

Agenda Item 7
Amended version to include Recreation Services

Cabinet Member Briefing for Overview & Scrutiny – December 2009

Leisure, Culture and Lifelong Learning

The portfolio for Leisure, Culture and Life Long learning is covered by two business units;

Culture, Libraries and 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 and house-bound services, Bruce Castle Museum and Archives, and two Adult Learning Centres, one in Wood Green and one in White Hart Lane. The business unit provides high quality services; in December 2009, Bruce Castle Museum received the National Customer Service Award for Public Sector and Education; 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, and we continue to aim to improve – in terms of innovation, customer satisfaction and value for money.

and;

Recreation Services

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 for these units to date include:

Delivering High quality, efficient services

Delivering customer focused, cost effective services that are responsive to people's needs, producing increased satisfaction reflected in a high performing organisation that delivers value for money.

Culture, Libraries and Learning

Performance in 2008/2009 was good:

- 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.
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- Early indications are that this performance will be exceeded in the current year. The use of libraries in the Borough has increased over the last quarter. The October figures were particularly high at almost 195,000 visitors, the highest monthly figure for four years.
 - We constantly update and review the facilities provided in our libraries. Alexandra Park has been renovated and was re-launched in October and good customer feedback has been received on the improvements
 - Upgrading the People's Network is now in progress. The People's Network provides access to the internet, and it is particularly important to provide this access for those affected by the "digital divide",
 - Haringey Libraries now has a Twitter site which enables us to engage with the wider community. The site, although recently established, has more followers than any other London library site.
 - Visits to Bruce Castle Museum and the Markfeld Beam Engine Museum have also increased.
 - Bruce Castle Museum has just received the National Customer Service Award for Public Sector and Education.
 - A computerised catalogue for has been introduced in our archives service: this will improve efficiency dramatically and, in the longer term, will allow our customers greater access to our archive collection.
 - HALS is developing well following the successful Ofsted ReInspection. Enrolments to Adult Learning courses have increased significantly this term - enrolments have increased by 36% on the previous year and learners have increased by 29%, with 55% of annual targeted learners achieved so far in the first term.
 - HALS has recently been accredited as a YMCA course provider and now provides training in lifestyle management and for fitness instructors, and will be extending its range of courses in the next financial year to include more wellbeing programmes. IT provision is constantly being reviewed and updated and recent additions include courses on Flickr and Blogging

Recreation 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. Phase 1 contract approved/ let and work commences early in 2010.
 - Wood Green Cemetery awarded Cemetery of the Year Award (Institute of Cemetery & Crematoria Awards) for Engagement and Involvement.
 - Sports & Leisure Subsidy /User Visit :- £1.50 (Target £1.77)
 - Sports & Leisure Satisfaction Excellent/Good (60 second survey) :- 64.7% (Target 70%)
 - Telephone monitoring : 81% 3098 / 3775 (Target 80%)
 - Complaints Stage 1 : 96% 123 / 128 (Target 92%)
 - Complaints Stage 2 : 50% 2 / 4 (Target 85%)
 - Member Enquiries : 92% 108 / 118 (Target 92%)
 - Invoice Payment : 83% 2123 / 2554 (Target 91%)
 - Use of Agency staff : 15.9% 32/205 (Target 12%)
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A Thriving Haringey

Encourage lifetime wellbeing at home, work, play and learning making a Haringey a place where people can flourish and reach their potential. We will tackle decline, attract growth and create a more vibrant local economy. Addressing child poverty and meeting housing demand.

Culture, Libraries and Learning

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

- The first venues/shops have been opened as part of the Picture Windows programme, and these are used to display the work of local artists.
- As part of the strategy to market the attractions of Haringey as a cultural venue, the North London Arts Map has been launched, and we are working with Visit London to improve our strategic approach to cultural tourism.
- The Arty Party was held in December at Jacksons Lane, and we continue to work 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.
- We are working with local artists to offer them workshops in the space above Stroud Green Library
- The Punch the Crunch initiative, designed to help customers tackle the credit crunch, is well under way in our libraries. We are, for instance, providing knitting and fashion courses to encourage re-cycling, the development of new skills and cost reduction.
- We are continuing to build on consultation already undertaken to develop the draft cultural strategy.

Recreation Services

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.

- 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 half this year : 6,127 registered, and total swim visits up 22% from 87k to 119k.
- A new Outdoor Fitness (Trim Trail) facility installed in Albert Road Recreation Ground.
- Cabinet Report Sep 09 - Football Development Plan – approved borough wide plan, investment programme, funding strategy, and partnership with Tottenham Hotspur Foundation.
- Capital works – to refurbish Tottenham Green Leisure Centre changing accommodation / reception desk started.
- Overview and Scrutiny Review of Sports and Physical Activity Strategy.
- Development of White Hart Lane Community Sports Centre as 2012 'In Games' training venue – Cabinet consideration 15 December 2009.
- Production of Aquatics Development Plan – Cabinet consideration 26 January 2010.
 - Sports & Leisure Usage :- 681k (Target 693k /1.30m)
 - Active Card memberships :- 25.4k (Target 15.4k /16.7k)
 - Active Card Direct Debit :- 4.0k (Target 4.4k /4.7k)
 - Active Card 65+ :- 1.2k (Target 1.4k /1.4k)

A Cleaner, Greener Haringey

Protecting our environment by becoming one of London's greenest boroughs. Reducing our environmental footprint for: waste, transport and energy in our homes, businesses and public buildings to secure a sustainable future for all. Ensuring the streets are cleaner, parks and green spaces are attractive,

Culture, Libraries and Learning

Key themes are 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.

- A loan service for energy monitors has recently been introduced.
- Talis Message will be installed in the early part of 2010: this will send library notifications, including overdue and reservation messages, by text and email thus saving on paper, printing and postage.
- The use of organisations such as Better World books and Amazon enables resources no longer required by our library service to be re-cycled.
- The development of Coombes Croft Library to provide a greener building, with the support of Big Lottery funding. Working with Environmental Resources we are seeking to exploit the existence of the green roof at St Ann's Library and to seek locations for other small green roof programmes.
- We have been awarded funding to provide a range of courses on gardening at Highgate Library, focussing on the Library Garden established there last year.
- We are working to install facilities for cyclists to park their bikes outside some of our libraries.
- We are developing an e-learning strategy for a programme of e-learning courses which will enable learners to access courses without the need to travel.
- Early in 2010 we will be extending 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.

Recreation Services

The Recreation Services action plan will be drawn together and delivered through the 'Improving the Natural Environment' strand of the 'Greenest Borough Strategy'. The 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.

- Approval of a new regenerative filtration system in Tottenham Green Leisure Centre (first in England). Work started in November 09 and completes January 2010.
- 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).
- Planted approx 911 new trees in 2008/9 and a further 850 scheduled for 2009/10.
- Cabinet Report Sep 09 - Lordship Restoration Programme – approved RIBA Stage E design/costing and funding strategy.
- Cabinet Report Oct 09 - Biodiversity Action Plan – approved plan which will underpin drive to improve active management of nature conservation and NI 197 performance, and part of Greenest Borough Strategy implementation.
- Muswell Hill Playing Fields phase 1 improvement contract approved/ let, and work commences in January 2010.
- Groundwork led open space improvement projects completed at Belmont, and progressing at Russell Park, Paignton Open Space and Fairlands Open Space.

- Cleanliness - Recreation Areas (NI 195) :- Litter 3% (Target 10%)
Detritus 17% (Target 20%)
- LAA – Green Flag Awards :- 11 (Target 11/12)
- LAA – Green Pennant Awards :- 4 (Target 4 /7)
- HfH Grounds Maintenance Satisfaction: - 95% (Target 96%)

A Safer Haringey

Proud of our place: working with local communities to ensure crime is reduced and people feel safer. Tackling anti-social behaviour and domestic violence. Safeguarding vulnerable children and adults.

Culture, Libraries and Learning

- A programme has been undertaken recently to improve and extend the provision of CCTV across all areas of the Service.
- We have recently run self defence courses to ensure that our staff are more aware of personal safety. These were well received and will be rolled out during the course of next year.
- We continue to work closely to ensure a consistently high standard of cleaning in all our buildings, and we undertake fortnightly deep cleaning of all IT equipment, telephones and faxes, used both by staff and the public.

Recreation Services

- Contract approved to set up Metropolitan Police Safer Parks Team, for 2 years from April 2009.
- Parkforce Stewards (additional frontline staff presence) engaged /inducted, and deployed across 12 main parks from July, with emphasis upon evening and weekend cover.

A Healthy, Caring Haringey

Tackling health inequalities. Promoting independent living: enabling people to remain independent, have choice and control over their lives, whilst protecting the vulnerable. Improving the quality of housing and addressing homelessness.

Culture, Libraries and Learning

- This year we have further extended the popular Libraries for Health by incorporating personal health checks.
- Two additional wellbeing suites are being installed in our libraries, one at St Ann's and one at Hornsey.
- We are working with Tottenham Hotspurs Football Club Foundation on the Heading for Success Learning programme, combing health education with other Skills for Life courses.
- We are extending the Wellbeing programme into all areas of our activities including Adult Learning and the Museums service.

- Working with Adult Services, reviewing and expanding our services for older people provided both within our Library buildings and via our mobile and house-bound services.
- Vending machines providing medical products have been installed in Wood Green library as part of our programme to develop our services for young people and to provide relevant and innovative services, working closely with Connexions and Youth Services.

Recreation Services

Please see “**A Thriving Haringey**” section which contains recent initiatives/programmes from Recreation Services aimed at improving health and wellbeing in Haringey.