



Report of the Head of Scrutiny and Member Development

Scrutiny Board (Culture and Leisure)

Date: 11th June 2007

Subject: Performance Report Quarter 4 2006/07

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 Introduction

- 1.1 Scrutiny Boards now receive performance information on a quarterly basis with a view to raising any issues of concern and influencing the work programme.
- 1.2 This report discusses the key performance issues considered to be of significance identified for the relevant Corporate Priority Boards (CPB) as at 31st March 2007. In addition, the report also includes a predicted CPA score for 2007/08.
- 1.3 Highlighted in this report is information on the areas relevant to Culture and Leisure. To support this information, attached at appendix 1 is the table of performance indicators that fall within the remit of this Board for consideration.
- 1.4 The issues discussed in this report have been identified because performance in these areas impacts upon one or more of the following; the delivery of effective services, the delivery of our corporate priorities; our CPA score; or our ability to deliver efficiency savings.
- 1.5 Any improvement in assessment scores should potentially have a positive impact on the council's Direction of Travel assessment and Star Rating.

2.0 Main Issues

2.1 The table below summarises the Council's predicted CPA scores for February 2008.

	Direction of Travel	Star Category	Corporate Assessment	Level 1 Services			Level 2 Services			
				Use of Resources	Children & Young People	Social Care (Adults)	Benefits	Culture	Environment	Housing
CPA 2006	Improving Adequately	3 star	3	3	3	3	3	2	3	3
CPA 2007 (provisional)		3 star	3	3	3	3	3	2	3	3

2.2 The CPA 2007 provisional score is mainly based on the category scores allocated in 2006. Where this applies the cells are highlighted in grey. This information will be updated as and when assessment scores are confirmed during 2007/08.

3.0 Specific Issues for Culture and Leisure

3.1 General satisfaction PIs comment

Satisfaction rates in the most recent Best Value survey were lower for many services than recorded performance at the last BV survey. This is true for the satisfaction indicators (BV119c, BV-119d) listed below. However, in each case specific reasons for a decline have been identified, and remedial action has been organised that will contribute to a rise in satisfaction rates by the next survey.

- **BV-119c: Percentage of residents satisfied with museums and galleries**

Museums and galleries provision in Leeds will be substantially improved over the next three years, with the opening of the Leeds Museum Discovery Centre and the new City Museum. The first phase of the refurbishment of the Art Gallery, and the works at Kirkstall Abbey will also be completed. This investment will see a change in the service's culture towards a more overtly inclusive, customer-focused approach, with a strong emphasis on learning and community partnerships in programming, collection development, and exhibitions.

- **BV-119d: Percentage of residents satisfied with theatres and concert halls**

Theatre and concert hall provision in Leeds will be substantially improved over the next three years with the completion of the Grand Theatre refurbishments, and the opening of a new arena, which will attract concerts and other events to the city.

4.0 Recommendation

4.1 Members are requested to note the information within this report and the table of performance indicators and decide whether further scrutiny is required.