

EXCEPTION REPORT ON ACTION PLANS FOR CULTURAL SERVICES INSPECTION, REVIEW OF HEREFORD CITY PARTNERSHIP; THE 18-35 REVIEW AND MUSEUMS AND HERITAGE CENTRES**Report By: Head Of Economic And Community Services****Wards Affected**

Countywide

Purpose

1. To inform Members about progress and exceptions of action plans arising from the Cultural Services Inspection, Review of Hereford City Partnership, the 18-35 Review, and Review of Museums and Heritage Centres. Each of the action plans has been considered in full at previous meetings of the Committee.

Financial Implications

2. There are no direct financial implications.

Background

3. **The Cultural Services Inspection** - the inspection was undertaken by the Audit Commission in February 2007. Good progress has been made in delivering the Action Plan previously considered by the Committee.
4. Achieved in last quarter:
 - a. New national performance indicators have been established for cultural services as part of range of measures to be used by local authorities and in local area agreements;
 - b. New commissioning agreements have been established for 'Halo leisure' and 'The Courtyard' to be issued on the basis of a three year rolling programme, to include specific performance measures and value for money indicators;
 - c. The improvement plan for cultural services sites has been combined in single report taking into account financial resources in the Medium Term Financial and Asset Management Plan;
 - d. Service standards outlining and measuring expectations of customers have been produced for museums, TICs, parks and libraries;
 - e. There has been an investment of £1million in parks during 2007/8 and a further £500,000 will be invested in 2008/9 to improve use and satisfaction;
 - f. Schemes have been delivered that engage the use of services by older people including accessible gates in PROW; increase in home delivery services of library

stock; trikes at Queenswood and changes in the leisure offer to address demographic change such as two new bowling greens.

5. Exceptions:
 - a. Revised cultural strategy due to be published in January 2008. This has been rescheduled for early June 2008 due to extended consultation;
 - b. Remodelling of the TICs originally due for October 2007. This was extended in order to consider the outcomes of the Scrutiny Review of Tourism.
6. **18-35 Review** - The Community Services Scrutiny considered the 18-35 Review on the 26th March, 2007. The action plan agreed reflected the key recommendations made by the Scrutiny Committee that would support young people being retained and attracted to the county as a place to live and work.
7. Achieved in last quarter:
 - a. Stanhope have been chosen as the preferred developer retail quarter at ESG. Negotiations will be undertaken as to the intention to retain young people. Stanhope have intimated in their proposal that business starter units and Live/Work will be incorporated within the Retail Quarter. Work will be on-going with Stanhope to determine the best method of bringing forward this element of the scheme, and how it may be targeted at young people
8. Exceptions:
 - a. Revised criteria for the business start up grant were originally due to be agreed by September 2007 with a new programme established for 2008/9 linked to regional support for start-up / enterprise businesses. The current scheme has been completed. A new business grant scheme will be devised during 2008/09 to take advantage of new regional funding programmes.
9. **Review of Hereford City Partnership** - The Community Services Scrutiny presented a report on the "Review of the Hereford City Partnership" on the 26th March to consider the recommendations. The action plan agreed reflected the recommendations accepted by Cabinet with additional actions concerned with a work programme and establishing outcome measures.
10. Achieved in the last quarter:
 - a. Stakeholder sessions taken place to establish a 'Strategic Aim for Hereford City Centre';
 - b. Funding from Herefordshire Council to the City Partnership now increased to be a total cash contribution of £10,000 in 2008/9 and £16,000 in 2009/10 based on a Service Level Agreement;
 - c. Event plan for 2008 agreed with Markets & Fairs Division of Herefordshire Council.
11. Exceptions:
 - a. Hereford City Partnership currently considering the proposed retail membership scheme. (original timescale March 2008)

12. **Review of Museums and Heritage Centres** - The Community Services Scrutiny presented a report on the "Review of the Support for Museums and Heritage Centres" on Wednesday, 20th December, 2006. The action plan agreed reflected the recommendations that were agreed at Cabinet on 21st June and presented to Community Services Scrutiny on 2nd July 2007.
13. Achieved in the last quarter:
 - a. Accreditation achieved for Kington Museum, Hereford Museum & Art Gallery, The Old House, Waterworks Museum, Butcher Row House Museum and Museum Resource and Learning Centre;
 - b. Proposal for the Museum Development Officer project to be funded at a regional level in the interim at existing level plus an uplift to cover inflation;
 - c. Performance outcomes have been applied to Heritage Customer Service standards monitoring form.
14. Exceptions:
 - a. Cabinet Member report to consider establishing a small hiring collection was due to be completed by March. The work is in hand and will now be completed by May.

RECOMMENDATION

THAT the reports be noted.

BACKGROUND PAPERS

- Cultural Services inspection report for Herefordshire.
- Review of How can Herefordshire retain 18-35 year olds in the County and attract them to it?
- Review of Hereford City Partnership.
- Review of Museums and Heritage Centres.