

Service Outcomes

Play

Outcome	Priority	Measured Against	Partners	Commentary April 2009
Complete network of fixed play provision for children and young people, including more adventurous play	Health Community Learning Quality	Current provision on catchment map, and 2006 Open Space Audit	Exeter Play Assoc Big Lottery Fund Developers	The network continues to grow, with more adventurous equipment and designs being used in all new and refurbished play areas. For example, two new multi-use games areas in the last year and one more in the pipeline
Support and sustain community-led play development and improvement	Health Communities Learning Quality	Current situation with emerging Exeter Play Association Play Training and Resource Centre developments	Exeter Play Assoc DCC Community Groups	The play rangers have been very successful, and the team continues to work with a wide range of community groups. The Exeter Play Association has not established itself as an independent entity, but it is the vehicle for good consultation and communication in the sector.
Develop network of play rangers both voluntary and paid	Communities Learning Quality	Currently no provision	Big Lottery Fund Exeter Play Association Community Groups	The play rangers scheme is up and running and working across the city, very successfully The team has developed a group from which to draw casual and voluntary assistance.
More courses and development activities at Play Training and Resource Centre	Learning Quality Health Communities	Current events per year	Exeter Play Association DCC	The PTRC now organises and provides free play courses in partnership with DCC Early Years service
Continue Splash Scheme	Communities Learning Quality	Funding currently time-limited	DCC, Police,	Funding from other partners ceased at the end of the last financial year. Splash had become a child-care service, rather than a playscheme, and the Council took the decision not to

				continue as sole funder.
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*Sport and Physical Activity*

<b>Outcomes</b>	<b>Priority</b>	<b>Measured Against</b>	<b>Partners</b>	<b>Commentary April 2009</b>
Complete plans for service delivery through contracts from 2010	Health Communities Quality	Review only partially complete	Leisure Contractors Carillion/Schools Sport England	Work is running to the timetable to let the contracts in the early part of 2010. A request for expressions of interest goes out in the European Journal in June 2009
Establish work place health programme in the city	Health Communities Quality	Pilot scheme in City Council complete, no external schemes in place	Primary Care Trust Employers' Assocs	Dropped as a result of the reduction in staffing at the end of 2008/9
Clear structure for sports and physical activity development for young people in the city	Health Learning Quality	Community coaching programme in core and focus sports	Active Devon Clubs Exeter School Sports Partnership	Changes instigated by Sport England in their funding and support have not yet found their way to the grass roots. However ECC organised activities remain at the level of previous years, and joint work with the School Sports Partnership has been fruitful
Develop clear strategy for promotion of physical activity to adults	Health Quality	ISCA Active Exercise Referral Scheme. Phase IV Community Cardiac Rehabilitation programme Several schemes and programmes, but no overall structure	Clubs Primary Care Trust RD&E Trust	Little new work has been possible on this in the last year, and Cardiac Rehabilitation was also a casualty of the recent cuts, as the City Council was bearing the entire cost of what is really a PCT service.
Develop clear strategy for promotion of physical activity to older	Health Quality	Nothing in place	Primary Care Trust Social Services Clubs Voluntary	Free swimming for the over 60's has begun

people			Organisations	
Complete network of fixed play provision for age groups up to 18, including more adventurous play	Health Communities Learning Quality	Current provision on catchment map and Open Space Audit 2006	Exeter Play Assoc Big Lottery Fund	The network continues to grow, with more adventurous equipment and designs being used in all new and refurbished play areas. For example, two new multi-use games areas in the last year and one more in the pipeline
Continue to develop major sports events	Health Communities Quality	Current irregular provision	Sport England National and Regional Governing bodies of sport University	Although the team will continue to take opportunities where they can, this has also been a victim of last year's cuts.

### Museum

Outcomes	Priorities	Measured against	Partners	Commentary April 2009
Wide and inclusive access to the collections and activities  <i>1: curriculum education</i>	Learning Communities Quality	Audience data	MLA – SW Community organisations Schools	Direct work with schools has continued in spite of the closure of the main building. Education staff visit schools and the opening of St Nicholas Priory now offers a very rich Tudor experience to many children from all over Devon
Wide and inclusive access to the collections and activities  <i>2: community outreach</i>	Learning Communities Quality	Audience benchmark data	MLA – SW Community organisations	The closure of RAMM has enabled the team to provide activities and exhibitions in a range of settings not otherwise possible, all over the South West. In particular, Living Here, an experiment in museum outreach has been very successful and has been nominated for a national award

Wide and inclusive access to the collections and activities  <i>3: Information and Communications Technology</i>	Learning Communities Quality	Audience benchmark data Web hits	MLA – SW Community organisations Schools	The museum has an ambitious and wide reaching plan to operate a range of “web 2.0” applications, (blogging, podcasts, Facebook etc) and to put major elements of the catalogue on line. Issues with technology and outside suppliers have delayed the launch, but the outcome will be exciting when ready.
Wide and inclusive access to the collections and activities  <i>4: Promotion, welcome and encouragement</i>	Learning Communities Quality	Audience benchmark data Visitor numbers and dwell times Audience surveys Representative of population	MLA – SW Community organisations Other cultural providers	RAMM continues to measure its usage, and to talk to its visitors and adapt and develop accordingly
Improving levels of documentation and collections care	Learning Quality	Accreditation	MLA – SW	The initial backlog of documentation has now nearly been overcome, so that very soon all museum objects will be recorded at the basic level.
High quality temporary exhibitions and events programme	Learning Quality Communities	Visitor satisfaction surveys Visitor numbers	National museums MLA-SW Libraries and Archives Hub Museums	Exhibitions have been held in a wide variety of settings, including other museums, the Guildhall, Powderham Castle, schools and Bickton.
South West Hub membership and through this its development of a wider regional role	Learning Communities Quality	Annual Hub reports	Hub Museums Museums in Devon	The SW Hub has just achieved approval for its 2009 – 2011 business plan, for which funding has been reduced. The future of the Renaissance funding programme beyond that is in some doubt.

Canal and Countryside

<b>Outcomes</b>	<b>Priorities</b>	<b>Measured Against</b>	<b>Partners</b>	<b>Commentary April 2009</b>
Programme of activities and courses in Valley Parks	Learning Communities Physical Activity Environment	Currently low level of activity	British Trust for Conservation Volunteers Natural England Environment Agency	In 2006 100 people attended events, in 2009 this was 700. However the Countryside team now has only 2 members again, and future numbers will drop.
Develop voluntary support for activities and protection, including community based friends' groups	Learning Communities Physical Activity Environment	Low level activity at present	Community associations BTCV Friends organisations	Jointly organised events with BTCV have proved very fruitful. Much work has been invested in the Wild City Project, which will incorporate many volunteers. A key part of this is a bid for substantial Access to Nature funding
Interpretation of canal and parks	Learning Environment	Several separate schemes in place	Heritage organisations	A number of new panels and hides have been installed on the canal and in the wetlands
Develop facilities and opportunities at Turf, Topsham,	Physical activity Communities Environment	Current situation	Voluntary organisations Environmental organisations Private sector	The team continues to provide new pontoons, electricity supplies and other facilities

the Basin and elsewhere along the canal				
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*Evaluating Performance*

<b>Outcomes</b>	<b>Measured Against</b>	<b>Commentary April 2009</b>
Develop 5 year programme to research all audiences and potential audiences	Current situation, where only the museum has been collecting data	More work is being done in terms of collecting data and doing surveys, particularly round the leisure centres
Create audience development plan or equivalent for each service	Only in place for museum	No work to date
Create framework for evaluating progress against strategic outcomes	None in place	This annual report to committee is a good framework for evaluating progress.
Create Unit consultation framework	None in place	Work was underway with the Service Improvement Officer, and good progress was made, but the deletion of that post means that while consultation will continue, it will be ad hoc rather than planned centrally by the unit.

*Improving Performance*

<b>Outcomes</b>	<b>Measured Against</b>	<b>Commentary April 2009</b>
Achieve Charter Mark	Current situation	Done
Review services as if CPA Culture Block criteria applied	Best Value Performance Indicators	CPA no longer exists. The new extended Active People Survey, which collects data for the four cultural National

		Indicators (participation in sport, libraries, museums and the arts) offers a good way of comparing this unit's performance with that of all other councils, across the cultural spectrum
Consider use of culturally specific schemes such as TAES for ECC and QUEST for contractors.	None currently in place	With Charter Mark in place, the Unit management does not consider it necessary to seek further accreditations, but leisure contractors will be required to be Quest accredited.
Full strategy review mechanism	This strategy	First year review now complete
Create Unit consultation framework	None in place	Done

S:PA/LP/Cttee/609SCC8  
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