

Culture & Community Services

These pages contain a range of performance information from across Inverclyde Council's Culture and Community services which will allow you to assess how we are performing in this area. Community Services includes Leisure Services which are managed by Inverclyde Leisure on behalf of Inverclyde Council. The performance information that is provided here comes from a number of sources:

- Local Government Benchmarking Framework (LGBF)
- Service key performance indicators (KPIs)

You can access more information on our Libraries on our website:

<http://www.inverclyde.gov.uk/community-life-and-leisure/libraries/>

You can also access more information on the McLean Museum and Art Gallery here:

<https://www.inverclyde.gov.uk/community-life-and-leisure/museum>

You can also view more information on the LGBF indicators on the Improvement Service website:

<http://www.improvementservice.org.uk/benchmarking/>

Performance Overview 2017/18

Between 2016/17 and 2017/18 the number of total number of library visits increased substantially, although the number of museum visits fell, which was to be expected as the museum was closed for part of the year due to repair work taking place.

The number of attendances at pools per 1,000 population significantly increased, however the number of attendance at indoor sport and leisure facilities decreased.

Satisfaction levels with leisure facilities, museums and galleries, libraries and parks and open spaces are all higher in Inverclyde than the Scottish average.

Our costs for parks and open spaces and visits to libraries and the museum remain higher than the national average.

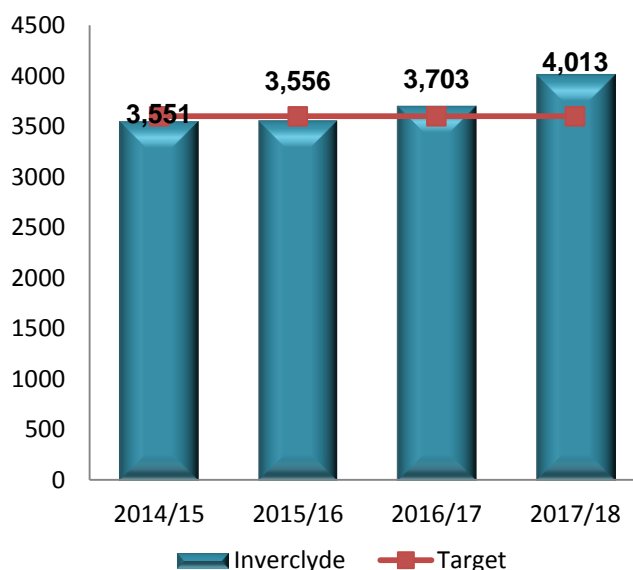
Use of pool facilities - number of attendees per 1000 population (KPI)

This indicator is a measure of the number of attendances at pool facilities within Inverclyde per 1,000 population.

There has been a growing trend in the number of attendances at pools; from 284,079 in 2015/16 to 294,406 in 2016/17 and a further increase in 2017/18 to 317,691.

This is equal to 4,013 attendances at pools per 1,000 population, based on a mid year population estimate of 79,160 (2016).

Attendances at pools per 1,000 population



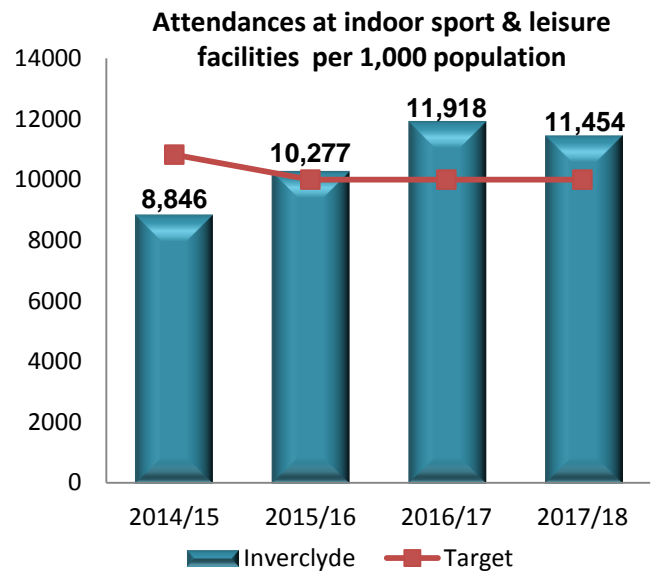
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Use of indoor sports and leisure facilities – number of attendances per 1,000 population (KPI)

This indicator is a measure of the number of attendances at sport and leisure facilities per 1000 population.

The number of attendances at indoor sport and leisure facilities decreased in 2017/18.

The number attendances fell from 947,468 to 906,693 which equates to 11,454 attendances per 1,000 population, based on a mid year population estimate of 79,160 (2016).

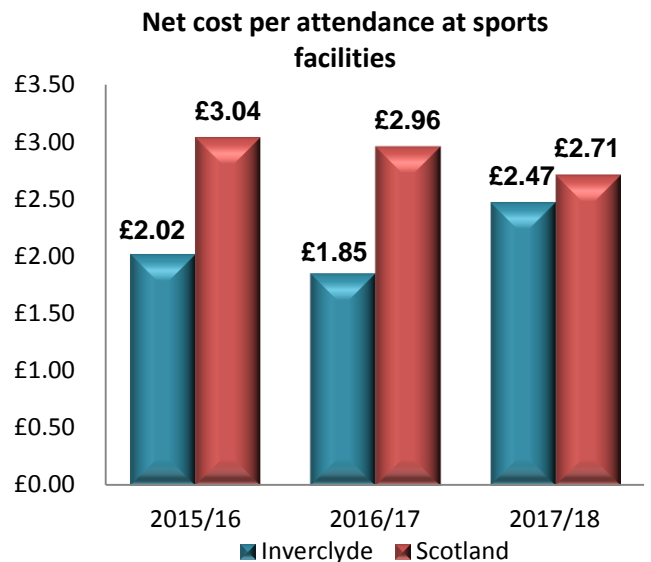


Net cost per attendance at sports facilities (LGBF)

This performance indicator is part of the Local Government Benchmarking Framework (LGBF).

In 2017/18, our costs per attendance at sports facilities increased following a small fall in costs the previous year. Costs remain below the Scottish average figure.

In 2017/18 Inverclyde ranked in 17th place out of 32 local authorities for costs per attendance at sports facilities.

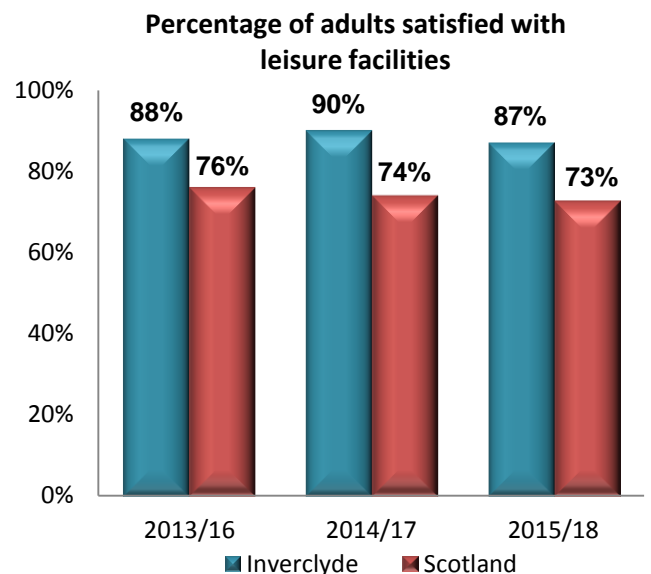


Percentage of adults satisfied with leisure facilities (LGBF)

The data for this LGBF indicator is sourced from the Scottish Household Survey. It has been acknowledged by SOLACE that this data has its limitations, particularly for smaller Councils, such as Inverclyde. 2015/18 data shows that satisfaction levels with leisure facilities are far higher in Inverclyde than in Scotland on average.

Overall, Inverclyde ranked 3rd out of all 32 councils in terms of satisfaction levels over the period 2015/18. This high ranking has been consistent over the three periods shown in the graph.

Leisure facilities have benefitted from significant investment which may have resulted in the high rates of satisfaction.

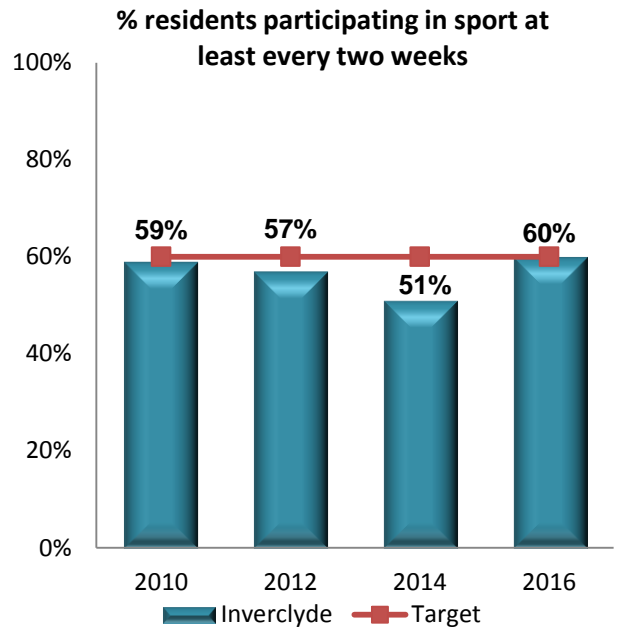


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Percentage of residents participating in sport / similar activity at least every two weeks (KPI)

This performance information has been extracted from the Council's Citizen's Panel. The percentage of residents participating in sport or similar activity at least every two weeks has fallen over the period shown at just over half of all respondents. The target for this measure is 60% and this was achieved in 2016. Although sport participation levels have fallen it should be noted that sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%.

Inverclyde Council and its partners are keen to maximise the levels of physical activity amongst all its residents to reduce levels of obesity and ill health and to promote the benefits of a leading a physically active lifestyle.



Number of visits to / usages of the museum (KPI)

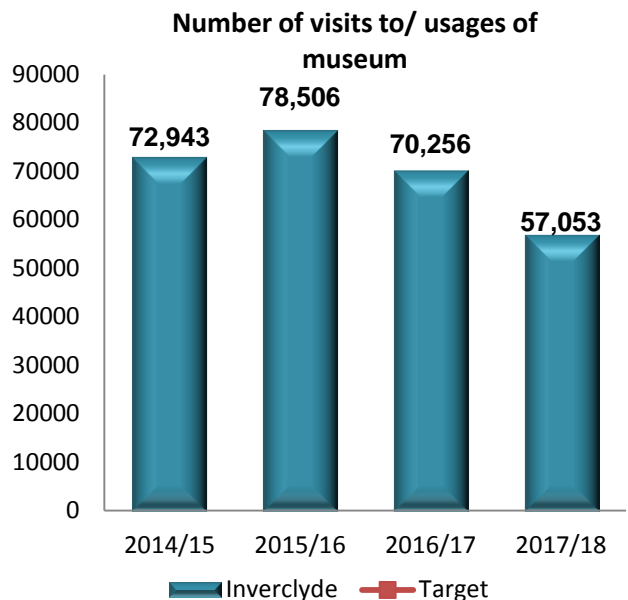
In 2017/18 there were 57,053 visits to, or usages of, the Council's museum.

This equates to 721 visits per 1,000 population.

Museum visits / usage includes:

- visits by members of the public, including group visits and schools visits
- enquiries (through whatever medium, such as online) that mean the public gain knowledge from/about the museum collections
- outreach visits by museum staff to specific audiences.

Between 2016/17 and 2017/18, the number of visits to the McLean Museum fell by more than 13,000. A decrease was expected given that the Museum was closed for essential repairs and renovation work during part of the year.



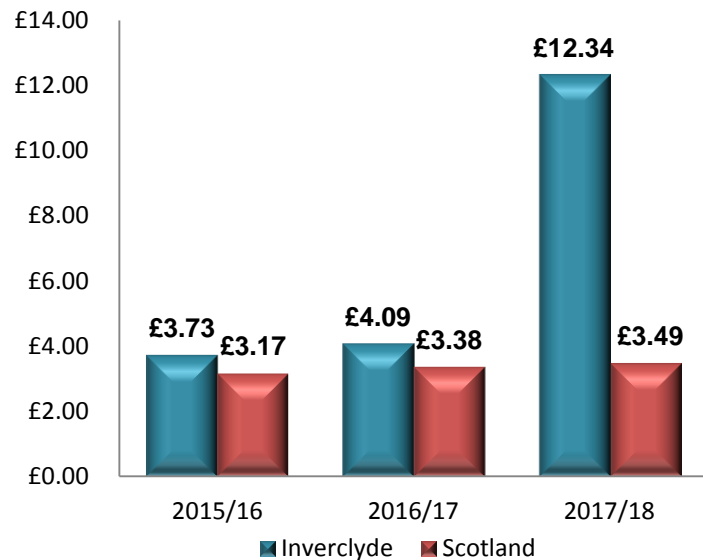
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Cost per museum visit (LGBF)

This performance indicator is part of the Local Government Benchmarking Framework (LGBF). The 2017/18 data shows a significant increase in costs, placing our costs much higher than the national average. In 2017/18 had the 5th highest costs in Scotland per museum visit.

The cost increase reflects that the Museum is currently closed to visitors for refurbishment, however there are still costs associated with the running of the building. In the meantime, a temporary museum and library facility opened in the former Business Store building in Summer 2017. In addition, the McLean Museum's online catalogue, which contains almost 8,000 illustrated records, is available to view via this web link: [McLean Museum Collections On-Line](#). The Museum has a service improvement plan in place and benchmarks its services against others in Scotland by contributing to the relevant Improvement Service Family Groups.

Cost per museum visit



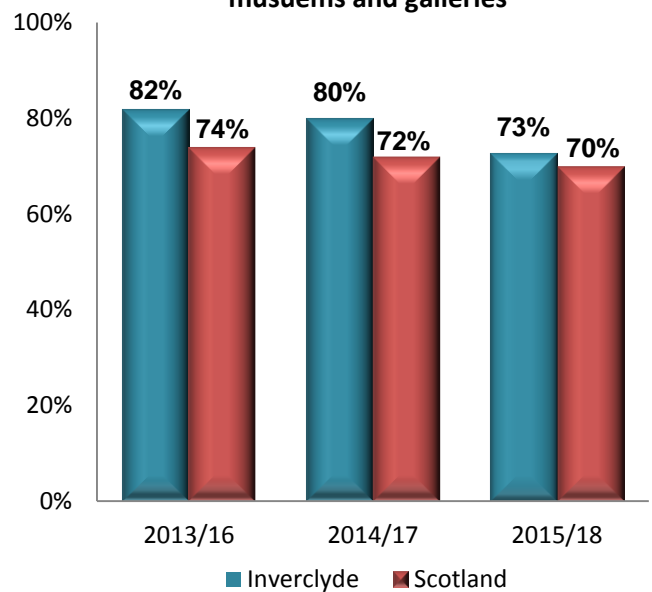
Percentage of adults satisfied with museums and galleries (LGBF)

The data for this LGBF indicator is sourced from the Scottish Household Survey. It has been acknowledged by SOLACE that this data has its limitations, particularly for smaller Councils such as Inverclyde. Satisfaction levels with museum and galleries is consistently higher in Inverclyde than the Scottish average.

For the period 2015/18, Inverclyde had the 10th highest satisfaction levels out of all 32 councils in Scotland, a fall of 2 places from 2014/17.

The decrease in satisfaction with museums and galleries is perhaps unsurprising given that the McLean Museum and Art Gallery is closed for essential repairs and renovation work.

Percentage of adults satisfied with museums and galleries



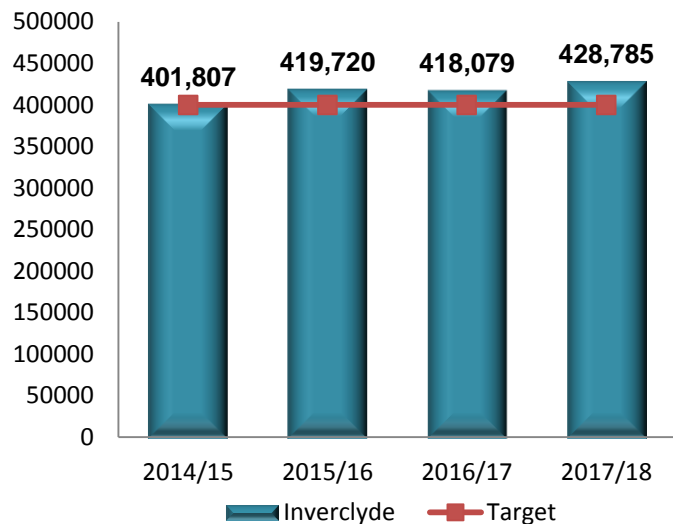
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Use of libraries – total number of library visits

The number of library visits increased from 418,079 in 2016/17 to 428,785 in 2017/18. This equates to 5,416 visits per 1,000 population.

During the last reporting year, libraries increased the number and range of events and activities on offer, e.g. author visits, drop-in IT sessions, children’s activities, and a well-attended event in the Central Library as part of the *Get it Loud in Libraries* programme. The service also worked with Macmillan Cancer Support to assist with cancer information provision; offered *Chatty Café* sessions to help reduce social isolation; and hosted an orientation day for our New Syrian Scots to introduce them to library services. Additionally, we saw an increase in visits to libraries regarding Universal Credit as it now requires online access.

Total number of library visits

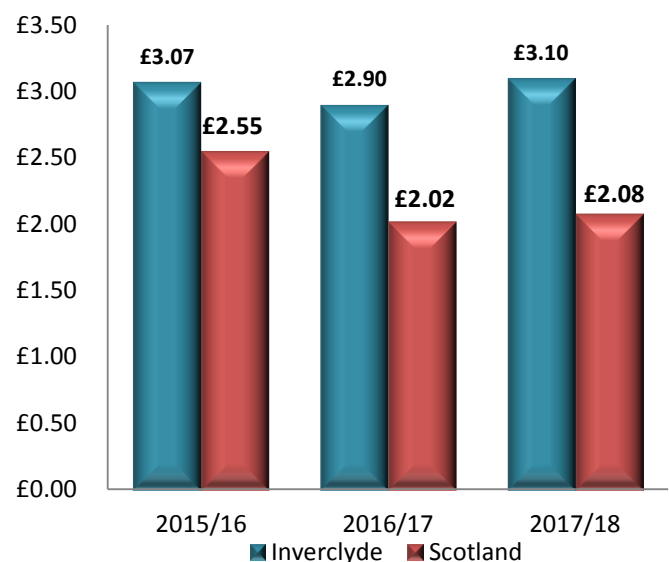


Cost per library visit (LGBF)

This performance indicator is part of the Local Government Benchmarking Framework (LGBF). In 2017/18, the costs per library visit increased to £3.10, similar to costs in 2015/16. This gave Inverclyde Council a ranking of 18th place for cost per library visit out of all 32 Councils, unchanged from 2016/17. Our library costs remained higher than the Scottish national figure.

The cost of running Inverclyde Libraries however compares well to all other authorities. Costs per visit do not reflect this because of the relatively low number of visits which can be attributed to a variety of reasons: much lower number of libraries than average; all libraries are stand-alone (many other authorities have them in schools, sports centres etc); and no mobile library service.

Cost per library visit



Some costs are static and common to all authorities regardless of the size of the authority or service e.g. economies of scale. All authorities with high costs per visit are smaller ones. An increase in numbers helps to contribute to a decrease in costs.

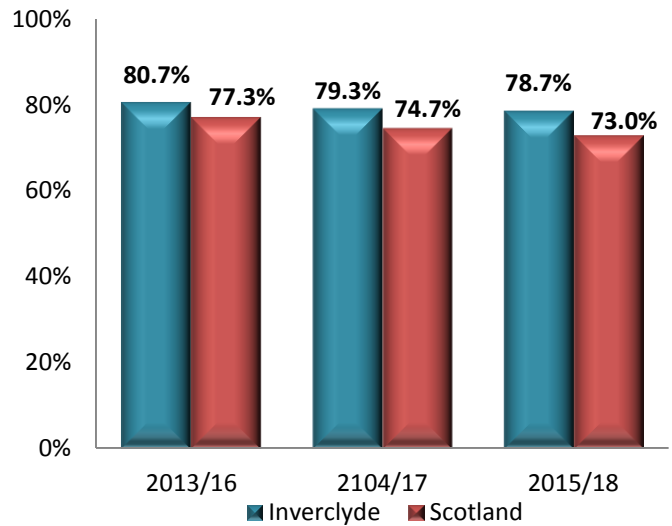
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Percentage of adults satisfied with libraries (LGBF)

The data for this LGBF indicator is sourced from the Scottish Household Survey. It has been acknowledged by SOLACE that this data has its limitations, particularly for smaller Councils such as Inverclyde.

Data for 2015/18 shows that despite a very small drop of 0.6% from the previous recording period, satisfaction levels with local libraries remained at a high at 78.7%. Our national ranking improved from 13th to 9th place and we retained our position in the second quartile for this measure. It should be noted that Scottish Household Survey data includes all respondents and not just those who are library users.

Percentage of adults satisfied with libraries

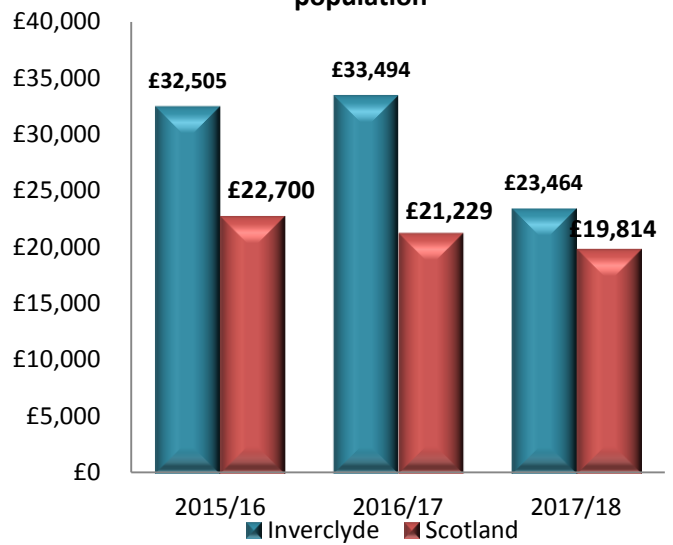


Cost of parks and open spaces per 1,000 population (LGBF)

This performance indicator is part of the Local Government Benchmarking Framework (LGBF). In 2017/18 our costs for parks and open spaces were higher than the Scottish national figure, although the gap between costs in Inverclyde and Scotland has reduced significantly. Despite a significant drop in costs in Inverclyde in 2017/18, costs were the tenth highest in Scotland. In 2016/17 our costs were the second highest in Scotland.

Parks and open spaces are a priority improvement area for the Council, particularly the provision of refurbished play areas. Inverclyde also has declining population whilst the parks establishment remains static, which helps explain increasing costs.

Cost of parks and open spaces per 1,000 population



Percentage of adults satisfied with parks and open spaces (LGBF)

The data for this LGBF indicator is sourced from the Scottish Household Survey. It has been acknowledged by SOLACE that this data has its limitations, particularly for smaller Councils such as Inverclyde.

In 2015/18, Inverclyde had the 10th highest satisfaction levels in Scotland. Satisfaction levels are above the Scottish national figure and have improved very slightly over the period shown in the graph.

Percentage of adults satisfied with parks and open spaces

