

Cultural and Community Services

In the following pages we provide information on a range of indicators that give an overview of the performance of Cultural and Community Services. For each indicator we provide both data and a short explanation of performance.

Numbers only tell us so much about performance so every year we publish a range of other things, such as news releases, web-pages and committee reports that give a better idea of the services we provide. Use the links below to find out more.

[Libraries](#) web-pages, [Learning Centres](#) web-pages and the [Angus Libraries](#) Facebook page

[Museums](#) web-pages

[Lifelong Learning](#) reports on performance

[Leisure Services](#) web-pages and the [Angus Leisure](#) Facebook page

[Angus Country Parks](#) web-pages

[Paths for All Networks](#) web-page and the [Coastal Path](#) web-page

[Health](#) reports on performance

[Angus Burial Grounds](#) web-page

[ACCESS Angus](#) web-page

[Neighbourhood Services Annual Report 2012/13](#)

**Number of visits to/usages of council funded or part funded museums per 1,000 population (SPI)**

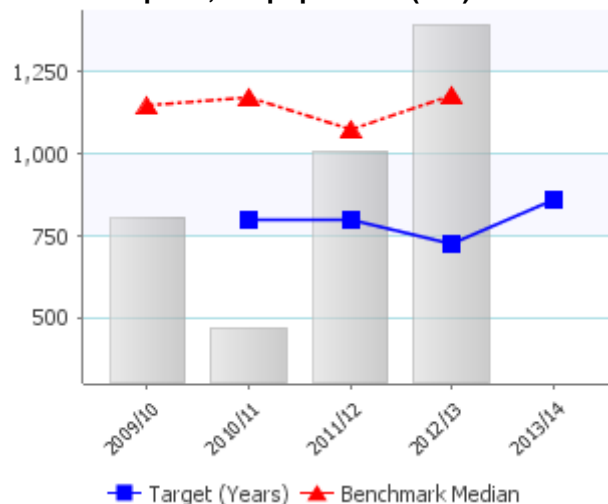
The number of visits jumped again in 2012/13 to 1,390 per 1,000 population from 1,005 the year before and 465 the year before that. This meant we beat our target of 723 and the middle ranked (median) Scottish council in 2012/13 which had 1,179 visits.

The increase in the performance figures is attributable to two factors. Firstly, visits to webpages with content related directly to Angus Museums collections increased by 26,475 (52.8%). Secondly, we have been able to include information on visits to and other uses of community and independent museums that have received financial assistance from the Angus Council Cultural Heritage Tourism Award Scheme. The scheme will run for three years.

The very wet weather in the summer and the poor winter weather seems to have had an adverse effect on the number of visitors, although that effect is difficult to quantify. The number of visits in person to Angus Council run museums dropped by 4,275 (-7.76%). However the effect was not observed uniformly across Angus.

In 2013/14 statistics from the BBC your paintings website for visits accessing information on paintings from Angus Council collections will be included in this indicator for the first time. It is hoped that, in time, access to digital images and records of objects in the Angus Council collection will be made available online thus increasing the total for this indicator

From March 2013 all of Angus Council's Museums have closed on Mondays. Hence, in future years there will inevitably be a significant reduction in the number of visits in person to these museums and also to numbers of enquiries made in person.



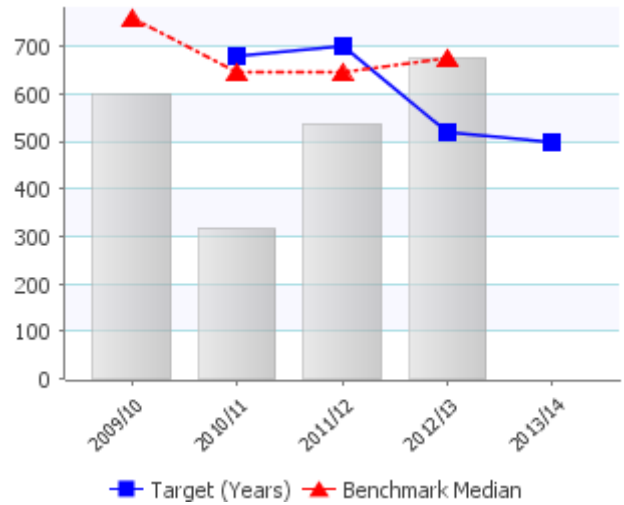
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	806	Blank	1,145
2	2010/11	465	795	1,173
3	2011/12	1,005	800	1,075
4	2012/13	1,390	723	1,179
5	2013/14	Blank	860	Blank

**Number of visits to/usages of council funded or part funded museums that were in person per 1,000 population (SPI)**

More visits were made to our museums in person last year, reaching 675 per 1,000 population compared with 535 in 2011/12. We beat our target of 521 but just missed the 677 reported by the middle ranked (median) Scottish council in 2012/13.

In 2012/13 the number of visits in person to Angus Council run museums dropped by 4,275 (-7.76%). However the effect was not uniform across Angus. We've also been able to include information on community and independent museums that received financial assistance from the Angus Council Cultural Heritage Tourism Award Scheme.

From March 2013 all Angus Council Museums have closed on Mondays. In future years there will be a significant reduction in the number of visits in person to these museums and numbers of enquiries made in person.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	600	Blank	760
2	2010/11	315	678	646
3	2011/12	535	700	645
4	2012/13	675	521	677
5	2013/14	Blank	497	Blank

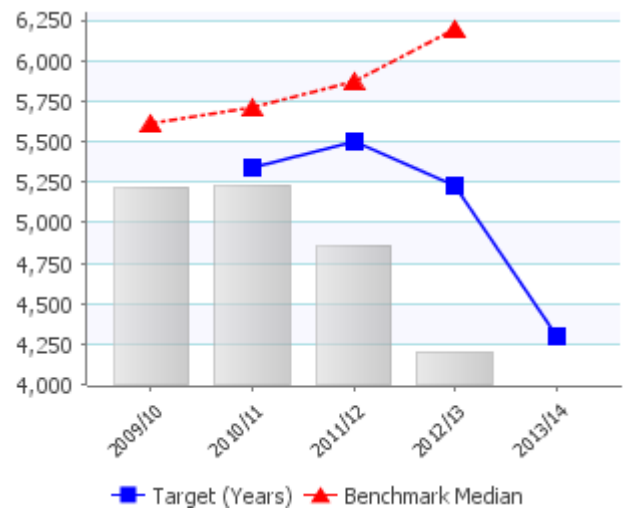
**Number of visits to libraries per 1,000 population (SPI)**

Visits to libraries per 1,000 population has decreased by 13.68% from the 2011-2012 figure. Performance is 1, 027 visits below the target set for 2012-2013.

Library opening hours were reduced from 54 hours per week to 39 hours per week from 1st April 2012 as part of Council’s savings exercise. This 27% decrease in the hours available for users has more than likely had the biggest impact on library visits. In addition, due to the continued withholding of corporate permission to promote our services via social media, we have not realised the anticipated increase in virtual visits. This has contributed to performance below the target.

During 2013-2014, we will continue to promote our services through outreach in the community. We will also begin to collect information on the number of people we reach through these activities outwith the library buildings as a measure of our impact and performance.

Following a number of years of “bad news” stories about Angus Libraries (part-time library closures, increased overdue charges, reduced opening hours), we are working on a “modernising libraries” agenda to ensure our services remain relevant and responsive to users’ needs. We hope to attract renewed Council investment which will allow us to update and introduce new services and generate positive public interest in our libraries - in what we can and do deliver for our communities.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	5,222	Blank	5,614
2	2010/11	5,231	5,344	5,707
3	2011/12	4,863	5,500	5,871
4	2012/13	4,198	5,225	6,199
5	2013/14	Blank	4,303	Blank

**Borrowers as a % of the resident population (KPI)**

Borrowers as a % of population has decreased by 19.3% from the 2011-2012 figure and is 3.6% below target.

The 400% increase in overdue charges that was introduced by Council in 2011 has been reflected in the figures this year as borrowers cancelling their membership due to their inability or unwillingness to pay large sums in overdue charges during 2011-2012 became officially “inactive” during this financial year. Data shows that some overdue charges on single membership records are over £100 despite all items being returned. The percentage of uncollected library fines is around 20%. In addition, a 48% reduction in the book budget over the last three years has impacted on the range of stock and number of best-seller titles that can be purchased.

The Library Management Team are investigating the possibility of reducing overdue charges to a level that is comparable with other Scottish local authorities and how this can be achieved within budget. In addition, we are working with a new evidence-based stock management system (CollectionHQ) that uses data from our own circulation and other Scottish authorities to highlight to librarians stock areas that are in demand. CollectionHQ also allows us to transfer stock between our libraries according to demonstrated need and so make the most efficient use of the stock budget.

It is worth noting that an increasing number of people visit libraries for purposes other than to borrow material and these people may not be registered library members. Staff will explore ideas for membership drives based on the successful experiences of other library services.

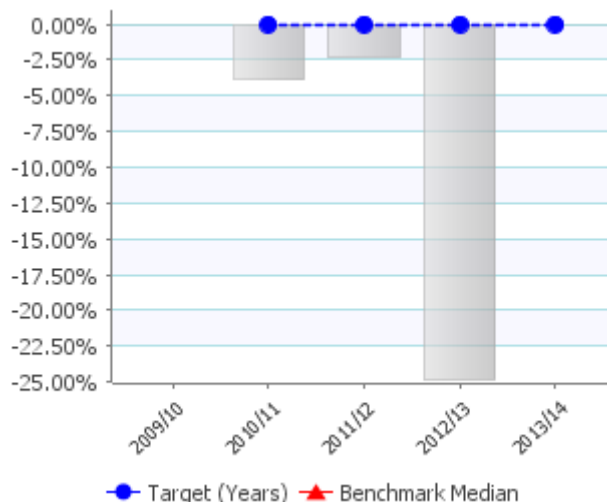


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	20.01%	Blank	Blank
2	2010/11	17.85%	20.7%	Blank
3	2011/12	17.73%	20.7%	Blank
4	2012/13	14.3%	17.9%	Blank
5	2013/14	Blank	17.9%	Blank

**% change in booking/usage of peoples network (KPI)**

The People’s Network experienced a 24.8% decrease in usage. The target was to keep usage steady (0% change).

Although the increase in internet access via mobile devices has likely lead to a reduced visitor demand for our People’s Network pcs, equipment that is no longer fit-for-purpose is believed to be the primary reason for such a marked decrease in usage. Demand for access is increasing from the number of residents not online at home who forced to conduct online activity through the government’s “digital by default” policy. However, the dated and failing People’s Network computers are not able to support these users. Users report sessions dropping out, applications and web pages failing to load and out-of-date software unable to open documents or attachments.



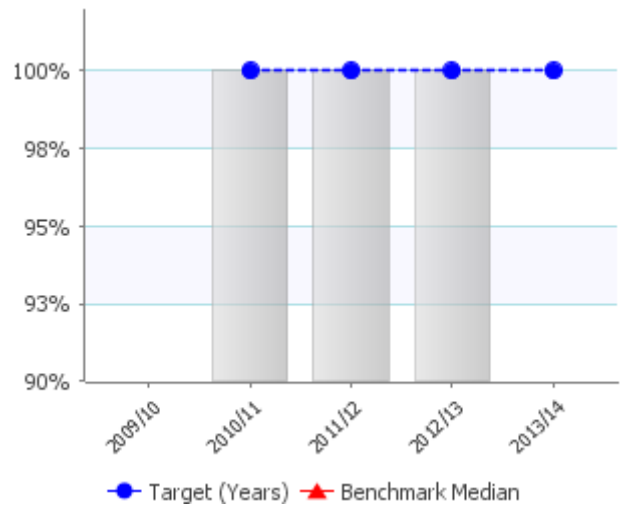
An investment in new hardware and software this financial year would resolve many of the problems associated with the current equipment. Up-to-date equipment will also enable us to confidently move forward in promoting our IT training offer within our communities. Staff plan to continue to pursue a more thorough redesign of the Learning Centre spaces and People’s Network technology that will take advantage of Council’s investment in developments such as wi-fi and the Citrix environment.

The Scottish Government continues to acknowledge public libraries’ “crucial” role in delivering free access to IT as well as helping people to develop skills and confidence in IT use.

ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	-3.87%	0.00%	Blank
3	2011/12	-2.25%	0.00%	Blank
4	2012/13	-24.80%	0.00%	Blank
5	2013/14	Blank	0.00%	Blank

**% Annually of those requesting internment within 4 days of identification work. (KPI)**

For the third year running all internments were completed within 4 days, meaning we also met our target for the third year running. This is regarded as as a sound monitoring benchmark for a rurally dispersed set of communities with 72 burial grounds across the county. Reliability is the key to provision of this service.

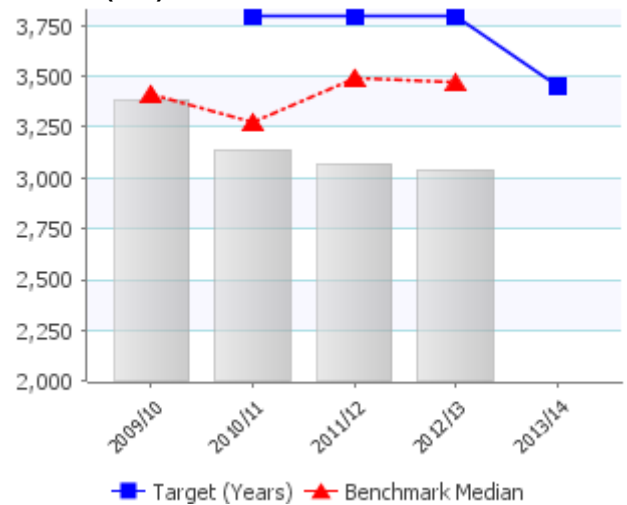


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	100%	100%	Blank
3	2011/12	100%	100%	Blank
4	2012/13	100%	100%	Blank
5	2013/14	Blank	100%	Blank

**Number of attendances at all swimming pools per 1,000 population (SPI)**

The falling short on actual to target has increased by 32 and this equates to a change from last year of -1.04%. These figures indicate a trend of falling attendances at swimming pools and although the target for this year is 344 less than the previous 3 years' targets – at 3450 it is still higher than the top value of 3385 achieved in 2009/2010.

There will be challenges in trying to meet this reduced target with the service improvement plan indicating the areas such as family swimming sessions as well as participation in promotions in conjunction with Scottish swimming as areas for concentration to combat the national trend of falling attendances.



It is also hoped that there will be an increase in uptake from the schools particularly in the Montrose area given the opening of the new Montrose sports centre (opened in November 2012) as we strive to meet our challenge with the the “pledge to swim” initiative.

ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	3,385	Blank	3,416
2	2010/11	3,135	3,794	3,277
3	2011/12	3,069	3,794	3,496
4	2012/13	3,037	3,794	3,468
5	2013/14	Blank	3,450	Blank

**Number of attendances at indoor sport and leisure facilities per 1,000 population (SPI)**

The falling short on actual to target has increased by 1036 and this equates to a change from last year of -10.31%. These figures indicate a 3 year trend of falling attendances at indoor sport and leisure facilities and although the target for this year has not been met it has been left at the figure of 10,753 as a challenge to overturn this downward trend.

Service improvement plan again has areas which need to be addressed to try and ensure that post new and existing customers experience the best services and return to utilise the facilities again and again.

The recruitment of coaches remains an issue and the resolution in your future is hopeful which will allow some of the classes which have been cancelled recently to be reinstated with the hopeful increasing numbers which we would hope to sustain during the year.

The continued investment in new equipment and improvements to the facilities will continue with the funding available within the capital programme – this will also have an impact on retaining our customer base and attracting new people to facilities.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	9,979	Blank	5,222
2	2010/11	11,095	10,753	5,875
3	2011/12	10,046	10,753	5,874
4	2012/13	9,010	10,753	6,433
5	2013/14	Blank	10,753	Blank

**% annually of enquiries/requests for service closed out at first point of contact (KPI)**

A slight improvement with 52.7% compared to 51.3% in 2011/12. The target was increased from 50% to 60% for 2012/13 and we unfortunately missed the revised target by 7%.

The project for ACCESS to process other waste management services at first point of contact was delayed and only implemented in February 2013.

This change in service delivery will have an impact on the target for 2013/14, providing a better service for the customer as well as a more simplified and efficient business process. Also, as a result of a change in the way that enquiries and service requests are recorded on the CRM (Customer Relationship Management) system that ACCESS use will more accurately show those closed at first point of contact.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	49%	25%	Blank
3	2011/12	51%	50%	Blank
4	2012/13	53%	Blank	Blank
5	2013/14	Blank	Blank	Blank

### Cost per attendance of sport and leisure facilities (including swimming pools) (LGBF)

The cost of each attendance at Angus Council sport and leisure facilities rose from £4.16 in 2011/12 to £4.50 in 2012/13. In 2012/13 the cost for the average Scottish council was £3.68.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£3.99	Blank	£4.16
3	2011/12	£4.16	Blank	£4.18
4	2012/13	£4.50	Blank	£3.68
5	2013/14	Blank	Blank	Blank

### Cost per visit to libraries (LGBF)

The cost of each visit to Angus Council libraries increased from £3.55 in 2011/12 to £3.95 in 2012/13. In 2012/13 the cost for the average Scottish council was £3.67.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£3.48	Blank	£3.77
3	2011/12	£3.55	Blank	£3.66
4	2012/13	£3.95	Blank	£3.67
5	2013/14	Blank	Blank	Blank

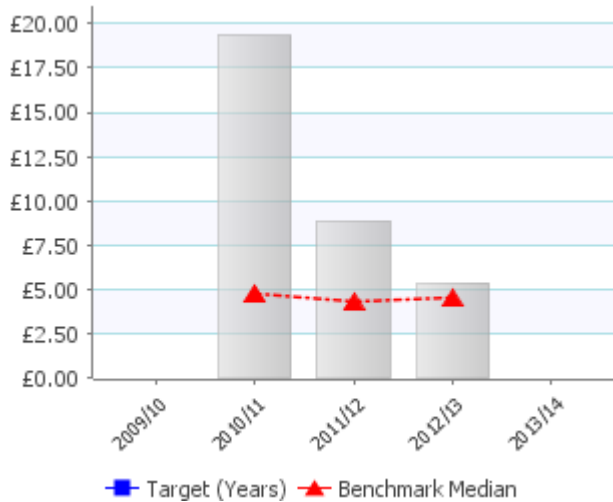


### Cost per visit to museums and galleries (LGBF)

The cost per visit to museums and galleries fell from £8.84 in 2011/12 to £5.38 in 2012/13. In 2012/13 the cost for the average Scottish council was £4.52.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£19.32	Blank	£4.82
3	2011/12	£8.84	Blank	£4.31
4	2012/13	£5.38	Blank	£4.52
5	2013/14	Blank	Blank	Blank

### Cost of Parks and Open spaces per 1,000 of the population (LGBF)

The cost of parks and open spaces per 1,000 people in Angus fell from £49,715 in 2011/12 to £42,492 in 2012/13. In 2012/13 the cost for the average Scottish council was £30,496.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



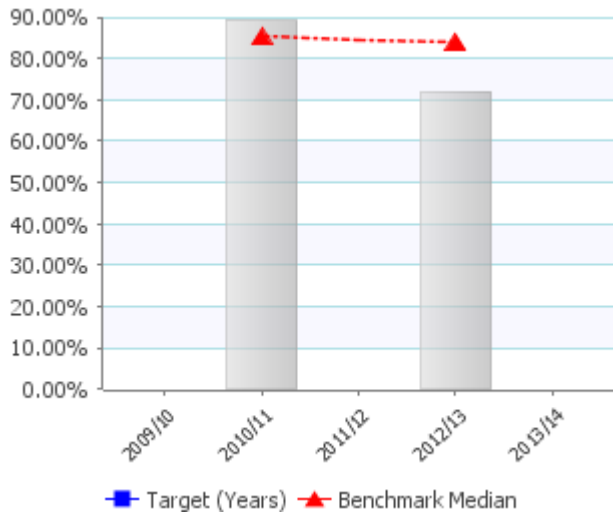
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£53,079	Blank	£34,084
3	2011/12	£49,715	Blank	£33,367
4	2012/13	£42,492	Blank	£30,496
5	2013/14	Blank	Blank	Blank

**% of adults satisfied with libraries (LGBF)**

In 2012/13 72% of people surveyed were satisfied or very satisfied with our libraries compared with 89.1% in 2010/11. In 2012/13 in the average Scottish council 84% were satisfied with libraries.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. Unfortunately, not all those surveyed use libraries and the sample is small which means the results can be unreliable. We haven't set targets for this indicator.



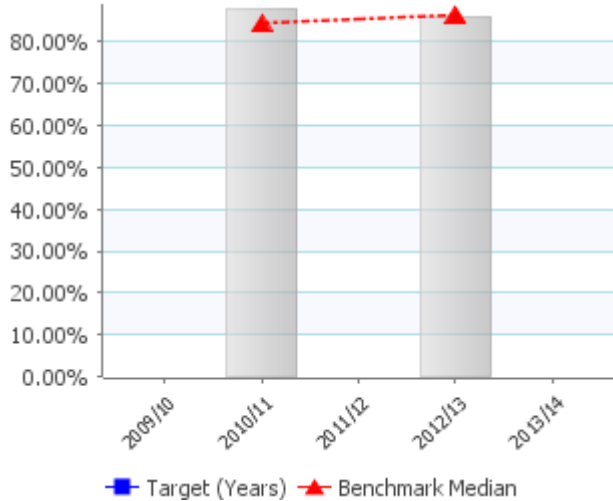
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	89.10%	Blank	85.20%
3	2011/12	Blank	Blank	Blank
4	2012/13	72.00%	Blank	84.00%
5	2013/14	Blank	Blank	Blank

**% of adults satisfied with parks and open spaces (LGBF)**

In 2012/13 86% of people surveyed were satisfied or very satisfied with our parks and open spaces compared with 88% in 2010/11. In the average Scottish council 86.5% were satisfied with parks and open spaces.

This indicator is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for this measure comes from the Scottish Household Survey which is carried out across Scotland. Not all those surveyed use parks and open spaces and in Angus the sample is small which means the results can be unreliable. We haven't set targets for this indicator.



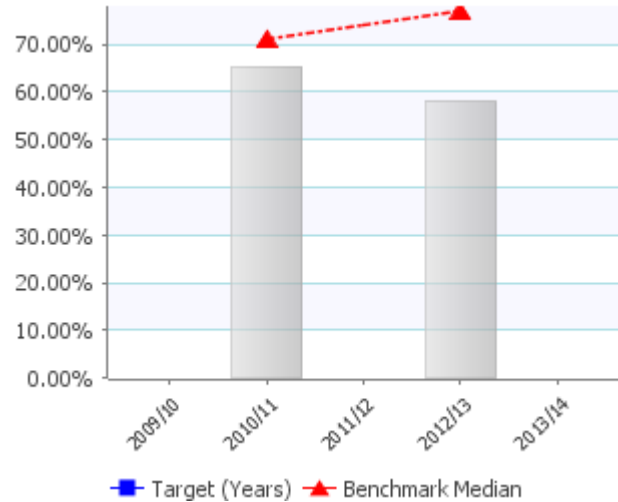
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	88.00%	Blank	84.25%
3	2011/12	Blank	Blank	Blank
4	2012/13	86.00%	Blank	86.50%
5	2013/14	Blank	Blank	Blank

**% of adults satisfied with museums and galleries (LGBF)**

In 2012/13 58% of people surveyed were satisfied or very satisfied with our museums and galleries compared with 65.31% in 2010/11. In the average Scottish council 77% were satisfied with them.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. Not all those surveyed use museums and galleries and the sample is small, which means the results can be unreliable. We haven't set targets for this indicator.



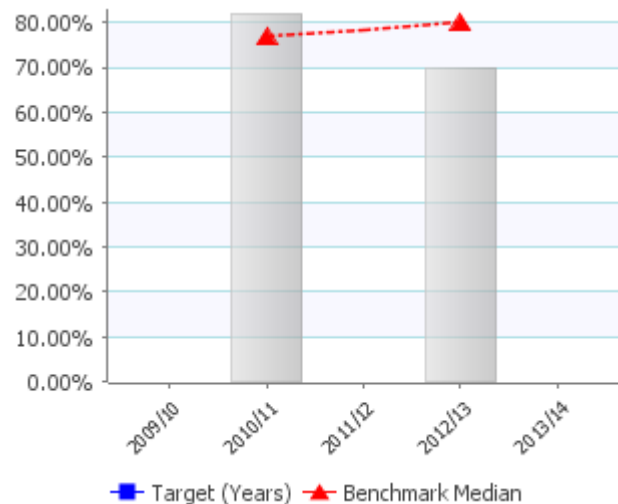
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	65.31%	Blank	71.17%
3	2011/12	Blank	Blank	Blank
4	2012/13	58.00%	Blank	77.00%
5	2013/14	Blank	Blank	Blank

**% of adults satisfied with leisure facilities (LGBF)**

In 2012/13 70% of people surveyed were satisfied or very satisfied with our leisure facilities compared with 81.9% in 2011/12. In the average Scottish council 80% were satisfied with them.

This indicator is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for this measure comes from the Scottish Household Survey which is carried out across Scotland. Not all those surveyed use leisure facilities and the sample is small, which means the results can be unreliable. We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	81.90%	Blank	76.80%
3	2011/12	Blank	Blank	Blank
4	2012/13	70.00%	Blank	80.00%
5	2013/14	Blank	Blank	Blank