

Appendix One

Summary of recommendations/proposed improvements - CPA Cultural Services
 Inspection February, 2007

Ref	Improvement required
R1a	Develop local performance measures and targets for cultural services to measure quality of life, social inclusion, health and economic growth
R1b	Produce performance measures concerned with value for money, e.g. cost per head and cost per resident
R1c	Measure the effectiveness of tourism
R1d	Include new PIs in partner agreements
R2a	Produce clearer improvement plan for Cultural Services
R2b	Produced revised Cultural Strategy to linked with the themes of the community strategy
R3	Improve approach to procurement with cultural services with particular reference to the Halo and Courtyard Trusts: <ul style="list-style-type: none"> ▪ Sets out clear investment levels ▪ Medium to long term ▪ Transfers risk ▪ Includes no-financial targets ▪ Includes value for money measures
36	Cultural services do not feature prominently in the corporate plan or community strategy nor is their contribution to current priorities made clear.
42	The websites are not fully developed for people with visual impairment or for people who may speak different languages
43	Marketing for cultural services is fragmented and not always fully evaluated.
44a	The library in Ledbury does not comply with the requirements of DDA.
44b	Childcare provision within leisure centres is inconsistent.
44c	The national indicator for accessibility for rights of way needs improvement
45	The Council is not fully clear on how it wishes to use pricing to promote access or how effective current arrangements are.
46	Apart from Halo no other elements of cultural services have specific service standards
47	The Council does not have robust data about people from BME communities living in Herefordshire to inform planning, delivery and improvement of services.
50	Parks, play areas and sport development do not work towards any form of accreditation.
51	Roll-out of the Bromyard model to other market towns
52a	Satisfaction and use is below the median quartile for libraries and parks and open spaces (spend low, satisfaction low)
52b	Non-user satisfaction is low
61	Given the ageing population of the county the council has not given older people proportionate focus within cultural services.
63	Tourism spend on tourism is comparatively high against positive un-audited satisfaction levels
64	Halo – benchmark value for money with other local authority areas
66	Address high cost of tourist information centres
83	Some partnership agreements do not specify desired outcomes and contain few targets from which the council can assess and improve their performance.