

Cabinet Member Briefing for Overview & Scrutiny – August 2009

Leisure, Culture and Lifelong Learning

Culture and Lifelong Learning

Haringey Culture, Libraries & Learning is a business unit within the Adult, Culture and Community Services Directorate. The service has a net revenue budget of £6.5m (gross £10.4m). 268 staff, including casual and sessional staff, (175.5 FTE) are employed across nine libraries and the mobile library services, Bruce Castle Museum and Archives, the Modern Records Centre and two Adult Learning Centres, one in Wood Green and one in White Hart Lane. The business unit provides high quality services; in April 2009, HALS passed the Ofsted inspection with 2 stars. In the Comprehensive Performance Assessment scorecards for 2008, Cultural Services scored a 4 out of 4 rating. We aim for ongoing improvements – in terms of innovation, customer satisfaction and value for money. These will be key themes, as will be the following Council strategic aims:

A Greener Haringey – becoming one of London’s greenest boroughs

Key themes will be the improvement of our buildings, to improve energy efficiency and to introduce “green” features, to develop the gardens around our buildings and to provide training to encourage our customers to adopt a greener approach to life. Projects will include:

- The development of Coombes Croft Library, supported by BLF, to provide a greener building, which is more appropriate for community use.
- Working with Corporate Property Services, to seek a green solution to improving the exterior as well as the interior of Wood Green Library.
- Working with Environmental Resources to exploit the existence of the green roof at St Ann’s Library and to seek locations for other small green roof programmes.
- To develop further the gardens around libraries, working with the A Team, in conjunction with Mental Health.
- To provide training programmes within our libraries and learning centres relating to garden maintenance and energy efficiency.
- To introduce a loan service for energy monitors.
- To install Talis Message which will send library notifications, including overdue and reservation messages, by text and email thus saving on paper, printing and postage.
- To develop an e-learning strategy for a programme of e-learning courses which will reduce the impact on the environment.
- To extend our service delivery to include e-books and e-leaflets. Material will be available electronically for download remotely, saving the need to travel to the library and the purchase of multiple copies of books and printing of leaflets.

A Better Haringey – cleaner, greener and safer places

Key issues include ensuring that our buildings are safe for our customers to use and that facilities are clean as well as green. Initiatives include:

- Reviewing the cleanliness of our buildings, working closely with Corporate Property Services to ensure a consistently high standard of cleaning in all our buildings.
- Introducing fortnightly deep cleaning of all IT equipment, telephones and faxes, used both by staff and the public.
- Improving and extending the provision of CCTV across all areas of the Service.

- Introducing self defence courses to ensure members of the public are more aware of personal safety.

A Thriving Haringey – encouraging lifetime well-being at home, work, play and learning

Key issues relate to the continued improvement of all services provided by this business unit. Programmes include:

- Building on consultation already undertaken to develop the draft cultural strategy.
- Developing the Picture Windows programme, using empty shops to display local art work.
- Marketing the attraction of Haringey as a cultural venue, launching the North London Arts Map and working with Visit London to improve our strategic approach to cultural tourism.
- Working closely with arts organisations and local artists to ensure a thriving arts infrastructure within the Borough and an increased use of artistic venues, such as Jacksons Lane.
- Continuing to develop the Libraries for Health programme and extending the Wellbeing programme into all areas of our activities including Adult Learning and the Museums service.
- Upgrading the People’s Network, which provides access to the internet.
- Developing Punch the Crunch in our Libraries, helping customers address the credit crunch.
- Providing knitting and fashion courses to encourage re-cycling, the development of new skills and saving money.

A Caring Haringey – promoting independent living while supporting adults and children when needed

- Working with Adult Services, reviewing and expanding our services for older people provided both within our Library buildings and via our mobile services.
- Developing our services for young people, working closely with Connexions and Youth Services to provide relevant and innovative services.

Driving change, improving quality - customer focused, cost effective achieving high levels of satisfaction

- Actively seeking additional funding possibilities to maximise resources with external funding.
- Developing a computerised catalogue for archived records to allow customers greater access to our archive collection.
- Working with departments to improve their records management practices and promote the use of off-site storage in line with Council policies.
- Developing the use of social networking sites to engage with the wider community.
- Undertaking user surveys – specifically Cipfa Plus .1 to gauge our customer needs and satisfaction levels
- Our performance in 2008/2009 was pleasing:
 - Visits to Libraries per 1,000 population – target 9,000, achieved 9,524
 - Use of Museums per 1,000 population – target 194, achieved 208
 - Cost per visit to Public Libraries – target £2.78, achieved £2.58
 - There were 3,600 enrolments in Adult Learning Courses

- We had 2,138,204 visits to public libraries in 08/09.
- 43,720 people visited the Museum in person and a further 2,784 used the service remotely or through Outreach service delivery

Leisure

Recreation Services is a business unit /division of the Adults, Culture and Community Services directorate. The Service has a net revenue budget of £7.1m (gross £16.9m), and currently manages a capital programme of £9m (59% externally funded). Approximately 241 staff are employed across Sports & Leisure Services (Tottenham Green Leisure Centre, Park Road Leisure Centre, and White Hart Lane Community Sports Centre), Parks Services (Parks, Conservation Areas, Allotments, Open Space), Bereavement Services (Enfield Crematorium/Cemetery, Wood Green and Tottenham Cemeteries), Policy & Development Team, and Business Support Team.

The key priorities, achievements and performance to date include:

‘Encouraging lifetime wellbeing at home, work, play and learning.’

Developing better facilities, improving access and extending opportunities will drive our improvement programme, with a focus upon increasing sports and physical activity participation, particularly amongst vulnerable communities and young people. Health, volunteering and outcome achievement targets will be closely aligned to both the Council Plan and Local Area Agreement priorities. Our action plan will be embraced and driven through the Wellbeing Strategic Framework, in partnership with Haringey’s NHS. Key progress to date:

- White Hart Lane Active Strength Gym - Grand Opening Sunday 5th July 09. The gym represents a new chapter in fitness training for borough residents with high quality strength training facilities.
- The ‘Make a Change’ programme, designed to encourage Haringey adult residents to do more sport and physical activity in support of the HSP LAA target, was launched on Saturday 27th June at Ducketts Common, Turnpike Lane.
- Cabinet Report Oct 09 – Tennis Development Plan - the Council, in partnership with Haringey Tennis, have secured in principle agreement with the Tennis Foundation, to fund facility improvements across the Borough.
- Free swimming introduced from 1st April 2009 to Over 60s and 16s and under. First quarter this year : membership cards issued 12,039, with 11,254 visits recorded up until end of July. Already in August 6,492 visits recorded thus far.
- A new Outdoor Fitness (Trim Trail) facility installed in Albert Road Recreation Ground.
- Cabinet Report Sep 09 - Football Development Plan – to approve borough wide plan, investment programme, funding strategy, and partnership with Tottenham Hotspur Foundation.
 - Sports & Leisure Usage :- 479k (Target 471k /1.30m)
 - Active Card memberships :- 13.9k (Target 14.4k /16.7k)
 - Active Card Direct Debit :- 4.0k (Target 4.3k /4.7k)
 - Active Card 65+ :- 1.2k (Target 1.2k /1.4k)

‘Making Haringey one of London’s Greenest Boroughs’ and ‘Creating a Better Haringey: cleaner, greener, safer.’

Our action plan will be drawn together and delivered through the ‘Improving the Natural Environment’ strand of the ‘Greenest Borough Strategy’. Our open space improvement programme will continue to focus on raising standards, renewing infrastructure, and improving access and use. It will be set within a wider public realm and area working focus, and contribute to the Local Area Agreement Implementation. Key progress to date:

- Approval of a new regenerative filtration system in Tottenham Green Leisure Centre (first in England) install Jan 10
- Tottenham Green Leisure Centre being recognised as delivering the highest reduction in Carbon Emissions across the Council's property portfolio (23%).
- 11 Green Flags in 2009 for parks and open spaces. (2 new, 9 retained), and 4 Green Pennants won by community gardens (1 new, 3 retained).
- Parkforce Stewards (additional frontline staff presence) engaged /inducted, and deployed across 12 main parks from July, with emphasis upon evening and weekend cover.
- Planted approx 1,000 new trees in 2008/9.
- Cabinet Report Sep 09 - Lordship Restoration Programme – approve RIBA Stage E design/costing and funding strategy.
- Cabinet Report Oct 09 - Biodiversity Action Plan – to approve plan which will underpin drive to improve active management of nature conservation and NI 197 performance, and part of Greenest Borough Strategy implementation.
 - Cleanliness – Recreation Areas (NI 195) :- Litter 3% (Target 10%) Detritus 16% (Target 20%)
 - LAA – Green Flag Awards :- 11 (Target 11/12)
 - LAA – Green Pennant Awards :- 4 (Target 4 /7)
 - HfH Grounds Maintenance Satisfaction :- 73.2% (Target 76%)

‘Delivering excellent, customer focused cost effective services’

Improving value for money, consultation and customer satisfaction will be our key improvement themes. We will be actively market testing services on both cost and quality, whilst encouraging external assessment of the services that we provide. Key progress to date:

- Tottenham Green Leisure Centre and Park Road Leisure Centre achieved QUEST accreditation (Commended status) in July 2009.
- Wolves Lane /Faith Plant Centre – secured Cabinet approval 24.2.09 to develop and sustain a more viable operation of the facilities and services at the Wolves Lane/ Faith Plant Centre after the withdrawal of the previous leaseholders (Livability) who managed the facility.
- Recreation Services recently secured £1m funding/ Cabinet Approval of “Playbuilder” scheme – improvements to Play facilities.
 - Sports & Leisure Subsidy /User Visit :- £1.38 (Target £1.84, £1.81)
 - Sports & Leisure Satisfaction Excellent/Good (60 second survey) :- 68% (Target 72%)
 - Telephone monitoring : 82.1% 3098 / 3775 (Target 80%)
 - Complaints Stage 1 : 96% 89 / 93 (Target 90%)
 - Complaints Stage 2 : 50% 2 / 4 (Target 85%)
 - Member Enquiries : 92% 68 / 74 (Target 90%)
 - Invoice Payment : 79% 1347 / 1708 (Target 91%)
 - Use of Agency staff : 14.7% 29/200