

Falkirk Community Trust




Subject: April – June 2014 Quarter 1 Performance Report
Meeting: Audit and Performance Sub-Group
Date: 22nd September 2014
Author: Business Development Manager

1. Introduction

- 1.1 This is the 2014-15 quarter one report on our performance indicators and covers the 3-month period April – June 2014. The report flags relevant current activity or planned action in support of achieving the Trust's strategic objectives.

2. Performance Statement

- 2.1 Attached is a performance statement with indicators presented in the form of bar charts with contextual commentary. We have added an 'at a glance' summary of the variance in performance on the previous year's quarterly period to date results. Each chart is flagged using a traffic light system to give a view of performance against target and against the same period in the previous year. The status for this period is summarised below:

| | | |
|---|---|---|
| Green  | This PI is on or above target (within 5% of target or above target) | There are 16 green-flagged indicators. |
| Amber  | This PI is slightly below target though performance may be improving (5-10% below target) | There are 7 amber-flagged indicators. |
| Red  | This PI is significantly below target and performance does not appear to be improving (10% or more below target) | There are 4 red-flagged indicators. |

- 2.2 Indicators are flagged at the end of each quarter giving a prediction of performance against target using data from previous years and quarters to project forward.
- 2.3 Predictions of performance for the year made after the first quarter should be treated with some caution; much of the Trust's activity is seasonal or programme driven with performance varying across the year. A clearer indication of performance against target will be possible following the second quarter to the end of September.
- 2.4 An additional indicator has been added to this report detailing performance of ticket sales for tours of the Kelpies which commenced in April 2014. Additional performance indicators detailing numbers of visitors to the Helix Park and programme use will be included from the next performance report going forward.
- 2.5 Performance in the first quarter was generally positive with successes in several areas. Performance of our indoor leisure venues and attractions may have been affected by periods of good weather in May and June, which likely diverted customers into alternative outdoor activities including the newly opened Helix Park.

2.6 The key performance highlights for Q1 include the following:

- Admissions to Grangemouth and Mariner Centre Circuit Clubs increased by 14.9% and 11.6% respectively compared to the same quarter in 2013/14, largely due to extra usage from the expanded fitness class programme
- Admissions to Grangemouth Stadium increased by 7.4% over the same quarter last year, attributed to increased attendances at athletics events and an increase in gymnastics use.
- Neighbourhood Centre admissions increased by 11.6%, the highest Q1 total recorded in the past 5 years.
- Rounds of golf played at Grangemouth Golf Course increased by 22.8% compared to Q1 last year, being attributed to improvements made to the course and favourable weather conditions.
- A 17.9% increase in the number of participant sessions delivered by Active Schools, due to the success of 'Going for Glasgow' ahead of the Commonwealth Games.
- Use of public access terminals in libraries increased by 9.8% with increased usage attributed to the Government's policy for Digital by Default.
- Visits to Kinneil Museum increased by 17.6% compared to the same quarter last year, with successful open days at Kinneil House and the Festival of Museums contributing to this increase.
- Participants in Outdoor Activities increased by 19.2%, helped by an expanded partnership with Stirling & Falkirk Canoe Club and stable spring weather.

2.7 Appropriate target setting is a key factor in performance analysis. A review of 2013/14 year performance informed a review of targets to ensure they remain both challenging and realistic. Some adjustments have been made, particularly where patterns of under or over performance have been evident.

2.8 A report on the 6-month period April-September 2014 will be made at the next meeting of the sub group in October.

3. Recommendation

3.1 **Directors are asked to note the positive progress made in Q1 and note the actions to address areas requiring improvements in the remaining quarters of the year.**

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Jane Clark
Business

Development

Manager

1)



Admissions to Bo'ness Recreation Centre

Q1 2014/15 vs Q1 2013/14:

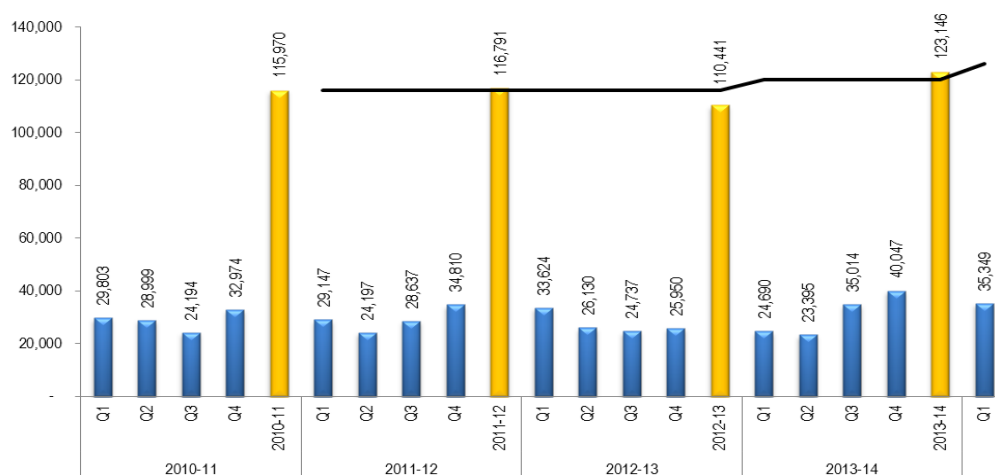
↑ 43.2%

+10,659 admissions

Year-to-date 2014/15 vs 2013/14:

↑ 43.2%

+10,659 admissions



Q1 admissions significantly increased compared to the same quarter in 2013/14. Although not directly comparable due to issues identified with admissions counting in Q1 last year, positive growth was observed in several areas. A football community initiative offering children and young people promotional prices for off-peak period use of the centre's synthetic pitches, generated over 1,000 visits. Overall income increased by 5% compared to the same period last year, with increases in use of the Combat Zone (+50%), outdoor football (+20%), sauna (+65%) and badminton (+15%). Swimming income increased for the first time since the last quarter of 2012/13.

Action during Q2 will be to seek improved promotion of the birthday party offering (down c.10%) by the generation of new marketing material.

2)



Admissions to Grangemouth Sports Complex

Q1 2014/15 vs Q1 2013/14:

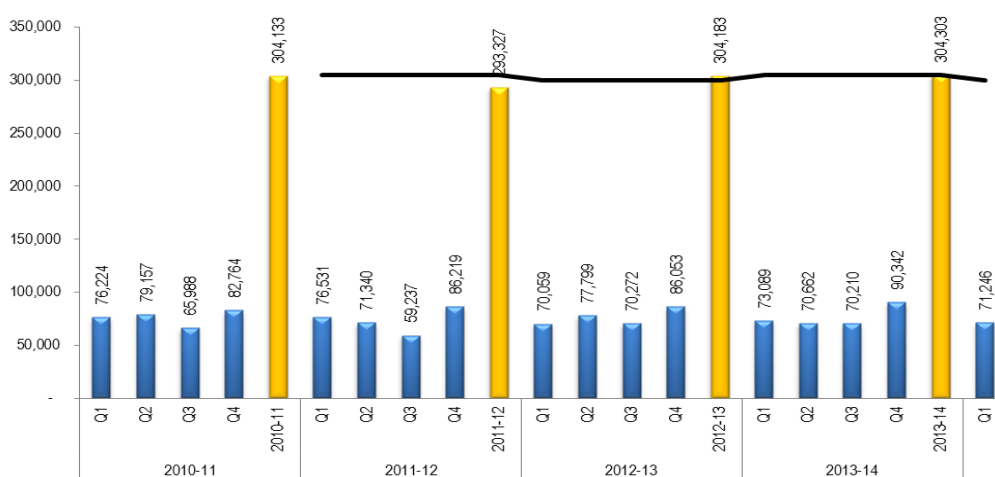
↓ 2.5%

-1,843 admissions

Year-to-date 2014/15 vs 2013/14:

↓ 2.5%

-1,843 admissions



Performance during the first quarter of 2014/15 was slightly reduced compared to the same period last year. An increase in local competition for indoor football (Coasters Indoor Football Centre opened next to Forth Valley College on 1st June) saw a drop in 5-a-side use.

Grangemouth Complex was awarded a grant of over £1,600 to install socketed netball posts in the sports hall, increasing the suitability of the venue for netball use. Income for the quarter reduced by 22%, a larger reduction than seen in admissions following sports hall income now being reallocated to Circuit Clubs, the loss of P5 swimming lessons, and the loss of Oakwood School using the pool and sports hall.

This indicator has been flagged green, being within 5% of target. The continued good weather and potential displacement of customers to the Helix, combined with the loss of P5 swimming lessons and Oakwood School bookings are likely to impact on Q2 admissions and income, hence the green flagging of this indicator should be treated with caution.

3)



Admissions to Mariner Centre

Q1 2014/15 vs Q1 2013/14:

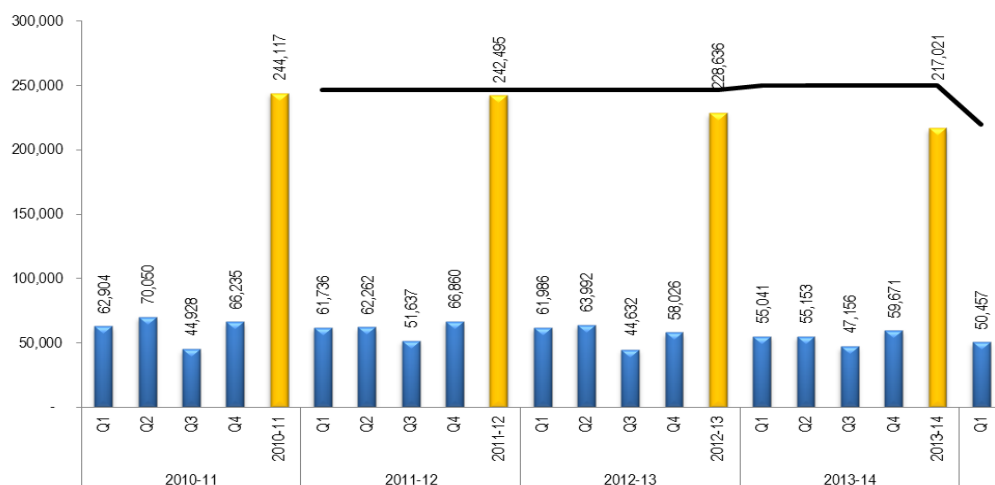
↓ 8.3%

-4,584 admissions

Year-to-date 2014/15 vs 2013/14:

↓ 8.3%

-4,584 admissions



Q1 admissions (-8.3%) and income (-8.8%) were lower than the same period last year and continues the recent trend, with reductions in all areas of the centre. Swimming admissions reduced from 10,577 to 9,993 for adults and 18,378 to 16,436 for juveniles, with the wave machine being out of action resulting in a reduced customer experience. Special event admissions increased slightly with a corresponding increase in income. Overall income figures for this quarter follow the downward trend seen in admissions.

Looking ahead to Q2, special pool parties are planned to celebrate the World Cup and the Commonwealth Games. Work continues with our Catering & Retail Coordinator to develop the café offer. Improvement works involving the air handling and ventilation system and replacement of electrical boards will take place during Q2, but are not expected to impact on admissions. This indicator has been flagged amber following the first quarter.

4)



Admissions to Grangemouth Stadium

Q1 2014/15 vs Q1 2013/14:

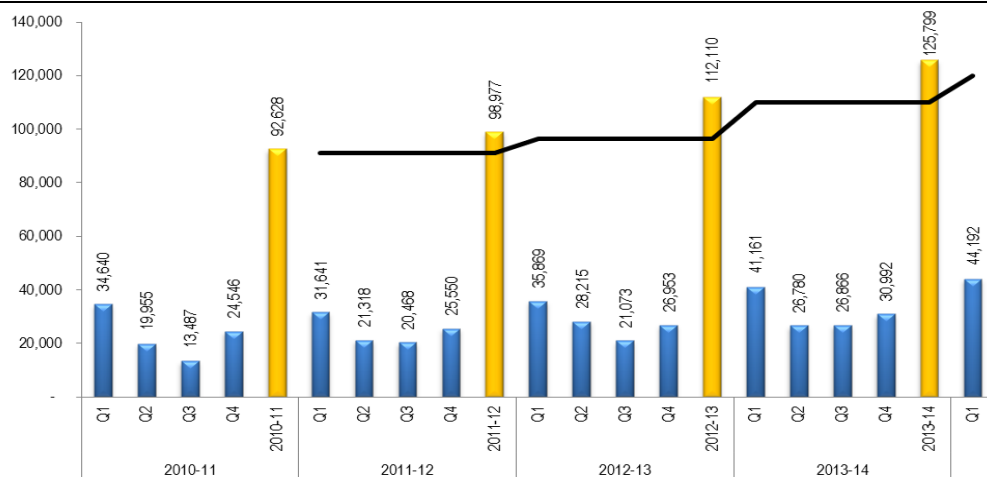
↑ 7.4%

+3,031 admissions

Year-to-date 2014/15 vs 2013/14:

↑ 7.4%

+3,031 admissions



Admissions during Q1 2014/15 were higher than the same quarter last year with an additional 3,000 admissions. Increases were mainly through increased attendance at events and an increase in gymnastics use. Admissions in May were c.2,000 lower following the loss of the Scottish Schools 2-day event to Hampden ahead of the Commonwealth Games. A new Scottish record for indoor pole vault was set at the Stadium by Jax Thoires during the June open graded meeting.

Despite increased admissions, income was reduced by c.£5,000 (£47,437 to £42,260) following the loss of income from the Scottish Schools event. Increased uptake of monthly Circuit Club membership by gym users, and a resulting drop in pay-per-visit admissions, had led to reassigning of income to another part of the Trust's business from Grangemouth Stadium to Circuit Clubs.

Expectations for the second quarter are for admission numbers and income to reduce due to an 8-10 week closure of the track to install our new running track. Despite this anticipated decrease in admissions for Q2, this indicator remains flagged green as income and admissions may recover during Q3 and Q4 with the new running track attracting additional usage.

5)



Admissions to Bo'ness Circuit Club

Q1 2014/15 vs Q1 2013/14:

↓ 20.1%

-1,522 admissions

Year-to-date 2014/15 vs 2013/14:

↓ 20.1%

-1,522 admissions



6)



Admissions to Grangemouth Circuit Club

Q1 2014/15 vs Q1 2013/14:

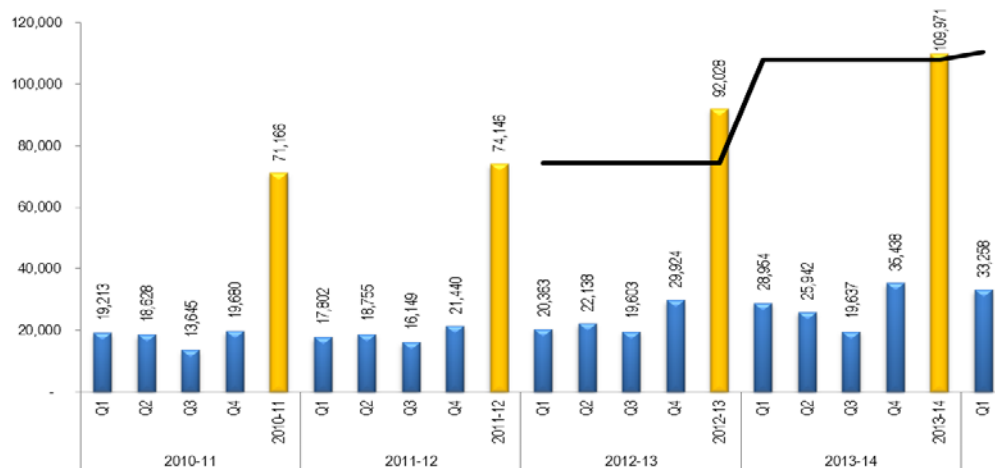
↑ 14.9%

+4,304 admissions

Year-to-date 2014/15 vs 2013/14:

↑ 14.9%

+4,304 admissions



7)



Admissions to Mariner Circuit Club

Q1 2014/15 vs Q1 2013/14:

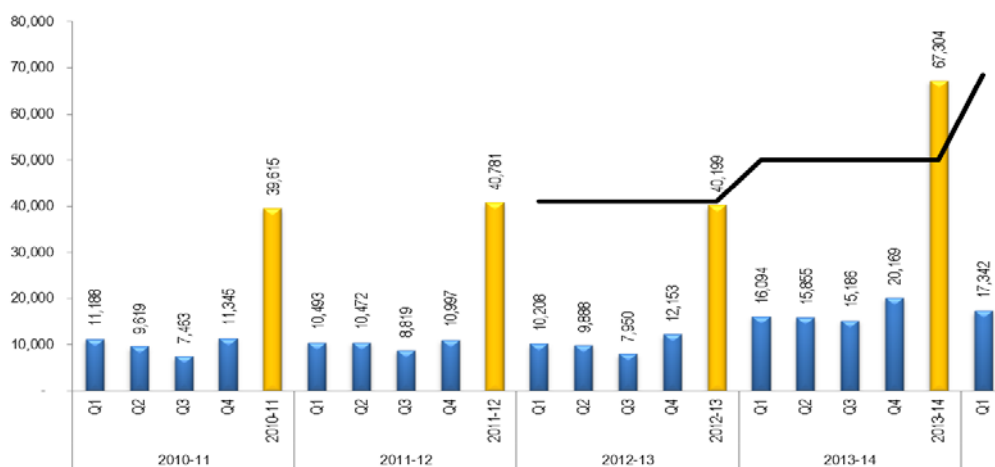
↑ 7.8%

+1,248 admissions

Year-to-date 2014/15 vs 2013/14:

↑ 7.8%

+1,248 admissions



Q1 admissions at Grangemouth and Mariner Circuit Clubs increased relative to the same quarter last year. Income matches these increases in admissions, being up 26% (£27k) at Grangemouth and 38% (£18.7k) at Mariner Centre. Income at Bo'ness Circuit Club increased by 18% (£4.5k) despite a 20% reduction in admissions.

Increased admissions at Grangemouth and Mariner are largely due to extra usage from the expanded fitness class programme. In contrast, the Bo'ness fitness class programme has not experienced the same increases due to instructor shortages resulting in an average of 4 classes per week cancelled during Q1. Grangemouth and Mariner venues have shown significant improvements in usage following investment in gym equipment and facility refurbishments; Bo'ness has not had the same investment with equipment now over 8 years old, and may be reflected in the smaller levels of increased usage relative to Grangemouth and Mariner.

Looking ahead to Q2, a revised fitness class timetable commences on 1st September along with a membership campaign to increase sales throughout the month. In conjunction, there will also be an existing member's referral campaign to encourage and reward current members.

Expectations for the year are for further increases in usage and income at Grangemouth and Mariner Circuit Clubs, with concerns being highlighted with the red-flagging of the Bo'ness Circuit Club indicator.

8)



Admissions to the Neighbourhood Centres

Q1 2014/15 vs Q1 2013/14:

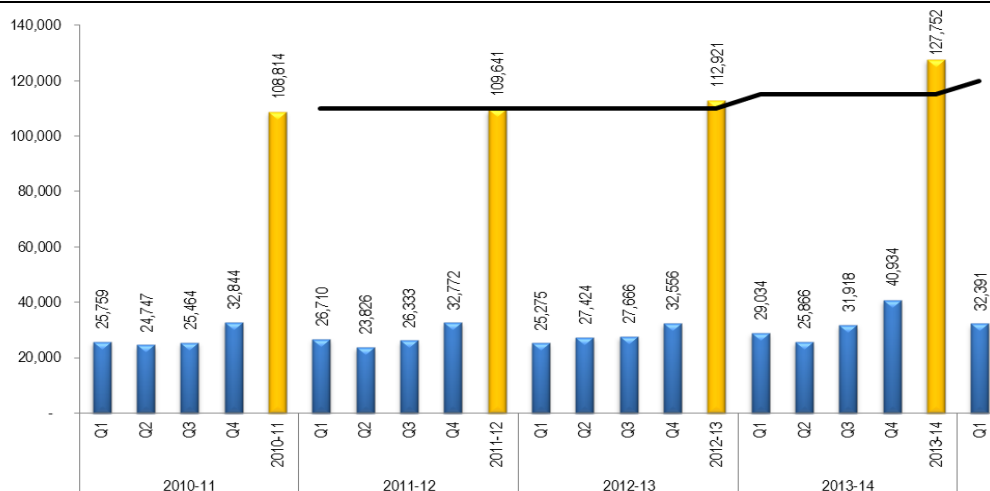
↑ 11.6%

+3,357 admissions

Year-to-date 2014/15 vs 2013/14:

↑ 11.6%

+3,357 admissions



Admissions during Q1 exceeded the same period last year and are the highest first quarter total in recent years. Most centres saw similar or higher admissions compared to last year. At Bankier increased usage was mainly adults, with a small increase in juvenile. Reductions in outdoor use at Denny SC were countered by increased adult indoor use and nursery visits. This was the first full Q1 of operation at Denny Football Centre (opened 1st June 2013) with an increase from 307 to 1,249 admissions. Hallglen admissions increased by 84% helped by the introduction of yoga classes. Polmont saw an increase in adult usage but a reduction in juvenile admissions, overall matching the same Q1 total from last year. Significantly higher adult admissions at Woodlands Games Hall increased usage by 14%, with a slight drop in juvenile admissions. Despite new roller derby bookings at Stenhousemuir overall performance was reduced by 17% compared to the same quarter last year.

9)



Out of hours admissions to Community Use High Schools

Q1 2014/15 vs Q1 2013/14:

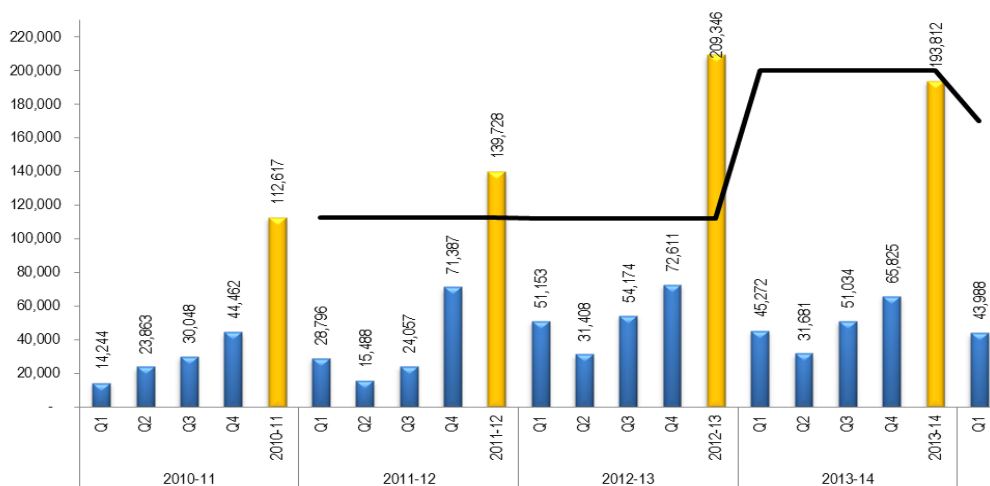
↓ 2.8%

-1,284 admissions

Year-to-date 2014/15 vs 2013/14:

↓ 2.8%

-1,284 admissions



First quarter admissions were slightly lower than the equivalent period last year. Performance was mixed with small decreases at Grangemouth HS, Larbert HS and St Mungos HS, with Braes HS recording a slightly larger drop due to reduced indoor and outdoor football usage. Increases in swimming at Denny HS and basketball at Falkirk HS resulted in increased admissions for Q1 at these venues.

In line with admission figures, income performance was similar with Denny HS showing approx 5% growth compared to the same quarter last year. Swimming income in particular was reduced at Braes HS, Larbert HS and St Mungos HS.

Looking ahead to Q2, a marketing campaign will focus on increasing uptake at swimming sessions at all venues but in particular Braes HS, St Mungos HS and Larbert HS.

Out of hours admissions may also be affected by the introduction of charging for clubs which will commence in August.

10)



No. of participants in Healthy Lifestyle Physical Activity programme

Q1 2014/15 vs Q1 2013/14:

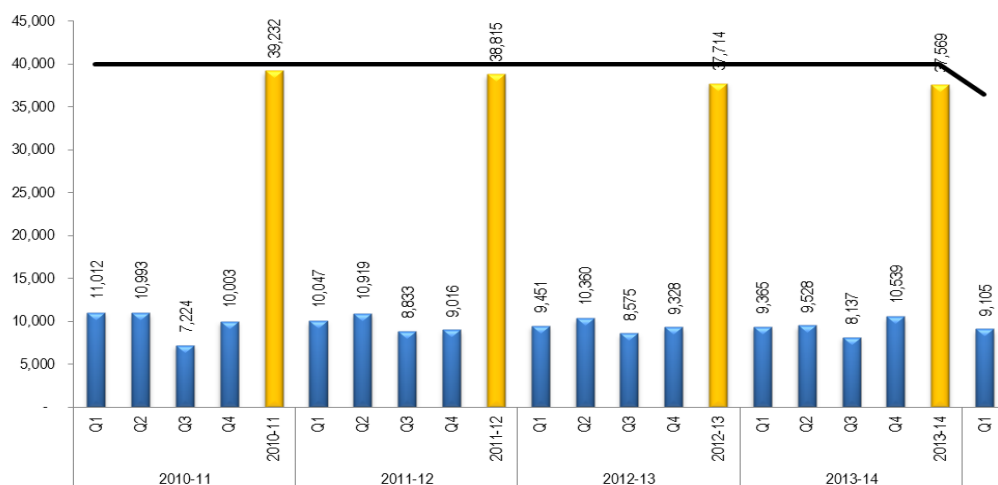
↓ 2.8%

-260 participants

Year-to-date 2014/15 vs 2013/14:

↓ 2.8%

-260 participants



The number of participants was largely similar to the same period last year with just 260 less participants overall. Step Forth usage increased by 15% with c.100 turnout for the Big Fit Walk in June. Healthy Lifestyles usage (staff initiative) increased by 15% following recent membership campaigns to encourage uptake. Buggy walk groups increased following the introduction of new walks within the Helix, although feedback has highlighted concerns with how busy the park was for groups of buggies during the good weather and the initial excitement generated by the park opening.

Active Forth participant numbers reduced along with a drop in income. A need to re-engage with our referring Health Professionals has been identified and work on the Physical Activity and Wellbeing Plan is set to address this. Postural stability training for the Active Forth team is being planned which will enhance our referral programme. A partnership with Living It Up and Storm ID will see the roll out of a pilot programme using watches which measure and analyse the volume of steps taken by users, with all project costs being met by Living It Up.

11)



No. of rounds of golf played

Q1 2014/15 vs Q1 2013/14:

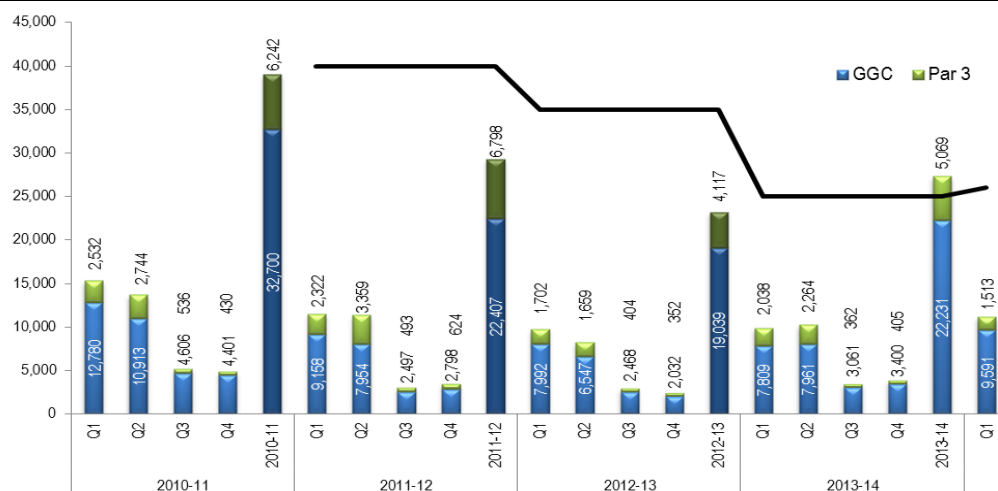
↑ 12.8%

+1,257 rounds played

Year-to-date 2014/15 vs 2013/14:

↑ 12.8%

+1,257 rounds played



Overall rounds played during 2014/15 Q1 totalled 11,104, the highest first quarter total of the last 3 years and almost matching the 2011/12 total. This increase occurred solely at Grangemouth Golf Course with Callendar Park Par 3 seeing a 26% decrease in rounds played.

Grangemouth Golf Course:

Improvements the team have made to the course have resulted in increases in rounds played. Our "2 'fore' 1" promotion should increase the number of rounds played further whilst not immediately increasing income.

Callendar Park Par 3:

The poor performance of the Par 3 is in line with the general decrease in visitor numbers at Callendar Park (offset by the increase in visitors to the nearby Helix Park). Extended periods with little rainfall have had an adverse effect in the condition of the Par 3 despite continual efforts by the team with artificial watering. It is expected that the Par 3 will continue a slow decline this year as the course fails to attract customers.

12)



Admissions to Falkirk Town Hall

Q1 2014/15 vs Q1 2013/14:

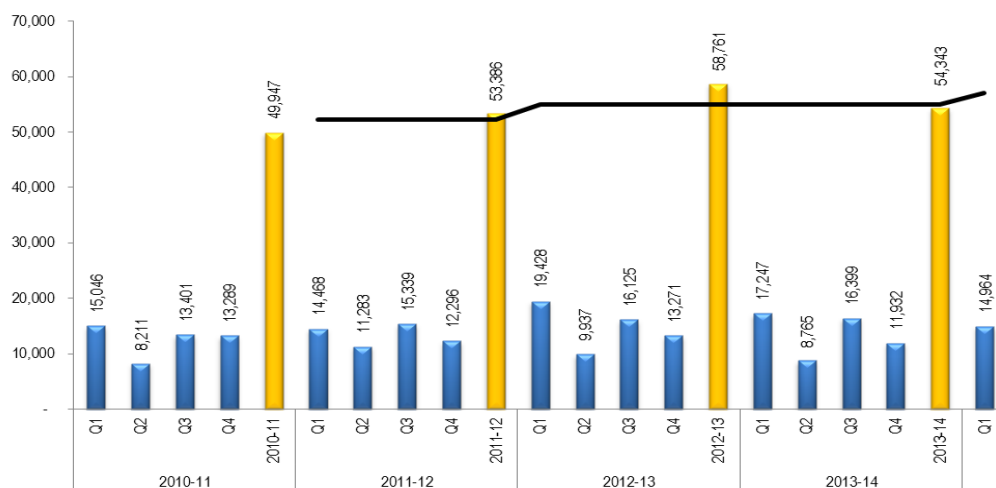
↓ 13.2%

-2,283 admissions

Year-to-date 2014/15 vs 2013/14:

↓ 13.2%

-2,283 admissions



Admissions during the first quarter were 13% lower compared to last year. A similar number of booked lets took place but there was a reduction in the numbers attending voluntary sector lets and general lets. Most notable was a 60% reduction in attendance at the Falkirk Wedding Show compared to last year's event. A 14% increase in Arts programme attendances was due to a larger scheduled programme. Income for the quarter was unchanged from last year at c.£35,400 (+c.£215) despite the reduction in admissions.

This indicator has been flagged as amber as it may achieve close to target at year-end. Outcome will depend on the success of the programme for the remainder of the year and is hard to predict. The programme for Q2 includes the Funny in Falkirk comedy festival, 'Broadway in the Bar' as a follow up to last year's successful 'A Song, A Sip and a Sandwich', and a new season of 'Classic Music Live! Falkirk' commencing in August.

13)



Admissions to the Hippodrome

Q1 2014/15 vs Q1 2013/14:

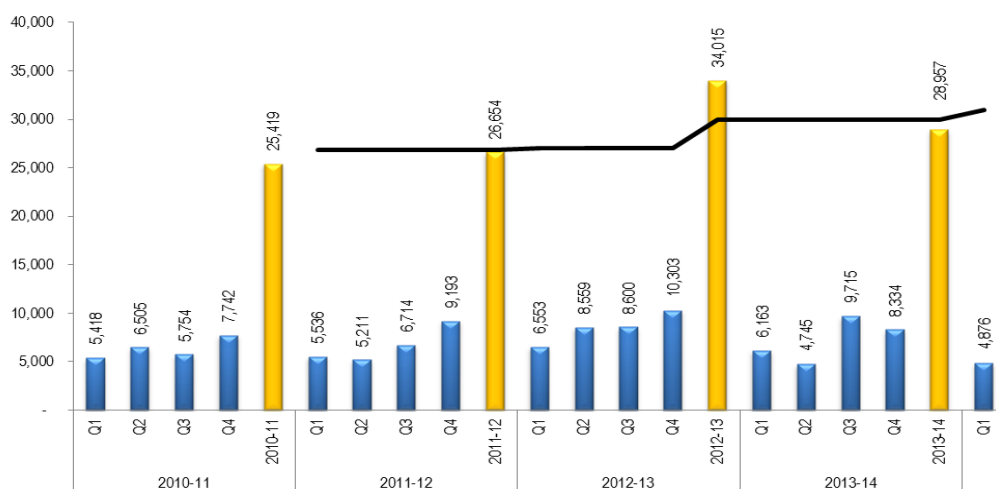
↓ 20.9%

-1,287 admissions

Year-to-date 2014/15 vs 2013/14:

↓ 20.9%

-1,287 admissions



Despite a busy month in April with a 24% increase in admissions, total attendances for the quarter were 21% down on the same period last year. The Hippodrome was part of the nationwide 'Cinema of Childhood' festival including a selection of international screenings however, attendances were disappointing. A review of audience development and marketing requirements to ensure the future success of similar initiatives will be carried out. A partnership with the Middle Eastern Film Festival on Tour included screening events and a Q&A session around the film 'Five Broken Cameras'. Income for the quarter was down by c.£4,700, matching the reduction in admissions.

Nationwide cinema admissions were reduced by c.12% for the April-June period, which may go some way to account for part of the reduction in Hippodrome admissions for this period.

The programme during quarter two over the summer period includes children's blockbusters such as 'How to Train Your Dragon 2' as well as National Theatre Live and Royal Shakespeare Company Live screenings. Other highlights include screenings celebrating the Commonwealth Games and Tour de France, and a short season of screenings marking the centenary of the start of the First World War. This indicator has been flagged red but should recover to be nearer target on the basis of a more proactive approach to promoting programming for the remainder of 2014/15.

14)



Admissions to Park Gallery

Q1 2014/15 vs Q1 2013/14:

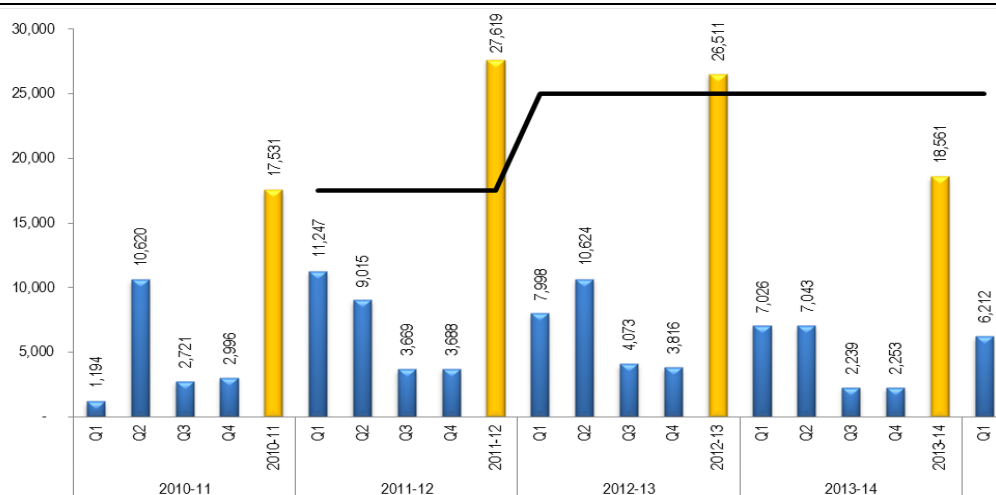
↓ 11.6%

-814 admissions

Year-to-date 2014/15 vs 2013/14:

↓ 11.6%

-814 admissions



Admissions during the first quarter of 2014/15 were lower than the same 3-month period last year. Admission figures are highly dependent on programming patterns and when major exhibitions fall within the year. This quarter included the end of the Christine Jones' 'Still Cause' exhibition and the start of Grangemouth-born Marion Deucher's 'Let's Make Art' exhibition and workshop, part of Homecoming 2014 which attracted local and national press coverage.

This indicator has been flagged as amber due to unknown anticipated attendances at programmed exhibitions for the remainder of 2014/15. Quarter two includes the John Shankie exhibition, 'Refractory and Refrigeration', part of a nation-wide exhibition programme showcasing some of the best artists to have emerged from Scotland over the past 25 years, and is part of the Glasgow 2014 Cultural Programme.

15)



No. of participants in Cultural Services activities

Q1 2014/15 vs Q1 2013/14:

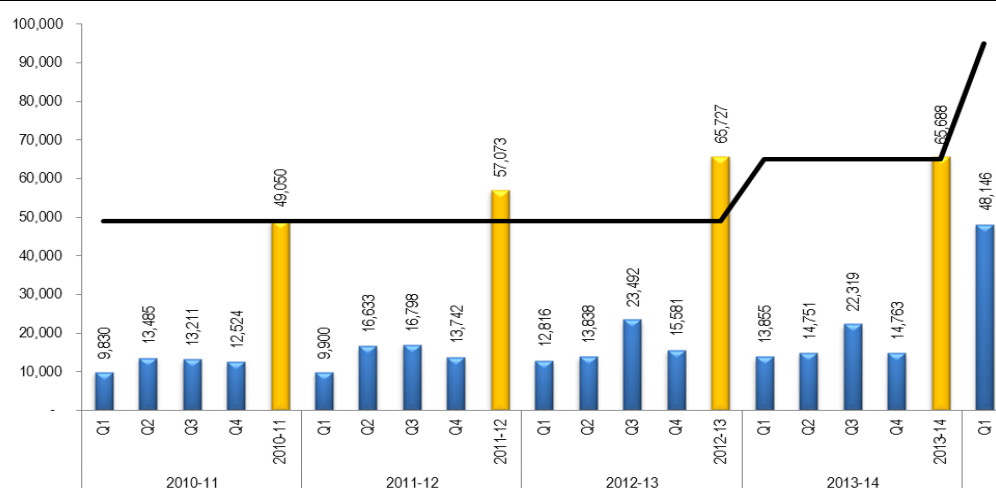
↑ 247.5%

+34,291 participants

Year-to-date 2014/15 vs 2013/14:

↑ 247.5%

+34,291 participants



The scope of this indicator has been amended and now includes Youth Music Initiative (YMI) participation within schools as well as participation out with schools. Comparisons with previous quarterly totals should be treated with caution following this change. YMI participation within schools will be reported in 3 quarters only with no participation during Q2 which covers the school summer holiday period.

YMI participation accounted for 35,144 in total during Q1 2014/15. Other successes during this quarter included a pop-up exhibition at the Howgate Centre as part of the Falkirk THI (Townscape Heritage Initiative) which attracted over 5,000 participants. There were 535 attendances at engagement and participatory activities as part of the Denny Town Square public art project. This quarter also reported increases in numbers attending activities scheduled as part of the Park Gallery exhibitions' educational and supporting activity programme: the Marion Deucher exhibition was particularly suited to this.

Q2 participant numbers are expected to be more in line with previous years due to the school holiday period when YMI doesn't operate.

16)



No. of places booked on Sport Development Courses

Q1 2014/15 vs Q1 2013/14:

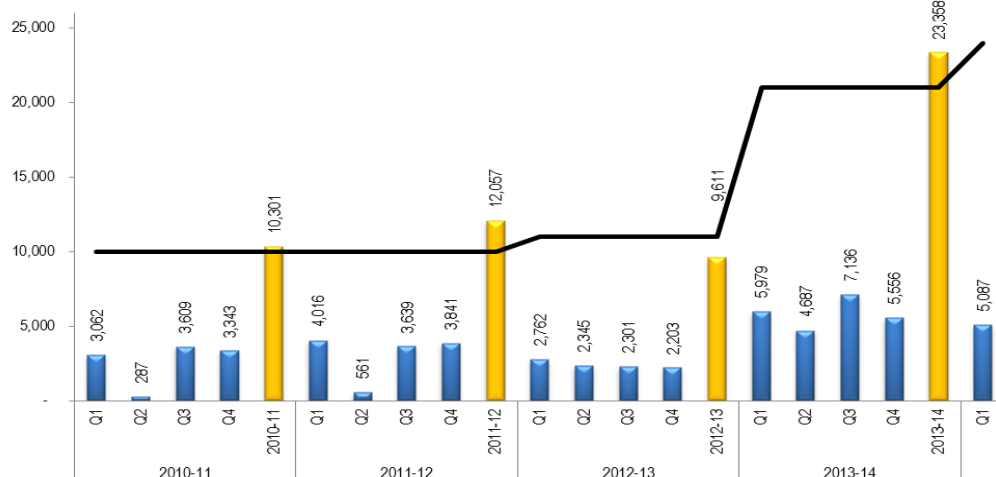
↓ 14.9%

-892 places booked

Year-to-date 2014/15 vs 2013/14:

↓ 14.9%

-892 places booked



Places booked during the first quarter of 2014/15 reduced compared to the same period last year. Performance was mixed with increases in basketball, golf, gymnastics, tennis, swimming and pre-school swimming. Fewer places were booked in badminton, football, non-swimming pre-school classes and rugby. The most significant drop was in rugby (1,657 to 838) following a reduction in classes delivered as part of the HEAPS project through schools. Pre-school class reductions occurred in mini-gyms although dance, mini-Olympians and tennis remained popular. Difficulty in maintaining a consistent admin support due to absence and vacancy affected the ability to maintain the previous focus on filling all available spaces.

Income for the quarter increased compared to the same period last year, contrasting with the reduction in number of places booked. This is due to reductions in 'free' places booked such as rugby, while places booked in paid-for classes such as swimming and gymnastics increased.

An increased focus on filling vacant spaces and following up on unpaid fees will be continued as a priority during the second quarter. This indicator has been flagged amber at this time due to places booked performance relative to 2014/15 combined with increases in income. Performance may improve during the remainder of 2014-15 to achieve closer to target by year-end.

17)



No. of Active Schools participant sessions provided

Q1 2014/15 vs Q1 2013/14:

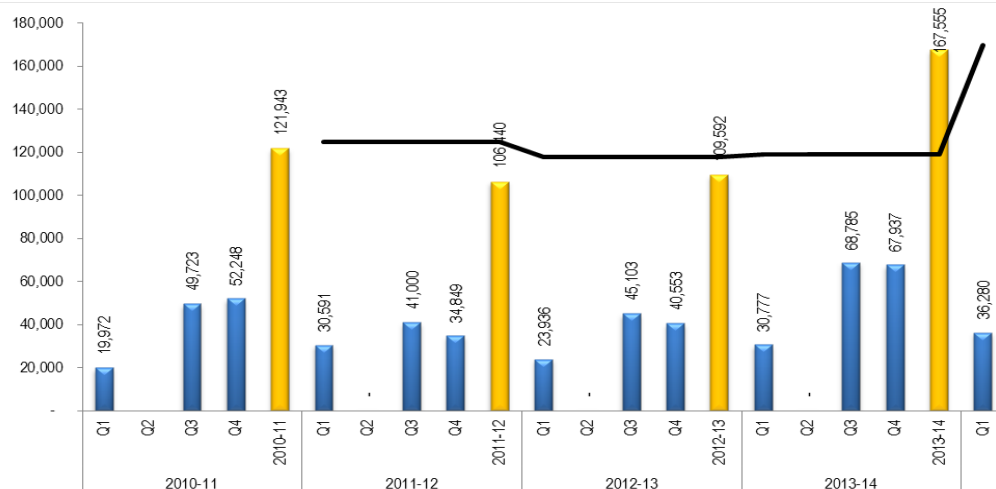
↑ 17.9%

+5,503 participant sessions

Year-to-date 2014/15 vs 2013/14:

↑ 17.9%

+5,503 participant sessions



Q1 participation continued to increase over the same period last year with the introduction of 'Going for Glasgow' to build enthusiasm for the Commonwealth Games among primary school children. The success of this initiative was also reflected in increased numbers of distinct participants.

Going forward the Active Schools team will return to a full complement of coordinators with the appointment of a new Active Schools Manager. A significant challenge will be to keep participation numbers at the same level as pre-Commonwealth Games, and creating a legacy to continue involving schools and staff in the delivery of activity sessions. Note that participant sessions are not reported during quarter two which corresponds to school holidays.

18)



No. of active borrowers from public libraries

Q1 2014/15 vs Q1 2013/14:

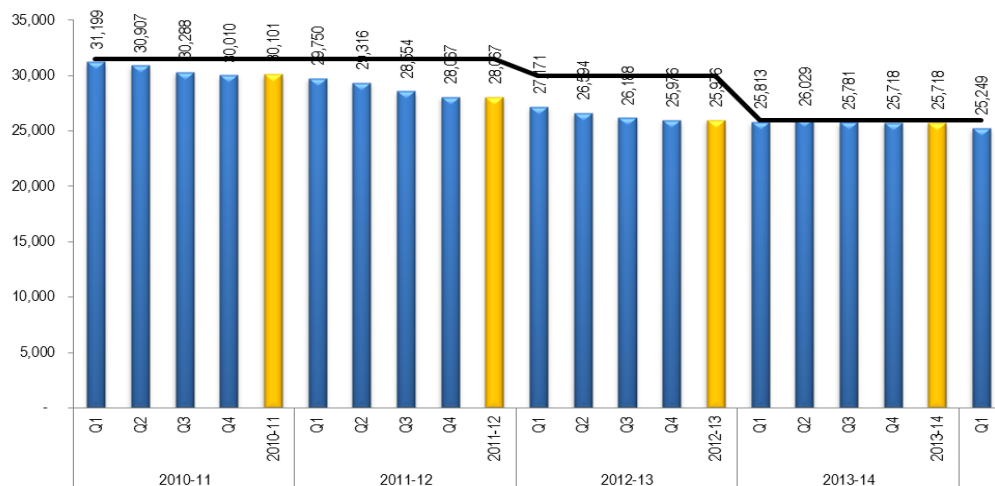
↓ 2.2%

-564 borrowers

Q1 2014/15 vs Q4 2013/14:

↓ 1.8%

-469 borrowers



This measure differs from other performance indicators as quarterly totals do not accumulate towards a yearly total. Comparisons are made with the immediately preceding quarters to provide more relevant reports on performance.

The number of active borrowers reduced compared to this time last year. The rate of decline – although higher than the most recent 12-month period – remains significantly lower than the downward trend which has been observed previously. This indicator remains on course to achieve close to target for the year hence has been flagged green at this time, but may be adjusted to amber depending on performance for the remainder of the year.

A pop-up library at the Howgate Centre in May promoted services offered by libraries and membership, and a 'Summer Reading Challenge' promotion was held also at the Howgate on 21st June. This promotion targeted junior borrowers to use libraries with an app to promote the scheme.

19)



No. of issues from public libraries

Q1 2014/15 vs Q1 2013/14:

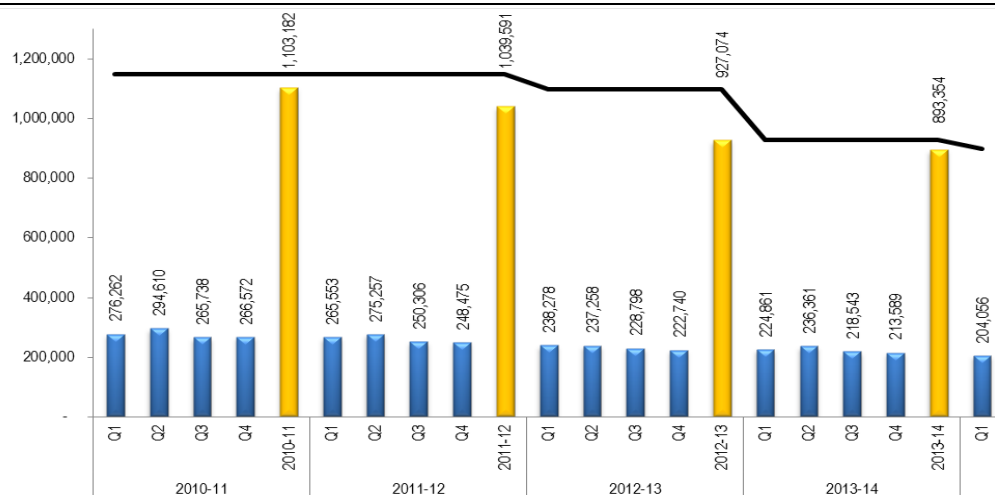
↓ 9.3%

-20,805 issues

Year-to-date 2014/15 vs 2013/14:

↓ 9.3%

-20,805 issues



The number of issues during Q1 2014/15 was reduced relative to the same period last year. The closure of Denny Library for over one week for relocation to the temporary cabin resulted in delays to return of books and less issues and renewals being made at Denny.

Looking ahead to Q2, expectation is for further reductions in issue numbers due to Denny Library's stock being smaller due to the reduced space in the cabin while town centre regeneration works are ongoing. The annual target was reduced accordingly to reflect the reduced stock levels at Denny. Although this indicator has been flagged amber at this time, performance may reduce further depending on performance of other libraries.

20)



No. of visits to libraries

Q1 2014/15 vs Q1 2013/14:

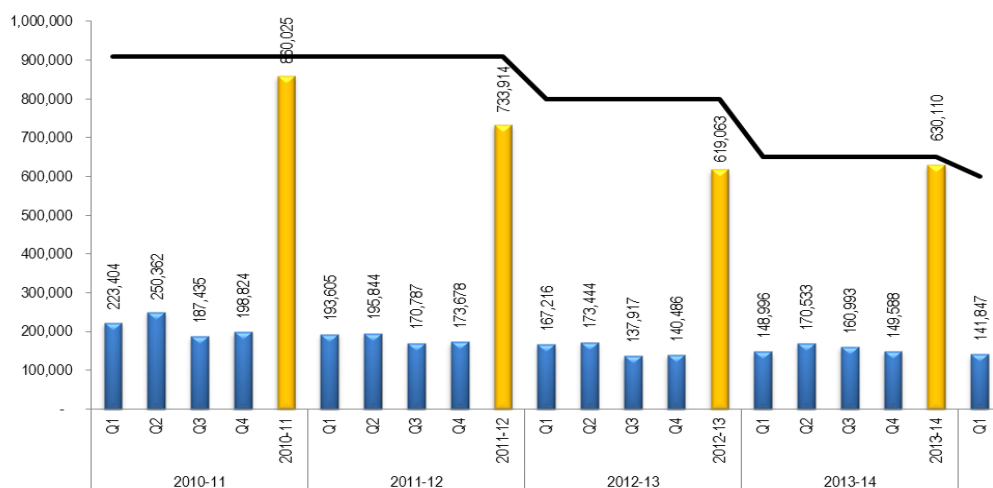
↓ 4.8%

-7,149 visits

Year-to-date 2014/15 vs 2013/14:

↓ 4.8%

-7,149 visits



Q1 visits to libraries were slightly reduced compared to the same quarter last year, with c.7,000 fewer overall. Visits to libraries in general continue to decrease with the increasing usage of online resources. Visits to Denny Library were 50% lower (20,358 to 10,067) following its closure for one week and limited size in its temporary home. Visits to Meadowbank Library increased by 35% from 20,071 to 30,271, and Falkirk Library increased from 29,655 to 33,436 (+13%), partly attributed to hosting a World Book Night event. More events were held in libraries than the same period last year. Bo'ness and Slamannan Libraries had a largely similar number of visits to the same period last year, while Bonnybridge, Larbert and Grangemouth Libraries recorded small reductions.

A programme of summer activities is planned to encourage library visits and will include children's workshops and craft sessions.

Performance for the remainder of the year is likely to achieve close to target hence being flagged amber at this time. The annual target was adjusted to allow for the reduced service at Denny, but the full effect this will have on performance is currently unclear.

21)



No. of times the public access terminals were used in libraries.

Q1 2014/15 vs Q1 2013/14:

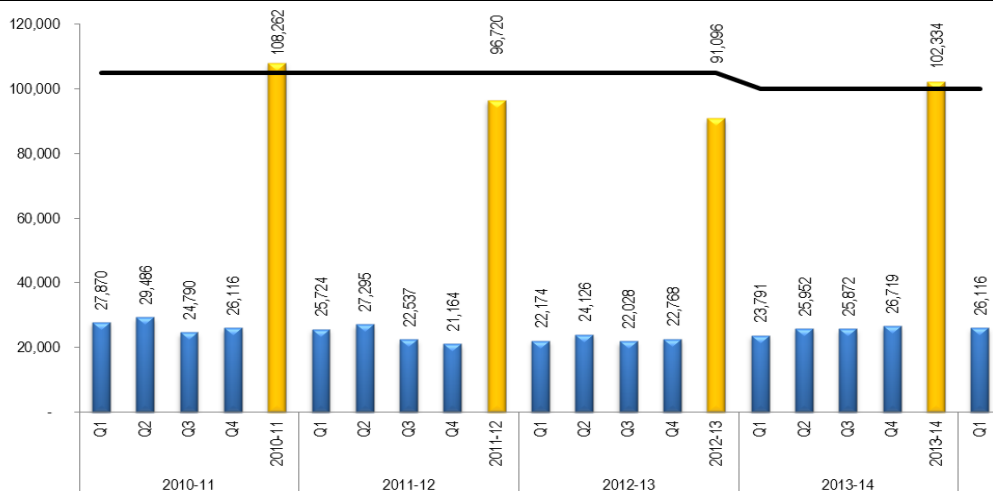
↑ 9.8%

+2,325 uses

Year-to-date 2014/15 vs 2013/14:

↑ 9.8%

+2,325 uses



The use of public access terminals increased during 2014/15 Q1 compared to the same quarter last year. This increased usage continues the pattern seen throughout last year and follows the Government's policy for Digital by Default: welfare reform and job seeking services being accessed via online.

Looking ahead to the remainder of 2014/15, usage is expected to continue to increase as there is still unused capacity at off-peak times.

22)



No. of resources added to library stock – Adults

Q1 2014/15 vs Q1 2013/14:

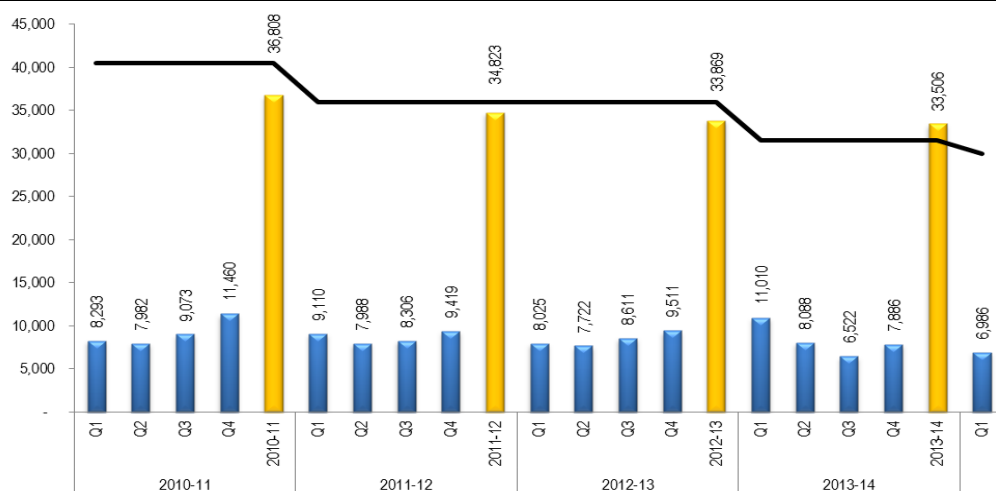
↓ 36.5%

-4,024 resources

Year-to-date 2014/15 vs 2013/14:

↓ 36.5%

-4,024 resources



23)



No. of resources added to library stock – Junior

Q1 2014/15 vs Q1 2013/14:

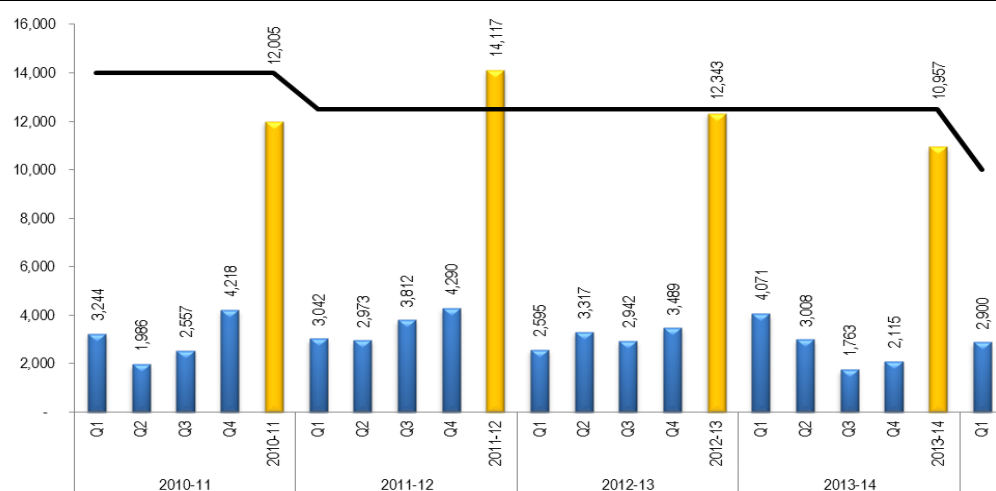
↓ 28.8%

-1,171 resources

Year-to-date 2014/15 vs 2013/14:

↓ 28.8%

-1,171 resources



Library stock budget has been held back during 2014/15 to contribute to the purchase cost of the new Library Management System (LMS), making quarters less comparable with 2013/14 performance.

Additions to stock during Q1 were reduced for adult and junior compared to the same period last year. Q1 last year had 1,000 adult and 250 new digital resource additions to stock which are not included this year as they are now classed as renewals rather than new additions to stock.

Ordering of new resources will be temporarily suspended during Q3 2014/15 to allow the transfer to the new library management system, which will impact on additions to library stock later in the year. Targets for both indicators have been adjusted downwards although the full effect of budget reallocation for the purchase of the LMS and temporary suspension of stock ordering is unknown. Both indicators have been flagged as red at this time.

24)



No. of visits to Callendar House

Q1 2014/15 vs Q1 2013/14:

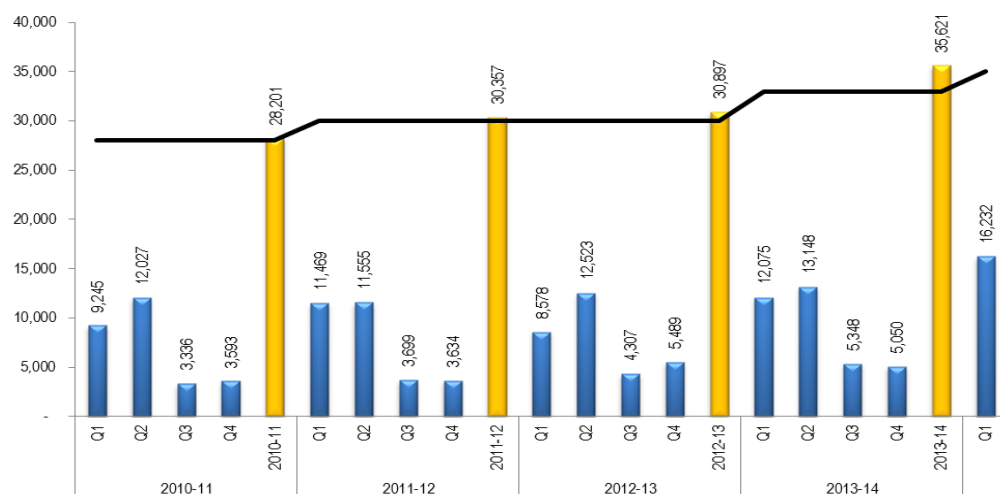
↑ 34.4%

+4,157 visits

Year-to-date 2014/15 vs 2013/14:

↑ 34.4%

+4,157 visits



Visitor numbers to Callendar House are significantly up over the same period last year, with an additional 4,157 visits. Comparisons to previous years should be treated with some caution due to new visitor counters installed in Callendar House from the start of Q1 which allow better analysis of visitor movement within the venue. The Festival of Museums on 17/18 May attracted over 1,400 visits over one weekend alone, resulting in over a 100% increase in admissions for the month compared to the same period last year (3,427 increased to 7,292).

Quarter two activities include summer activities aimed at younger children, with workshops related to the Marion Deuchers exhibition, craft workshops and art workshops in Cultivating Earth. Two new exhibitions on WW1 open from late July/early August, with the John Shankie 'Refractory and Refrigeration' exhibition in the Park Gallery and 'War: a conversation with objects' in the second floor galleries. These are accompanied by activities within the House including baking workshops for children, John Shankie talks, and workshops for older participants.

25)



No. of Visits to Kinneil Museum

Q1 2014/15 vs Q1 2013/14:

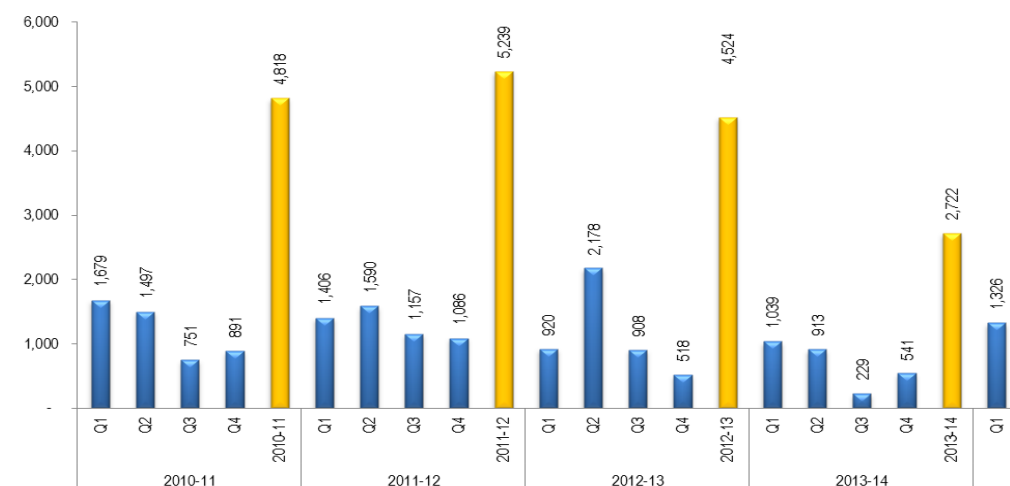
↑ 27.6%

+287 visits

Year-to-date 2014/15 vs 2013/14:

↑ 27.6%

+287 visits



The target for 2014/15 was reset following the introduction of a revised counting mechanism in Q1 last year. A target of 3,000 visits has been set for 2014-15. Comparisons of 2014/15 performance with last year are valid, but comparisons with years previous to this should be treated with caution

The number of visits to Kinneil Museum increased by almost 300 visits compared to the first quarter of 2013/14. Successful weekend for Kinneil House open days and the Festival of Museums in May contributed to the overall quarterly total and indicates the continued popularity of Friends of Kinneil events.

Looking ahead to the second quarter, visit numbers are expected to be boosted by an open doors event at Kinneil House on 31st August. Kinneil Museum will be closed on the weekend of 6/7 September whilst the Bo'ness Hill Climb Revival event takes place on Kinneil Estate. Public consultation on the Kinneil Estate masterplan for conserving, enhancing and developing the Estate over the next ten years takes place during September, with four drop-in events at Kinneil Museum throughout the month.

26)



Total participants in Heritage Education Workshops for Schools

Q1 2014/15 vs Q1 2013/14:

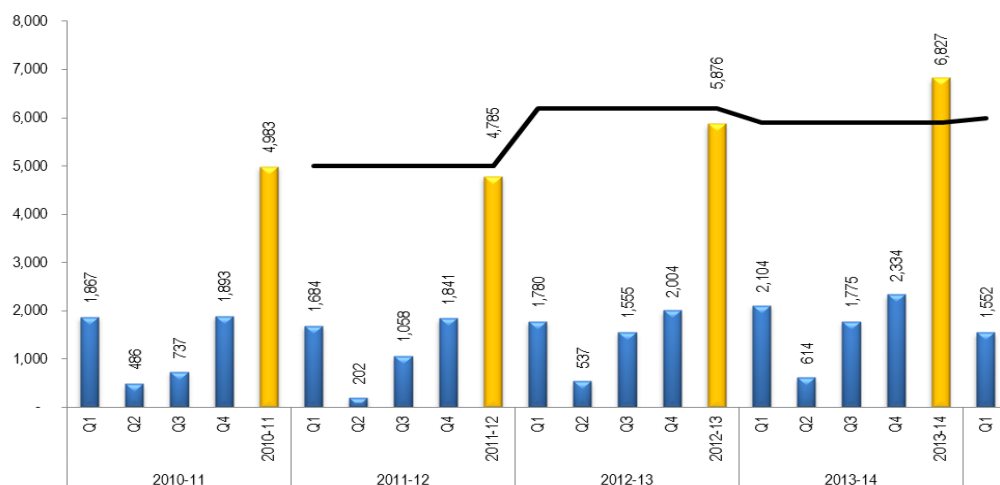
↓ 26.2%

-552 participants

Year-to-date 2014/15 vs 2013/14:

↓ 26.2%

-552 participants



Performance during Q1 2014/15 was reduced compared to the same quarter last year. 2013/14 was the most successful year to date with programmes at full capacity. Participant numbers were impacted by an asbestos issue restricting part of the programme, with school bookings equating to approx 350 participants not going ahead. Heritage workshops also faced significant competition from other activity in the Falkirk area, namely school involvement in Commonwealth Games projects, the Queen's Baton Relay and the opening of the Kelpies.

Q2 is the quietest period of the year covering the school holidays, with workshops only taking place once schools return in mid-August. The asbestos issue is now resolved and a full programme of workshops is planned for this period. Although performance is below the Q1 position last year this indicator has been flagged amber on the expectation that last year's stronger performance will be repeated for the remainder of the year.

27)



No. of participants in Outdoor Activities

Q1 2014/15 vs Q1 2013/14:

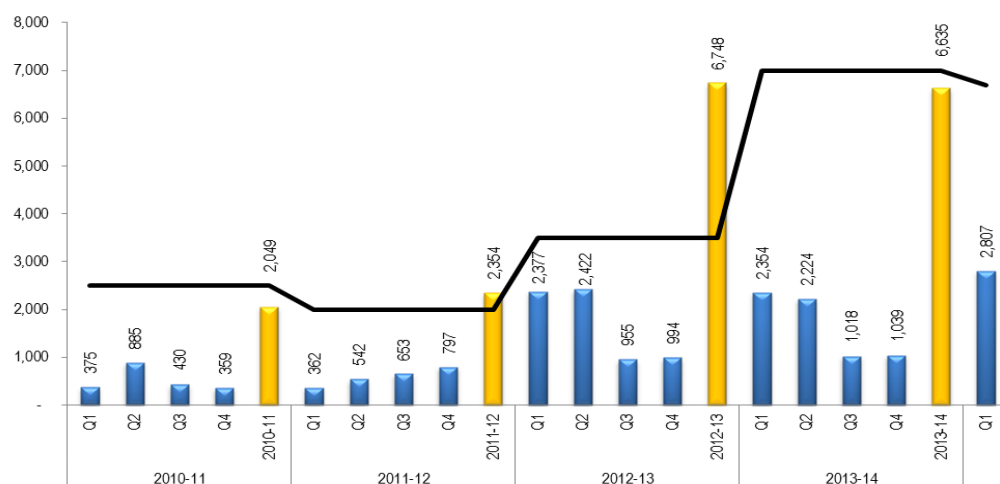
↑ 19.2%

+453 participants

Year-to-date 2014/15 vs 2013/14:

↑ 19.2%

+453 participants



Participant numbers are up on the same quarter last year, helped by stable spring weather which encouraged participation. Adult participant numbers increased following an expanded partnership with Stirling & Falkirk Canoe Club. The Schools Orienteering Festival was well attended and generated extra demand for sessions from schools, contributing to the increase in junior participants. The Easter programme had a healthy 75% uptake of places for Adventure Days but Helix session uptake was 35%. Income for the quarter was similar to last year with c.£10,500 of income, however income from recently started Lowland Leader Award programme and Duke of Edinburgh Programme will not start to show until next quarter.

The second quarter covers the summer holiday period with a programme offering Adventure Days and sessions at the Helix Park. Success will be largely dependent on weather and on increasing uptake of the Helix offer following the disappointing performance of these sessions during Easter.

28) Not flagged

No. of tickets sold for Kelpies tours

Q1 2014/15 vs Q1 2013/14:

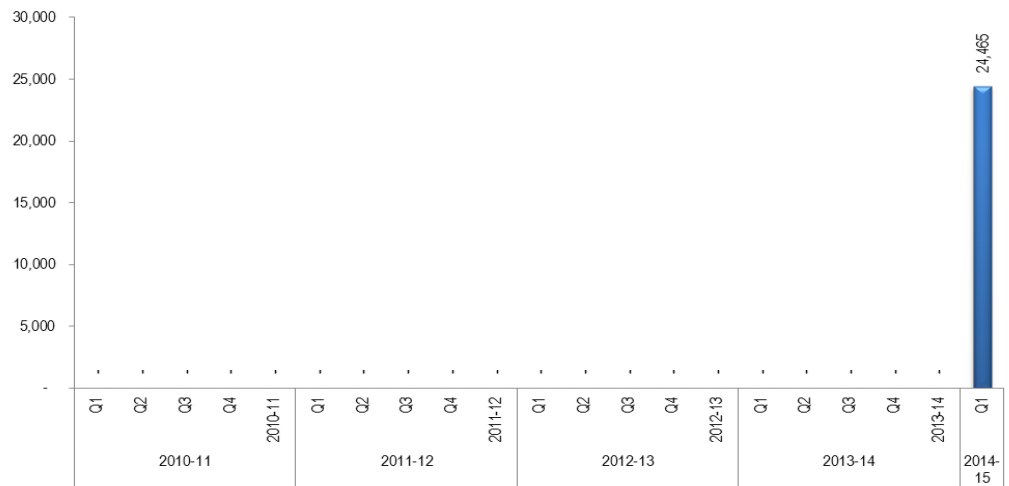
N/A

24,465 tickets sold

Year-to-date 2014/15 vs 2013/14:

N/A

24,465 tickets sold



Numbers for the Kelpies tours have consistently performed above the projections detailed in the Helix Business Plan. The high profile media coverage that has been achieved since the sculptures opened to the public on the 21st April 2014 has been significant and has thus supported their continued success. June saw a slight drop off in numbers and this would be expected prior to the start of the school holiday period. It has been an impressive start for the Kelpies tours with overwhelmingly positive feedback from visitors.

Income from the sale of Kelpies tickets from the opening of the Kelpies on 21st April until the end of Q1 was c£64,000.

Looking ahead to Q2, visitor numbers are expected to be higher than Q1 as this encompasses the peak holiday period.

Additional performance indicators detailing numbers of visitors to the Helix Park and programme use will be included from the next performance report going forward.

A strong, sustainable and valued organisation

| Indicator | 2011/12 total | 2012/13 total | 2013/14 | | | | | 2014/15 | |
|---|------------------|------------------|--------------------------------|--------------------------------|--------------------------------|------------------------------|---------------------------------|----------|---------------------------------------|
| | | | Q1 | Q2 | Q3 | Q4 | Year Total | Target | Q1 |
| Sickness Absence - % days lost | 3.34% | 4.03% | 4.13% | 3.40% | 4.04% end-Oct | 4.55% end-Feb | 4.03% | Reduce | 4.20% |
| Staff Turnover | 11.7% Jul-Mar | 8.6% | 3.1% equates to 15 staff | 4.0% equates to 19 staff | 2.0% equates to 10 staff | 1.4% equates to 7staff | 10.6% equates to 51 staff | Reduce | 3.3% equates to 16 staff |
| No of Health & Safety incidents and accidents | 121 | 105 | 26 | 23 | 20 | 27 | 96 | Reduce | 33 |
| No. of complaints and formal enquiries received and dealt with | 120 | 94 | 20 | 27 | 30 | 41 | 118 | Reduce | 27 |
| Number of hits on Trust website | n/a | 407,333 | 136,073 | 146,442 | 135,858 | 162,269 | 580,642 | Increase | 169,005 |

Updated sickness absence figures are for the period to the end of June 2014 and are near identical to the same period last year. This remains higher than desired and the target for the year remains to reduce this closer to previous lower levels.

Staff turnover for Q1 2014-15 was 3.3%, equating to 16 employees leaving during this period: 12 resignations, 2 retirements and 2 other. This equates to 1 more employee leaving compared to the same quarter last year. At the end of Q1, the Trust had a total headcount of 488 contracted employees (temporary and permanent staff).

There were 33 accidents and incidents reported during the first quarter, an increase of 7 on the same quarter last year.

The number of complaints and formal enquiries received and dealt with during the first quarter of 2014/15 was 27, a slight increase on same period last year. It should be noted that a revised complaints handling procedure was introduced across the Trust on 1st May 2013, with complaints being recorded at different levels.

The number of hits recorded on the Trust website during the first quarter increased compared to the same 3-month period last year (+24% increase), and is the highest recorded quarterly total to date. These hits were carried out by 91,946 unique public visitors to the Trust website.