course of the year.			New for 2010-11	28,584	13,371	Yes	
<b>Leisure &amp; Tourism PI 54</b>	Active Sports Exit Routes – Percentage of children and young people progressing			New for 2010-11	25%	Reported Q 3	Yes	

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
	from 'Active Sports' programmes into further sport and physical activity opportunities, including sports clubs. This indicator is collected via an annual survey of participants and contributes to national indicator NI 50, NI 57 and NI 110.							
<b>Leisure &amp; Tourism PI 55</b>	Sport Qualifications – Number of young people and adults achieving sports related qualifications and accreditation. This indicator is collected via course registers and internal database and contributes to national indicator NI 79, NI 91, NI 110, NI 45 and NI 48. This indicator is accumulated over the course of the year.			New for 2010-11	246	135	Yes	
<b>Leisure &amp; Tourism PI 56</b>	Visitor numbers to Sefton		15,158,100	Not yet available	15,250,000	Not yet available	Yes	This will be reported in Q.3
<b>Leisure &amp; Tourism</b>	Value of visitors to Sefton		374,100,000	Not yet available	376,368,000	Not yet available	Yes	This will be reported in Q.3

Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
<b>PI 57</b>								
<b>Leisure &amp; Tourism PI 58</b>	Number of Conferences secured		25	36	31	22	Yes	Continued efforts to secure quality leads through exhibition attendance, E-blasts, etc
<b>Leisure &amp; Tourism PI 59</b>	Number of visitors to Events		129,014	157,044	167,950	95,000	No	The weather at all events and the cancellation of the Sunday air show display has severely affected the visitor numbers.
<b>Leisure &amp; Tourism PI 60</b>	Number of Coach visits		4,356	4,485	4,600	3,736	Yes	
<b>Leisure &amp; Tourism PI 61</b>	Number of Tourism unique Web visits		417,802	440,000	475,000	301,599	Yes	
<b>Leisure &amp; Tourism PI 62</b>	Registrations within statutory timeframes, Births registered within 42 days		100%		98%	Reported in Q.4	Yes	New PI as of July 2010
<b>Leisure &amp; Tourism PI 63</b>	Registrations within statutory timeframes, Still-births registered within 42 days		100%		98%	Reported in Q.4	Yes	New PI as of July 2010
<b>Leisure &amp; Tourism</b>	Registrations within statutory timeframes,		98%		95%	Reported in Q.4	Yes	New PI as of July 2010



Reference Number	Definition	Actual 2007-8	Actual 2008-9	Actual 2009-10	Target 2010-11	Actual Quarter 2 2010-11	Target Likely to be Achieved?	Notes/ Action Taken to Improve Performance
PI 64	Deaths registered within 5 days							
Leisure & Tourism PI 65	Waiting times – Birth registration/declaration		100%	Not yet available	90%	Reported in Q.4	Yes	New PI as of July 2010
Leisure & Tourism PI 66	Waiting times – Death registration/declaration		100%	Not yet available	90%	Reported in Q.4	Yes	New PI as of July 2010
Leisure & Tourism PI 67	Waiting times – Marriage/Civil Partnership Notice		100%	Not yet available	90%	Reported in Q.4	Yes	New PI as of July 2010
Leisure & Tourism PI 68	Waiting times – customers seen within 10 minutes of appointment time		100%	Not yet available	90%	Reported in Q.4	Yes	New PI as of July 2010
Leisure & Tourism PI 69	Percentage of applications dealt with within 5 days of receipt		Not measured		90%	Reported in Q.4	Yes	New PI as of July 2010
Leisure & Tourism PI 70	Number of formal complaints received		Less than 0.5% as a percentage of all registrations	Not yet available	0.5%	Reported in Q.4	Yes	New PI as of July 2010

\* Target as previous national target

\*\* Please note NI8 differs from LSPI1 (participation) due to the inclusion in NI8 of light intensity sports for those aged 65 and over (bowls, yoga, Pilates, croquet, archery)

\*\*\*N/A not applicable – these are new indicators

**SECTION 4 - DEPARTMENTAL RISK REGISTER**

**CHALLENGES AND RISKS**

The table below contains the main risks to the work of the Department, the causes, and action taken to mitigate them.

Since the publication of the Service Delivery Plan, the Department has added a risk on the financial implications of managing the Coroner's Office, and decided to re-institute a risk from last year regarding our Sites of Special Scientific Interest.

<b>1 Operational Risk</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
1 a General Health and Safety	The range of services and facilities provided by Leisure and Tourism Division may pose a number of potential health and safety risks to staff, customers and public.	<p>A range of rigorous risk management mechanisms is in place to reduce the potential for accident and harm, including site-specific risk assessment plans, planned preventative maintenance programmes for all leisure centres, regular health and safety audits, normal operating procedures and emergency action plans.</p> <p>Departmental Health &amp; Safety Committee is convened on a quarterly basis, attended by trade union and sectional representatives to ensure issues are discussed and are included in operational management priorities. The Departmental H&amp;S Committee feeds back to the Corporate Health &amp; Safety and Risk Management Group. The Leisure Department is represented on the Group, which is chaired by the Chief Executive.</p> <p>Operate a programme of quarterly</p>	<p>Ensure that all risk assessments, normal operating procedures, planned preventative maintenance programmes, health and safety audits and emergency action plans are in place and reviewed annually</p> <p>Continue with H&amp;S Committee. Continue with quarterly health and safety forums in leisure centres. Continue to report risks to Corporate to Corporate Group as required</p>	<p>All parts of the service</p> <p>Departmental H&amp;S Committee</p>

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		Departmental Health and Safety forums in Leisure centres.		
Update:	There is no change to this risk. The Department continues to monitor this.			
1 b Major incident at an event	There is the potential risk of a major incident occurring at one of the major events managed by the department	Risk assessments for individual events are carried out and measures put in place to remove/reduce risk specific to each event.	Continued monitoring.	All parts of the service
Update:	There is no change to this risk. The Department continues to monitor this.			

<b>2 Financial Risk</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
2 a Potential failure to achieve income targets	Income targets remain a challenge to the department because of the spending patterns and range of competition provided by the private sector.	The department ensures that budget monitoring is in place and compiles quarterly reports for Members as part of the financial management process.	Risk is monitored regularly throughout the year and action taken as necessary.  Continue to monitor and report. In addition to specific issues on income noted below, income targets continue to be closely monitored and new income streams investigated.	All parts of the service
Update:	Income targets have been met up to September 2010. Expenditure being closely monitored and restricted to essential items only. Arts & Culture are refocusing marketing provision, and modifying programme artform/style/content where possible to attract customers.			
2 b Potential failure to achieve income targets	Sefton's death rate continues to fall, broadly in line with the national trend, which has seen a 6%	The Cemeteries & Crematoria Service is demand led, and this demand is regularly monitored. The department ensures that budget monitoring is in place and	Risk is monitored regularly throughout the year and action taken as necessary.	Cemeteries & Crematoria

<b>2 Financial Risk</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
	reduction over the past 5 years.	compiles quarterly reports for Members as part of the financial management process.	If this trend continues then the income targets for the Service will have to be revised and either the charges increased to compensate or the deficit found elsewhere.	
Update:	Sefton's death rate continues to fall. Other measures of increasing income, such as the introduction of cremated remains graves at Liverpool Road cemetery, have mitigated the decreased income.			
2 c Potential failure to achieve income targets	Planning permission was granted in 2008/09 for a new crematorium in an adjacent borough, which will provide more local facilities for residents in West Lancs. If this were progressed it would lead to a substantial reduction in the number of funerals carried out at a Southport Crematorium, which could reduce income by up to £250,000 per annum.	The Head of Service is in regular contact with the Environmental Health Department and Planning Officers at West Lancashire. If the construction of the Crematorium is commenced, the service will need to react to ensure that it remains as a viable alternative to those of the new facilities. This may require reviewing working practices, facilities and investing in the infrastructure e.g. increasing the car parking capacity (and ongoing problem).	If the Crematorium is built and the number of cremations at Southport reduce the income targets for the Service would have to be revised and either the charges increased to compensate, or the deficit found elsewhere.	Cemeteries & Crematoria
Update:	There is no change to this risk. The Department continues to monitor this.			
2 d Potential failure to achieve income targets	A commercial risk exists in relation to the income-generating potential of leisure centres. Competition from private sector health &	The department ensures that budget monitoring is in place and compiles quarterly reports for Members as part of the financial management process. This needs to be kept under review.	This needs to be kept under review.	Sport & Recreation

<b>2 Financial Risk</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
	fitness operators, have all led to ever-increasing competition for the disposable income of Sefton residents.			
Update:	Income targets have been met up to September 2010.			
2 e Potential failure to achieve income targets	The department organises and manages a wide range of outdoor events of varying sizes throughout the year.	<ul style="list-style-type: none"> <li>• Insure against losses when financial viable.</li> <li>• Take advice from Met. Office through their long-range weather forecast.</li> <li>• Contingency fund introduced for tourism-related events</li> </ul>	Continued monitoring	All parts of the service that organise outdoor events
Update:	The weather at all events and the cancellation of the Sunday display at the Southport Air Show has severely affected the visitor numbers and income (see Leisure & Tourism PI 59). The department continues to monitor this risk.			
2 f Unforeseen additional costs	Potential Increase in wastewater charges for our green sites. United Utilities are currently reviewing all sites in terms of their wastewater charges. This has resulted in a new higher rateable value. The charges will be increased in two stages two-thirds in 09/10 and full amounts in 10/11.	The department will ensure that all of these new charges are challenged, by ensuring that the discharges are in fact to sewers and not to soak-aways etc. But in a lot of cases it is anticipated that this will prove difficult and the increased charges will need to be met.	The Council continues to discuss charges with United Utilities. No provision has been made in existing budgets for these increased charges and if the example given is representative they will be difficult to fund via existing resources.	All parts of the service who manage land and pay wastewater rates
Update:	The department continues to monitor this risk and challenge waste water charges.			
2 g Coroner's Budget	The Coroner's Office is a statutory service, shared	Close monitoring of expenditure.	Further analysis of this risk will be conducted to try and	Coroner's Office

<b>2 Financial Risk</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
	between ourselves, Knowsley and St Helens. Being demand led, previous years have seen an overspend, of which Sefton have borne a 49% share, with Knowsley and St Helens bearing the remainder between them.		identify mitigating actions.	
Update:	New risk as of July 2010. The Department will continue to monitor this.			

<b>3 Project Risks</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
3 a Management of major capital projects	<p>The department is involved in a number of major capital projects, including:</p> <ul style="list-style-type: none"> <li>▪ Rebuild at Netherton Activity Centre;</li> <li>▪ Southport Cultural Centre.</li> <li>▪ PlayBuilder</li> <li>▪ Southport Market</li> <li>▪ Marine Park development</li> </ul> <p>All these include an element of risk both in securing funding and project management within departmental resources.</p>	Effective project management procedures put in place to reduce risk.	Risk management systems have been put in place. Close management of projects to identify over-runs, delays, financial implications and regular reports to CMLT & Cabinet.	<p>Libraries &amp; Information Service</p> <p>Sport &amp; Recreation</p> <p>Arts &amp; Culture</p> <p>Landscape Development &amp; Management</p>
Update:	Risk has been reduced. Capital funding has been secured and the building works are due to commence on 2 <sup>nd</sup> October 2010 for the new Netherton Activity Centre. The temporary library at Southport is operational. Project risks continue to be monitored.			

<b>4 Performance Risks</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
4 a Potential failure to meet performance targets due to project delays	The department is involved in a number of major capital projects, which include rebuild at Netherton Activity Centre and Library and the Southport Cultural Centre project. All these include an element of risk both adversely affecting the library service ability to meet some of its performance targets, notably on visitor numbers, satisfaction and use of the people's network computers.	Existing plans are being monitored to identify any potential impact on performance.	Alternative services have been provided at Southport to mitigate the reduction in Library performance.	Library & Information Service
Update:	Figures between April and July were down on the same period last year. The temporary library facility at Southport is now operational and the monitoring of visitor numbers has improved at Maghull. Visitor figures have increased since July 2010, and are higher than the August and September figures recorded last year.			
4 b Potential failure to meet performance targets due to spending freeze/recruitment freeze	Since spring/summer 2009 the Department has faced an expenditure freeze and a recruitment freeze to help meet required council-wide savings	More stringent assessment of expenditure undertaken. Approvals now being restricted to Heads of Service and SMT, to help ensure reduced impact on front line services.	Continued vigilance to ensure that impact on front line services is kept to a minimum.	All parts of the service
Update:	A number of performance targets have been discontinued by quarter 2 due to efficiency savings and cessation of services, which has reduced the risk. Spending freeze still in operation.			



<b>5 Climate Change Risks</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
5a Failure to adapt the service to meet climate change	<p>Due to climate change our weather will change:</p> <ul style="list-style-type: none"> <li>• Summers will be hotter and drier,</li> <li>• Winters will be wetter and warmer,</li> <li>• There will be more hot days,</li> <li>• There will be less cold days.</li> </ul> <p>This will potentially:</p> <ol style="list-style-type: none"> <li>i. Create a change in demand for our services (e.g. increased use of parks, beaches and pools)</li> <li>ii. Effect the quality of services that can be delivered (e.g. quality of pitches, grass cutting)</li> <li>iii. Effect how we deliver services (e.g. may need to reprioritise)</li> <li>iv. Effect budgets (e.g. may</li> </ol>	Information to be cascaded throughout the department, awareness to be raised and consideration to be given as to the impact on the service of the forecast changes.	<p>More detailed assessments to be undertaken by individual areas of service to identify issues and prepare action plans to address them.</p> <p>Services are now considering how these risks will be mitigated in the future.</p>	All parts of the service

<b>5 Climate Change Risks</b>				
<b>Risk</b>	<b>Cause</b>	<b>Action taken to reduce risk</b>	<b>Further action to be taken/ issues to be addressed</b>	<b>Risk affects/ action to be taken by</b>
	need to reprioritise)			
Update:	Risk has been reduced by: <ul style="list-style-type: none"> <li>• New cremators reducing emissions, therefore potential impact of climate change.</li> <li>• Grounds Maintenance contractors lengthening the availability of staff due to the extended grass growing season, increasing GM costs.</li> <li>• Wet weather contingency plans in place for summer activities.</li> </ul>			
5b Potential failure to meet Government targets that 95% of SSSIs should be in favourable condition by 2010	Meeting 'Favourable Nature Conservation' status for the Sefton Coast - Site of Special Scientific Interest (SSSI) by 2010 is likely to be a challenge for the Council. Sefton Council is compromised to the extent that while its partners can access Higher Level Stewardship to improve and manage habitats we are unable to do so.	Considering external funding opportunities and use of other sources of manpower to manage habitats.  The Leisure Services Department has been successful in a major HLF Landscape Partnership grant on behalf of the Sefton Coast Partnership	Work required involves scrub clearance and introduction of sustainable management programme such as grazing.  Areas of SSSI in unfavourable condition are included in the programme of work over the next four years. The development stage over the next year will see these projects worked up in detail and consultation undertaken.	Coast & Countryside
Update:	Risk is being reduced through Sefton has receiving a grant from HLF for the Landscape Partnership Scheme to develop a range of improvement projects aimed at returning a number of SSSI sites in the borough to favourable condition by December 2013.			

<b>6 Business Continuity Risks</b>				
6.1 Business continuity	There is a potential risk to the business through loss of infrastructure, facilities, or key staff through extreme weather conditions, accident, pandemic illness or deliberate action by third parties	Business continuity plans are in place for all services, and the department participates in regular council business continuity exercises. Special arrangements are in place for Cemeteries and Crematoria, to allow staff and facilities from neighbouring councils to be shared in event of major business disruption.	Update plans as required, continued property maintenance and appropriate staff training.	All parts of the service
Update:	Business continuity plans have been updated.			

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