

Falkirk Community Trust




**Subject:** April 2012 – March 2013 12-month Performance Report  
**Meeting:** Audit and Performance Sub-Group  
**Date:** 6<sup>th</sup> June 2013  
**Author:** Business Development Manager

**1. Introduction**

1.1 This is the quarter four year-end report on Falkirk Community Trust’s performance indicators and covers the financial year April 2012 – March 2013. The indicators reported are set out within the Business Plan. The report also flags relevant current activity or planned action in support of achieving the vision outcomes.

**2. Performance Statement**

2.1 Attached is a performance statement with indicators presented in the form of bar charts with contextual commentary. We have added an ‘at a glance’ summary of the variance in performance on the previous year’s quarterly period to date results. Each chart is flagged using a traffic light system to give a view of performance against target. The status for this period is summarised below:

<i>Green</i> 	This PI is on or above target (within 5% of target or above target)	There are <b>16</b> green-flagged indicators.
<i>Amber</i> 	This PI is slightly below target though performance may be improving (5-10% below target)	There are <b>6</b> amber-flagged indicators.
<i>Red</i> 	This PI is significantly below target and performance does not appear to be improving (10% or more below target)	There are <b>5</b> red-flagged indicators.

**3. Conclusion**

3.1 April-December 2012 performance for the first 3 quarters of the year was previously reported to the group in February 2013.

3.2 Indicators are flagged at the end of each quarter to give a prediction of the year-end position using data from previous years and quarters to project forward. Performance in the final quarter (January-March 2013) was generally positive with significant successes in several areas, however the year-end position resulted in fewer green flagged and more amber/red flagged indicators than previously predicted at the end of Q3.

3.3 Four indicators previously flagged as green ended the year flagged amber:

- Admissions to Mariner Centre.
- Number of resources added to library stock – Adults.
- Number of visits to Kinneil Museum.
- Total participants in Heritage Education Workshops for Schools.

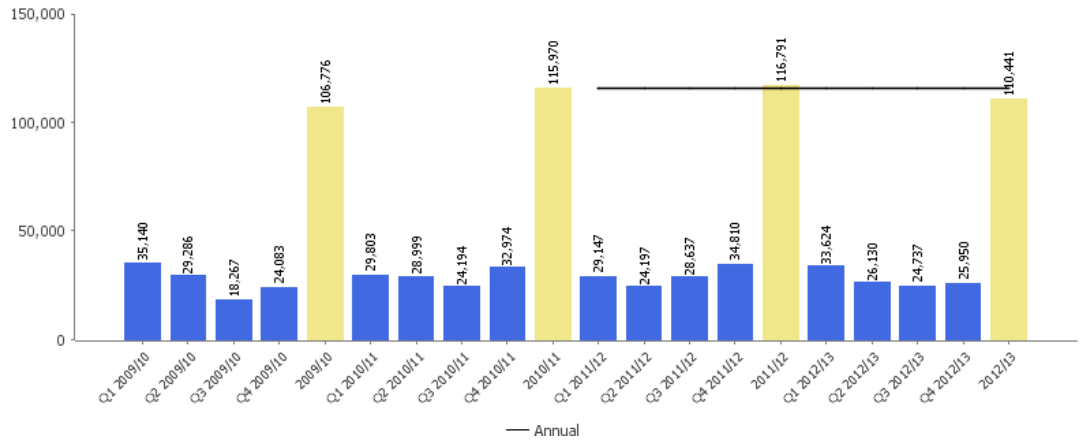
- 3.4 One indicator flagged amber at the end of Q3 ended the year being flagged red:
- Number of times public access terminals were used in libraries.
- 3.5 Two indicators flagged amber at Q3 improved to be flagged green at year-end:
- Number of resources added to library stock – Junior.
  - Number of visits to Callendar House.
- 3.6 The key highlights for the January-March 2013 period include the following:
- Visits to Callendar House increased by 51% over the same quarter last year, attributed to the relocation of the tearoom into Callendar House, the cold but dry weather in February/March encouraging more people to visit Callendar Park and House, and popular exhibitions within the Park Gallery attracting greater numbers of people to visit the House.
  - Admissions to Bo'ness, Grangemouth and Mariner Centre Circuit Clubs increased by 27%, 40% and 11% respectively compared to the same quarter in 2011/12. This follows the launch of Les Mills Body Training Systems (BTS) fitness classes in January accompanied by a supporting promotional campaign.
  - A 16% increase in the number of participant sessions delivered by Active Schools. This is attributed to increased school participation in one-off events and a near 100% increase in girls participation in sessions at Bo'ness Academy.
  - Participants in Cultural Services Activities were 13% higher than 2011-12 Q4 following successful partnership working with Falkirk Council's Social Work Residential Care and Libraries in Schools teams.
  - Hippodrome admissions continued the improved figures seen throughout the year with a 12% increase in admissions compared to the same quarter in 2011/12, with the 2013 Silent Film Festival in March attracting raised attendances.
- 3.7 Measured against target, the top five achievers for the 12 month period April 2012 – March 2013 are as follows:
- Admissions to the Hippodrome: 28% above
  - Participants in Heritage Education Workshops for Schools: 23% above
  - Participants in Cultural Services Activities: 23% above
  - Admissions to Grangemouth Circuit Club: 17% above
  - Admissions to Bo'ness Circuit Club: 17% above
- 3.8 Appropriate target setting is a key factor in performance analysis. Future planning will examine previous performance and predicted trends to determine as realistic targets as possible.
- 3.9 A report on quarter one 2013-14 will be made at the next meeting of the sub group in September 2013.

Jane Clark

.....  
Jane Clark  
Business Development Manager

## People Are Fitter, Healthier And More Active, More Often

1)   
**Admissions to  
 Bo'ness Recreation  
 Centre**

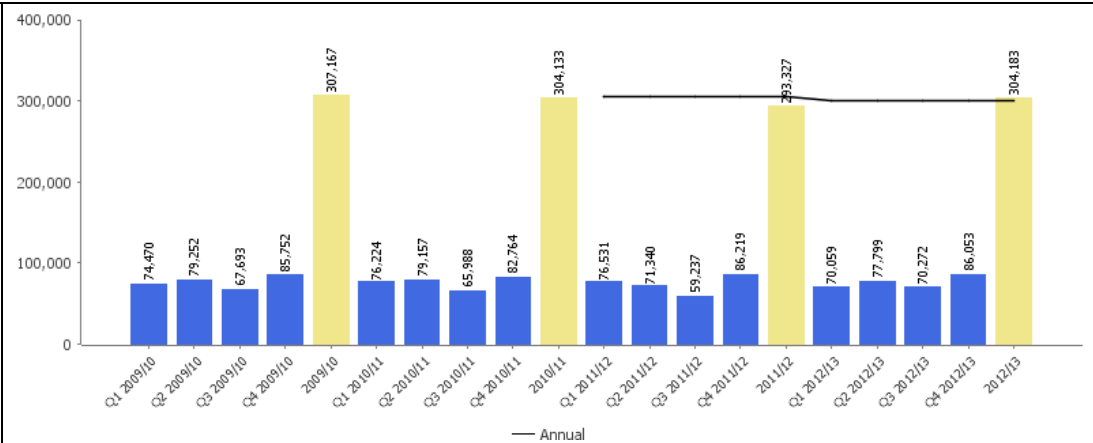


Q4 2012/13 vs Q4 2011/12: ↓ 25.5% (-8,860 admissions)      Overall 2012/13 vs 2011/12: ↓ 5.4% (-6,350 admissions)

Q4 performance reduced compared to the same period last year. This follows the loss of regular bookings in the lesser hall due to it being used for Circuit Club classes from the start of January 2013, but this loss is countered by additional admissions to the Circuit Club with the centre being busier overall. The outdoor pitches saw a loss of approximately 6,000 admissions following cancellations due to inclement weather and temporary closure of pitches in March for installation of two new 3G playing surfaces. Combined with the removal of floodlight charges from 1st April, these changes improve the playability and attractiveness of the facility and should result in less cancellations due to weather and improved admissions.

Overall admissions for the year were reduced compared to 2011/12, however the indicator remains flagged as green as performance was within 5% of the yearly target. Swimming pool admissions increased by 18% compared to the previous year, with juvenile swimming admissions improving by over 20% despite overall juvenile admissions to the centre reducing by 4%. Initiatives planned for 2013/14 will focus on increasing juvenile admissions at the centre with a new pool programme being introduced soon aimed at further improving admissions.

2)   
**Grangemouth  
 Sports Complex.**



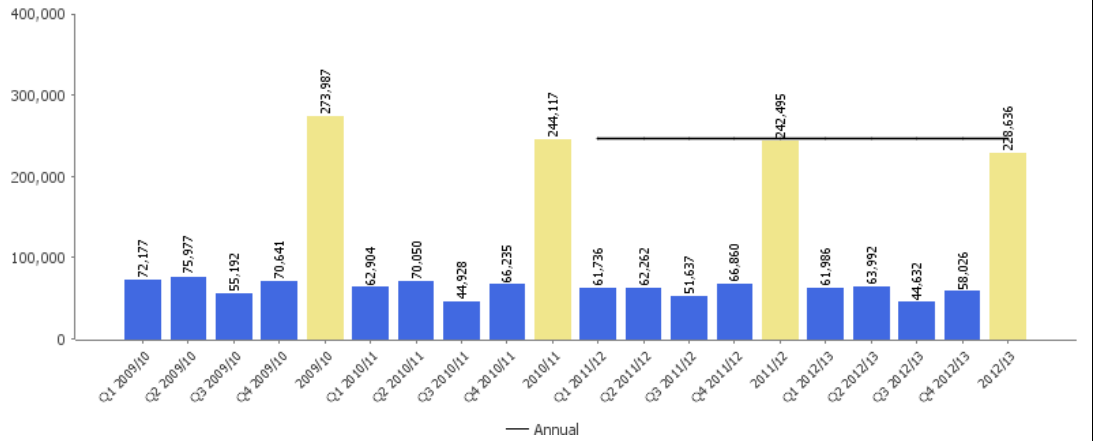
Q4 2012/13 vs Q4 2011/12: ↓ 0.2% (-166 admissions)      Overall 2012/13 vs 2011/12: ↑ 3.7% (+10,856 admissions)

Performance during the 4th quarter remains similar to the same quarter last year. This is encouraging despite the loss of a major annual event (Scottish Age Group Basketball championships) due to a booking clash. Admissions to the children's pool fun nights have increased by 150% during this quarter. Further improvement work took place throughout the centre to enhance the customer experience, with new power-assisted doors and access ramps throughout the building and new soft furnishings installed within the coffee lounge to encourage customers to spend longer in the centre.

Performance overall for the year saw over 10,000 additional admissions compared to 2011/12 and exceeded the yearly target. Income for the year saw a gross increase of approx £16,000 with income from retailing goods of £16,682 since July 2012. Plans for 2013/14 include introducing a pool inflatable to attract greater attendance to the fun nights, with Saturday afternoon family fun sessions also planned.

## People Are Fitter, Healthier And More Active, More Often

### 3) Admissions to Mariner Centre.



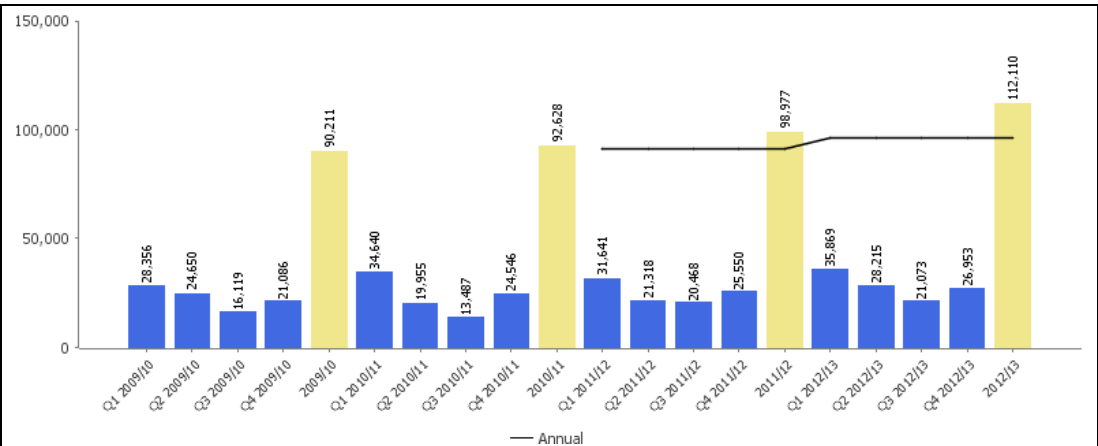
Q4 2012/13 vs Q4 2011/12: ↓ 13.2% (-8,834 admissions)

Overall 2012/13 vs 2011/12: ↓ 5.7% (-13,859 admissions)

4th quarter performance at the Mariner Centre was 13.2% lower compared to the same quarter last year.

Overall performance for the year was 5.7% lower than 2011/12 due to reductions in the 3rd quarter (3-week planned closure) and 4th quarters as reported above. The planned maintenance closure for a period of approximately three weeks in December 2012 had a significant impact on the usage and income generated at the Mariner Centre. These reductions resulted in year performance falling short of target by 7.4% hence this indicator being flagged as amber.

### 4) Admissions to Grangemouth Stadium.




Q4 2012/13 vs Q4 2011/12: ↑ 5.5% (+1,403 admissions)

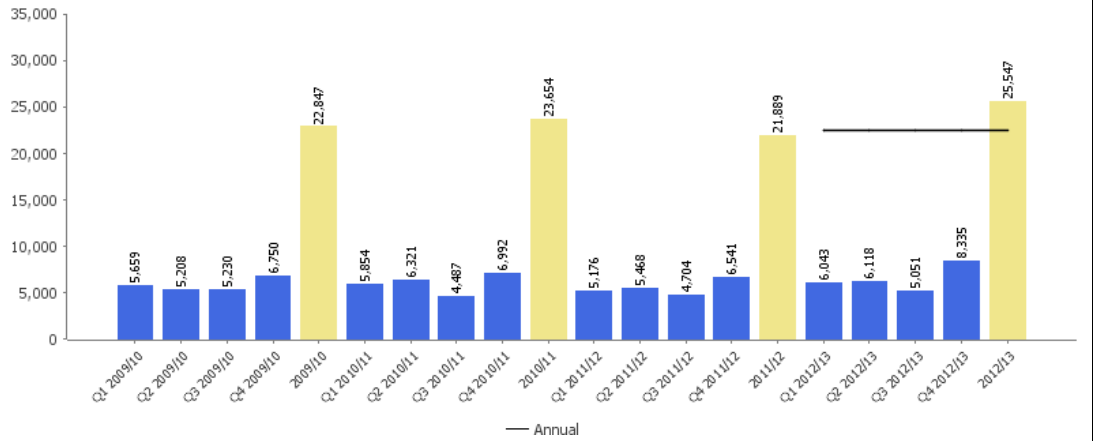
Overall 2012/13 vs 2011/12: ↑ 13.3% (+13,133 admissions)

Admissions for the 4th quarter were higher than the same quarter in 2011/12 despite usage of the football pitch being affected by inclement weather and closures to install new drainage. This drainage work was successfully completed with further repair work progressing on lane 1 of the running track in the next quarter prior to the start of the track season. Improvements were made in the café with new flooring, furniture and décor to enhance the customer experience.

Performance for the 2012/13 year overall was encouraging with significant improvements over last year. Successes included increases in popularity of the 'run, jump and throw' programme and higher admissions at Grangemouth Community Gymnastics Club. Admissions for the next quarter are expected to be impacted positively by the playing of additional midweek football to allow completion of matches cancelled in Q4 due to inclement weather.


**People Are Fitter, Healthier And More Active, More Often**

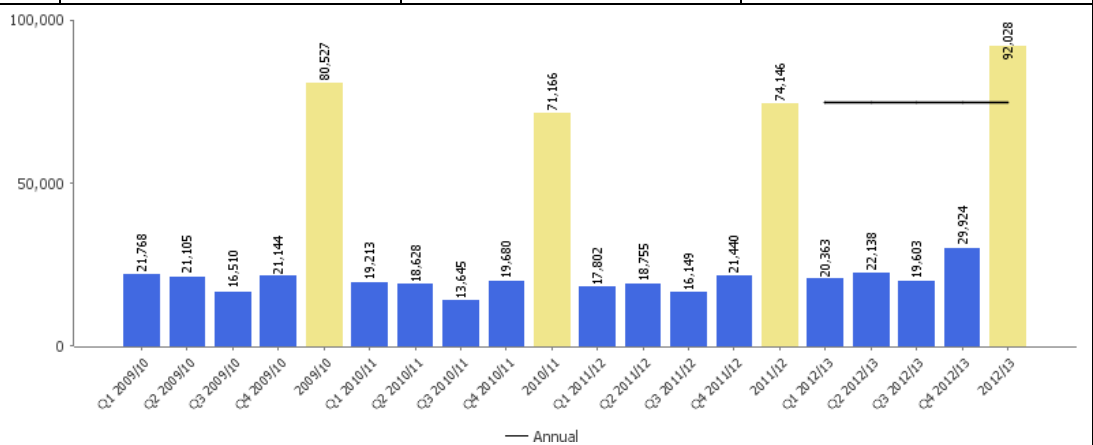
5)   
Admissions to Bo'ness Circuit Club.



Q4 2012/13 vs Q4 2011/12: **↑ 27.4%** (+1,797 admissions)


Overall 2012/13 vs 2011/12: **↑ 16.7%** (+3,658 admissions)

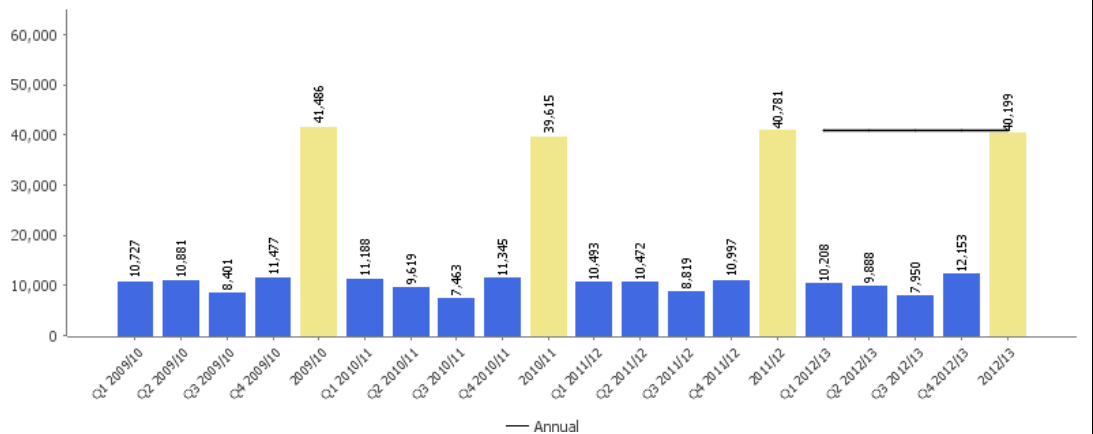
6)   
Admissions to Grangemouth Circuit Club.



Q4 2012/13 vs Q4 2011/12: **↑ 39.6%** (+8,484 admissions)

Overall 2012/13 vs 2011/12: **↑ 24.1%** (+17,882 admissions)

7)   
Admissions to Mariner Circuit Club.



Q4 2012/13 vs Q4 2011/12: **↑ 10.5%** (+1,156 admissions)

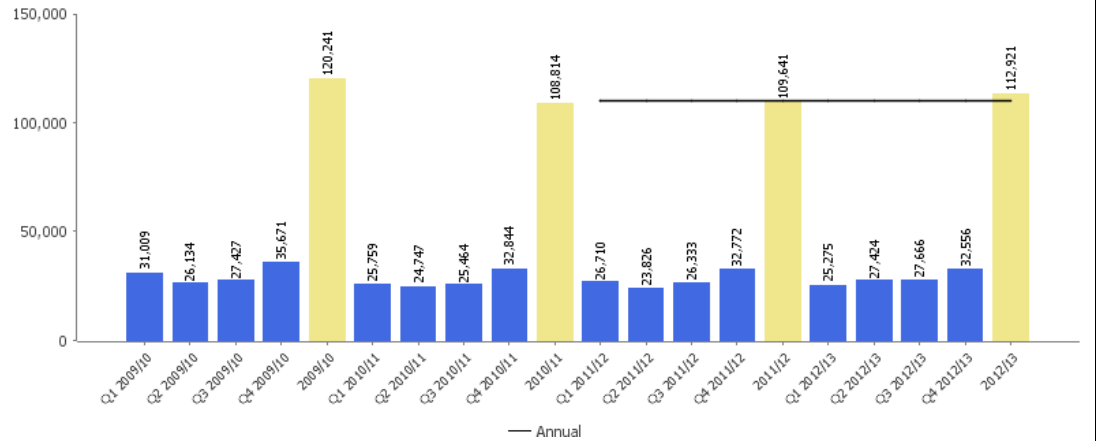
Overall 2012/13 vs 2011/12: **↓ 1.4%** (-582 admissions)

Admissions to Circuit Clubs increased during the 4th quarter compared to the same period last year. This followed the launch of our Les Mills Body Training Systems (BTS) fitness class programme in January 2013, with extensive timetable revisions and a supporting promotional campaign. Larger increases occurred at Bo'ness and Grangemouth clubs with smaller increases at the Mariner Circuit due to the fitness suite being closed for 15 days during March for extension and refurbishment. Performance at Mariner Circuit Club is expected to improve next quarter in line with Bo'ness and Grangemouth.

Overall performance for 2012/13 is encouraging with an additional 19,744 admissions (14.3% increase) across the 3 sites compared to last year. This improvement is a reflection of the investment made to develop Circuit Clubs during this year. Plans to further enhance provision for 2013/14 include reviewing the BTS programme in response to demand, additional staff training in 'Metafit' and refurbishment work at Grangemouth SC scheduled for July.

## People Are Fitter, Healthier And More Active, More Often

**8)** **Admissions to the Neighbourhood Centres.**



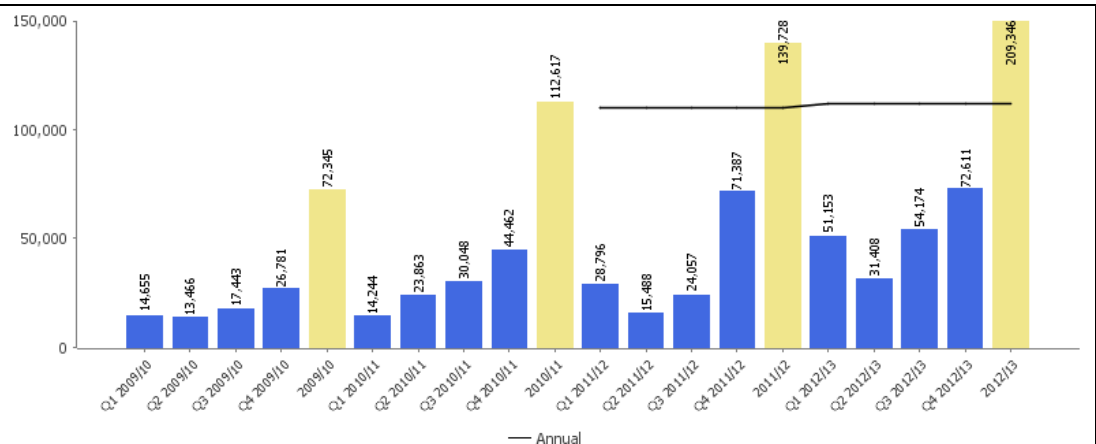
Q4 2012/13 vs Q4 2011/12: ↓ 0.7% (-216 admissions)

Overall 2012/13 vs 2011/12: ↑ 3.0% (+3,280 admissions)

Performance of neighbourhood sports centres during Q4 remained static compared to the same quarter last year.

Performance for the year increased over 2011/12 and exceeded target. Successes include: increased bookings at Bankier after improving accessibility; additional uptake at Denny Sports Centre with daytime Zumba and exercise classes; increased use of Stenhousemuir by Carron Primary School; and increased admissions at Hallglen following the creation of a new fitness suite in the two committee rooms and refurbishment of the old conditioning room into a sprung-floor studio. Football pitches have seen increased activity towards the end of Q4 as teams attempt to clear a backlog of cancelled matches earlier in the quarter. Plans for 2013/14 include the reopening of Denny Football Centre complete with indoor 3G synthetic grass football pitch.

**9)** **Out of hours admissions to Community Schools.**



Q4 2012/13 vs Q4 2011/12: ↑ 1.7% (+1,224 admissions)

Overall 2012/13 vs 2011/12: ↑ 49.8% (+69,618 admissions)

Q4 performance was largely similar to the same period in 2011/12. Four schools finished the last quarter with very positive returns. The exception to this were St Mungos & Larbert High Schools which showed a slight downturn year on year. Increases are also a reflection of improvements in the recording process, which have been made throughout the year – it is believed that Q4 are more accurate figures. The pool programme was developed during this quarter with a focus on transferring the 'learn to swim programme' from Graeme HS to St Mungos where the provision of a social area for parents/guardians will improve the overall customer experience.

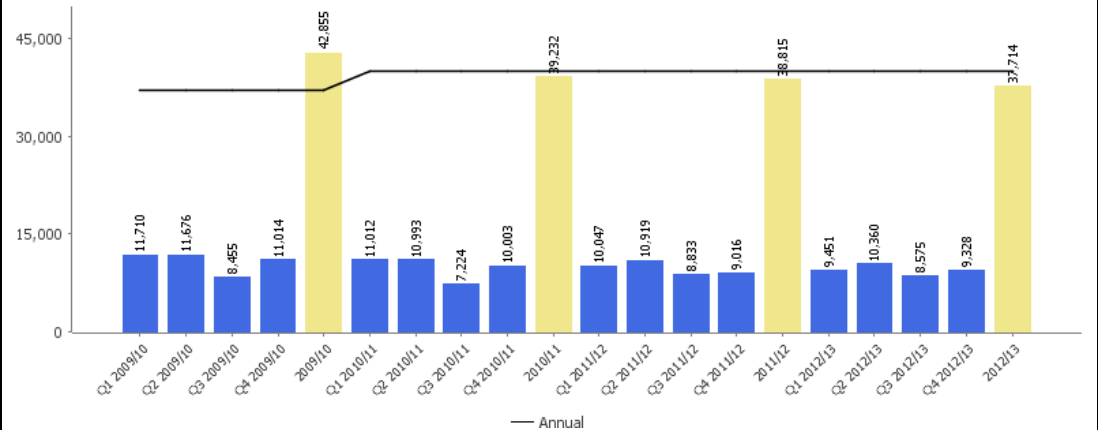
Performance overall for the year continues to be strong. Some of this is due to more accurate recording but also in part to strong performances at Denny & Falkirk HS which shouldn't be understated. Activity planned for 2013/14 includes working with Sports Development on providing clubs with 'home' facilities which will then enable programmed access for other groups.

## People Are Fitter, Healthier And More Active, More Often

10)



**No. of participants in Healthy Lifestyle Physical Activity programme.**



Q4 2012/13 vs Q4 2011/12: ↑ 3.5% (+312 admissions)

Overall 2012/13 vs 2011/12: ↓ 2.8% (-1,101 admissions)

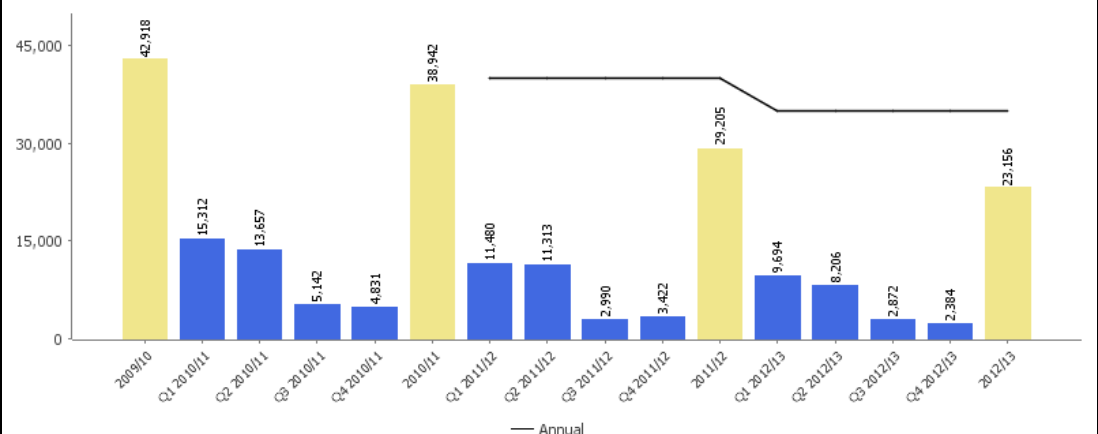
Q4 performance has improved on the same quarter last year, with improved Active Forth, Step Forth and Healthy Lifestyle/21st Century attendances, building on January's successful Health & Fitness campaign, new promotional materials and new activities. Buggy Walks and Teen performance reduced compared with 2011/12 due to inclement weather and earlier Easter holidays. Future plans include introducing a new buggy walking group in Grangemouth, an additional Active Forth Aquafit class at Mariner Centre in response to demand, and new group sessions at Bo'ness.

Overall performance for 2012/13 was slightly lower than last year and fell 6% short of target hence being flagged amber. This reduction is attributed to the use of revised criteria for entitlement to Active Forth following discussion with NHS Forth Valley. Positive developments include Active Forth consultants being more proactive at moving members onto Circuit memberships following their 12-week programme. Initial plans for 2013/14 include planning towards delivering Postural Stability classes in partnership with Forth Valley Royal Hospital, the development of joint pulmonary/cardiac rehabilitation classes, and increased Step Forth activity following the opening of Helix Park and the 10th annual Big Fit Walk.

11)



**No. of rounds of golf played.**



Q4 2012/13 vs Q4 2011/12: ↓ 30.3% (-1,038 admissions)

Overall 2012/13 vs 2011/12: ↓ 20.7% (-6,049 admissions)

Grangemouth Golf Course: there are signs of a slowdown in decline, with figures for Q4 2012/13 down 27% on the same period the previous year compared to a drop of 37% between Q4 2010/11 and Q4 2011/12. The decline remains largely reflective of the economic climate and poor weather conditions. Discussions took place between Grangemouth Golf Club and the Trust to examine options for mutual changes in membership and season ticket structures and resulted in two major changes to the pricing and membership categories. Overall performance for the year at Grangemouth Golf Course was 15% (-3,368 rounds) lower than the 2011/12 figure which is a smaller decline compared to previous years. Repairs to the car park and a refurbishment of the male locker room will help to improve the customer experience.

Callendar Park Par 3: Q4 performance at the Par 3 was 44% lower than Q4 2011/12, and overall for the year was 39% reduced compared to the 2011/12 early total. Par 3 performance suffered largely due to inclement weather during the peak periods of activity (July-September). An evaluation of opening hours and exploring options for optimising usage & income will be a focus for April-September in addition to a programme of clubgolf sessions throughout this time.

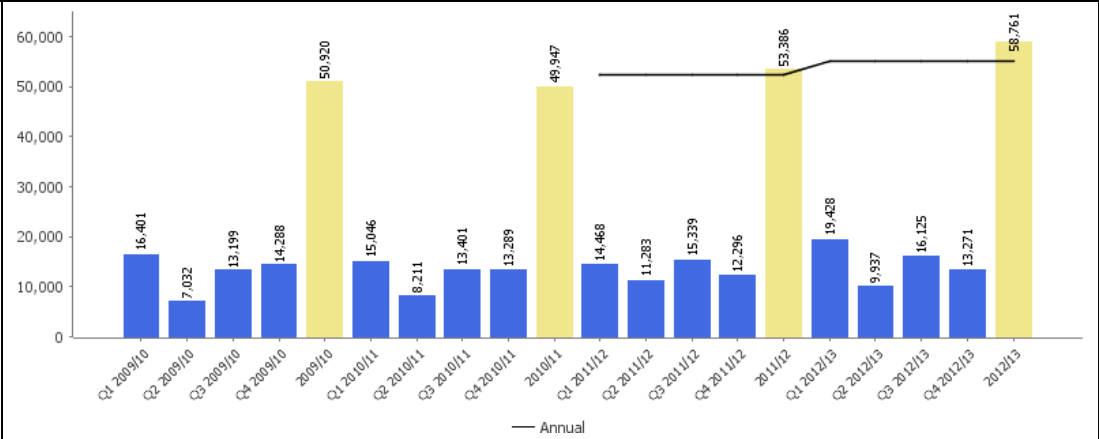


## People Are More Creative And Potential For Success And Wellbeing Is Nurtured

12)



Admissions to FTH.



Q4 2012/13 vs Q4 2011/12:

↑ **7.9%** (+975 admissions)

Overall 2012/13 vs 2011/12:

↑ **10.1%** (+5,375 admissions)

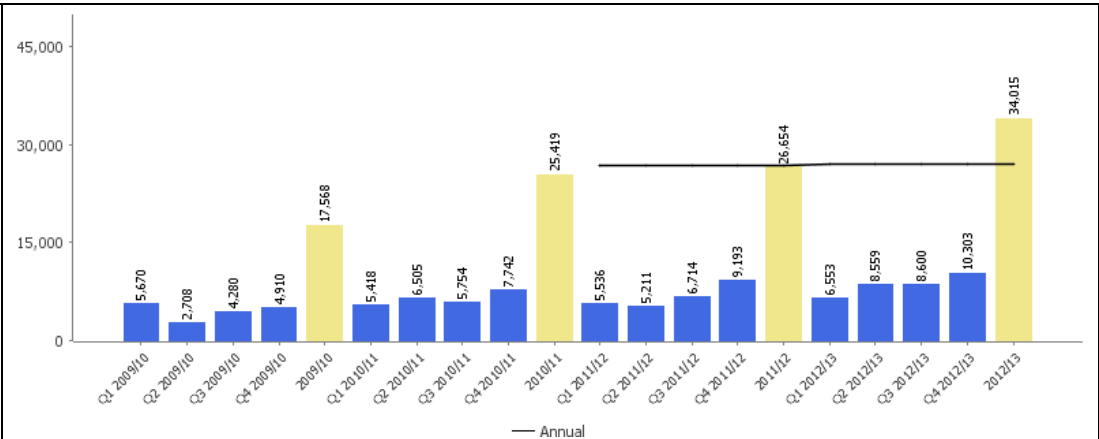
4th quarter performance saw increases in admissions compared to the same period last year, with percentage uptake much improved. Uptake was boosted by good attendances at 'Circus of Horrors' and 'Macfloyd' (as part of the tour celebrating 40 years since the release of Pink Floyd's, Dark Side of the Moon).

Admissions overall for the 2012/13 year at FTH increased compared with last year, exceeding the upwards revised yearly target by 6.8% (+3,761 admissions). Further work will focus on increasing percentage uptake at FTH performances, plus plans to develop and enhance the Arts programme to make use of capacity created by the return of FCYT (Falkirk Children's Youth Theatre) from FTH to Grangemouth Town Hall. Highlights from FTH's programme of productions for the next quarter include 'Be Silent or Be Killed', 'The Sash', and a mini concert by the Scottish Chamber Orchestra, 'Big Ears, Little Ears' designed for young babies and adults.

13)



Admissions to the Hippodrome.



Q4 2012/13 vs Q4 2011/12:

↑ **12.1%** (+1,110 admissions)

Overall 2012/13 vs 2011/12:

↑ **27.6%** (+7,361 admissions)

4th quarter performance at the Hippodrome continued the improved admission figures seen during the previous 3 quarters. A comprehensive programme was delivered during Q4 including the Hippodrome Festival of Silent Film 2013 during March where overall attendances were higher than 2012's festival. Staff are currently evaluating the festival to inform future programming.

Strong performance was achieved throughout 2012/13 during the Hippodrome's centenary year and was marked by the Hippodrome 100 programme of activity specifically for this celebration. Year performance was 26% above target with over 7,000 additional admissions compared with 2011/12. Highlights of the forthcoming programme for Q1 2013/14 include screenings of a new version of The Great Gatsby with planned activities to support the launch. Other blockbusters such as Star Trek: Into Darkness are scheduled along with additional opportunities to see Les Misérables following a sell-out run at the Hippodrome in February.

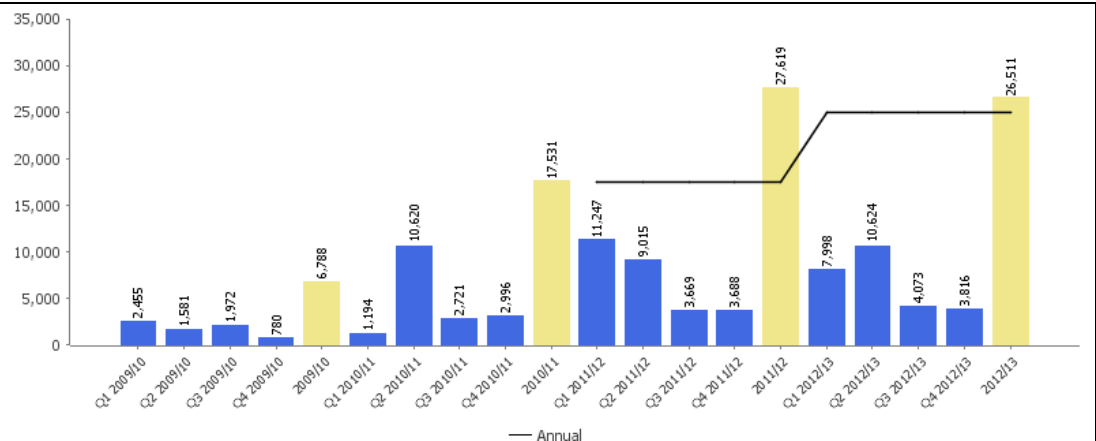


## People Are More Creative And Potential For Success And Wellbeing Is Nurtured

14)



**Admissions to Park Gallery.**



Q4 2012/13 vs Q4 2011/12:

↑ **3.5%** (+128 admissions)

Overall 2012/13 vs 2011/12:

↓ **4.0%** (-1,108 admissions)

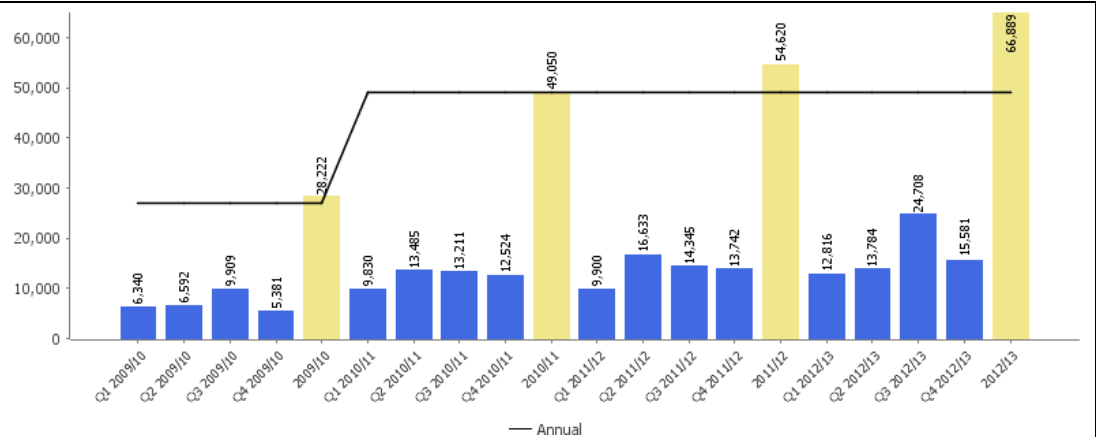
Admissions during the 4th quarter were largely similar to last year with a small increase in admissions.

Overall year performance is very dependent on the exhibition programme with 2012/13 being a successful year despite falling just short of the highly successful 2011/12 year admissions. Exhibitions such as Winter Warmth and Reggie's Roller Palace proved popular and contributed to yearly admissions exceeding target by 6% (+1,511 admissions). Programmes of supporting activity, led by Park Gallery staff, have been successful in targeting specific groups in terms of increasing access to contemporary arts and crafts as well as increasing reach of publicity.

15)



**No. of participants in Cultural Services activities.**



Q4 2012/13 vs Q4 2011/12:

↑ **13.4%** (+1,839 admissions)

Overall 2012/13 vs 2011/12:

↑ **22.5%** (+12,269 admissions)

Performance during Q4 increased compared to the same period last year with almost 2,000 additional arts activity places filled. Partnership working with Falkirk Council Social Work Residential Care and the Libraries in Schools team delivered a film/storytelling project working with young people living in care in Falkirk area. Following the success of the first event in 2012, a second Park Gallery Pop-Up shop took place in March with more artists and crafts people involved.

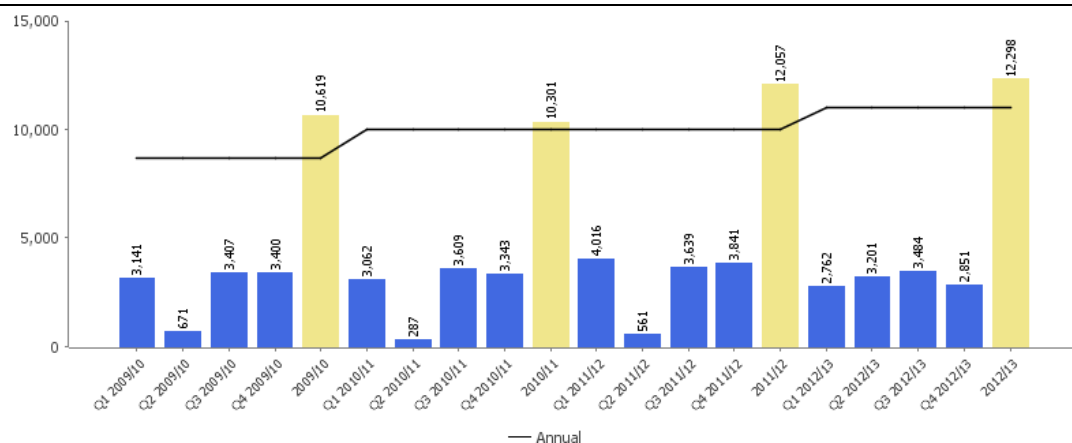
2012/13 year performance was the strongest for several years and exceed target by 36%, largely due to additional activity during the 3rd quarter involving the Youth Music Initiative and the Hippodrome 100 programme. During the first part of 2013/14 the Arts team will be developing the Roofless/Helix programme in advance of Helix Day on 14<sup>th</sup> September. Recruitment for a lead artist for the Denny Regeneration Project will also result in increased arts activity from the 2nd quarter onwards.

## People Are More Creative And Potential For Success And Wellbeing Is Nurtured

16)



**No. of places booked on Sport Development Courses.**



Q4 2012/13 vs Q4 2011/12:

N/A

Overall 2012/13 vs 2011/12:

↑ 2.0% (+241 places)

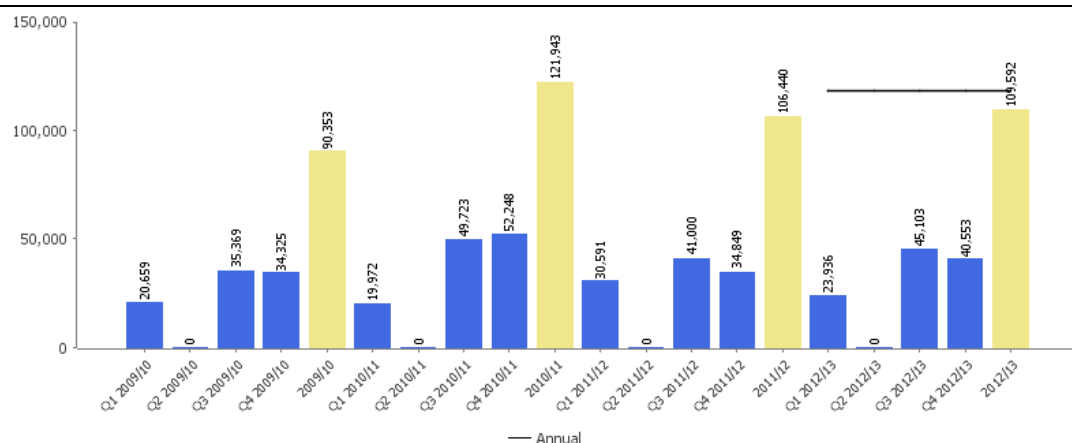
During 2012/13 Q2 and Q3 this indicator was reported without the inclusion of rugby. For consistency and to allow future comparisons, totals for Q2 and Q3 have been amended following the reinsertion of rugby, which will be included in this indicator going forward. From the start of 2012/13 Sports Development classes moved from a 3-block to 4-block setup with bookings spread more evenly across all 4 quarters. This change means direct comparison with previous individual quarters is not possible. Successes during Q4 include the introduction of 1-1 swimming lessons at Bo'ness and 'Puddle Duck' pre-school swimming at Grangemouth Complex. Percentage of class uptake increased from 80.5% to 82.8% compared to the 3rd quarter.

Year performance increased with additional places booked. Further initiatives for 2013/14 include an expanded pre-school programme of dance and mini-tennis, and partnership working with Active Schools to deliver new 'Run, Jump and Throw' sessions in Denny and Banknock.

17)



**No. of Active Schools participant sessions provided.**



Q4 2012/13 vs Q4 2011/12:

↑ 16.4% (+5,704)

Overall 2012/13 vs 2011/12:

↑ 3.0% (+3,152)

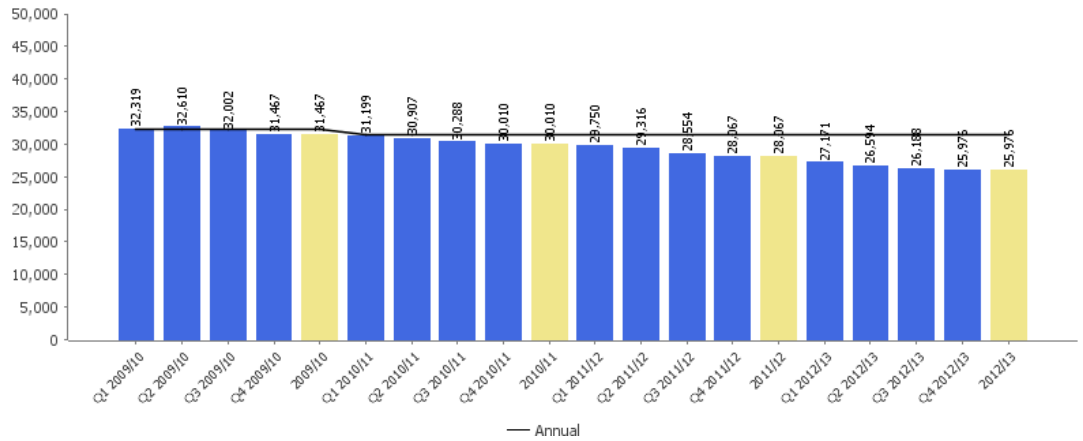
Active Schools participant sessions is derived from the **sportscotland** strategic indicator that measures the number of sessions delivered multiplied by the number attending each session. Q4 performance increased by 16% increase compared to the same period in 2011/12. The biggest increase occurred in primary schools. Sustaining activity in secondary sessions remained challenging due to the loss of lunchtime clubs at 4 high schools following the change to 45-minute lunch breaks. Successes included increases in attendance at events, and a doubling of the number of girls participating at Bo'ness Academy during this quarter following additional staff resources as part of the Children and Young People (CYP) funding.

Performance for the year was positive and exceeded last year's total. The indicator remains flagged as amber due to falling 7.1% short of target. Additional focus in 2013/14 will be placed on joint planning between primary and secondary school coordinators, and the retaining of senior pupils to become volunteer Sports Leaders. The Commonwealth Games will be a main focus to motivate and inspire pupils, with the implementation of the 'Going for Glasgow' programme during the year.

## People Benefit From Lifelong Learning

18)

No. of active borrowers from public libraries.



Q4 2012/13 vs Q4 2011/12: ↓ 7.5% (-2,091 borrowers)

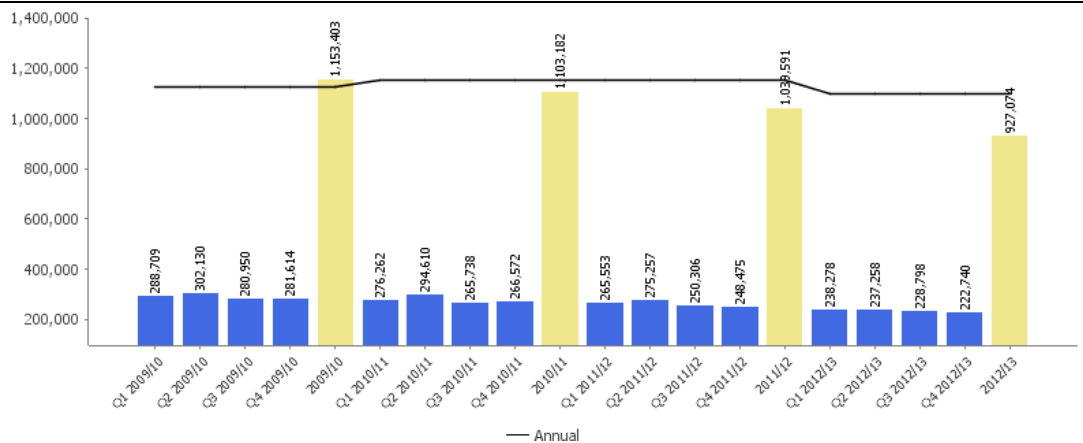
Overall 2012/13 vs 2011/12: ↓ 6.7% (-1,879 borrowers)

Continuing the previous trend the number of active borrowers continued to fall during the 4th quarter, but this decline was smaller (7.5% drop Q3 to Q4) compared to any other quarterly comparison throughout the year.

A total of 1,734 new borrowers were added during Q4 alone, adding to the 4,679 new borrowers already added throughout Q1-3. New active borrowers have been attracted by the e-books and digital magazines which were launched in December. The year ended with a net loss of 1,879 active borrowers due to losing existing active borrowers faster than adding new ones.

19)

No. of issues from public libraries.



Q4 2012/13 vs Q4 2011/12: ↓ 10.4% (-25,735 issues)

Overall 2012/13 vs 2011/12: ↓ 10.8% (-112,517 issues)

The number of issues during the 4th quarter continued to follow the same rate of decline (approx 10-11% drop per quarter) that has been incurred throughout 2012/13. This was the first full quarter of reporting following the introduction of e-book and digital magazine stock. Promotional work took place to raise awareness of this 'Library On Demand' service at Callendar House tea shop during March. Following the decision to stop adding to the stock of music CDs in June 2012, a new downloadable audio service will be launched in May and will add to the amount of remote content offered.

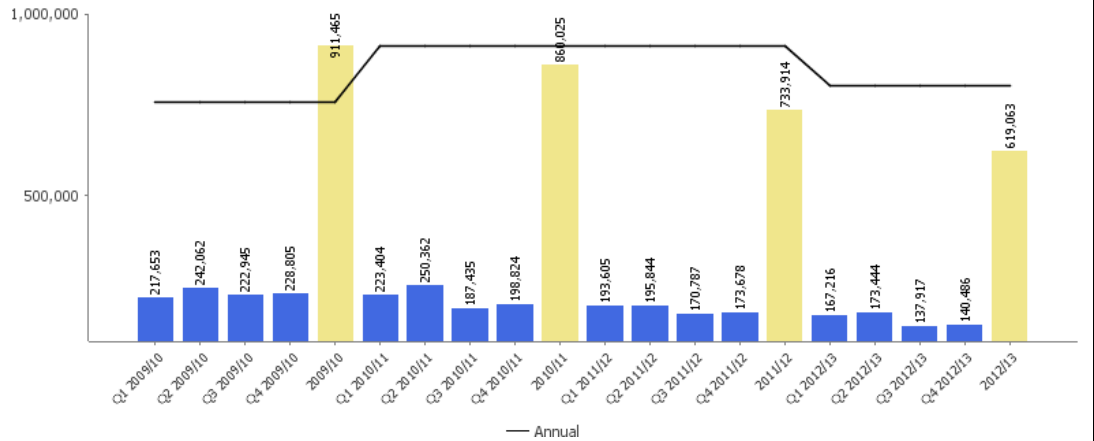
Overall year performance saw a reduction of 112,517 issues compared to 2011/12, which is a bigger drop than the previous year to year reduction (63,591 from 2010/11 to 2011/12).

## People Benefit From Lifelong Learning

20)



No. of visits to libraries.



Q4 2012/13 vs Q4 2011/12: ↓ **19.1%** (-33,192 visits)

Overall 2012/13 vs 2011/12: ↓ **15.6%** (-114,851 visits)

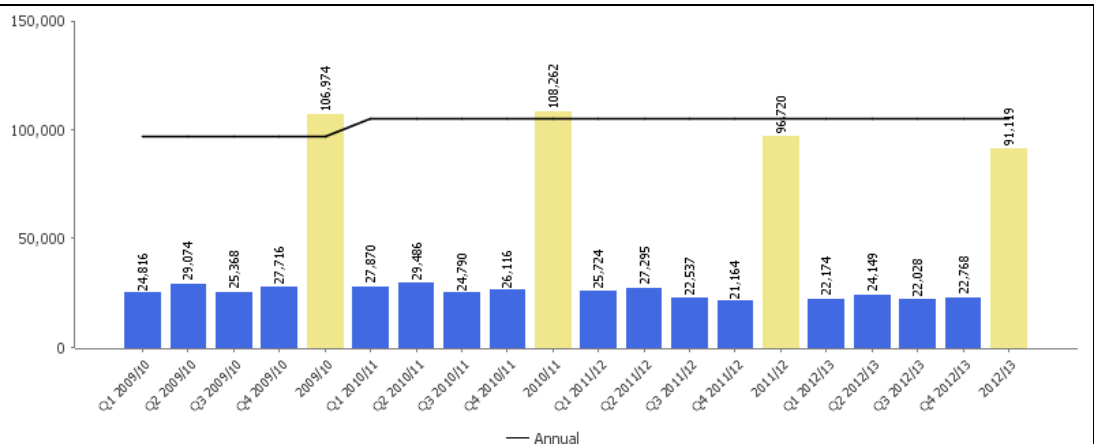
Library visit numbers were significantly reduced compared to the same quarter last year, with overall year performance following the same pattern of decline as seen elsewhere in the library indicators. Falkirk Library experienced some issues with their visitor counter which will have affected figures slightly. Meadowbank Library ran a 'Reading Champions' group with cared-for young people participating in library events every week for 6 months, funded by Dolly Parton's Imagination partnership.

Performance overall for the year was lower than 2011/12 with a similar rate of decline to previous years. Any reductions in active borrowers are usually mirrored in the number of visits and issues made. Successes in the uptake of library on demand (remote services) is likely to cause further drops in physical visits to libraries.

21)



No. of times the public access terminals were used in libraries.



Q4 2012/13 vs Q4 2011/12: ↑ **7.6%** (+1,604 logins)

Overall 2012/13 vs 2011/12: ↓ **5.3%** (-5,101 logins)

Public access terminal usage during Q4 2012/13 was higher than the same quarter last year, but overall for the year fell 12.7% short of target. Part of the increase in logins is due to ongoing work to install new Windows 7 PCs and Office 2010 software to libraries, with some logins being accounted for by testing during the installation work. The replacement of computer equipment was completed in late March.

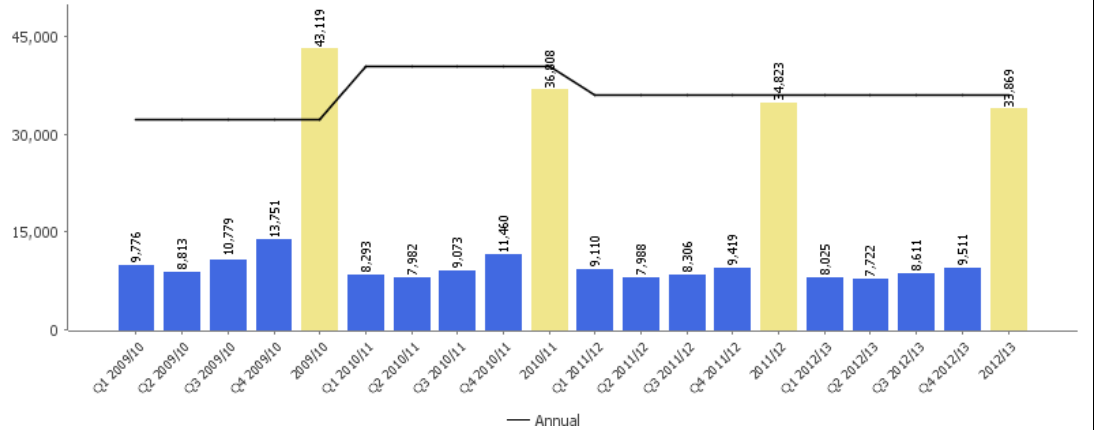
In 2013/14 partnerships on welfare benefit reform are likely to result in increased demand for public access PCs.

## People Benefit From Lifelong Learning

22)



**No. of resources added to library stock – Adults.**



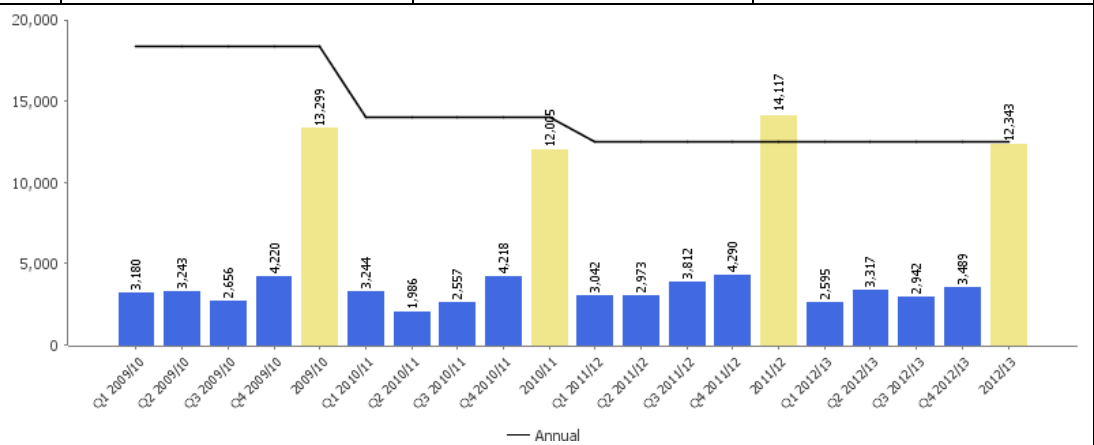
Q4 2012/13 vs Q4 2011/12: ↑ 1% (+92 resources)

Overall 2012/13 vs 2011/12: ↓ 2.7% (-954 resources)

23)



**No. of resources added to library stock – Junior.**



Q4 2012/13 vs Q4 2011/12: ↓ 18.7% (801 resources)

Overall 2012/13 vs 2011/12: ↓ 12.6% (-1,774 resources)

Library stock additions for the 4th quarter were similar to last year for adult stock, but problems with book supply in March resulted in a lower number of junior titles being added. There was no deliberate reduction in the library stock to juniors or adults. March is the busiest publishing and purchasing time but books that were due for delivery before the end of the quarter did not materialise. Discussions will take place with the supplier to prevent a repeat of this in 2013/14.

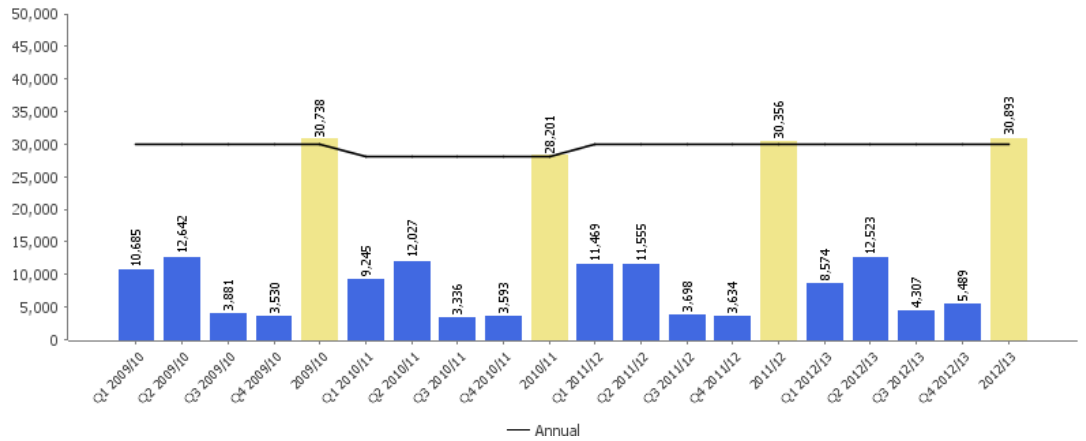
Performance of these indicators against target fell just short, with junior titles being 1% below target and flagged green, while adult stock additions was 6% below target hence being flagged amber.

## People Benefit From Lifelong Learning

24)



No. of visits to Callendar House.



Q4 2012/13 vs Q4 2011/12: **↑ 51.0%** (+1,855 visits)

Overall 2012/13 vs 2011/12: **↑ 1.8%** (+537 visits)

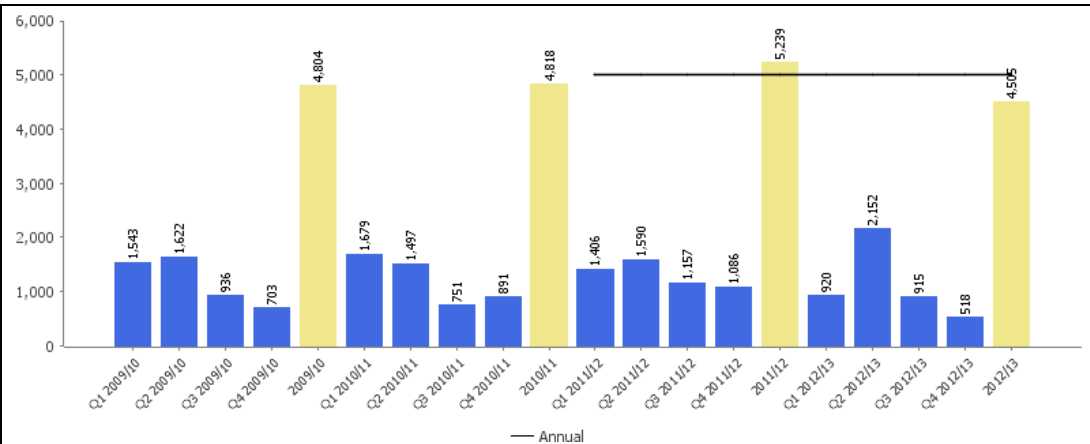
Q4 visits were significantly higher than 2011/12 with a 51% increase in visits. Factors contributing to this include: popular exhibitions with universal appeal ('Minted' – money) or with a strong connection to the Park ('Reggie's Roller Palace' – dogs); dry but cold weather in February/March attracting visitors; and the relocation of the tea room into Callendar House, capturing those who previously visited the teashop (stables) only and were not general visitors to the House. Performance overall for the year exceeded target despite a poor start to the year due to inclement weather. Improved visitor numbers in Q2 and Q4 resulted in year performance being largely similar to last year. Whilst this baseline figure shows a static profile, including school and event visits shows increasing participation: 33,105 in 2010/11, 35,387 in 2011/12 and 37,231 in 2012/13.

Plans for 2013/14 focus on consolidating work done to integrate heritage and education within the tearoom, and acting on customer feedback received following the tearoom changes. Callendar Park is hosting a major 'CBeebies' event at the end of June targeting a pre-school and family audience, with an anticipated increase in visitors into the House.

25)



No. of Visits to Kinneil Museum.



Q4 2012/13 vs Q4 2011/12: **↓ 52.3%** (-568 visits)

Overall 2012/13 vs 2011/12: **↓ 14.1%** (-741 visits)

Q4 performance showed a reduction of over 50% compared to the same period in 2011/12. This follows the introduction of revised visitor number monitoring methods although further investigation to establish whether this is due to internal counting arrangements or other factors has yet to take place. Visits by school children increased to 148 compared to 93 for the same quarter last year, largely resulting from local studies by Bo'ness Academy pupils.

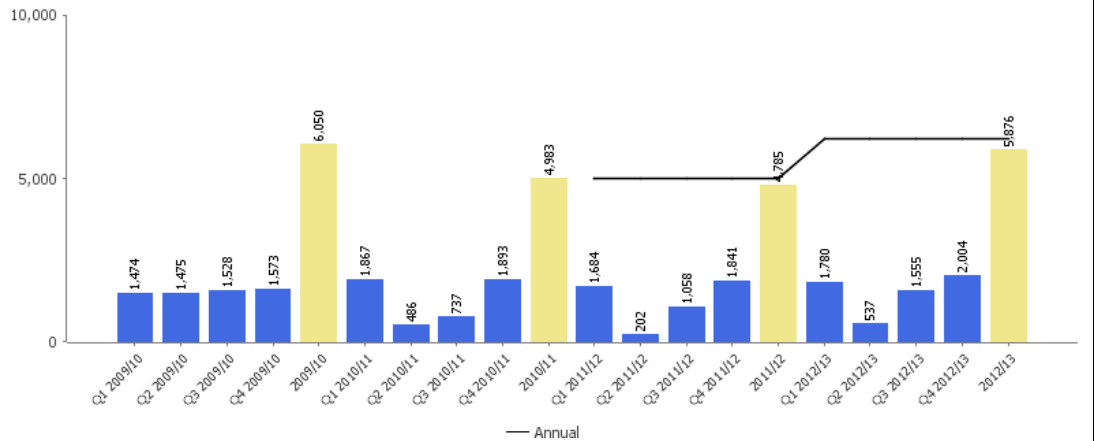
Visit numbers for the year were reduced and are the lowest on present records, reflecting the low figure for Q4. Investigations into this reduced figure are ongoing to determine the accuracy of recording methods and have yet to reach any conclusion. A project to revitalise the ground floor displays is awaiting external funding confirmation with a decision due late May. If successful the project will be underway by the end of the next quarter.

## People Benefit From Lifelong Learning

26)



Total participants in Heritage Educ Workshops for Schools.



Q4 2012/13 vs Q4 2011/12: **↑ 8.9%** (+163 visits)

Overall 2012/13 vs 2011/12: **↑ 22.8%** (+1,091 visits)

Performance during the final quarter of 2012/13 was the best Q4 performance on record. 120 school children took part in the 'Georgian breakfast' programme during March – this takes place in schools. During this last quarter, work with audiences other than schools (not currently reported in this PI) included new activity in the Callendar House Tearoom.

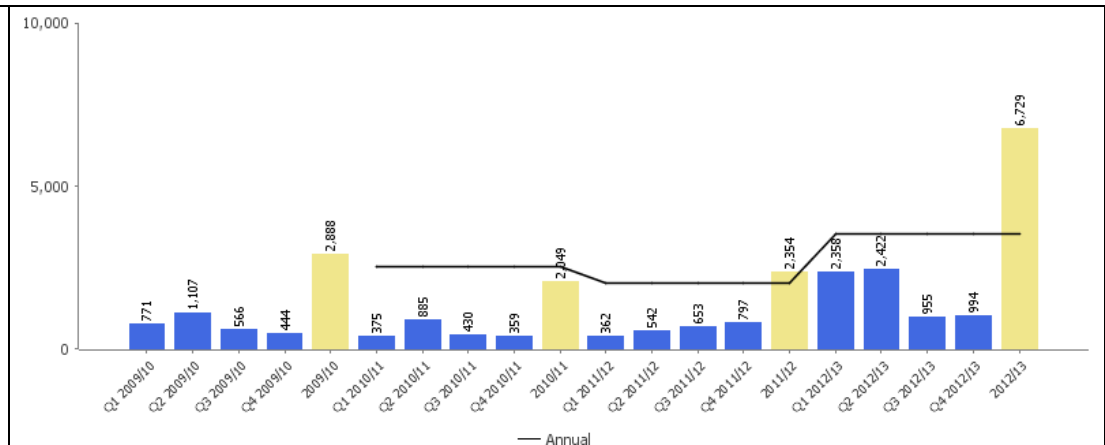
Figures for the year overall fell just short of target hence flagged as amber but still exceeded the previous 2 years. An increased level of performance is anticipated to be sustained in early 2013/14 with school workshops being fully-booked in April and May and over 90% booked for June. Further contact will be made with schools to encourage take-up for the final weeks of term which should bolster performance. For non-schools activity, take up of Easter holiday events in first two weeks in April will be reflected in next Q1 report, as will outcome of current planning for the 'CBeebies' event at end of June.

## People Are Involved In Caring For The Area's Heritage & Environment

27)



No. of participants in Outdoor Activities



Q4 2012/13 vs Q4 2011/12: **↑ 24.7%** (+197 participants)

Overall 2012/13 vs 2011/12: **↑ 185.9%** (+4,375 participants)

Performance during 4th quarter followed the trend previously reported, exceeding the total for the same period last year. Participant numbers were lower than the 1st and 2nd quarters due to a lower volume of schools work during the later 6mths of the year. An increase in adult participants was due to the settled weather, a demand for safety training courses and new ski courses. Preparation sessions at Polmonthill Ski Centre transferred into healthy numbers attending courses throughout the quarter.

Overall year performance increased across all areas of service: adults, juveniles and 50+. The combined team has settled in with a growth in programmes, complimented by increased percentage uptake from 84% to 92% for the year. Preparations are being made to deliver some activities on the Helix site later in the year, with an expected range of water activities being planned which will enhance the outdoor programme locally.



## ***A strong, sustainable and valued organisation***

Indicator	2010/11 year total	2011/12 year total	Target 2012/13	Q1+Q2+Q3 2012/13	2012/13 year total
Sickness Absence - % days lost	3.17%	3.34%	Reduce	4.12% (Apr-Nov)	<b>4.03%</b> <b>(Apr-Feb)</b>
Staff Turnover	9.8%	11.7% (Jul-Mar)	Reduce	4.7% (Apr-Sep)	<b>8.6%</b>
No of Health & Safety incidents and accidents	145	121	Reduce	71	<b>105</b>
No. of complaints and formal enquiries received and dealt with	226	120	Reduce	79	<b>94</b>

Updated sickness absence figure show an improvement with a reduction to 4.03% compared to the last reporting period and is the lowest quarterly figure recorded in 2012/13. This differs from the traditional pattern of the 4<sup>th</sup> quarter being the highest quarter of the year. When compared against previous years this yearly total remains higher than for 2011/12 or the previous service best figure of 2010/11. It should be noted this is for the period April-February only.

Staff turnover for the year was reduced with a rate of 8.6% for the 12-month period April-March compared to 11.7% for the previous year. This equates to 41 leavers for this period of which 33 were resignations, 2 were end of temporary contracts, 1 early retirement, 1 retirement due to ill health, and 4 retirements. The Trust had a total headcount of 481 employees at the end of March 2013.

There were 34 accidents and incidents reported during the 4<sup>th</sup> quarter, a slight increase on the previous quarter and on the same period from 2011/12. There were no HSE reportable accidents during this period. Year total figures have reduced with a 13% reduction in the number of accidents and incidents for 2012/13.

The number of complaints and formal enquiries received and dealt with during the 4<sup>th</sup> quarter of 2012/13 was 15 compared to 28 for the same period in 2011/12, a 46% reduction. Overall for the year the total number reduced by 21% (120 to 94). It should be noted that a revised complaints handling procedure was introduced across the Trust on 1<sup>st</sup> May 2013. A significant change in the level and type of complaint being reported will result in a new report going forward, that will not be directly comparable to previous years.