

FALKIRK COUNCIL

MINUTE of MEETING of the SCRUTINY COMMITTEE held in the MUNICIPAL BUILDINGS, FALKIRK on THURSDAY 12 SEPTEMBER 2013 at 10.30 AM.

COUNCILLORS:

Allyson Black
Charles MacDonald
John McLuckie
Baillie Joan Paterson
Provost Pat Reid (Convener)

OFFICERS:

Fiona Campbell, Head of Policy, Technology and Improvement
Caird Forsyth, Corporate Policy Officer
Lesley MacArthur, Corporate Policy Officer
Colin Moodie, Depute Chief Governance Officer
Brian Pirie, Democratic Services Manager
Linda Scott, Corporate Policy Officer
Celia Sweeney, Corporate Policy Officer
Joanne Stewart, Senior Development Officer
Andrew Wilson, Community Planning Manager

S18. APOLOGY

An apology was intimated on behalf of Baillie Buchanan.

S19. DECLARATIONS OF INTEREST

Provost Reid and Baillie Paterson declared financial interests in item SC21 (8) as directors of the Falkirk Community Trust but did not consider that this required them to recuse themselves from consideration of this item, having regard to the objective test in the Code of Conduct and the relevant specific exclusion contained in the code.

Provost Reid declared a financial interest in item S21 (10) as a director of Central Scotland Regional Equality Council and indicated that he would take no part in the discussion or decision making on this item of business.

S20. MINUTE

Decision

The minute of the meeting held on 8 August 2013 was approved.

S21. FOLLOWING THE PUBLIC POUND (FPP): PROGRESS REPORT

Council had previously agreed that the scrutiny of those organisations which receive full or part funding by Falkirk Council would be undertaken by the Scrutiny Committee. The committee had agreed a reporting schedule based around the service which provides the financial support.

The committee considered a report by the Director of Corporate and Neighbourhood Services presenting individual reports on ten organisations which receive funding from Corporate and Neighbourhood Services. Each report set out the service provided, the agreed outcomes/objectives, performance information and the financial support from Corporate and Neighbourhood Services.

In terms of the Following the Public Pound framework a monitoring officer had been appointed by the funding service to each of the external organisations.

The monitoring officers were in attendance and were invited to give an overview of the role of their organisation, its funding arrangements together with performance and risks.

Members of the committee then asked questions of the monitoring officer with regard to the performance of the organisation. Committee was invited, for each organisation to (1) approve the report and acknowledge the progress made by the organisation; (2) request further information on specific aspects of the organisation; or (3) request action with follow up at a future meeting of the Committee.

A summary of the discussion and outcome for each organisation is given below:-

- (1) Veterans Support, Denny & Dunipace Citizens Advice Bureaux**
Total support provided by Falkirk Council - £20,000
Monitoring Officer – Caird Forsyth

Members discussed the role of the project in supporting veterans and commended the officers for raising the initial profile within the local community.

The Committee approved the report and acknowledged its progress in meeting Council objectives.

- (2) Care Support Funding, CVS Falkirk and District**
Total support provided by Falkirk Council - £113,748
Monitoring Officer – Andrew Wilson

Members discussed the role of CVS Falkirk and the impact of recent management changes within the organisation on its workplan. The Committee sought clarification in particular on the number of objectives and whether there was clarity within the organisation on its role.

The Committee approved the report and acknowledged its progress in meeting Council objectives.

- (3) Domestic Abuse Support Services, Falkirk and District Womens Aid**
Total support provided by Falkirk Council - £244,170
Monitoring Officer – Joanne Stewart

The Committee sought information on the funding of the project.

The Committee approved the report and acknowledged its progress in meeting Council objectives.

- (4) Soup Kitchen, Salvation Army**
Total support provided by Falkirk Council - £10,745
Monitoring Officer – Joanne Stewart

The Committee sought information on the operation of the soup kitchen and on the up take of its services.

The Committee approved the report and acknowledged its progress in meeting Council objectives.

- (5) Smartmove, Linkliving**
Total support provided by Falkirk Council - £14,114
Monitoring Officer – Joanne Stewart

The Committee approved the report and acknowledged the progress made in meeting council objectives.

- (6) Forth Valley Family Support Service, Forth Valley Alcohol and Drug Partnerships**
Total support provided by Falkirk Council - £20,000
Monitoring Officer – Caird Forsyth

The members of the Committee sought clarification on the status of the project and in particular in the transition from the pilot project to the full project.

Members also questioned the nature of the support offered by the project.

- (7) Real Jobs Falkirk, The Action Group**
Total support provided by Falkirk Council - £90,000
Monitoring Officer – Linda Scott

The Committee sought approved the report and acknowledged the progress made in meeting Council objectives.

- (8) Sport 4 Youth, Falkirk Community Trust**
Total support provided by Falkirk Council - £38,637
Monitoring Officer – Linda Scott

Members sought clarity on arrangements for the letting of sports facilities and the role of headteachers in this process.

The Committee approved the report and acknowledged its progress in meeting council objectives.

Provost Reid then rejoined the meeting.

- (9) Forth Valley, MacMillan Money Matters Project, Partnership with NHS Forth Valley and MacMillan Cancer Support
Total support provided by Falkirk Council - £50,000
Monitoring Officer – Linda Scott**

The Committee approved the report.

In accordance with his declaration, Provost Reid left the meeting at this point. Baillie Paterson took the chair for this item.

- (10) Central Scotland Regional Equality Council
Total support provided by Falkirk Council £15,200
Monitoring Officer – Celia Sweeney**

The Committee discussed the organisational change within CSREC and the impact on the service provision. Members also discussed the value for money provided by CSREC.

The Committee requested a report, within 6 months, on the progress of CSREC in meeting its objectives and outcomes.

Provost Reid then rejoined the meeting.

During discussion on the reports members requested that in future reports provide information each of the extended organisations total support with the Council's funding expressed as a proportion of this total.

Decision

The Committee:-

- 1) approved the reports on Falkirk Armed Services Advice Project; Care Support funding; Domestic Abuse Support Services; Soup Kitchen; Smartmove; Real Jobs Falkirk; Sports 4 Youth and Forth Valley Macmillan Money Matters project and acknowledged the progress made by each organisation in meeting Council objectives;**
- 2) requested a further report on the implementation of the Forth Valley Alcohol and Drug Partnership contract for addictions, support and counselling following the conclusion of the initial, pilot project;**
- 3) request a report, within 6 months, on the progress of Central Scotland Regional Equality Council in regard to meeting Council objectives and outcomes;**
- 4) approved the format of the reports, subject to the inclusion in each report of the Council's funding expressed as a proportion of each organisation's total funding.**

S22. ANNUAL SCRUTINY PLAN

The Committee considered a report by the Chief Governance Officer on the annual scrutiny plan.

In terms of the Council's decision making structure the Scrutiny Committee was required to prepare a scrutiny plan for Council's approval. The report set out those areas for scrutiny which had been identified at the scrutiny workshop in May, and in discussion with the convener outwith the committee discussions.

In considering the potential areas for scrutiny, members were mindful of the experience of the pilot scrutiny panel in regard to officer and member commitment, and took the view that no more than one plan should operate at a time, but that there should be scope to add further panels, to a maximum of two operating at a given time, should members' availability increase.

The committee also considered the value of the inclusion, within the scrutiny plan, of a vacant slot. This vacant area for scrutiny should be of the committee's choosing with preference given to a suggestion from the opposition members of the committee.

Decision

The committee agreed to recommend to Council:-

- 1) that no more than one scrutiny panel will operate at any one time subject to the proviso that the maximum operating at anyone time can be increased to two at the discretion of the Scrutiny Committee;**
- 2) the following areas for scrutiny as part of the annual scrutiny plan:-**
 - (i) the appointment of elected members to outside organisations and the process for reporting to Council,**
 - (ii) the adequacy of consultation with the public and community engagement more generally, and**
- 3) that the Scrutiny Committee should agree a third area for scrutiny with preference given to a subject suggested by opposition members in the event that they participate in the scrutiny process.**

FALKIRK COUNCIL

**Subject: SCRUTINY PANEL CONCLUSIONS AND RECOMMENDATIONS:
FALKIRK CITIZENS ADVICE BUREAUX**
Meeting: SCRUTINY COMMITTEE
Date: 10 OCTOBER 2013
Author: DIRECTOR OF CORPORATE AND NEIGHBOURHOOD SERVICES

1. INTRODUCTION

- 1.1 In June 2013, Council agreed that the pilot Scrutiny Panel would be established and in the first instance would examine the role of CABs within the Council area. This report provides Members with information regarding the scrutiny process. The evidence provided at each of the scheduled meetings and the resultant conclusion and recommendations are provided within the appended report.
- 1.2 Public scrutiny can be defined as the activity by one elected or appointed body, examining and monitoring all or part of the activity of a public sector body with the aim of improving the quality of public services. In this case, the Panel examined the role of Citizens Advice Bureaux, as a commissioned provider of advice in the Falkirk Council area.
- 1.3 The Panel, chaired by Provost Pat Reid and with other Members being Cllr J McLuckie and Cllr J Paterson agreed the scope of the scrutiny exercise, which was defined as: ***'How well do Citizens Advice Bureaux work together in order to deliver consistent services across the Falkirk Council area?'***

2. SCRUTINY PROCESS

- 2.1 The Scrutiny process comprised of a series of meetings which were planned to allow Members to gather evidence through presentations and discussion with a range of Stakeholders.
- 2.2 To plan the process, Members of the Panel met to agree a scoping document, programme of work and meetings required to allow an effective scrutiny process to be undertaken. The schedule was as follows:

	Purpose of Meeting	Date	Additional Participants	Meeting Format
1	Scoping Establish and agree the detailed scope of the scrutiny	23 July 2013		Private
2	Scrutiny Committee	8 August 2013	Members	Public

	<i>Report scope of panel to committee</i>			
3	Background and Context i.Citizens Advice Scotland provided a brief overview of the Citizens Advice Service in Scotland and the range of services currently provided via CABs. ii.The monitoring officer provided a brief overview of local CAB structure, funding, fit with local strategy and priorities.	23 August 2013	Citizens Advice Scotland	Public
4	CABx Presentation Presentation from CABx regarding service provided and effective collaboration. Opportunity for Members to discuss presentation.	30 August 2013	CABx representatives Chairs of CABs and managers	Public
5	Partner Agency Input Opportunity for partner agencies to present and discuss joint working which has taken place with the CABx and any future plans for collaboration.	6 September 2013	Women's Aid Community Advice Service Signpost	Public
6	Conclusion Final meeting for Members to discuss and determine recommendations based on previous sessions and the evidence provided.	13 September 2013		Private
7	Scrutiny Committee <i>Present findings and recommendations of Scrutiny Panel to Elected Members</i>	10 October 2013	Members	Public

- 2.3 During the initial scoping meeting, Members agreed a range of questions to support the examination of evidence provided in written format, during and after the meetings of the Panel. The questions were:

Citizens Advice Bureaux
<ol style="list-style-type: none"> 1. What areas are covered by each bureau 2. What services are delivered to whom, where and when (including hours of operation)? 3. Are there gaps in current service provision? 4. How do we make sure that the whole area is covered given welfare reform and increasing levels of debt? 5. How do we identify new/hard to reach customers and areas of need? 6. Boundaries of CAB – What are the rules and regulations on this? How do boundaries restrict joint working? 7. What is the role and responsibility of the Management Committee? 8. What is the role and responsibility of paid staff and volunteers? 9. What are the main barriers to service provision? 10. What are the main opportunities for CABx service? 11. Funding profile for each CAB: What resources are provided by Falkirk Council? What additional resources do CABx have? 12. How to CABx ensure that staff and volunteers are up-skilled and able to cope with emerging need? 13. What do CABx do well and what areas could be improved?

Citizens Advice Scotland
<ol style="list-style-type: none"> 1. General background to CAB. 2. What is the role of CAS – nationally and locally? 3. What core services do CAB deliver? 4. What standards are applied to CAB? 5. What monitoring, regulation and audit does CAS apply to CAB. 6. Common issues that CAS find with CAB? 7. Examples of good practice in Scotland. 8. What are the key strengths and challenges do CAS see locally – now and in the future? 9. What do CAS see as areas for improvement or change over the coming years? 10. What do local CABx do well and what could be improved?
Partner Agencies
<ol style="list-style-type: none"> 1. What do they see the role of the CABx being? 2. What is their relationship with the CABx and examples of joint working? 3. What do they see CABx doing well and what can be improved? 4. What future joint working opportunities do they see? 5. How do you think your relationship with CABx can improve? 6. Things CABx could change? 7. Significant challenges now and future?

2.4 Panel Members were provided with an information pack containing a range of background information, including:

- Towards a Fairer Falkirk Strategy
- Citizens Advice Bureaux Monitoring Statements to 31st May 2013
- Joint Working Agreement
- Annual Reports (2010/11 and 2011/12)
- Budget information
- Following the Public Pound report
- Joint Action Group: Area Business Plan
- Individual CAB Development Plans
- Fraser of Allander Institute report ‘The financial benefits of advice provision – the example of the Citizens Advice Services in Scotland’
- Maps showing areas covered by each office.

3. CONCLUSIONS

3.1 The process of scrutiny undertaken, was in line with procedural guidelines and allowed a full and transparent analysis of the scope set by the Scrutiny Panel, which was ***‘How well do Citizens Advice Bureaux work together in order to deliver consistent services across the Falkirk Council area?’***.

4. RECOMMENDATIONS

4.1 Members note the process undertaken and consider the evidence and recommendations in the appended report from the Scrutiny Panel; and

- 4.2 **Agree that the report should be provided to the Citizens Advice Bureaux to allow them to comment on the recommendations and that the report along with any comments from the Citizens Advice Bureaux should be submitted to the Executive.**

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DIRECTOR OF CORPORATE & NEIGHBOURHOOD SERVICES

Date: 24 September 2013

Ref:

Contact Name: Fiona Campbell

LIST OF BACKGROUND PAPERS

Any person wishing to inspect the background papers listed above should telephone Falkirk 01324 506004 and ask for Fiona Campbell.

SCRUTINY PANEL REPORT: Falkirk Citizens Advice Bureaux

1. INTRODUCTION

- 1.1 The purpose of this report is to provide an overview of the evidence gathered during scrutiny of Falkirk Citizens Advice Bureaux and the resulting conclusions and recommendations of the Scrutiny Panel.
- 1.2 The scope of the review, which was established and agreed by members of the Panel, was: ***‘How well do Citizens Advice Bureaux work together in order to deliver consistent services across the Falkirk Council area?’***
- 1.3 The membership of the Scrutiny Panel comprised Provost Pat Reid (Panel Chair), Cllr. Joan Paterson and Cllr. John McLuckie

2. EVIDENCE GATHERED: Friday 23rd August 2013

Citizens Advice Scotland

- 2.1 Alison Greg, Development Officer, Citizens Advice Scotland provided an overview of CAS. The presentation is included within the background papers.
- 2.2 Citizens Advice Scotland (CAS) is the national umbrella body that provides support services for Scottish citizens advice bureaux and collates client case evidence to shape policy in Scotland and the UK. It is a membership organisation that is democratically governed by its members – Scottish citizens advice bureaux.
- 2.3 In particular, CAS:
 - Provides a range of services and the best possible advice and support to its member bureaux to meet the needs of existing and potential clients
 - Sets quality standards and audits bureaux compliance with these standards, which is tested via an audit of each bureau every 3 years.
 - Is the voice of the CAB Service in Scotland and its clients to raise the profile of the service and make changes to social policy.
- 2.4 Following the formal presentation, Panel Members were offered the opportunity to ask questions. Responses were offered to these questions by Alison Greg and from CAB managers in attendance.
- 2.5 In relation to the structure of CABs, the current local set up CABx was similar to that of the west of Scotland; however it was clearly not “a one size fits all” approach.
- 2.6 Provost Reid asked about what level of immigration advice is offered Alison Greg clarified that there are 3 levels of immigration advice available, with all

CABx within the Falkirk Council area licensed to level 1 standard, which is the lowest level.

- 2.7 In the planning and development of CABx services, CAS provide national comparatives for all CABX. The local CABx are then able to analyse national averages compared to local information. CAS and CABx continually assess where support can be best offered, especially currently with Welfare Benefits concerns and the impact of vulnerable groups, such as mental health sufferers. Cllr McLuckie highlighted that Fairer Falkirk funding had been allocated to CABx to address specific issues in areas of deprivation. Fiona Campbell confirmed that the performance of this funding was monitored regularly, CABx Managers also confirmed that they are able to identify clients by area.
- 2.8 In terms of the role of individual CAB, Alison Greg confirmed:
- Outreach arrangements were a matter for local CAB offices to determine, but traditional outreach can be resource intensive and as such requires effective management. Home visits can be arranged and are undertaken:
 - CAB management committees undertake the strategic management of the organisation, whilst at the same time overseeing financial and resource management:
 - Salaried/paid staff within the service provided specialist advice. Within Falkirk there are no obvious issues in their relationship with volunteers, whose role was pivotal to the organisation.
 - Local management was an issue for each local office, who would take account of all local factors in their decision making.
 - The use of IT and its best use in enhancing levels of service across areas are always being considered by CAS and CABx.
- 2.9 Cllr. Paterson requested further information about how the costs per client calculated. Alison Greg explained that cost per client was determined by equating funding against number of clients, with a proviso built in for volunteer time.
- 2.10 It was the role of the Development Officer to introduce good practice and ensure it was being shared around all offices. Further, the Scottish Managers Forum (meeting on a quarterly basis) was a vehicle for exchanging views and ideas, and there was co-ordination with other local authorities and some participation in live examples – as recently done with Argyll and Bute.
- 2.11 Alison Greg concluded by stating that no areas of immediate improvement could be thought off. The service is regarded as operating successfully at the moment.

Context and Background Information: Overview of local Citizens Advice Bureaux

- 2.12 Lesley MacArthur, Corporate Policy Officer and the Council's Monitoring Officer for the Citizens Advice Bureaux, provided an overview of local service provision. The presentation is included within the background papers.
- 2.13 The CABx are the largest independent voluntary sector providers of information and advice services in the Falkirk Council area. The CABx have a strong ethos to

provide advice which is free of charge, confidential, impartial and independent. The information and advice is generalist but, in some areas such as debt advice, a specialist service is also provided. The CABx in the Falkirk Council area run as three independent bodies, each with their own Board of Management.

- 2.14 The CABx collectively have a staff resource of around 20, most of whom are employed on a part time basis. The main focus for staff is to manage the service, provide specialist and complex advice and also to recruit, train and support volunteers.
- 2.15 The CABx also work with between 60 - 80 volunteers at any given time. The key points to note are that; volunteers come from a range of backgrounds and a range of ages; they bring a huge amount of knowledge and experience to the service; and are required to undertake very intense training before being allowed to advise.
- 2.16 Partly due to the extensive training provided, the CABx face an ongoing issue of high turnover of volunteers. Many volunteers make use of the opportunity of gaining the training and experience as a stepping stone into employment, which is a positive outcome for the volunteer, but a challenge for the CABx. The demand on volunteers has also increased due to the increasing complexity in cases.
- 2.17 Although there are 3 interdependent bureaux with separate management committees and structures, the organisations work closely together on a range of issues for example volunteer recruitment, funding, marketing. Joint working is managed via a Joint Action Group, which has an appointed Chair (Tom Lambie) and is attended by the Managers of each bureau, a member of each bureau board, CAS Advisor and Council Officer, as required. An area business plan has been developed.
- 2.18 In 2013/2014, financial support provided to the CABx from Falkirk Council is £452,396. The Bureaux receive core funding from Corporate & Neighbourhood Services, a contribution from Social Work services to enhance provision of Income Maximisation projects and Fairer Falkirk Funding to enhance provision of debt and money advice.
- 2.19 An additional one-off payment was allocated to Grangemouth & Bo'ness bureau in 2012/2013 due to a funding shortfall which would have resulted in the loss of 1.5 FTE specialist staff within the bureau. We are currently working closely with the bureau to review the situation for the coming year. The bureaux have been successful in securing external funding from a range of sources which minimise the risk of any staff loss or reduction in service.
- 2.20 Each of the 3 bureaux also lever in a significant amount of additional funding into the local area through applying for external funds, for example, from Robertson Trust, Lloyds TSB and various strands of lottery funding. Funding as a proportion to total income varies, but will generally be around 20%. However, this increased recently following the success of a joint Falkirk Council, CABx funding proposal to the Big Lottery's Support & Connect Programme, to help put support in place to mitigate the effects of welfare reform.

- 2.21 All 3 bureaux have carefully had to consider their expenditure and have seen a reduction in reserves to varying degrees. As previously noted, although the bureaux funding has been fairly consistent, no inflationary increase means that in operational terms, funding has slightly decreased.
- 2.22 Although CAB provide a wide range of advice, the greatest demand is on money and debt advice. This is reflected in the funding package. The total spend on debt and money advice in the Falkirk Council area is £1.16million. The CABx currently receive £427,000, which equates to 37% of the total spend.
- 2.23 Although the Bureaux receive a number of strands of funding from the Council, they currently operate to a single key outcome, which is: ***‘Every Citizen in the Falkirk Council area will have access to advice services which are adaptable to suit national reform and local interpretation, and ensures that no individual ‘falls through the gaps’, with a particular emphasis placed on the priority groups identified in Toward a Fairer Falkirk’.***
- 2.24 The single key outcome relates directly to the Falkirk Council Poverty Strategy, Towards a Fairer Falkirk. We expect the bureaux to consider the target groups and areas identified in the strategy and all the work that they do.

3 EVIDENCE GATHERED: Friday 30th August 2013

- 3.1 Falkirk Citizens Advice Bureaux were invited to present evidence to the Scrutiny Panel on 30th August 2013. The CABx were represented by Tom Lambie, Chair of Grangemouth and Bo’ness CAB and the Joint Action Group, Mary Baillie, Manager, Falkirk CAB, Bill Polumbo, Manager Grangemouth & Bo’ness CAB and Margaret Gray, Denny & Dunipace CAB.
- 3.2 The Provost welcomed everyone to the meeting and invited Tom Lambie, to open on behalf of CABx. Tom Lambie referred to the establishment in 2008 of the Joint Action Group, which was set up to ensure greater collaboration between the 3 local CABx and to allow an open channel of communication between each Board and their directors. The Joint Strategic Plan 2012 – 2015 sets out the collective aims and priorities of the 3 CABx with the core aim “that every person in the Falkirk Council area has equal access to the Citizens Advice Service when required”.
- 3.3 Mary Baillie addressed the Panel, speaking on behalf of the 3 managers in attendance, to summarise the role of CAB’x and the Joint Strategic Plan. The presentation is included within the background papers.
- 3.4 CABx provide a whole raft of advice and support services but Welfare and Debt issues take up most of the enquiries – 72% in 2011/12.
- 3.5 They try to provide an outreach service to all communities, but it is not a one size fits all approach. In this respect, there is close liaison with Community Learning and Development. In addition, the success of the recent application for Support and Connect lottery funding will assist in enhancing responses to requests from rural areas. The bid for the lottery funding was a joint bid made jointly by the CABx and Falkirk Council.

- 3.6 Key areas of success included the Armed Services Advice Project managed by the Denny office and the response to the Welfare Reform programmes, with consultation taking place with many groups and organisations, also, the Energy Best programme and the work within the new Forth Valley Hospital.
- 3.7 Volunteers are the life blood of the organisation and service delivery was wholly dependant on them. Paid staff are important in providing support to the volunteers and in delivering specialist services.
- 3.8 The challenges that lie ahead include – funding; responding to increased demand in more complex cases; sanctions to job seekers; the ‘bedroom tax’; foodbanks; fallout from ESA and finding suitable premises for the Falkirk office.
- 3.9 The Joint Action Group is looking to address all of these issues by developing partnerships with the Council and other organisations.
- 3.10 Provost Reid asked if there was an expansion in specialist advice offered rather than general support.
- 3.11 Margaret Grey responded that specialist advice had expanded and as a consequence there was a need for a consistent approach. Paid staff are those who gave specialist advice and in the main Money/Debt was the main issue. Law graduates had been recruited as volunteers and closer liaison was taking place with DWP staff. Bill Polumbo supplemented this by advising that legal clinics were providing assistance with employment law.
- 3.12 Mary Baillie referred to the lottery funding and suggested some of it could be used to help in increasing office hours. In many cases joint applications were made but equally local offices tended to deal with local issues.
- 3.13 There was considerable debate on the issue of geographical coverage, in particular the best use of resources to accommodate the rural/outlying areas (Slammanan was referred to). All the managers agreed that this area of service could be examined again; however it was a subject which they consider on a regular basis. Rather than attending a public/church hall and having little or no attendees, consideration should be given to a having a CAB presence when another function/event is being held.
- 3.14 The Provost received confirmation that the Dawson area was the subject of outreach service.
- 3.15 Councillor McLuckie advised that he was not aware that there was a home appointments system for CAB and suggested that this service would benefit from greater awareness/publicity.
- 3.16 Lesley MacArthur intimated that there was close working between CAB and the Community Learning and Development, via Jim MacDonald, in accessing suitable premises and resources. Likewise, Lorna Bryson from Customer First was helpful in identifying available resources. Discussion then continued on the relationship with CLD and ways of enhancing it. Recent examples included the

successful literacy awareness sessions and work done at Bonnybridge Community Centre.

- 3.17 Reference was made to the structure review carried out in 2009 which considered recruitment, joint approach to funding etc. There was no conclusive evidence that centralising CABx was the right action and that it was for each individual CAB to properly run their own office.
- 3.18 Margaret Grey repeated the message that “Reaching the People” was the ultimate aim of the service, and was supported in this by Alison Greig who informed that CAS were working with all Bureaux in developing stronger marketing techniques which would include the appointment of a Marketing Officer.
- 3.19 Baillie Paterson was interested in the relationship with the Forth Valley Hospital and was advised that the service currently operated 3 days a week out of the hospital, between the hours of 10am – 2pm, however it was a matter they were interested in developing further and were communicating with the hospital to examine all the available options in enhancing the service. To this extent they were looking to arrange ward visits and were hoping to discuss with Women’s Aid, better use of facilities within the building.
- 3.20 Bill Polumbo gave an insight into the relationship with Caledonian Clubhouse and commented on the positive aspects of it.
- 3.21 Training and recruitment was then discussed. The organisation had a presence at lots of recruitment fairs and undertook centralised training, which was improving with experience. There was a positive relationship with Stirling University which reaped rewards in the good supply of volunteers. No such relationship currently existed with Forth Valley College but it was an area where progress was hoping to be made.
- 3.22 With regard to monitoring and review, in particular KPT’s, Lesley MacArthur advised that it was the subject of ongoing process.
- 3.23 Margaret Grey listed many of the organisations with which CAB were in partnership with and these included – CLD, Credit Union, Homestart Denny, Caledonian Clubhouse, Health Centres, Falkirk Council Welfare and Benefits section etc.
- 3.24 Provost Reid was advised that the removal of the ESA had impacted on the number of appeals that were being heard and as a consequence this was having an effect on application of resources.
- 3.25 Bill Polumbo advised that CABx were aware of the Scams being undertaken via the internet and were offering suitable advice.
- 3.26 Tom Lambie concluded that the key area of for the CABx was promotion and awareness and that they were committed to ensuring the provision of a worthwhile service to those people in need of assistance and help.

4 EVIDENCE GATHERED: Friday 6th September 2013

- 4.1 External and partner agencies were invited to present evidence to Scrutiny Panel on 6th September 2013. Falkirk Council's Community Advice Service was represented by Carole Jones, Service Manager, Graeme Mitchell, Welfare Benefits Team Leader and George Paul, Debt Advice Team Leader. Women's Aid was represented by Lisa-Marie Prett and Signpost Forth Valley by Karen Duncan.
- 4.2 Graeme Mitchell gave a full and comprehensive presentation on the role of the Community Advice Service. A full note of information provided is included in the background papers. Following the presentation there was considerable discussion and questions on the issues raised.
- 4.3 Provost Reid and Councillor McLuckie both enquired about the relationship between Community Advice Service and CAB. Graeme Mitchell replied that there was a close working relationship especially in the area of representation at Appeals; in joint bids for additional funding; on CAB referrals (currently 63 this year); on the establishment of support teams and the equal distribution of work.
- 4.4 Graeme Mitchell advised that there was £334k in funding available until March 2015; there was an 84% success rates in Employment Support Allowance appeals and that the next potential workload involved personal care/ mobility. He also confirmed that they were in receipt of health referrals, in the main from nursing and GPM, and this medical evidence formed an important component of appeals.
- 4.5 When asked about where he considered CAB could work better, Graeme Mitchell replied that there could be an improvement in the referral programmes for appeals. He suggested that there had been issues in the past, perhaps due to the workloads within both organisations, but was hopeful that improvement would occur. He did advise that in cases of employment advice, these matters were directed to CAB.
- 4.6 The issue of "getting the word out" was significant and fliers/cards/posters had been distributed with contact telephone numbers.
- 4.7 George Paul spoke about the financial assistance service and in particular debt advice. A full note of the information presented is included within the background papers. He recognised in response to a question from the Provost that companies, such as Wonga, were a major problem.
- 4.8 Baillie Paterson enquired about the relationship with CAB and was advised of the procedures involving sequestrations and the certification processes connected with it. Baillie Paterson was also informed that cases had increased by 114% from this time last year and there was a need for additional staff/resources.
- 4.9 Karen Duncan on behalf of Signpost Forth Valley, gave a full and graphic summary of the work of Signpost and spoke of the support offered by the organisation to drug addicts and alcoholics. She emphasised the following:-
 - No typical client – Drugs and alcohol impacted on all areas of society;

- Each client has their very own personal story and their addiction is perhaps only a part of the problem;
 - The services of CAB were offered to clients but not all are in a fit state to accept them. “Chaotic Clients” tend not to be able to visit other offices. However, those that have been through the programme and are at an advanced stage in rehab are at times comfortable seeing CAB;
 - Debt problems are a real issue with D/A addicts; and
 - Success with drop in service; working closely with families and in regular contact with the Police and other services.
- 4.10 Ms Duncan noted that the very fact of the Scrutiny Panel being established had meant that Signpost Recovery would look into more proactively working with CABx for the benefits of their clients.
- 4.11 Councillor McLuckie raised the issue of gambling addiction and was assured that it was not being ignored, so much so that the Drug and Alcohol service for Scotland was appointing a gambling counsellor.
- 4.12 Lisa Marie Pert of Scottish Women’s Aid outlined the services offered by her organisation.
- 4.13 The organisation has a 3 stage trauma programme:
- Stage 1 – Crisis stage – the aim is to stabilise the situation
 - Stage 2 – Counselling/Psychology
 - Stage 3 – Group work – aimed at reintegrating back into the community
- 4.14 The following points were emphasised:
- 90% of their funding comes from Falkirk Council, with the remaining coming from the Scottish Government. Work closely with ARC, Police, Schools and voluntary services;
 - Women’s Aid currently work in conjunction with CAB and find them very useful, with CAB now attending the drop in centres on a regular and planned basis. This service commenced in May 2013; and
 - An out of hours service is provided Friday to Monday and currently has about 60 cases to service. Children are sadly involved in many of the cases.
- 4.15 Councillor McLuckie raised the issue of abuse of men, which was recognised as a problem and one that is not dismissed. He also enquired about use of the service by ethnic groups and was advised that there was an increase in clients from those groups.

5 CONCLUSION

Outreach

- 5.1 During the meetings of the Scrutiny Panel, a significant level of information was provided to Members regarding the provision of outreach by CABx. It is evident from the information presented that traditional forms of outreach i.e. staff and or volunteers providing a service within community based buildings on scheduled days and times, are not an effective use of resources. Over the past years, the CABx have established and publicised traditional outreach in a range of areas across the Falkirk areas, however client numbers making use of the provision are sporadic and generally very low.
- 5.2 During the third meeting of the Scrutiny Panel when other organisations operating in the Falkirk Council area were invited to provide evidence to the Panel, it became clear that, through working with other organisations, the CABx could provide an alternative form of outreach which would specifically target vulnerable groups of people who may not have been able to access the services of CABx. For example, Signpost Forth Valley acknowledged that although their client group would benefit from the support available from CABx, their condition may prevent them from being confident enough to approach either CABx offices or formal outreaches. In this instance, it would be more appropriate for the CABx to run a targeted outreach service within Signpost's premises. This is currently being piloted with Falkirk & District Women's Aid and seems to be very effective. The organisations that CABx might consider working with on this basis are for example, Signpost Recovery, Aberlour and Barnardos Family Support Services, Braes Family Centre and Hone Start Denny.
- 5.3 Recommendations are therefore:
 - Outreach should be revised and modernised to maximise access to vulnerable groups, particularly for those who would not otherwise access the service;
 - The CABx identify further opportunities for targeted outreach, to work alongside other service providers in the Falkirk Council area;
 - CABx work with Council Officers to identify rooms within Council buildings across the area, which can regularly be used as interview rooms; and
 - CABx ensure that the availability of home visits is publicised.

Work with other agencies

- 5.4 The Panel received information regarding the signposting and referral systems that are currently in place between CABx and other agencies. It would appear that there remains a potential for clients to fall between services. There may be a range of reasons for this for example, high level of demand on services and therefore the potential inability to provide a smooth transition between agencies.

5.5 Recommendations are therefore:

- In conjunction with other agencies, consider the development of a client signposting and referral tracking system;
- Provide the opportunity for advice providers to participate in a planning group, which will develop a strategic approach to provision of a consistent pathway of advice across the Falkirk Council area. This could include CABx, Community Advice, Department of Work and Pensions, Homelessness Welfare Advice Team.

Pace of Change

5.6 The Members are very pleased with the work which is being taken forward by the Joint Action Group and commend the CABx for the improvements in joint working over the past 2 years. It is however noted that some of the actions within the Joint Action Group (JAG) strategic plan are not progressing quickly and therefore the results of the joint work are limited in some areas. In addition, Members were not provided with evidence which showed that resources are being used in the most effective way, either by individual bureau or collectively.

5.7 Recommendations are therefore:

- JAG continue the excellent work;
- JAG consider the use of the totality of the resource in terms of funding, staff and volunteers to ensure that best value is being achieved; and
- JAG provide Members with a follow-up report in 6 months regarding progress and any further proposed actions.

Communication between CABx and Community Advice Services

5.8 During Panel meetings, information was provided to Members which highlighted some inconsistency in procedures between CABx and Falkirk Council's Community Advice Service. This was particularly in relation to referrals and suggested that there was a need to improve communication between agencies.

5.9 Recommendations are therefore:

- Ensure that communication between agencies is adequate and consistent; and
- Ensure that procedures across agencies in terms of referrals are clear and consistent.

Premises

5.10 Members noted the different arrangements in place regarding CABx premises. Members noted particular concerns regarding Falkirk Bureau's premises in terms of its fit for purpose, capacity and ability to cope with current demand and the development of future services.

5.11 Recommendations are therefore:

- Council Officers work with Falkirk CAB to consider alternative premises arrangements for the future.

6 RECOMMENDATIONS

6.1 The Scrutiny Panel make the following recommendations and would expect that Officers work with CABx to incorporate actions within the Strategic Joint Action Plan:

6.2 Outreach

- Outreach should be revised and modernised to maximise access to vulnerable groups, particularly for those who would not otherwise access the service;
- The CABx identify further opportunities for targeted outreach, to work alongside other service providers in the Falkirk Council area;
- CABx work with Council Officers to identify rooms within Council buildings across the area, which can regularly be used as interview rooms; and
- CABx ensure that the availability of home visits is publicised.

6.3 Working with other agencies

- In conjunction with other agencies, consider the development of a client signposting and referral tracking system; and
- Provide the opportunity for advice providers to participate in a planning group, which will develop a strategic approach to provision of a consistent pathway of advice across the Falkirk Council area. This could include CABx, Community Advice, Department of Work and Pensions, Homelessness Welfare Advice Team.

6.4 Pace of Change

- JAG continue the excellent work;
- JAG consider the use of the totality of the resource in terms of funding, staff and volunteers to ensure that best value is being achieved; and
- JAG provide Members with a follow-up report in 6 months regarding progress and any further proposed actions.

6.5 Communication between CABx and Community Advice Services

- Ensure that communication between agencies is adequate and consistent; and
- Ensure that procedures across agencies in terms of referrals are clear and consistent.

6.6 Premises

- Council Officers work with Falkirk CAB to consider alternative premises arrangements for the future.

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CHAIR OF SCRUTINY PANEL: PROVOST PAT REID

LIST OF BACKGROUND PAPERS

1. Presentation by Alison Greg, Development Officer, Citizens Advice Scotland
2. Presentation by Lesley MacArthur, Corporate Policy Officer and Citizens Advice Bureaux Monitoring Officer.
3. Notes of presentation on behalf of Falkirk Citizens Advice Bureaux, Mary Baillie, Manager, Falkirk CAB.
4. Notes of presentation on behalf of Falkirk Council's Welfare Benefits Advisory Service, Graeme Mitchell, Team Leader.
5. Notes of presentation on behalf of Falkirk Council's Debt Advice Service, George Paul, Team Leader.
6. Towards a Fairer Falkirk Strategy
7. Citizens Advice Bureaux Monitoring Statements to 31st May 2013
8. Joint Working Agreement
9. Annual Reports (2010/11 and 2011/12)
10. Budget information
11. Following the Public Pound report
12. Joint Action Group: Area Business Plan
13. Individual CAB Development Plans
14. Fraser of Allander Institute report 'The financial benefits of advice provision – the example of the Citizens Advice Services in Scotland'
15. Maps showing areas covered by each office.

Any person wishing to inspect the background papers listed above should telephone Falkirk 01324 506004 and ask for Fiona Campbell.

FALKIRK COUNCIL

Subject: FOLLOWING THE PUBLIC POUND: FALKIRK COMMUNITY TRUST
Meeting: SCRUTINY COMMITTEE
Date: 10 OCTOBER 2013
Author: CHIEF EXECUTIVE

1. INTRODUCTION

1.1 The following report provides Members with information about the agreement between Falkirk Council and the Falkirk Community Trust (the Trust), for the period 1 April 2012 to 31 March 2013, in line with Following the Public Pound and Council procedure.

1.2 The table below provides Members with an overview of the arrangement in place:

Organisation	Project details	Duration of agreement	Total support (financial & in-kind) during report period	Elected Members currently nominated to the Trust Board
Falkirk Community Trust	The provision of cultural, recreation, sports and library services on behalf of Falkirk Council	25 years from June 2011	£12.257 million (2012/13)	Councillors Dennis Goldie, Linda Gow, Malcolm Nicol, Joan Paterson, Pat Reid

1.3 Whilst the Trust provides the strategic services listed above it also has responsibility for:

- The provision of sports, heritage and arts development programmes, health and fitness and outdoor learning, and delivery of the active schools programme;
- The development and lead delivery of strategies and plans in respect of culture, sports, strategic parks and library services. The Trust also contributes to wider Council policy development, where appropriate;
- The strategies and plans on which the Trust leads the development include:
 - The Culture and Sports Strategy;
 - The Physical Activity Strategy;
 - The Arts and Heritage Strategy, and
 - A number of supporting delivery plans which accompany each of these strategies.

- 1.4 The Council's Chief Finance Officer has recently been designated as the key liaison officer with the Trust. As a result, it is expected that there will be further development of the Council's monitoring regime. In addition to regular meetings between the Chief Executive of the Council and the Chief Executive of the Trust, it is anticipated that the Chief Finance Officer will meet the Chief Executive of the Trust on a quarterly basis, and attend the Board as required. As the Trust is a company limited by guarantee, has charitable status, is governed by its Memorandum and Articles of Association, has a defined relationship with the Council and has adopted a number of approaches on the management and mitigation of risk, it is considered to represent a minimum risk to the Council. Since its establishment the Trust has submitted its Business Plan, accounts and performance information to Members for regular scrutiny.

2. ORGANISATION OBJECTIVE & SERVICE OUTCOMES

- 2.1 The Trust supports the Council by delivering a range of sports and cultural services on its behalf with the aim of:

- Encouraging the population of the Falkirk Council area to be more active and promoting health and fitness opportunities that are accessible to everyone;
- Supporting people to be more creative and nurturing potential for personal success and wellbeing through the provision of cultural and sporting facilities and resources;
- Helping individuals and community groups to benefit from lifelong learning opportunities and make a social and economic contribution; and
- Involving local people in caring for the areas' environment and heritage, and encouraging others to visit the area.

- 2.2 The Trust has four key outcomes which contribute to the Council's Corporate Plan as follows:

Trust Outcome	Corporate Plan Goal
People are fitter, healthier and more active, more often	Continuing to improve the health, safety and wellbeing of our citizens and communities
People benefit from lifelong learning opportunities	Further developing a thriving and sustainable vibrant economy
People are more creative and the potential for success and wellbeing is nurtured	Continuing to improve the health, safety and wellbeing of our citizens and communities
People are involved in caring for the area's heritage and environment	Enhancing and sustaining an environment in which people want to live and visit

- 2.3 As part of the considerations for the establishment of the Trust, Members considered and approved a business case in 2010. This highlighted the benefits of establishing the Trust as:

- Providing a vehicle with a singular focus on community facing developments;
- Achieving financial savings;
- Maintaining a proximity to the Council family, so that the Trust can derive benefits from this and reduce risk to the Council; and
- Offering potential to widen community ownership and engagement.

3. PERFORMANCE

3.1 The Trust provides a quarterly performance report to the Trust Board's Audit and Performance Sub Group. This reports performance on the Trust's Business Plan using a total of 27 indicators, covering the 4 outcomes listed at 2.2. A copy of the performance report covering the period April 2012 to March 2013 is attached at Appendix 1. This report provides a more detailed commentary on each indicator. In summary the Trust reported that:

- 59%, or 16 out of 27 reported indicators were within 5% or above target performance;
- 22%, or 6 out of 27 reported indicators were 5% to 10% below target; and
- 19%, or 5 out of 27 reported indicators were 10% or more below target

3.2 The Trust historically has submitted performance reports to the Best Value Forum and latterly the Leisure and Tourism Committee under our previous governance arrangements. The following provides a brief summary of some of the Trust's key achievements during 2012/13, in fulfilment of its Business Plan and its contribution to the Council's Corporate Plan. A fuller account is provided within the Trust's annual report, attached at Appendix 2. Key achievements include:

- Investing £150,00 in health and fitness, resulting in local targets for attracting new members being exceeded;
- Developing a Culture and Sport Strategy, which is currently being considered by a Policy Development Panel of the Council;
- Over 1 million admissions to sports centres and pools, an increase of 11% compared to 2011/12;
- Over 700,000 young people accessed services, programmes, classes or workshops offered by the Trust. This represents an increase of almost 40,000 compared to 2011/12;
- Over 90,000 people utilised concessionary schemes to access Trust activities, an increase of 9% compared to 2011/12;
- Over 150,000 people were admitted to circuit, health and fitness clubs during the year. This represents an increase of 15% compared to 2011/12;
- The Trust secured £4.54 million from customer income during the year;
- Over 35,000 people visited Callendar House and Kinneil Museum during the year, with 51% of visitors coming from outwith the Council area;
- Over 34,000 people visited the Hippodrome in Bo'ness, an increase of 27% on last year. This included a 25% increase in the number of people who attended the 'Festival of Silent Film', which is now in its 3rd year;

- Over 9,500 children participated in activities focused on them, within our libraries. This represents an increase of 28% when compared with last year. Although the Trust attracted over 6,400 new library members last year, the number of active borrowers and library issues continues to fall;
- Near 67,000 people participated in cultural activities during the year, an increase of 22% compared with 2011/12;
- Approximately 26,000 people attended Fireworks Night at Callendar Park; and
- Outdoor activities experienced a 92% uptake rate during the year, compared to 84% in 2011/12.

4. FINANCIAL OVERVIEW

- 4.1 A copy of the Trust's Audited Report and Financial Statements for 2012/13 is attached at Appendix 3. Taking account of the £150,000 investment made on improving health and fitness facilities, and applying £69,000 from a revaluation reserve, this left a small surplus of £9,000. The Trust's wholly owned subsidiary, Community Trust Trading Limited, achieved a break even position.
- 4.2 A summary of the 2012/13 accounts, is as follows:

Description	2012/13 (£)	2011/12 (£) (9 months)
Total Incoming Resources	17.738m	13.001m
Falkirk Council contribution	12.257m	9.356m
Total Expenditure	17.720m	12.646m
Balance as 1 April 2012	619,000	-
Balance as 31 March 2013	742,000	619,000

5. POLICY AND RISK IMPLICATIONS

- 5.1 The Trust has been in operation for only two years and as an organisation it is still developing. The major strategic, business and operational risks associated with the Trust have been identified and are reviewed by the Board periodically. A Strategic Risk Management policy is in place, together with a risk register with review and mitigation processes.
- 5.2 It is likely that the Trust will continue to experience continuing financial pressure, as will the Council. It is in the interests of both organisations to continue to work together to mitigate the worst impacts of these pressures. The Trust has also highlighted the need to conduct a robust options appraisal on its facilities and assets, many of which require significant investment to ensure they will be fit for future need.
- 5.3 In recent times, Trust leisure centres have experienced declining levels of admissions, which challenge income targets. The Trust management have recognised the need for a balance of targeted investment, supported by external funding where possible, and active marketing of memberships and services, as the means of mitigation.

- 5.4 The Trust anticipate growing demand for access to concessionary schemes, as the impact of welfare reform and continuing financial austerity continue to put household budgets under pressure. The availability of such schemes will, however, continue to provide support for the Council's Poverty Strategy.

6. CONCLUSION

- 6.1 This the first formal report on the Trust in accordance with the requirements of Following the Public Pound. The report demonstrates the continuing good progress the Trust is making against its key targets. Section 3 notes the continuing decline in the traditional use of libraries but also notes the continuing increase in attendances for many of our sport and leisure facilities, and steady improvement across our culture and heritage attractions. As with all Following the Public Pound Reports Members can:

- Approve the report and acknowledge the progress the Trust has made in delivering on its core commitments for the Council;
- Request further information on specific aspects of the services provided; and/or
- Request action with follow-up for further consideration by the Committee.

7. RECOMMENDATIONS

It is recommended that Committee:

- 7.1 **Considers this report and selects from one of the options listed at 6.1 what course of action it requires; and**
- 7.2 **Notes the progress and performance of the Trust during the period 2012/13.**

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CHIEF EXECUTIVE

Date: 18 September 2013
Ref: ABC1013AW – FCT FPP Report
Contact Name: Andrew Wilson

LIST OF BACKGROUND PAPERS

1. Falkirk Community Trust Business Plan

Any person wishing to inspect the background papers listed above should telephone Falkirk 01324 506046 and ask for Andrew Wilson.

Falkirk Community Trust




Subject: Trust Performance Report: April 2012 to March 2013
To: Chief Executive, Falkirk Council
Date: 6th June 2013
Author: Business Development Manager

1. Introduction

- 1.1 This is the quarter four year-end report on Falkirk Community Trust's performance indicators and covers the financial year April 2012 – March 2013. The indicators reported are set out within the Business Plan. The report also flags relevant current activity or planned action in support of achieving the vision outcomes.

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. The status for this period is summarised below:

<i>Green</i> 	This PI is on or above target (within 5% of target or above target)	There are 16 green-flagged indicators.
<i>Amber</i> 	This PI is slightly below target though performance may be improving (5-10% below target)	There are 6 amber-flagged indicators.
<i>Red</i> 	This PI is significantly below target and performance does not appear to be improving (10% or more below target)	There are 5 red-flagged indicators.

3. Conclusion

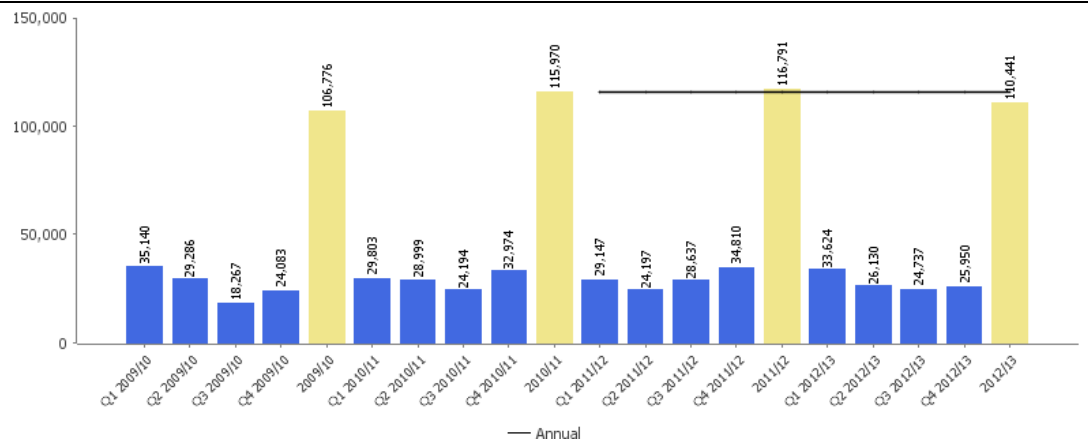
- 3.1 April-December 2012 performance for the first 3 quarters of the year was previously reported to the group in February 2013.
- 3.2 Indicators are flagged at the end of each quarter to give a prediction of the year-end position using data from previous years and quarters to project forward. Performance in the final quarter (January-March 2013) was generally positive with significant successes in several areas, however the year-end position resulted in fewer green flagged and more amber/red flagged indicators than previously predicted at the end of Q3.
- 3.3 Four indicators previously flagged as green ended the year flagged amber:
- Admissions to Mariner Centre.
 - Number of resources added to library stock – Adults.
 - Number of visits to Kinneil Museum.
 - Total participants in Heritage Education Workshops for Schools.

- 3.4 One indicator flagged amber at the end of Q3 ended the year being flagged red:
- Number of times public access terminals were used in libraries.
- 3.5 Two indicators flagged amber at Q3 improved to be flagged green at year-end:
- Number of resources added to library stock – Junior.
 - Number of visits to Callendar House.
- 3.6 The key highlights for the January-March 2013 period include the following:
- Visits to Callendar House increased by 51% over the same quarter last year, attributed to the relocation of the tearoom into Callendar House, the cold but dry weather in February/March encouraging more people to visit Callendar Park and House, and popular exhibitions within the Park Gallery attracting greater numbers of people to visit the House.
 - Admissions to Bo'ness, Grangemouth and Mariner Centre Circuit Clubs increased by 27%, 40% and 11% respectively compared to the same quarter in 2011/12. This follows the launch of Les Mills Body Training Systems (BTS) fitness classes in January accompanied by a supporting promotional campaign.
 - A 16% increase in the number of participant sessions delivered by Active Schools. This is attributed to increased school participation in one-off events and a near 100% increase in girls participation in sessions at Bo'ness Academy.
 - Participants in Cultural Services Activities were 13% higher than 2011-12 Q4 following successful partnership working with Falkirk Council's Social Work Residential Care and Libraries in Schools teams.
 - Hippodrome admissions continued the improved figures seen throughout the year with a 12% increase in admissions compared to the same quarter in 2011/12, with the 2013 Silent Film Festival in March attracting raised attendances.
- 3.7 Measured against target, the top five achievers for the 12 month period April 2012 – March 2013 are as follows:
- Admissions to the Hippodrome: 28% above
 - Participants in Heritage Education Workshops for Schools: 23% above
 - Participants in Cultural Services Activities: 23% above
 - Admissions to Grangemouth Circuit Club: 17% above
 - Admissions to Bo'ness Circuit Club: 17% above
- 3.8 Appropriate target setting is a key factor in performance analysis. Future planning will examine previous performance and predicted trends to determine as realistic targets as possible.
- 3.9 A report on quarter one 2013-14 will be presented to the next meeting of the sub group in September 2013.

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Jane Clark
Business Development Manager

People Are Fitter, Healthier And More Active, More Often

1) Admissions to Bo'ness Recreation Centre



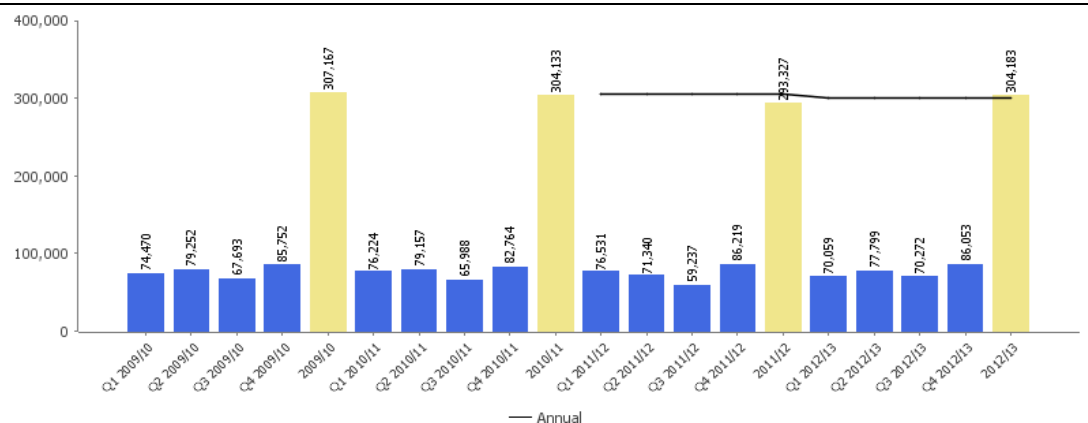
Q4 2012/13 vs Q4 2011/12: ↓ **25.5%** (-8,860 admissions)

Overall 2012/13 vs 2011/12: ↓ **5.4%** (-6,350 admissions)

Q4 performance reduced compared to the same period last year. This follows the loss of regular bookings in the lesser hall due to it being used for Circuit Club classes from the start of January 2013, but this loss is countered by additional admissions to the Circuit Club with the centre being busier overall. The outdoor pitches saw a loss of approximately 6,000 admissions following cancellations due to inclement weather and temporary closure of pitches in March for installation of two new 3G playing surfaces. Combined with the removal of floodlight charges from 1st April, these changes improve the playability and attractiveness of the facility and should result in less cancellations due to weather and improved admissions.

Overall admissions for the year were reduced compared to 2011/12, however the indicator remains flagged as green as performance was within 5% of the yearly target. Swimming pool admissions increased by 18% compared to the previous year, with juvenile swimming admissions improving by over 20% despite overall juvenile admissions to the centre reducing by 4%. Initiatives planned for 2013/14 will focus on increasing juvenile admissions at the centre with a new pool programme being introduced soon aimed at further improving admissions.

2) Grangemouth Sports Complex.



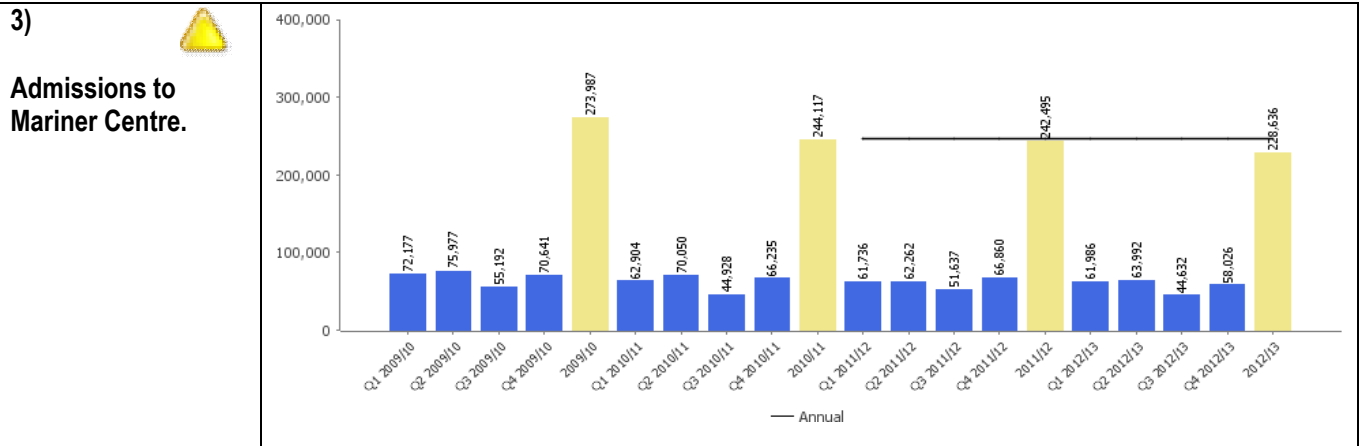
Q4 2012/13 vs Q4 2011/12: ↓ **0.2%** (-166 admissions)

Overall 2012/13 vs 2011/12: ↑ **3.7%** (+10,856 admissions)

Performance during the 4th quarter remains similar to the same quarter last year. This is encouraging despite the loss of a major annual event (Scottish Age Group Basketball championships) due to a booking clash. Admissions to the children's pool fun nights have increased by 150% during this quarter. Further improvement work took place throughout the centre to enhance the customer experience, with new power-assisted doors and access ramps throughout the building and new soft furnishings installed within the coffee lounge to encourage customers to spend longer in the centre.

Performance overall for the year saw over 10,000 additional admissions compared to 2011/12 and exceeded the yearly target. Income for the year saw a gross increase of approx £16,000 with income from retailing goods of £16,682 since July 2012. Plans for 2013/14 include introducing a pool inflatable to attract greater attendance to the fun nights, with Saturday afternoon family fun sessions also planned.

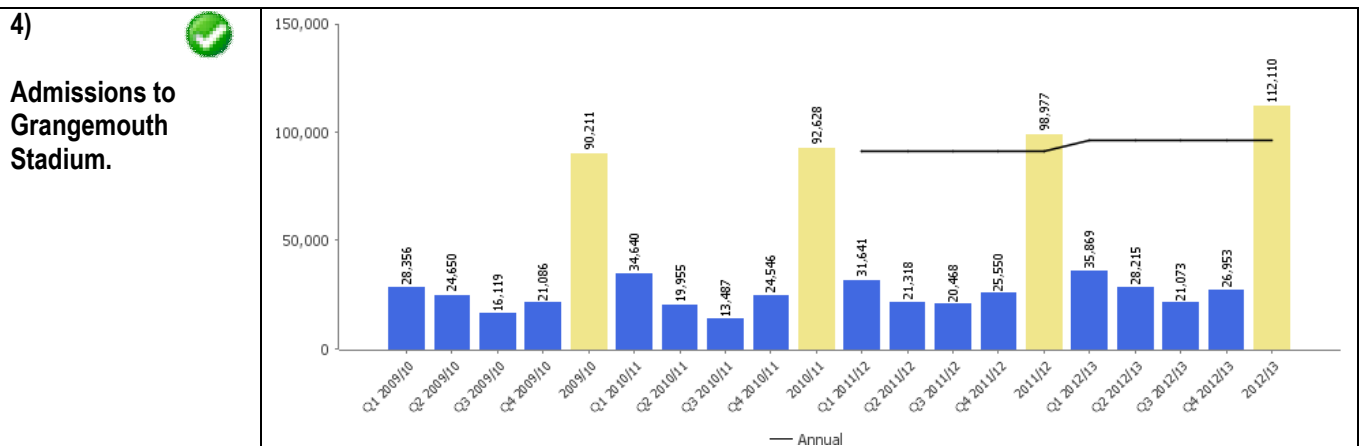
People Are Fitter, Healthier And More Active, More Often



Q4 2012/13 vs Q4 2011/12:	↓ 13.2% (-8,834 admissions)	Overall 2012/13 vs 2011/12:	↓ 5.7% (-13,859 admissions)
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4th quarter performance at the Mariner Centre was 13.2% lower compared to the same quarter last year.

Overall performance for the year was 5.7% lower than 2011/12 due to reductions in the 3rd quarter (3-week planned closure) and 4th quarters as reported above. The planned maintenance closure for a period of approximately three weeks in December 2012 had a significant impact on the usage and income generated at the Mariner Centre. These reductions resulted in year performance falling short of target by 7.4% hence this indicator being flagged as amber.


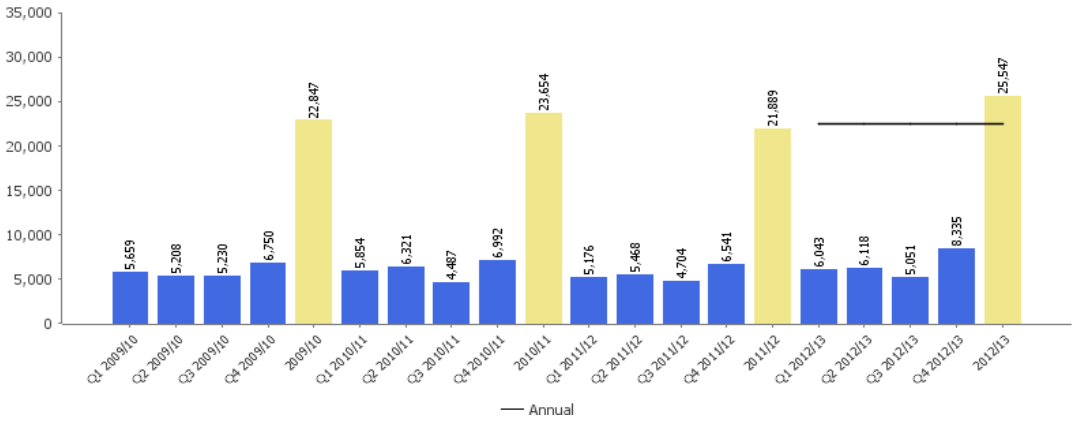
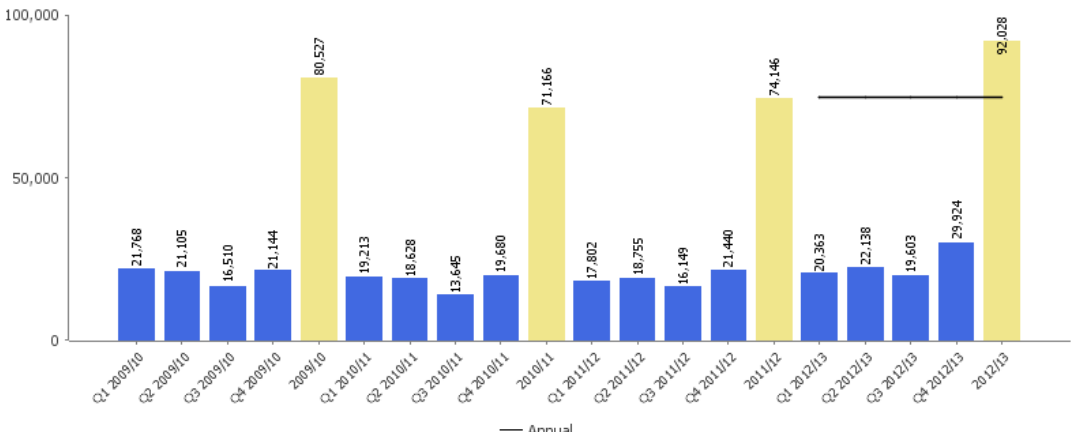

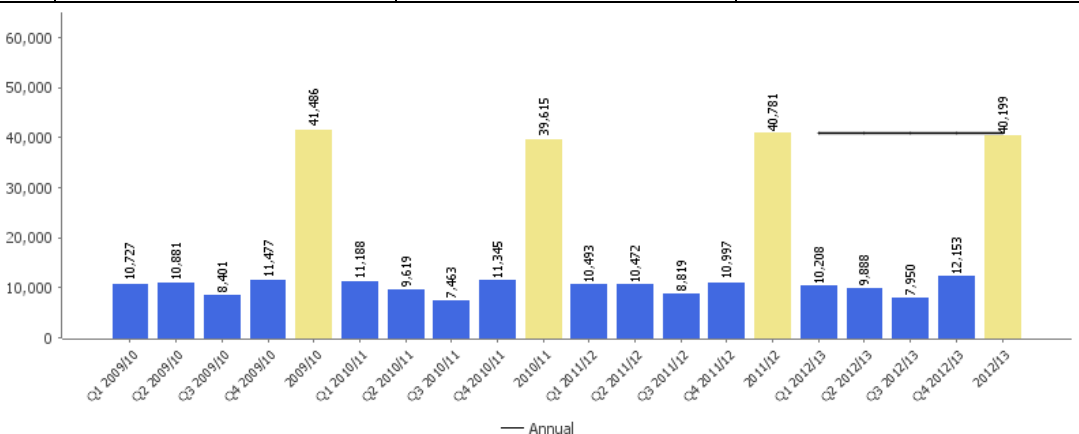


Q4 2012/13 vs Q4 2011/12:	↑ 5.5% (+1,403 admissions)	Overall 2012/13 vs 2011/12	↑ 13.3% (+13,133 admissions)
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Admissions for the 4th quarter were higher than the same quarter in 2011/12 despite usage of the football pitch being affected by inclement weather and closures to install new drainage. This drainage work was successfully completed with further repair work progressing on lane 1 of the running track in the next quarter prior to the start of the track season. Improvements were made in the café with new flooring, furniture and décor to enhance the customer experience.

Performance for the 2012/13 year overall was encouraging with significant improvements over last year. Successes included increases in popularity of the 'run, jump and throw' programme and higher admissions at Grangemouth Community Gymnastics Club. Admissions for the next quarter are expected to be impacted positively by the playing of additional midweek football to allow completion of matches cancelled in Q4 due to inclement weather.

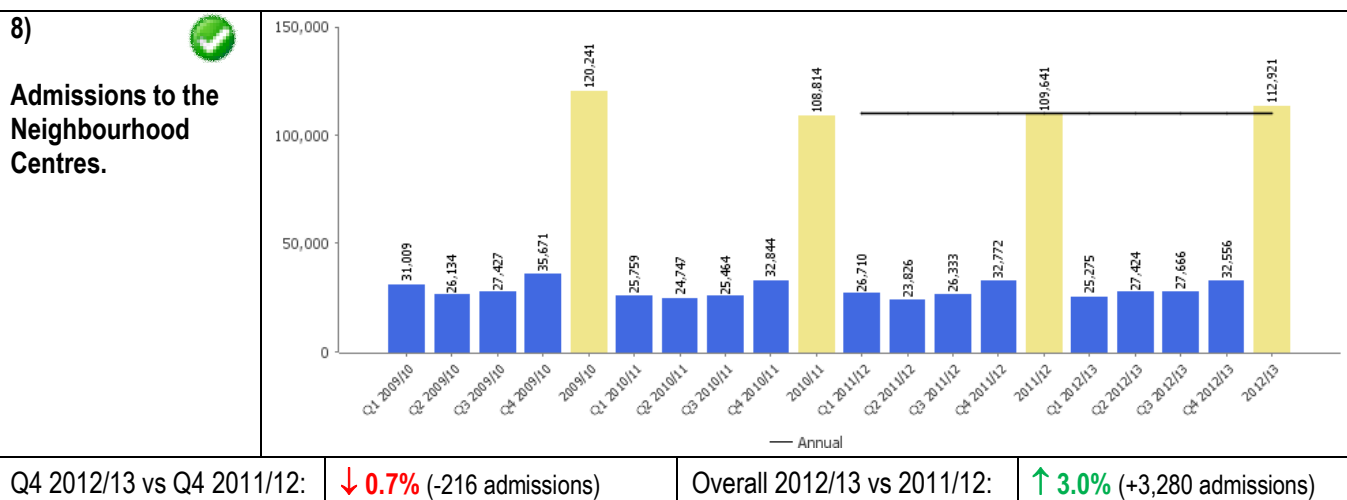
People Are Fitter, Healthier And More Active, More Often

5)  Admissions to Bo'ness Circuit Club.	 <table><tr><th>Period</th><th>Admissions</th></tr><tr><td>Q1 2009/10</td><td>5,659</td></tr><tr><td>Q2 2009/10</td><td>5,208</td></tr><tr><td>Q3 2009/10</td><td>5,230</td></tr><tr><td>Q4 2009/10</td><td>6,750</td></tr><tr><td>2009/10</td><td>22,847</td></tr><tr><td>Q1 2010/11</td><td>5,854</td></tr><tr><td>Q2 2010/11</td><td>6,321</td></tr><tr><td>Q3 2010/11</td><td>4,487</td></tr><tr><td>Q4 2010/11</td><td>6,992</td></tr><tr><td>2010/11</td><td>23,654</td></tr><tr><td>Q1 2011/12</td><td>5,176</td></tr><tr><td>Q2 2011/12</td><td>5,468</td></tr><tr><td>Q3 2011/12</td><td>4,704</td></tr><tr><td>Q4 2011/12</td><td>6,541</td></tr><tr><td>2011/12</td><td>21,889</td></tr><tr><td>Q1 2012/13</td><td>6,043</td></tr><tr><td>Q2 2012/13</td><td>6,118</td></tr><tr><td>Q3 2012/13</td><td>5,051</td></tr><tr><td>Q4 2012/13</td><td>8,335</td></tr><tr><td>2012/13</td><td>25,547</td></tr></table>			Period	Admissions	Q1 2009/10	5,659	Q2 2009/10	5,208	Q3 2009/10	5,230	Q4 2009/10	6,750	2009/10	22,847	Q1 2010/11	5,854	Q2 2010/11	6,321	Q3 2010/11	4,487	Q4 2010/11	6,992	2010/11	23,654	Q1 2011/12	5,176	Q2 2011/12	5,468	Q3 2011/12	4,704	Q4 2011/12	6,541	2011/12	21,889	Q1 2012/13	6,043	Q2 2012/13	6,118	Q3 2012/13	5,051	Q4 2012/13	8,335	2012/13	25,547
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Admissions to Circuit Clubs increased during the 4th quarter compared to the same period last year. This followed the launch of our Les Mills Body Training Systems (BTS) fitness class programme in January 2013, with extensive timetable revisions and a supporting promotional campaign. Larger increases occurred at Bo'ness and Grangemouth clubs with smaller increases at the Mariner Circuit due to the fitness suite being closed for 15 days during March for extension and refurbishment. Performance at Mariner Circuit Club is expected to improve next quarter in line with Bo'ness and Grangemouth.

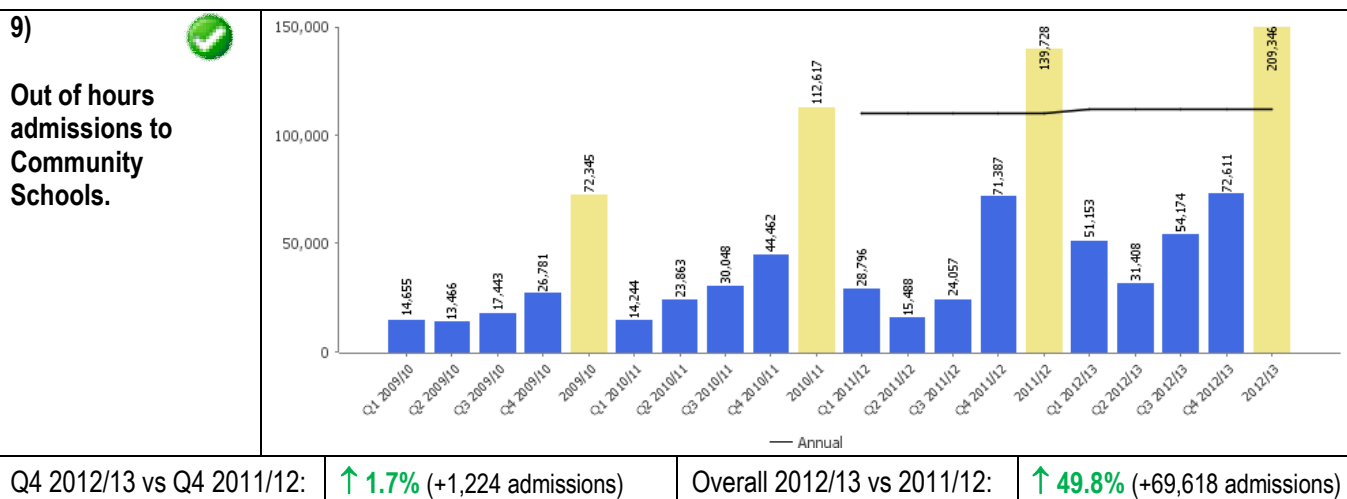
Overall performance for 2012/13 is encouraging with an additional 19,744 admissions (14.3% increase) across the 3 sites compared to last year. This improvement is a reflection of the investment made to develop Circuit Clubs during this year. Plans to further enhance provision for 2013/14 include reviewing the BTS programme in response to demand, additional staff training in 'Metafit' and refurbishment work at Grangemouth SC scheduled for July.

People Are Fitter, Healthier And More Active, More Often



Performance of neighbourhood sports centres during Q4 remained static compared to the same quarter last year.

Performance for the year increased over 2011/12 and exceeded target. Successes include: increased bookings at Bankier after improving accessibility; additional uptake at Denny Sports Centre with daytime Zumba and exercise classes; increased use of Stenhousemuir by Carron Primary School; and increased admissions at Hallglen following the creation of a new fitness suite in the two committee rooms and refurbishment of the old conditioning room into a sprung-floor studio. Football pitches have seen increased activity towards the end of Q4 as teams attempt to clear a backlog of cancelled matches earlier in the quarter. Plans for 2013/14 include the reopening of Denny Football Centre complete with indoor 3G synthetic grass football pitch.



Q4 performance was largely similar to the same period in 2011/12. Four schools finished the last quarter with very positive returns. The exception to this were St Mungos & Larbert High Schools which showed a slight downturn year on year. Increases are also a reflection of improvements in the recording process, which have been made throughout the year – it is believed that Q4 are more accurate figures. The pool programme was developed during this quarter with a focus on transferring the 'learn to swim programme' from Graeme HS to St Mungos where the provision of a social area for parents/guardians will improve the overall customer experience.

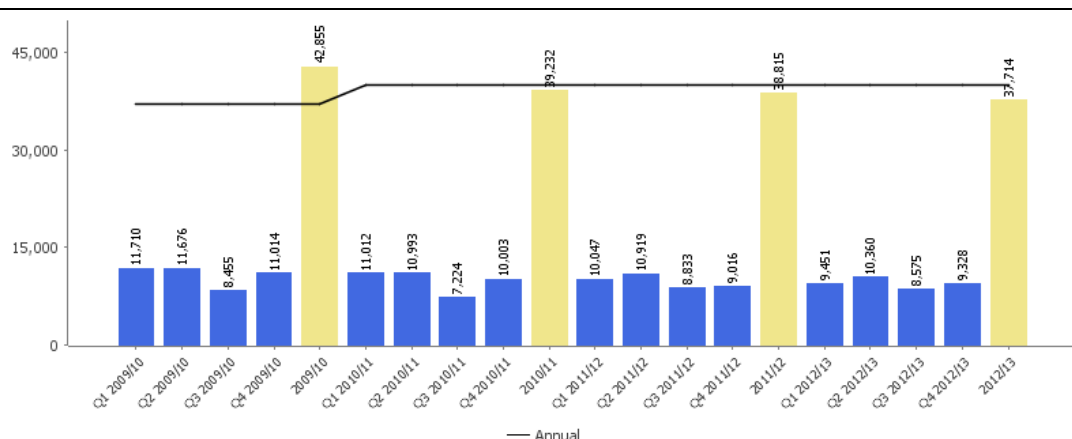
Performance overall for the year continues to be strong. Some of this is due to more accurate recording but also in part to strong performances at Denny & Falkirk HS which shouldn't be understated. Activity planned for 2013/14 includes working with Sports Development on providing clubs with 'home' facilities which will then enable programmed access for other groups.

People Are Fitter, Healthier And More Active, More Often

10)



No. of participants in Healthy Lifestyle Physical Activity programme.



Q4 2012/13 vs Q4 2011/12: **↑ 3.5%** (+312 admissions)

Overall 2012/13 vs 2011/12: **↓ 2.8%** (-1,101 admissions)

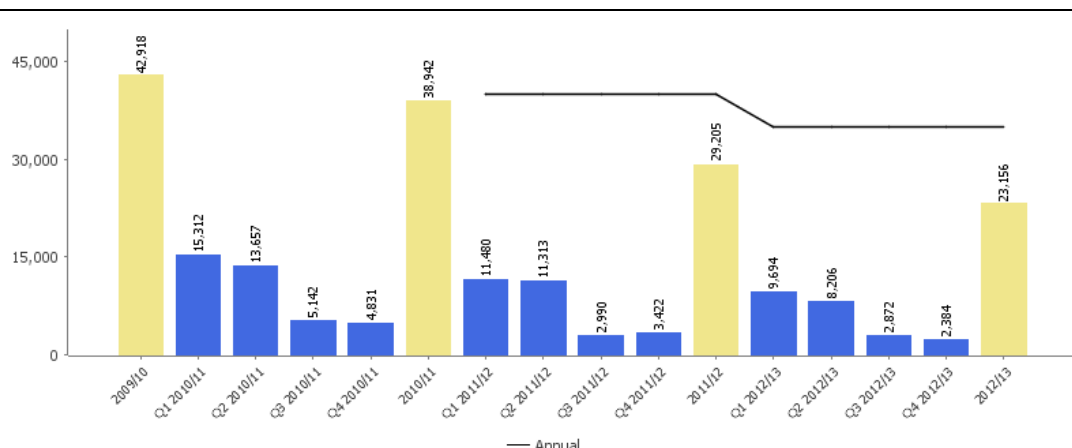
Q4 performance has improved on the same quarter last year, with improved Active Forth, Step Forth and Healthy Lifestyle/21st Century attendances, building on January's successful Health & Fitness campaign, new promotional materials and new activities. Buggy Walks and Teen performance reduced compared with 2011/12 due to inclement weather and earlier Easter holidays. Future plans include introducing a new buggy walking group in Grangemouth, an additional Active Forth Aquafit class at Mariner Centre in response to demand, and new group sessions at Bo'ness.

Overall performance for 2012/13 was slightly lower than last year and fell 6% short of target hence being flagged amber. This reduction is attributed to the use of revised criteria for entitlement to Active Forth following discussion with NHS Forth Valley. Positive developments include Active Forth consultants being more proactive at moving members onto Circuit memberships following their 12-week programme. Initial plans for 2013/14 include planning towards delivering Postural Stability classes in partnership with Forth Valley Royal Hospital, the development of joint pulmonary/cardiac rehabilitation classes, and increased Step Forth activity following the opening of Helix Park and the 10th annual Big Fit Walk.

11)



No. of rounds of golf played.



Q4 2012/13 vs Q4 2011/12: **↓ 30.3%** (-1,038 admissions)

Overall 2012/13 vs 2011/12: **↓ 20.7%** (-6,049 admissions)

Grangemouth Golf Course: there are signs of a slowdown in decline, with figures for Q4 2012/13 down 27% on the same period the previous year compared to a drop of 37% between Q4 2010/11 and Q4 2011/12. The decline remains largely reflective of the economic climate and poor weather conditions. Discussions took place between Grangemouth Golf Club and the Trust to examine options for mutual changes in membership and season ticket structures and resulted in two major changes to the pricing and membership categories. Overall performance for the year at Grangemouth Golf Course was 15% (-3,368 rounds) lower than the 2011/12 figure which is a smaller decline compared to previous years. Repairs to the car park and a refurbishment of the male locker room will help to improve the customer experience.

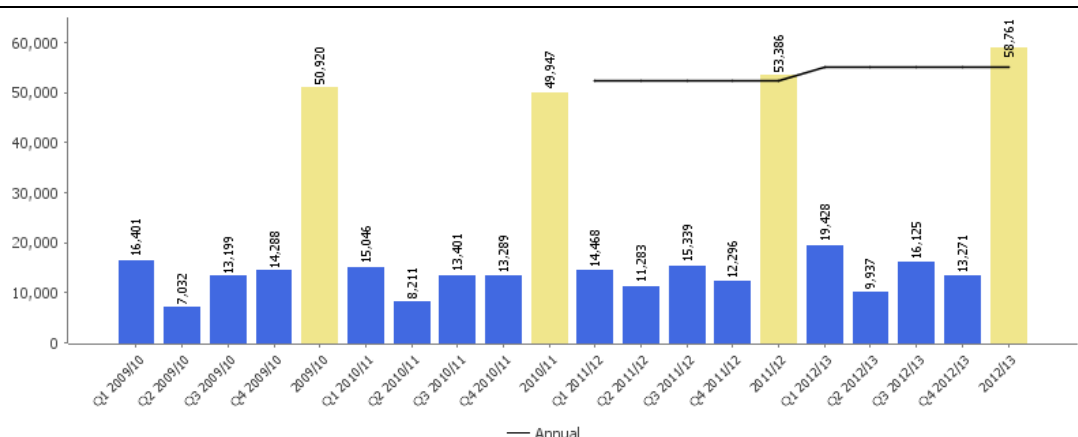
Callendar Park Par 3: Q4 performance at the Par 3 was 44% lower than Q4 2011/12, and overall for the year was 39% reduced compared to the 2011/12 early total. Par 3 performance suffered largely due to inclement weather during the peak periods of activity (July-September). An evaluation of opening hours and exploring options for optimising usage & income will be a focus for April-September in addition to a programme of clubgolf sessions throughout this time.

People Are More Creative And Potential For Success And Wellbeing Is Nurtured

12)



Admissions to FTH.



Q4 2012/13 vs Q4 2011/12: **↑ 7.9%** (+975 admissions)

Overall 2012/13 vs 2011/12: **↑ 10.1%** (+5,375 admissions)

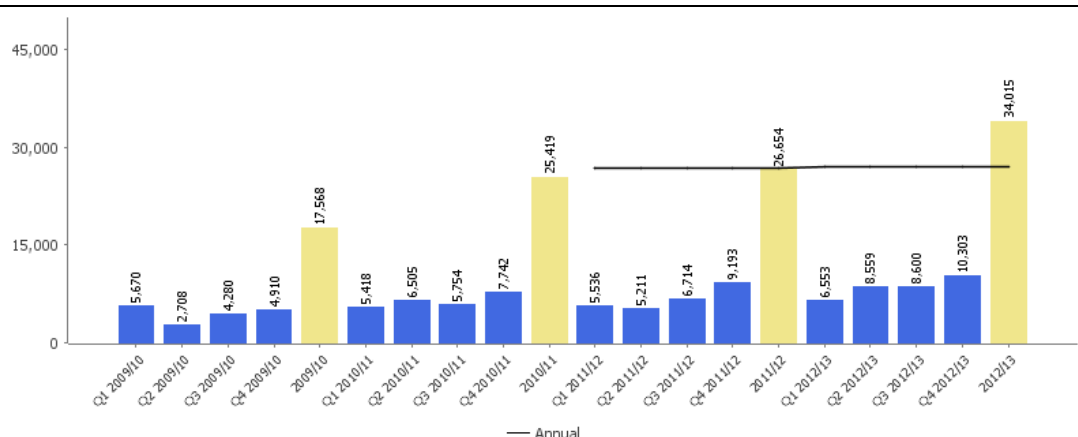
4th quarter performance saw increases in admissions compared to the same period last year, with percentage uptake much improved. Uptake was boosted by good attendances at 'Circus of Horrors' and 'Macfloyd' (as part of the tour celebrating 40 years since the release of Pink Floyd's, Dark Side of the Moon).

Admissions overall for the 2012/13 year at FTH increased compared with last year, exceeding the upwards revised yearly target by 6.8% (+3,761 admissions). Further work will focus on increasing percentage uptake at FTH performances, plus plans to develop and enhance the Arts programme to make use of capacity created by the return of FCYT (Falkirk Children's Youth Theatre) from FTH to Grangemouth Town Hall. Highlights from FTH's programme of productions for the next quarter include 'Be Silent or Be Killed', 'The Sash', and a mini concert by the Scottish Chamber Orchestra, 'Big Ears, Little Ears' designed for young babies and adults.

13)



Admissions to the Hippodrome.



Q4 2012/13 vs Q4 2011/12: **↑ 12.1%** (+1,110 admissions)

Overall 2012/13 vs 2011/12: **↑ 27.6%** (+7,361 admissions)

4th quarter performance at the Hippodrome continued the improved admission figures seen during the previous 3 quarters. A comprehensive programme was delivered during Q4 including the Hippodrome Festival of Silent Film 2013 during March where overall attendances were higher than 2012's festival. Staff are currently evaluating the festival to inform future programming.

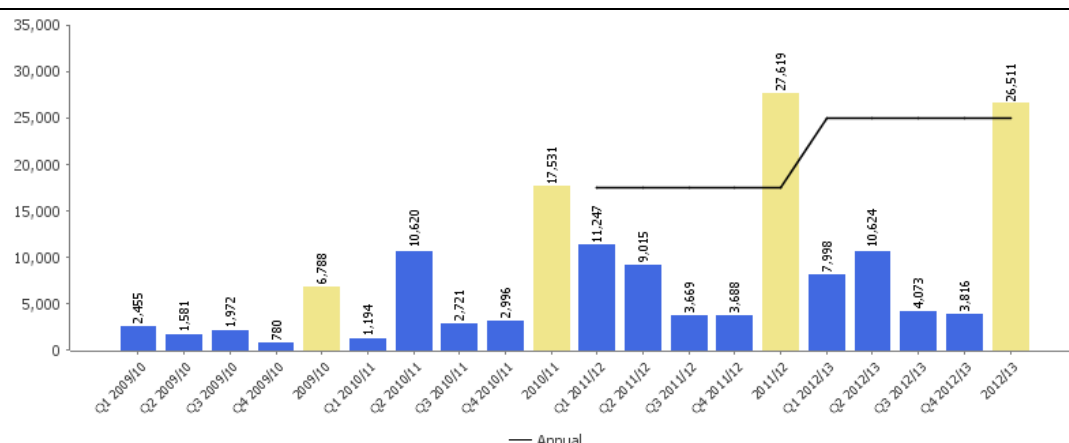
Strong performance was achieved throughout 2012/13 during the Hippodrome's centenary year and was marked by the Hippodrome 100 programme of activity specifically for this celebration. Year performance was 26% above target with over 7,000 additional admissions compared with 2011/12. Highlights of the forthcoming programme for Q1 2013/14 include screenings of a new version of The Great Gatsby with planned activities to support the launch. Other blockbusters such as Star Trek: Into Darkness are scheduled along with additional opportunities to see Les Misérables following a sell-out run at the Hippodrome in February.

People Are More Creative And Potential For Success And Wellbeing Is Nurtured

14)



Admissions to Park Gallery.



Q4 2012/13 vs Q4 2011/12: **↑ 3.5%** (+128 admissions)

Overall 2012/13 vs 2011/12: **↓ 4.0%** (-1,108 admissions)

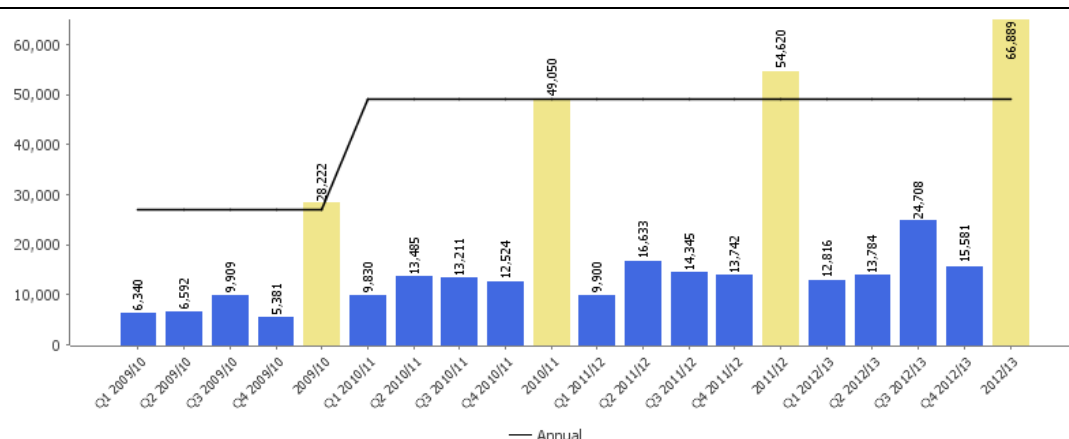
Admissions during the 4th quarter were largely similar to last year with a small increase in admissions.

Overall year performance is very dependent on the exhibition programme with 2012/13 being a successful year despite falling just short of the highly successful 2011/12 year admissions. Exhibitions such as Winter Warmth and Reggie's Roller Palace proved popular and contributed to yearly admissions exceeding target by 6% (+1,511 admissions). Programmes of supporting activity, led by Park Gallery staff, have been successful in targeting specific groups in terms of increasing access to contemporary arts and crafts as well as increasing reach of publicity.

15)



No. of participants in Cultural Services activities.



Q4 2012/13 vs Q4 2011/12: **↑ 13.4%** (+1,839 admissions)

Overall 2012/13 vs 2011/12: **↑ 22.5%** (+12,269 admissions)

Performance during Q4 increased compared to the same period last year with almost 2,000 additional arts activity places filled. Partnership working with Falkirk Council Social Work Residential Care and the Libraries in Schools team delivered a film/storytelling project working with young people living in care in Falkirk area. Following the success of the first event in 2012, a second Park Gallery Pop-Up shop took place in March with more artists and crafts people involved.

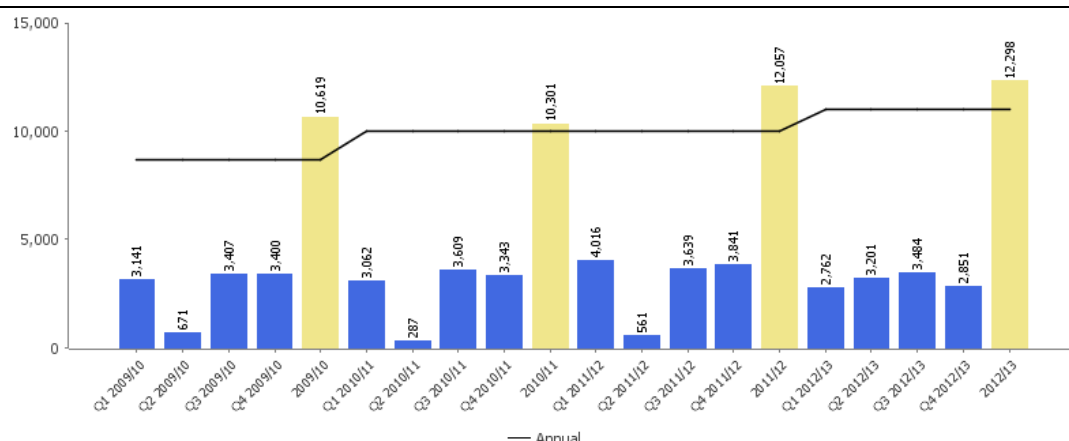
2012/13 year performance was the strongest for several years and exceed target by 36%, largely due to additional activity during the 3rd quarter involving the Youth Music Initiative and the Hippodrome 100 programme. During the first part of 2013/14 the Arts team will be developing the Roofless/Helix programme in advance of Helix Day on 14th September. Recruitment for a lead artist for the Denny Regeneration Project will also result in increased arts activity from the 2nd quarter onwards.

People Are More Creative And Potential For Success And Wellbeing Is Nurtured

16)



No. of places booked on Sport Development Courses.



Q4 2012/13 vs Q4 2011/12:

N/A

Overall 2012/13 vs 2011/12:

↑ 2.0% (+241 places)

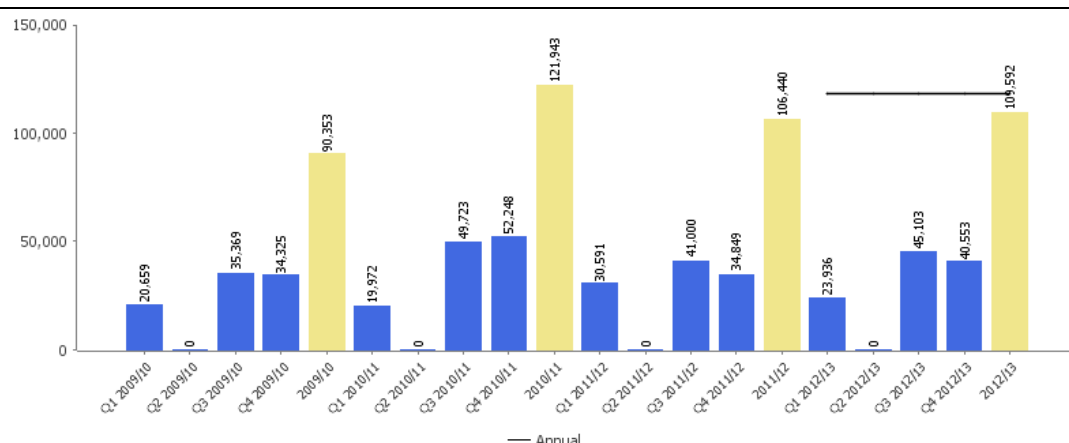
During 2012/13 Q2 and Q3 this indicator was reported without the inclusion of rugby. For consistency and to allow future comparisons, totals for Q2 and Q3 have been amended following the reinsertion of rugby, which will be included in this indicator going forward. From the start of 2012/13 Sports Development classes moved from a 3-block to 4-block setup with bookings spread more evenly across all 4 quarters. This change means direct comparison with previous individual quarters is not possible. Successes during Q4 include the introduction of 1-1 swimming lessons at Bo'ness and 'Puddle Duck' pre-school swimming at Grangemouth Complex. Percentage of class uptake increased from 80.5% to 82.8% compared to the 3rd quarter.

Year performance increased with additional places booked. Further initiatives for 2013/14 include an expanded pre-school programme of dance and mini-tennis, and partnership working with Active Schools to deliver new 'Run, Jump and Throw' sessions in Denny and Banknock.

17)



No. of Active Schools participant sessions provided.



Q4 2012/13 vs Q4 2011/12:

↑ 16.4% (+5,704)

Overall 2012/13 vs 2011/12:

↑ 3.0% (+3,152)

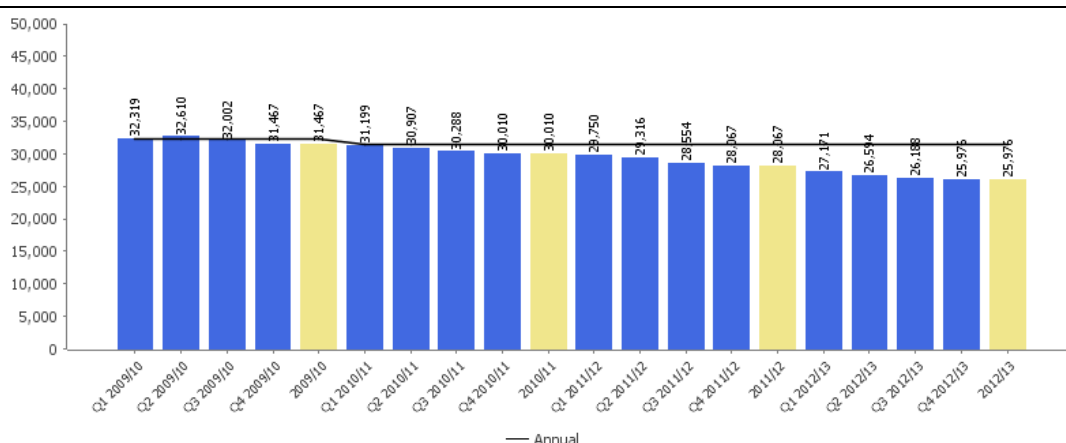
Active Schools participant sessions is derived from the **sportscotland** strategic indicator that measures the number of sessions delivered multiplied by the number attending each session. Q4 performance increased by 16% increase compared to the same period in 2011/12. The biggest increase occurred in primary schools. Sustaining activity in secondary sessions remained challenging due to the loss of lunchtime clubs at 4 high schools following the change to 45-minute lunch breaks. Successes included increases in attendance at events, and a doubling of the number of girls participating at Bo'ness Academy during this quarter following additional staff resources as part of the Children and Young People (CYP) funding.

Performance for the year was positive and exceeded last year's total. The indicator remains flagged as amber due to falling 7.1% short of target. Additional focus in 2013/14 will be placed on joint planning between primary and secondary school coordinators, and the retaining of senior pupils to become volunteer Sports Leaders. The Commonwealth Games will be a main focus to motivate and inspire pupils, with the implementation of the 'Going for Glasgow' programme during the year.

People Benefit From Lifelong Learning

18)

No. of active borrowers from public libraries.



Q4 2012/13 vs Q4 2011/12: ↓ 7.5% (-2,091 borrowers)

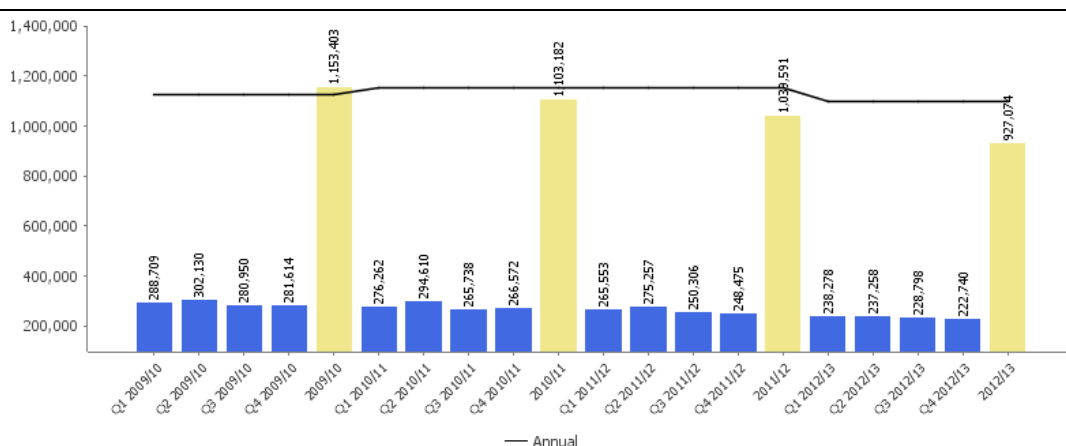
Overall 2012/13 vs 2011/12: ↓ 6.7% (-1,879 borrowers)

Continuing the previous trend the number of active borrowers continued to fall during the 4th quarter, but this decline was smaller (7.5% drop Q3 to Q4) compared to any other quarterly comparison throughout the year.

A total of 1,734 new borrowers were added during Q4 alone, adding to the 4,679 new borrowers already added throughout Q1-3. New active borrowers have been attracted by the e-books and digital magazines which were launched in December. The year ended with a net loss of 1,879 active borrowers due to losing existing active borrowers faster than adding new ones.

19)

No. of issues from public libraries.



Q4 2012/13 vs Q4 2011/12: ↓ 10.4% (-25,735 issues)

Overall 2012/13 vs 2011/12: ↓ 10.8% (-112,517 issues)

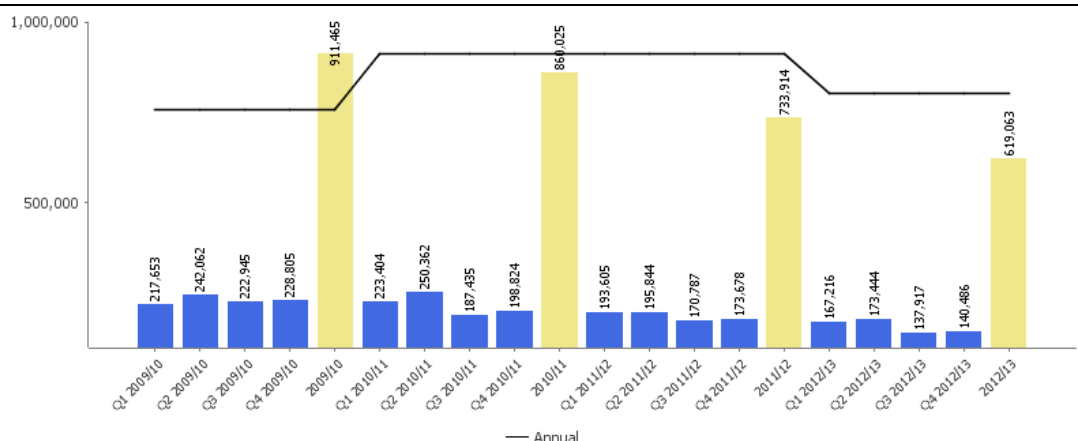
The number of issues during the 4th quarter continued to follow the same rate of decline (approx 10-11% drop per quarter) that has been incurred throughout 2012/13. This was the first full quarter of reporting following the introduction of e-book and digital magazine stock. Promotional work took place to raise awareness of this 'Library On Demand' service at Callendar House tea shop during March. Following the decision to stop adding to the stock of music CDs in June 2012, a new downloadable audio service will be launched in May and will add to the amount of remote content offered.

Overall year performance saw a reduction of 112,517 issues compared to 2011/12, which is a bigger drop than the previous year to year reduction (63,591 from 2010/11 to 2011/12).

People Benefit From Lifelong Learning

20)

No. of visits to libraries.



Q4 2012/13 vs Q4 2011/12: ↓ 19.1% (-33,192 visits)

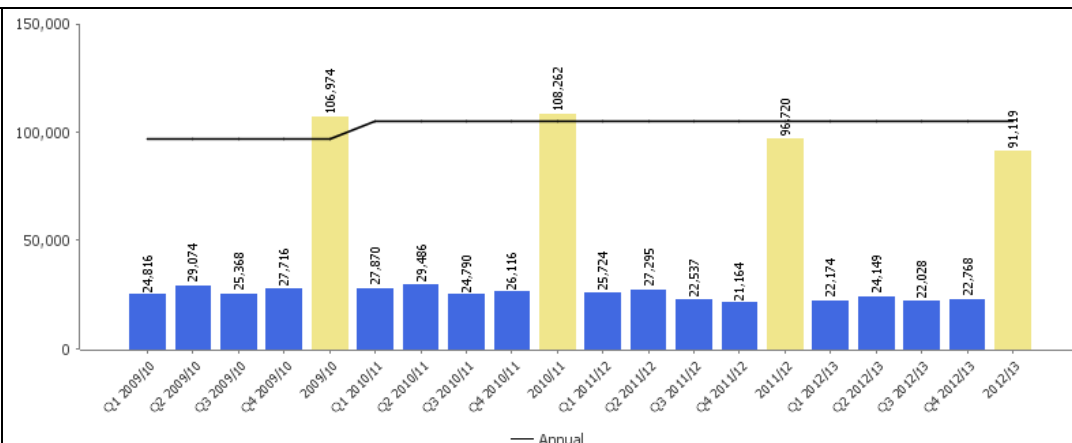
Overall 2012/13 vs 2011/12: ↓ 15.6% (-114,851 visits)

Library visit numbers were significantly reduced compared to the same quarter last year, with overall year performance following the same pattern of decline as seen elsewhere in the library indicators. Falkirk Library experienced some issues with their visitor counter which will have affected figures slightly. Meadowbank Library ran a 'Reading Champions' group with cared-for young people participating in library events every week for 6 months, funded by Dolly Parton's Imagination partnership.

Performance overall for the year was lower than 2011/12 with a similar rate of decline to previous years. Any reductions in active borrowers are usually mirrored in the number of visits and issues made. Successes in the uptake of library on demand (remote services) is likely to cause further drops in physical visits to libraries.

21)

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



Q4 2012/13 vs Q4 2011/12: ↑ 7.6% (+1,604 logins)

Overall 2012/13 vs 2011/12: ↓ 5.3% (-5,101 logins)

Public access terminal usage during Q4 2012/13 was higher than the same quarter last year, but overall for the year fell 12.7% short of target. Part of the increase in logins is due to ongoing work to install new Windows 7 PCs and Office 2010 software to libraries, with some logins being accounted for by testing during the installation work. The replacement of computer equipment was completed in late March.

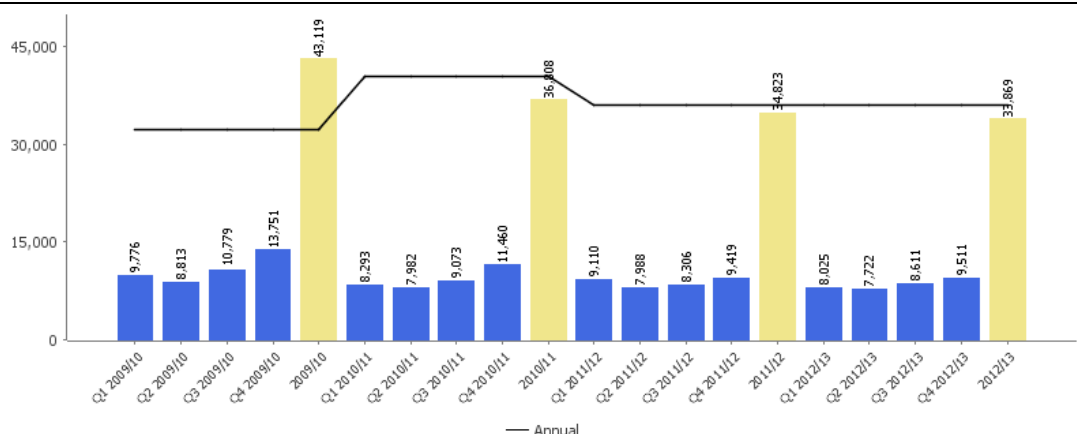
In 2013/14 partnerships on welfare benefit reform are likely to result in increased demand for public access PCs.

People Benefit From Lifelong Learning

22)



No. of resources added to library stock – Adults.



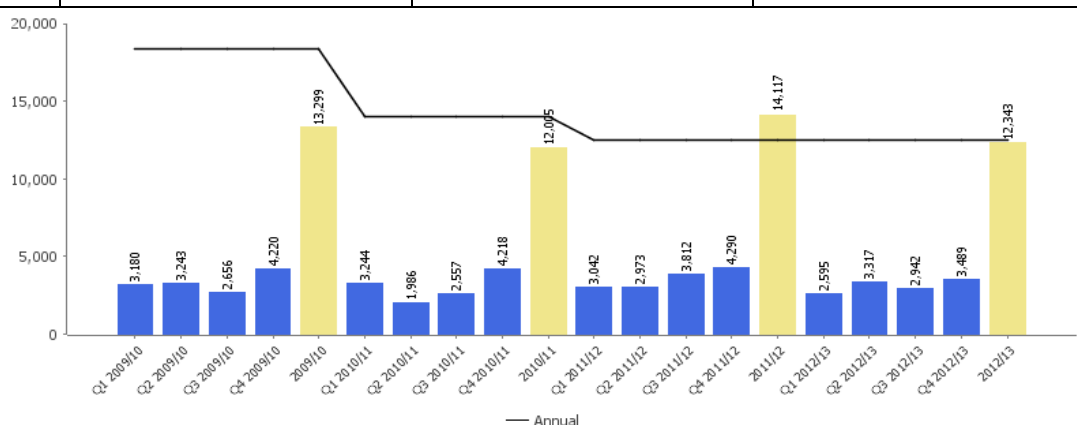
Q4 2012/13 vs Q4 2011/12: ↑ 1% (+92 resources)

Overall 2012/13 vs 2011/12: ↓ 2.7% (-954 resources)

23)



No. of resources added to library stock – Junior.



Q4 2012/13 vs Q4 2011/12: ↓ 18.7% (801 resources)

Overall 2012/13 vs 2011/12: ↓ 12.6% (-1,774 resources)

Library stock additions for the 4th quarter were similar to last year for adult stock, but problems with book supply in March resulted in a lower number of junior titles being added. There was no deliberate reduction in the library stock to juniors or adults. March is the busiest publishing and purchasing time but books that were due for delivery before the end of the quarter did not materialise. Discussions will take place with the supplier to prevent a repeat of this in 2013/14.

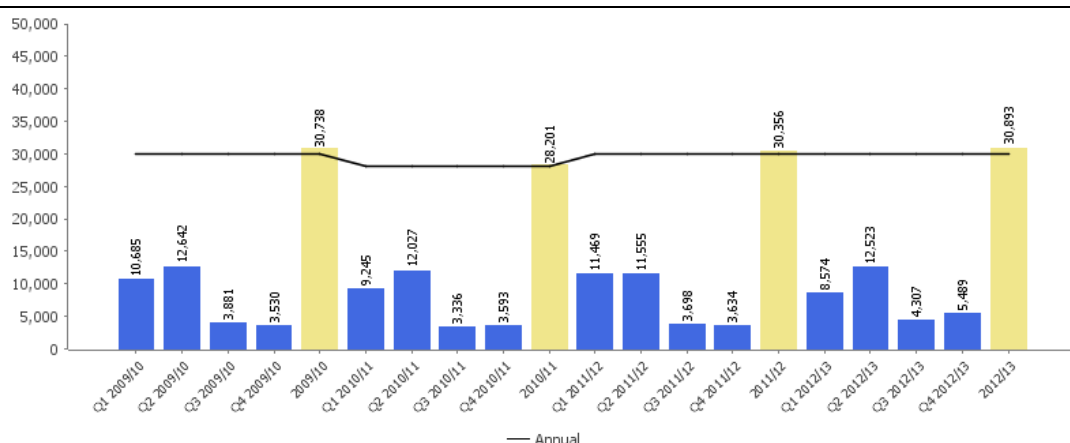
Performance of these indicators against target fell just short, with junior titles being 1% below target and flagged green, while adult stock additions was 6% below target hence being flagged amber.

People Benefit From Lifelong Learning

24)



No. of visits to Callendar House.



Q4 2012/13 vs Q4 2011/12: **↑ 51.0%** (+1,855 visits)

Overall 2012/13 vs 2011/12: **↑ 1.8%** (+537 visits)

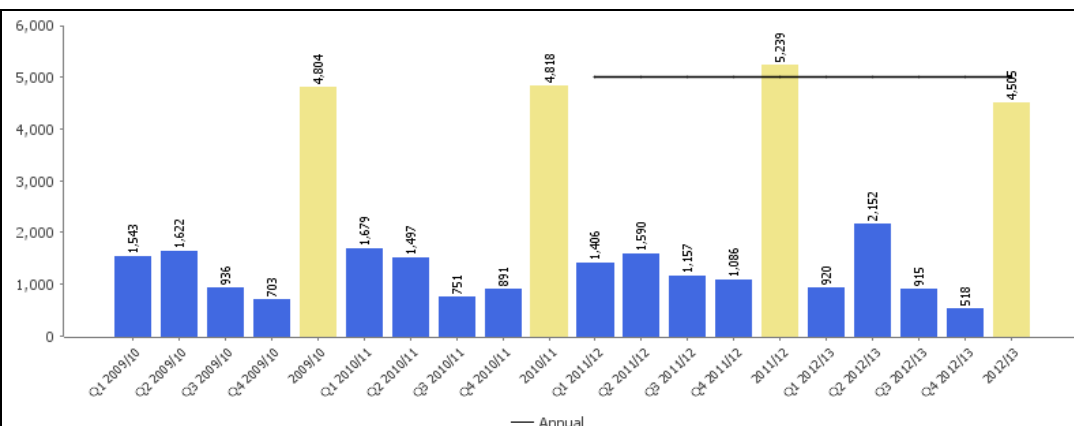
Q4 visits were significantly higher than 2011/12 with a 51% increase in visits. Factors contributing to this include: popular exhibitions with universal appeal ('Minted' – money) or with a strong connection to the Park ('Reggie's Roller Palace' – dogs); dry but cold weather in February/March attracting visitors; and the relocation of the tea room into Callendar House, capturing those who previously visited the tearoom (stables) only and were not general visitors to the House. Performance overall for the year exceeded target despite a poor start to the year due to inclement weather. Improved visitor numbers in Q2 and Q4 resulted in year performance being largely similar to last year. Whilst this baseline figure shows a static profile, including school and event visits shows increasing participation: 33,105 in 2010/11, 35,387 in 2011/12 and 37,231 in 2012/13.

Plans for 2013/14 focus on consolidating work done to integrate heritage and education within the tearoom, and acting on customer feedback received following the tearoom changes. Callendar Park is hosting a major 'CBeebies' event at the end of June targeting a pre-school and family audience, with an anticipated increase in visitors into the House.

25)



No. of Visits to Kinneil Museum.



Q4 2012/13 vs Q4 2011/12: **↓ 52.3%** (-568 visits)

Overall 2012/13 vs 2011/12: **↓ 14.1%** (-741 visits)

Q4 performance showed a reduction of over 50% compared to the same period in 2011/12. This follows the introduction of revised visitor number monitoring methods although further investigation to establish whether this is due to internal counting arrangements or other factors has yet to take place. Visits by school children increased to 148 compared to 93 for the same quarter last year, largely resulting from local studies by Bo'ness Academy pupils.

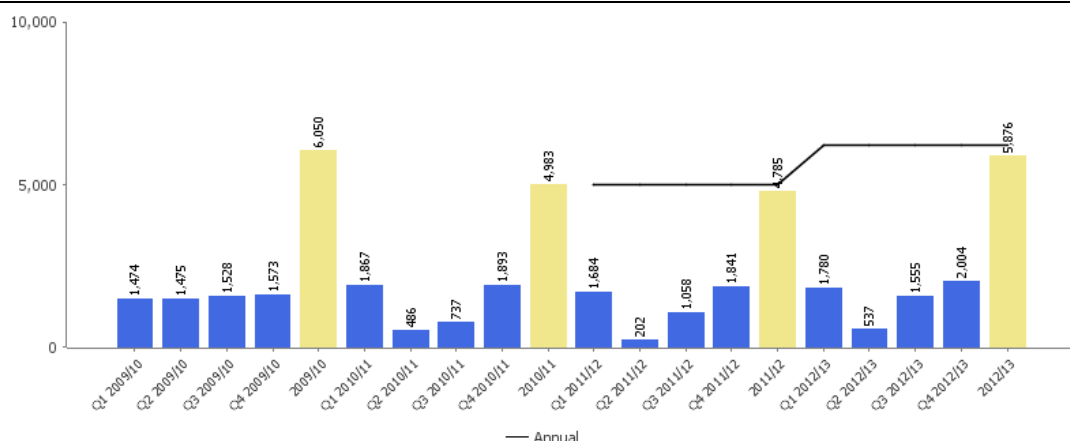
Visit numbers for the year were reduced and are the lowest on present records, reflecting the low figure for Q4. Investigations into this reduced figure are ongoing to determine the accuracy of recording methods and have yet to reach any conclusion. A project to revitalise the ground floor displays is awaiting external funding confirmation with a decision due late May. If successful the project will be underway by the end of the next quarter.

People Benefit From Lifelong Learning

26)



Total participants in Heritage Educ Workshops for Schools.



Q4 2012/13 vs Q4 2011/12: **↑ 8.9%** (+163 visits)

Overall 2012/13 vs 2011/12: **↑ 22.8%** (+1,091 visits)

Performance during the final quarter of 2012/13 was the best Q4 performance on record. 120 school children took part in the 'Georgian breakfast' programme during March – this takes place in schools. During this last quarter, work with audiences other than schools (not currently reported in this PI) included new activity in the Callendar House Tearoom.

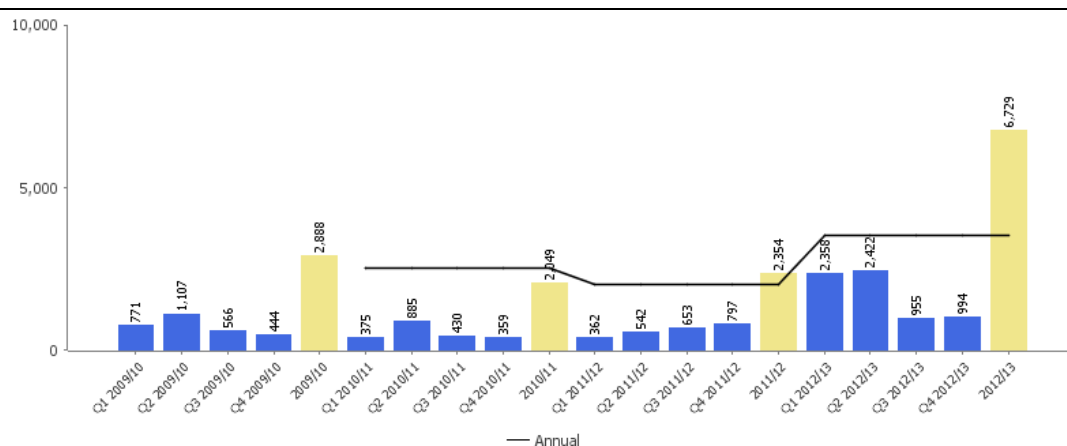
Figures for the year overall fell just short of target hence flagged as amber but still exceeded the previous 2 years. An increased level of performance is anticipated to be sustained in early 2013/14 with school workshops being fully-booked in April and May and over 90% booked for June. Further contact will be made with schools to encourage take-up for the final weeks of term which should bolster performance. For non-schools activity, take up of Easter holiday events in first two weeks in April will be reflected in next Q1 report, as will outcome of current planning for the 'CBeebies' event at end of June.

People Are Involved In Caring For The Area's Heritage & Environment

27)



No. of participants in Outdoor Activities



Q4 2012/13 vs Q4 2011/12: **↑ 24.7%** (+197 participants)

Overall 2012/13 vs 2011/12: **↑ 185.9%** (+4,375 participants)

Performance during 4th quarter followed the trend previously reported, exceeding the total for the same period last year. Participant numbers were lower than the 1st and 2nd quarters due to a lower volume of schools work during the later 6mths of the year. An increase in adult participants was due to the settled weather, a demand for safety training courses and new ski courses. Preparation sessions at Polmonthill Ski Centre transferred into healthy numbers attending courses throughout the quarter.

Overall year performance increased across all areas of service: adults, juveniles and 50+. The combined team has settled in with a growth in programmes, complimented by increased percentage uptake from 84% to 92% for the year. Preparations are being made to deliver some activities on the Helix site later in the year, with an expected range of water activities being planned which will enhance the outdoor programme locally.

A strong, sustainable and valued organisation

Indicator	2010/11 year total	2011/12 year total	Target 2012/13	Q1+Q2+Q3 2012/13	2012/13 year total
Sickness Absence - % days lost	3.17%	3.34%	Reduce	4.12% (Apr-Nov)	4.03% (Apr-Feb)
Staff Turnover	9.8%	11.7% (Jul-Mar)	Reduce	4.7% (Apr-Sep)	8.6%
No of Health & Safety incidents and accidents	145	121	Reduce	71	105
No. of complaints and formal enquiries received and dealt with	226	120	Reduce	79	94

Updated sickness absence figure show an improvement with a reduction to 4.03% compared to the last reporting period and is the lowest quarterly figure recorded in 2012/13. This differs from the traditional pattern of the 4th quarter being the highest quarter of the year. When compared against previous years this yearly total remains higher than for 2011/12 or the previous service best figure of 2010/11. It should be noted this is for the period April-February only.

Staff turnover for the year was reduced with a rate of 8.6% for the 12-month period April-March compared to 11.7% for the previous year. This equates to 41 leavers for this period of which 33 were resignations, 2 were end of temporary contracts, 1 early retirement, 1 retirement due to ill health, and 4 retirements. The Trust had a total headcount of 481 employees at the end of March 2013.

There were 34 accidents and incidents reported during the 4th quarter, a slight increase on the previous quarter and on the same period from 2011/12. There were no HSE reportable accidents during this period. Year total figures have reduced with a 13% reduction in the number of accidents and incidents for 2012/13.

The number of complaints and formal enquiries received and dealt with during the 4th quarter of 2012/13 was 15 compared to 28 for the same period in 2011/12, a 46% reduction. Overall for the year the total number reduced by 21% (120 to 94). It should be noted that a revised complaints handling procedure was introduced across the Trust on 1st May 2013. A significant change in the level and type of complaint being reported will result in a new report going forward, that will not be directly comparable to previous years.



falkirk community trust
annual report 2012-13





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Welcome from the Chairman

This last year has been a very busy and successful one for the Trust. Attendances across our venues and activities reached a high of 2.3 million – up by over 11,000 on the previous year – and I'm delighted to say that our customer satisfaction survey shows that 98% of our service users say they would recommend us to others. There were highlights too like the Olympic Torch visit and the superb 100th birthday celebrations for the Hippodrome but it is the obvious success of our day to day activities that are the most satisfying for the Board members and our staff.

The Commonwealth Games in 2014 will mean another busy year ahead and offer the opportunity for people in this area to get more active and to give Glasgow their support. It is also the Year of Homecoming and we will be recognising that through our involvement in celebrating the final opening of the Helix.

When I wrote the foreword to the Trust's Business Plan for 2012-13, I stressed the importance of balance – balance in our programmes to ensure that our aim of increasing the Trust's income does not deflect us from our responsibility to serve all the people of Falkirk district – balance between creating programme content and effective use of facilities; and balance between driving for business improvement and taking time to support and develop and use our key resources, especially our staff, more effectively.

The focus both within the Board and across the Trust as a whole has been on achieving just this sort of balance. We thought carefully about our options and decided that a business growth strategy would help us to meet the impact of the inevitable reduction in our annual service payment. This has proved to be very effective and in 2012-13 we achieved a significant increase in income from our service users.

We invested where it would bring maximum yields and after spending £150,000 in health & fitness we exceeded our initial 3 month target for attracting new members. We will continue to look at new ways of improving and increasing our services in this area which can make such a big contribution to improving the health of the community. In the longer term we want to unlock the potential of Callendar House and Park, by making major improvements which will help both local tourism and benefit the communities we serve. This we will do in close partnership with people from all walks of life who share our ambitions. Maintaining a close and co-operative relationship

with Falkirk Council is crucial to our success and to ensuring that our ambitions reflect the ambitions for the area as a whole. For example, the development of a strategy to position culture and sport within community planning for the area. 'Inspiring Active Lives – A Culture and Sport Strategy for Falkirk 2013-2023' will be consulted on during 2013, and the results will guide us and our partners in the community in the years ahead.

Our services touch the lives of people of all ages and can make a very real and positive difference to individuals. From buggy walks, support into exercising for the first time, singing in a choir, learning IT or coaching skills, we help people to help themselves and get the most out of living in the Falkirk area. None of this is achievable without people and once again I'd like to thank my colleagues on the Board who give so generously of their time and enthusiasm, the management team and all of the staff for their great contribution and hard work throughout the year.

It is an challenging time for all who work in public service but despite the difficult financial conditions I believe there are exciting opportunities ahead for the Trust and the whole community.



Ian Scott, Chairman





Introduction from the Chief Executive

Our second year has been an important one; the first full year for the new organisation. It gave us the opportunity to further reinforce a number of the governance and management arrangements that we established last year.

The change process and desire to improve are at the heart of our agenda moving forward. A key strategic area is the 80 plus venues and facilities which we operate from. We commenced a major piece of work with Falkirk Council on an Asset Management Plan to identify the works required to bring the estate to a modern standard and inform future decisions around investment. Many of the facilities require investment and improvement. This is vital to our success which is so dependent upon future revenue streams from a discerning customer base.

Partnership, not least with Falkirk Council, is essential to get the best possible outcomes for the communities and customers we serve. Over the year we worked with over 100 local clubs, societies, community groups and other organisations to make sure that individual participants, schools, groups and volunteers enjoy experiences that enhance lives and create opportunities to succeed.

Our change agenda includes building credibility as an independent organisation and it is important to us that we promote our brand and identity to demonstrate our non-profit making and charitable status especially if we are to win new support. We continue to keep fundraising at the forefront of our activity and have shifted focus to larger, more significant funding priorities whilst maintaining a lighter touch approach to lower level opportunities. We were awarded £946,000 of grants including funding for the Active Schools programme and Youth Music Initiative from sportscotland and the Scottish Government via Creative Scotland respectively. One example of our fundraising activity included leveraging funds from a number of bodies to increase initial investment of £15,000 from Falkirk Council up to £100,000 to upgrade Tennis Courts at Zetland. This funding package included our first bid to Falkirk Environment Trust, a new and welcome funder for us.

Our priorities include connecting with our customers and we successfully introduced both facebook and twitter across all our business. Change involves us taking action to know our customers better, meeting people and listening to their views. A new approach is through holding two public open meetings in 2013, but it is something that we strive to achieve as we all go about our business across the Trust's many venues. Our ability to reach and attract new customers across all our services, paid for, supported or free is crucial to developing a strong and sustainable organisation.

Seeking constant improvement is not easy and we will only achieve our ambition with enthusiastic, motivated and committed staff. Finding ways to fully engage all our teams in developing the organisation and improving services remains a priority. Looking forward we intend to underpin the strategic framework that we have started with a set of ambitious partnership delivery plans to inspire success. We will review our Business Plan to ensure that we remain forward focused and that we are in the best possible position to deliver on our ambition.



Maureen Campbell, Chief Executive

Our results at a glance

407,333

visits to our website, a

200%

increase from the start
to the end of the year

500 +

volunteers engaged in sports
activities, libraries, on the
children's farm and through
heritage

11,000+

Likes on our facebook pages
and over

2,500

Twitter followers across

@fctrust

@falkirkcultural

@libfalkirk

1,057,020

admissions to sports centres and pools,

an **11%** increase on last year, equating

to **6,847** admissions for every **1000**
of the area's population

92,273

admissions supported to paid
activities via anti-poverty and
health related concessions, an
increase of **9%**

717,826

admissions of young
people to our services,
programmes, classes or
workshops, an increase

of almost **40,000**
admissions on last
year's figures

157,774

admissions to our circuit
health & fitness clubs, an
increase of **15%**

35,398 visits to our two main heritage venues Callendar House and Kinneil Museum, broadly similar to last year; **51%** were visits from out with the local area

34,015 admissions to the Hippodrome, up a massive **27%** on last year

91,096 times our public access terminals in libraries were used by **9,572** unique users, usage down **5%** on last year

927,074

issues made to

25,976

active library borrowers; reductions of 11% for issues and 7% for borrowers; borrowers represent **17%** of the local population

£4.54m

of customer income for the period April – March

8.6%

employee turnover which equates to

41 leavers (27 FTE), showing greater stability on last year

4 star visitor attraction accreditation

achieved at Kinneil Museum for the first time

ISO 9,000:2008 quality mark accreditation for our sport and leisure services was retained.

Our regular performance reports can be found on our website www.falkirkcommunitytrust.org/about/performance.aspx



Meeting Our Objectives

We set six objectives for our first three years of operation. Achievements in our second year included:

To ensure existing services are delivered efficiently.

New integrated approach to delivery ie Christmas and Summer Programme; more flexible charges introduced in sports venues; relocated Tea Shop; reduced Trading Company subsidy; all service delivery maintained.

To generate increased uptake of services and reduce net cost per user.

Increased income across the Trust; new memberships and new fitness classes introduced; increased uptake of sports and fitness classes; increased admissions to Hippodrome and FTH.

To develop a better understanding of our customers and improve our marketing ability.

Introduced facebook and twitter as key platforms for connecting with our customers; established a design team to enhance our marketing material production; undertook our first cross-Trust customer survey; established a mailing list of 15,353 customer contacts.

To embed integrity, equality of opportunity and social and environmental responsibility into how we undertake our business.

Environmental Policy and Strategic Risk Management Policy in place; established a policy review process; established an approach to fees and charges where the least able to pay are supported the most; reviewed our customer complaints process.

To manage an organisational transition to produce an effective Trust, that maintains and enhances relationships.

Established a stakeholder newsletter; led the process to create "Inspiring Active Lives" a Culture and Sport Strategy for the area; took up a place on the Strategic Community Planning Partnership; entered a new partnership with Falkirk Council and Scottish Canals to operate the Helix; reviewed and updated our Business Plan.

To create a positive working environment where staff use their skills and expertise to deliver valued contributions to the Trust.

Chief Executive and General Manager held a series of meetings with staff in frontline facilities; established a staff newsletter; introduced a programme of management training; took action to respond to our employee survey.

Arts

We've continued to play a key role in encouraging creativity, participation and performance across a range of art forms.

We provide a dynamic programme of performances, screenings, exhibitions, workshops and classes for all ages, in a variety of venues and across a range of art forms: film, new media, dance, drama, visual arts and crafts, and music. We also deliver music tuition development in schools throughout the Falkirk Council area.

We manage FTH (Falkirk Town Hall), a multi-purpose arts and conference venue situated in the heart of Falkirk, and The Hippodrome in Bo'ness which is Scotland's oldest purpose-built cinema. The Park Gallery within Callendar House is a contemporary visual arts space showing work by local, national and international artists.

Highlights

2012 was the 100th anniversary year of the Hippodrome. We welcomed over 3,000 audience members to special events throughout the year and involved nearly 1,000 active participants from across the Falkirk area. The anniversary culminated with receipt of a congratulatory letter from the Queen which was read out by the Lord Lieutenant at the final wrap party, which made it very fitting finale to a record year for the venue.

The Creative Scotland-funded 2013 Hippodrome Festival of Silent Cinema, now in its 3rd year, was tremendously successful with an extended programme and increased external funding. Attendances were up by 25% compared with last year's Festival and the town of Bo'ness enjoyed a large number of visitors to its shops, restaurants and local attractions during the five day event. Local businesses in the area came on board with funding and in-kind support and our team was augmented by trained volunteers.

The Cultural Olympiad was a focus for the Arts team in the Olympic year. The iconic car from the film 'Chitty Chitty Bang Bang', now resident at the Bo'ness Motor Museum, went to the Hippodrome to take part in the Hansel of Film Project – a UK wide relay of screenings of short films made by local communities as part of the London 2012 cultural festival. Creative Scotland funding helped us to form a choir to perform at the Olympic Torch Relay event, and a new song was commissioned especially for the event. Initially the project was scheduled for a fixed term, but its popularity led it to continuing as a year round activity

with members attending weekly sessions in Camelon Education Centre. The choir also performed at the lighting of the Jubilee Beacon and the Falkirk Wheel 10th Birthday Celebrations.

Looking towards the 2014 Commonwealth Games, our Arts and Active Schools teams collaborated on a project to work with primary and secondary schools to create dance pieces themed around Commonwealth sports, involving a film artist and choreographer. All participants came together in a celebratory multimedia performance at FTH attended by the official mascot of the Games – Clyde.

Access to the Arts for everyone is of primary importance to us. Whilst a lot of our activity is aimed at large scale participation, the value of providing opportunities to vulnerable young people and young people in care to participate in cultural activities is immense. Projects in 2012 included the Connect Project and Reading Champions, involving graffiti art, film animation and storytellers.

The first two terms of contemporary theatre workshops were very well received by Falkirk Youth Theatre, parents and participants alike, and we introduced a summer school for the company. We commissioned a local writer for the script for the annual pantomime with input from the participants and a cast of 80 young people performed to near capacity audiences over 10 performances, one of which was British Sign Language (BSL) interpreted.



One of the star attractions at the Park Gallery was the highly popular Reggie's Roller Palace which included over 100 ceramic dogs of appeal to all ages. The exhibition received 4 stars from the Scotsman! Our newly formed Youth Ambassadors project filmed an interview with the artist Olivia Brown as one of their first pieces of work to champion the Gallery to young people across the area. Other exhibitions included Smile, a George Garson retrospective and 'Beyond Appearance' by Frances Law.

The Trust also delivers the Scottish Government's Youth Music Initiative (YMI) programme on behalf of Falkirk Council. YMI is administered by Creative Scotland and aims to ensure that all school children have access to one year's free music tuition by the time they reach Primary 6. We employed over 30 musicians to deliver our programme which was a mix of school-based and after-school activity and, in addition to providing musical tuition to over 5,000 children, also mentored and supported some of the area's emerging performers and composers. The Hippodrome and FTH both benefitted from much needed improvement to technical equipment. Lighting upgrades at FTH not only improved operating efficiency but also now offer greater choice to performers. A new digital projector improved the picture quality and reliability of screenings at the Hippodrome.



"We had a wonderful time - the festival was a triumph!"

Audience member
Hippodrome festival
of Silent Cinema.





Looking forward

The Park Gallery was selected to be part of the fifth nationwide ARTIST ROOMS tour in 2013 and will be coming to Falkirk in August. Profiling Ian Hamilton Finlay "Nature Over Again After Poussin 1979-1980" this will be our exhibition highlight of the year ahead. The exhibition comes to us in association with The Tate and National Galleries of Scotland. Ian Hamilton Finlay is considered by some to be Scotland's greatest artist; a poet, philosopher and gardener, his garden Little Sparta in the Pentland Hills, outside Edinburgh, has been described as the greatest Scottish art work of all time. Learning will be central to this exhibition with a special emphasis on engaging young people, including marginalised groups.

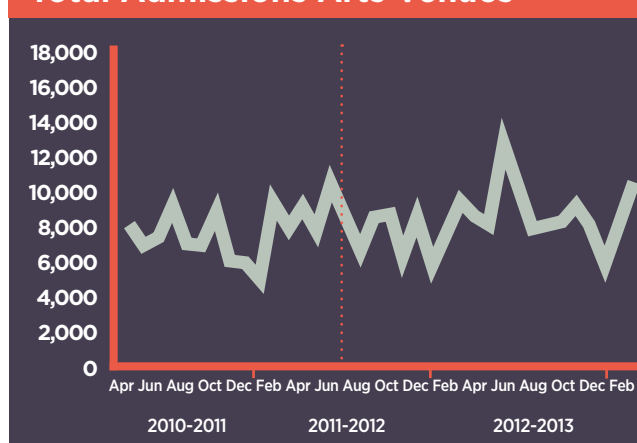
With a lead artist in place the Denny Town Centre regeneration project will deliver a programme of activity designed to raise awareness of public art and involve the community in the design of a new town square for the town.

Following awareness training for staff, new autism friendly screenings will be introduced for the July to September season in an effort to ensure we continue to be as accessible as possible.

An upgraded café bar at FTH will be ready for launching in August along with the autumn/winter programme. The Hippodrome Festival of Silent Cinema was nominated as a finalist in the Scottish Event Awards and we eagerly await the outcome of this in September 2013.



Total Admissions Arts Venues



Total admissions to Arts Venues
(Park Gallery, FTH & Hippodrome)

In numbers

26,511 visits to the Park Gallery, above target but slightly down on last year

66,889 participants in cultural activities up 22% on last year and the strongest for several years

58,761 admissions to FTH, 10% up on last year 34,015 admissions to the Hippodrome, up a massive 27% on last year

557 screenings delivered

67 directly delivered performances



Heritage

We've been working hard to enhance the visitor experience at our venues.

Callendar House is a flagship heritage venue and a VisitScotland 4 star visitor attraction, providing a home for permanent displays, touring exhibitions as well as our own curated exhibitions utilising the collections, and the very popular Georgian Kitchen experience. Falkirk Archives are based there and our heritage education professionals offer a wide range of education, lifelong learning and outreach activities to a broad cross-section of the community. We also run a regular programme of talks on a variety of local history topics. Our archaeologist provides advice and guidance on planning development, of particular significance given the line of the Antonine Wall which runs through the area.



Kinneil Museum is located in the 17th century stable block of Kinneil House and acts as an interpretative centre for Kinneil Estate. Our main object collections are housed in museum stores in Grangemouth. We are responsible for Birkhill Fireclay Mine and during 2012/13 we worked with Falkirk Council to implement its health and safety driven closure.

Highlights

We developed a stage 1 bid to the Heritage Lottery Fund (HLF) for £4.7m capital funding for the redevelopment of Callendar House, the Stables area and park. Falkirk Council agreed to support this first development phase of the project. The project involves three heritage elements: buildings, collections and landscape. Our ambition is to transform Callendar House, Stables Block and Park into a connected, cohesive heritage attraction including meeting our future Archive storage needs. If funding is secured this will be the first phase of a longer term ambition to conserve, restore and transform the whole site. We were disappointed to learn recently that our application for HLF funding was unsuccessful.

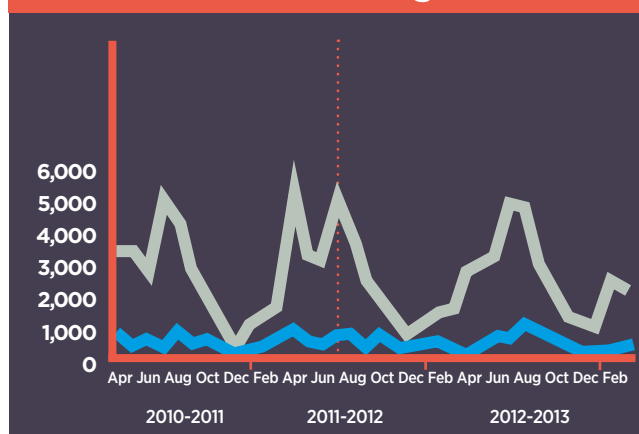


In January we relocated the tea shop from the stables into Callendar House. The new tearoom offers some of the best views of Callendar Park and it has given a great opportunity to share a lovely room with far more people. It proved an immediate success both in relation to income and visitor numbers.

Kinneil Museum was awarded 4 star status from VisitScotland in their quality assurance for 'excellent' service to customers. This is a first for the museum



Total Admissions Heritage Venues



Callendar House
Kinneil Museum

and comes after a lot of hard work by Trust staff at the Museum and dedicated volunteers from The Friends of Kinneil. The assessor described the museum as "an excellent example of a smaller scale museum, supported by friendly and helpful staff". Further work at Kinneil involved engagement with Historic Scotland to initiate discussion on the future potential for Kinneil House.

With support from a range of funders we opened the Cultivating Earth project to visitors in May. Located in the historic walled garden at Callendar Park this is a lovely garden space for quiet contemplation. It has been transformed as a place for learning about heritage as something that is created as well as inherited and conveys messages about sustainability.

During the year we focused on developing family events at Callendar House and wherever possible tried to improve the connection between the House and the Park. A new strand of activity 'Fruit and Nuts' during the autumn season was particularly successful in this regard. Moreover activity over the Christmas period also increased and the return of the traditional Christmas tree and a range of Christmas-themed activity was well received by visitors. Callendar House featured in ITV's Britain's Best Bakery show when we hosted the Scottish round of the contest to find the best artisan bakery.

We worked with Scottish Canals to scope a placement funded through the Council for British Archaeology. This resource will help us to develop interpretation and community engagement, particularly young people, around the Mumrills site on the Antonine Wall as part of the Helix.

We took in a number of new acquisitions. Notable items included a Roman copper terminal in the shape of a lion's head. Thought to possibly be a furniture mount it was found together with a brooch to the south of the Roman fort at Castlecary. Under Treasure Trove procedures we were allocated a lead seal matrix from the late 16th or early 17th century

which was found in a field near Castlecary. The object is decorated with a stylised flower and some partly legible lettering but its origins are not known.

Our archives service collects documentation from the past and the present. A number of interesting items received ranged from the personal papers of a chauffeur to the Wilsons of Bantaskine from the late 19th century - 1930's, the Factors letter books for estates including Callendar and Herbertshire 1897-1959, to the programme for the unveiling of the Spitfire in Grangemouth in 2013 and papers and memorabilia from former local MSP Cathy Peattie.

Looking forward

We had planned to focus on technical development, refining our business case, engaging with our partners and commencing a wider fundraising campaign to develop Callendar House and Park. We will now review our HLF application and reconsider our options.

Although we are behind schedule, we will work with the Friends of Kinneil group to develop the Kinneil Estate Plan and to refurbish the ground floor displays at Kinneil Museum following a funding award from the Heritage Lottery Fund. This project aims to help to boost the appeal of the Museum and engage more of the community in their local heritage.

The Council-led Falkirk Townscape Heritage Initiative was successful in securing funding and our Heritage team will contribute to this project over the next 5 years. Planning activity to commemorate 100 years since the start of World War 1 in 2014 will be a focus for us next year led by our Heritage and Libraries teams.

We plan to further develop our family events programme with a new ticketed Christmas interpretation involving Falkirk Youth Theatre who will be exploring the history of the house, the artefacts and archive material to devise a scripted interpretation of Callendar House with characters from its past and possibly its future.

We are looking forward to installing the first exhibition of our collections at a new space in the Forth Valley Royal Hospital and reaching a new audience in a new place. Working with partners we will lead the creation of a Heritage Delivery Plan for the area that aims to help all involved ensure that Heritage fulfils its contribution to the wellbeing of individuals, the place we inhabit and encourages stewardship of the past and the future.

*"The tearoom
is fantastic,
well worth
a visit"*
Customer
comment - via
Facebook

Libraries

We've been continuing our efforts to modernise, digitise, and promote library services appropriately for the 21st century.

We manage eight public libraries, a mobile library and homebound services. Libraries lend books, DVDs, music and other items and each library offers comprehensive information services including free high speed internet access and Wi-Fi. We hold introductory classes for computing, and a wide range of activities to introduce toddlers and young children to storytelling, language, and reading. A number of book groups are well established and we deliver a programme of author events within the libraries.

Uptake of library services have been declining recently in line with national trends.* All libraries face tough competition from not only the high street and online retail sector but also e-books. The challenge is to address the decline by delivering new more accessible services.

*Cipfa annual data.

Highlights

We launched a brand new eBook service as part of our free 'Library on Demand' service giving 24hr access to hundreds of eBooks: fiction, non-fiction, and children's. There is a wide range of offerings from crime to biographies, Lee Child to Jacqueline Wilson - something for all readers. The service was launched in early December as part of Book Week Scotland when a 'flashmob' event took place on Falkirk High Street with volunteers from our libraries, teachers and school pupils reading aloud for everyone to hear.

With external funding support we subscribed to the Zinio Magazine service and launched a wide range of digital magazines that can be downloaded onto digital devices for free. By introducing a broad range of magazines we were able to offer a service of interest to customers with differing levels of literacy and interests which eBook provision is currently unable to do. We held information sessions throughout January when customers were able to bring along their own devices and find out how to get the best out of both the eBook and the Digital Magazine services. A new downloadable audio service is being launched in May 2013 which will add to the amount of remote content offered.

We set up a pilot scheme to provide training for 17 jobseekers who were identified as having poor IT skills. This Digital Work Club was a partnership project with Jobcentre Plus and Skills Development Scotland with funding support from the Public Library Improvement Fund. Two pilot courses were

run in Grangemouth Library with a very practical focus and progressed from the first steps of switching and logging on, navigating the desktop and keyboard to accessing the internet, setting up and using email, signing up to jobsites and on-line applications. Sessions were run by library staff with our partners' staff delivering specific job searches, job skills and application elements. Project evaluation has provided good evidence of increased confidence and better engagement with the digital job market. Courses continue and we plan to roll it out to other libraries. Combining the expertise of libraries staff with that of the other agencies involved proved particularly effective.

The Council's Schools Library Service and Social Work Services worked together with Libraries and our Arts team on the Reading Champions project to provide young people with an opportunity to participate in a film animation. Funded through Awards for All, the project aimed to improve long term opportunities for looked after and accommodated young people and to promote reading and the services libraries can offer. Working with vulnerable young people aged 11-18 who have experienced the trauma of loss, the project involved working with professionals including authors and storytellers and the resulting film animation was screened at FTH.

To celebrate World Book Night we hosted a Graphic Novel event at Meadowbank Library which attracted 60 enthusiastic fans. Crimeweek and Bookweek events attracted a further 153 participants. In response to a request from the local nursery in Airth we added a new Mobile Library stop at the nursery which has been popular with customers.

We focused on lapsed borrowers in the first of our libraries marketing campaigns, sending out 'holiday' style postcards to those who hadn't borrowed in the past year, flagging the new Facebook page and the fact that libraries hold a wealth of information and resources which are freely available. The campaign saw good results online with traffic on the Facebook page and consequently to the website rising by around 25%. We promoted the online services such as digital magazines in an ongoing "Bigger, Better, Louder" campaign which continues to promote the benefits available digitally as a library member. We increased customer engagement through our "50 Book Challenge" where we set (in January 2013) a list of 50 books recommended by our librarians as 'must reads'; which continues to generate discussion on Facebook and our website.

“A great experience to meet and talk with icons of the industry”
Graphic Novel Night

In numbers

5,609 issues of new downloadable e-magazines from 18th December

70 public access PCs were replaced, with windows 7 and Office 2010

6,413 new members were attracted to join the libraries

25,976 active borrowers, down on last year despite good level of new library members

927,074 issues were made from libraries, down on last year

62,863 visits to the online library catalogue

Public access terminals were used 91,096 times, down on last year

6,520 wifi sessions, up on last year

9,577 participants in children's activities in libraries, up a massive 28% on last year

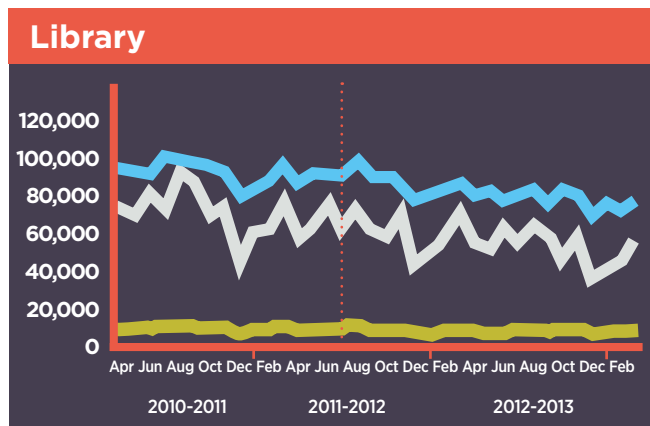


Looking forward

Learning from the Digital Work Club will be immensely beneficial in developing a digital response to the Welfare Benefits Reform and we expect to see an increase in demand for public access terminals arising from these reforms. We are keen to work with partners to ensure that claimants receive the best possible advice and guidance from the right professionals within the library setting.

As part of the redevelopment of Denny Town Centre, Denny Library will be moving to new temporary premises in the early part of 2015 ahead of a new library opening in 2016. We will be developing an outreach programme to supplement the relatively small temporary space. The new Library is an exciting part of Falkirk Council's Town Centre Regeneration programme.

We will be reviewing options for replacing our Library Management system as it is now passed the end of its life. The modernisation of our services will continue to be a main focus and in particular promoting the new services and ensuring that people are aware of our growing digital presence. Digital formats for books and DVDs are evolving and changing at an increasing rate and require Libraries to be increasingly responsive to the rate of change.



- The number of issues
- The number of visits to the public libraries
- The number of times the public access terminals were used in libraries

Fitness

We've been making sure we offer our customers the best possible experience and value for money.

We operate Circuit Health and Fitness Clubs to help our customers achieve their fitness goals. Our three clubs are at Grangemouth Sports Complex, Bo'ness Recreation Centre and the Mariner Centre. Each has an air conditioned gym with a range of exercise equipment and fully qualified instructors who provide inductions, fitness assessments and individual exercise programmes. Each venue offers a variety of exercise classes to suit all abilities. We have great value monthly memberships and discounted access for concessionary groups.

Working with a range of partners we lead the 'Let's Make Falkirk More Active' campaign to help people to find ways to make physical activity part of their everyday lives.

Circuit Club Highlights

We undertook a major review of our health and fitness provision as it was not achieving its potential in terms of both usage and income generation and needed a fresh approach. At almost 10% of our total customer income in 2011/12, this area of business is vital for the Trust's long term sustainability and potential income growth.

We invested £150,000 in a new fitness programme and facility improvements at all three venues. Towards the end of the year we commenced a major refurbishment, including an extension to the Mariner Circuit Club. Fitness studio improvements at both Bo'ness and Grangemouth were undertaken ahead of launching the new programme.

The launch of 'Les Mills' classes in January, in addition to our previous programme, was aimed at capturing the mood of potential members on the back of New Year resolutions. This was the first of our larger gym campaigns and we really got the team backing the effort in bright yellow t-shirts and widespread advertising across buses, billboards, bus shelters, online and distributing taster session passes and timetables.

Each venue hosted a launch event following a targeted marketing campaign; these were hugely popular and attracted current, past and potential new members. We took our campaign outwith the sports centres too, and in January delivered a promotional event with a 'flash mob' in the Howgate Shopping

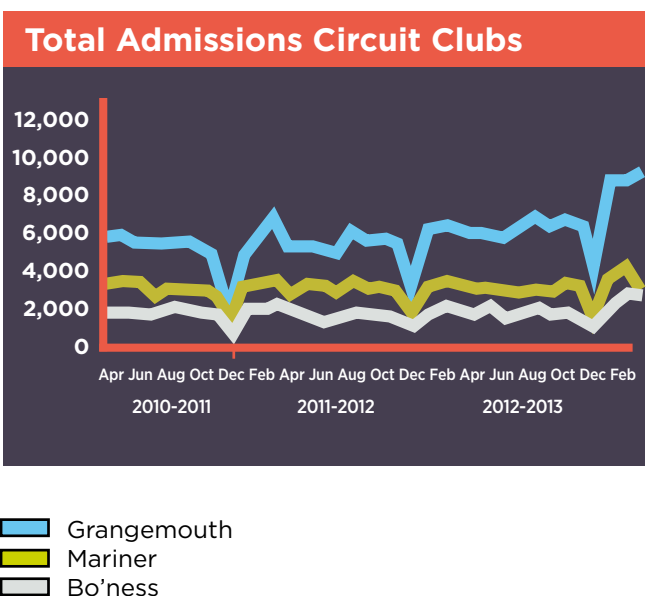
Centre to reach as many potential new members as possible.

The result was that we exceeded our target to achieve 400 new members by the end of March. One of the success factors was the introduction of a new 'fitness class only' membership, to specifically attract those who only wish to use the classes and not the gym. This demonstrated a really good value for money offer.

We took on new highly trained self-employed instructors to deliver the Body Pump, Body Attack, Body Combat and CXWORX classes. Our own staff were given the opportunity to train in a Les Mills discipline.

All classes have been extremely well received by existing and new customers and we had to increase the number of other classes we run to meet the increased level of demand!

The Neighbourhood Centre Conditioning Rooms, including the Weights Area at Grangemouth Stadium were made available for Circuit Club members and the Stadium programme was widened to include, low impact exercise classes and 'Metafit' making the venue more accessible for health and fitness activity whilst still catering to the training and competitive needs of athletes.





Active Forth and Step Forth Highlights

The World Congress in Active Ageing was held in Glasgow in August and featured a performance from Active Forth's Zumba Gold ladies to show that physical activity is about more than just health – it can be fun too! The session brought the house down. The World Congress in Active Ageing is a highly prestigious four yearly event, and to be invited to deliver a session was a great honour for the ladies and for the Trust.

In September we were delighted to win two NHS Health Scotland Physical Activity and Health Alliance awards with our partners. One was for our Falls Prevention and Older Adults Initiative through Step Forth and Active Forth, and one was for Buggy Walking with Step Forth and NHS Forth Valley. Following on from this success, we have made a number of links with other Local Authorities and Trusts to share good practice.

The 10th Big Fit Walk was launched in March 2013 with a visit from Shona Robison, Minister for Commonwealth Games and Sport. The launch took place in the Abbotshaugh area of The Helix at the 'Love and Kisses' sculpture and was attended by walkers including Nordic Walking groups, Step Forth participants and Grangemouth High School pupils.

“The early morning Body Pump classes are well worth getting up for”

Gym member

Looking Forward

It's been a very successful start to implementing a new approach to our fitness offer and we will work to retain and grow our customer base and make sure we can meet the expected growth in demand. An on-going review of the class programme is likely to lead to the introduction of Body Balance.

However the existing condition and physical constraints within the three major sports facilities are such that opportunities for growth are limited so we will continue to examine potential opportunities to develop other sites.

A new NHS initiative 'Living it Up' is being rolled out across Forth Valley in October 2013 and we have already played an active part by featuring in their promotional video. The initiative aims to provide a platform for older adults to find out more information about activities and services designed for them. With an emphasis on technology and participation there will also be a forum to share experiences and good practice. Our activities and services will be showcased on the website, but it also provides an excellent opportunity for users to feed back what services they love, what they'd like to see more of, and highlight any gaps in provision.

Working with partners we will conclude the review and updating of the Physical Activity Strategy for the area that aims to encourage everyone to be more physically active in their daily lives.

In numbers

157,774 admissions to circuit clubs, up 15% from last year

29,925 final quarter admissions to Grangemouth Circuit up 40% on last year

10% increase in annual income generated

An additional 52 classes per week introduced from January, now totalling 103 weekly classes

Circuit opening hours extended by 1.5 hours from 08:00 hours to 06:30 hours

37,714 participants in healthy lifestyle programme, slightly down on last year



Sport

We've been actively supporting the Olympic and Commonwealth Legacy aspirations as well as looking after our customers.

We manage a wide range of sports centres and specialist facilities across the Falkirk area. As well as our three main traditional sports centres, our venues include six smaller neighbourhood centres, schools for out of hours use, Grangemouth Stadium and National Indoor Athletics Academy. We also manage the use of sports pitches and pavilions across the area.

We offer coached classes and activities for all ages and abilities. Our Sports Development and Active Schools teams work with schools, young people and clubs to foster a passion for sport, develop more physically active children and young people and create opportunities for developing sporting potential. Our aim is to provide a pathway through participation and into performance whilst supporting the development of clubs.

Legacy Highlights

Undoubtedly the lead up to the London Olympics was a major highlight of the year. The Olympic Torch passed through the area on 13th June 2012 and the Trust played a key role in managing this event. An estimated 24,000 people lined the 6-mile route including 11,000 young people from nursery to S5 age and our teams were involved in providing activities at The Falkirk Wheel and The Falkirk Stadium as part of the celebrations. Our own Big Summer Games run by the Active Schools & Sports Development teams with support from Education Services take place every 2 years to coincide with the Olympic or Commonwealth Games. This year's games were awarded an Inspire Mark by London 2012 and around 2,000 primary 7 pupils took part.

Other Olympic Inspire Mark projects were Future Stars, Olympic Weekends and Going for Gold. Going for Gold was an accreditation initiative aimed at encouraging primary schools to lead healthy and active lifestyles using the Olympic and Paralympic games as an inspiration. It involved 44 Primary Schools with around 1,000 pupils taking part in Olympic taster sessions run by our Active Schools team. The accreditation was a 20 week process where schools had to achieve 12 specific outcomes. Based on their commitment to developing a lasting legacy we awarded schools bronze, silver or gold status. Education Scotland material to promote the 2014 Legacy currently features this project, highlighting Trust staff and Kinnaird Primary School who won the 'Going for Gold' gold award.

Programme Highlights

We offered a new integrated school holiday programme. Whilst the programme majored on sport and physical activity we were able to combine our promotion across the Trust to include a number of arts and heritage activities too. We ran this at Easter, over the summer and during the October week.

We introduced 'Little Quackers' a new pre-school water confidence class to augment our already comprehensive swimming programme. Tennis development continued to grow over the year and around 2,000 pupils took part over the school year in the primary tennis championships which consisted of eight school cluster events with the winning team from each cluster going forward to the final in June at Dollar Park.

We received an additional funding allocation of £135,000 from Falkirk Council to enable us to deliver sports initiatives to encourage more young people to take part in sport and physical activity. Targeting 12-18 years olds we were able to deliver an additional 83 sessions generating 2,068 participant opportunities. New activities such as Boxercise and other attractive exercise classes were introduced to groups of teenage girls who were not participating in physical education and sport sessions in schools. As part of this development they were taken to our Circuit Clubs and supported through activity there in order to enable them to engage in regular physical activity. If they continued to participate they received a three month membership. 12 young people from the Marnier Support Services took part in a football coaching scheme to provide them with additional skills to support the development of their leadership skills. We delivered an Outdoors Adventure Club for Looked After and Accommodated Young People aged 16 - 25 who are under the care of the Local Authority. The initial group were targeted to encourage them to become more active and help build confidence. 'Sporting Choice' was a programme aimed at secondary school pupils at risk of becoming NEET (not in education, employment or training) and we offered a choice of participation routes for 24 young people into Football and Basketball which included a role model programme where Scotland's top international athletes deliver inspirational workshops in the classroom. We also increased the capacity of our Active Schools team to work in secondary schools to produce an increase in activity levels in these schools.



We continued to be involved in the development of the Tryst Community Sports Club (sports hub) this is a partnership between Larbert High School, Stenhousemuir Football Club and Falkirk Community Trust. It is hugely exciting for sport and the local area is seen to be a lead in the development of hubs across the country in the build up to the Commonwealth Games in Glasgow 2014. Tryst Community Sports Club brings all the best clubs and coaches in the area together to ensure a unified delivery of sport to the highest standard. There are now 15 sports clubs involved from dance to rugby and ju jitsu. After surveying adults throughout the Larbert Cluster adult classes were included as part of the programme. The most popular sports were selected for the programme and this includes exercise classes and a jogging group.

Venue Highlights

We continued to focus on improving essential infrastructure as well as improving the experience for our customers within sports centres. Some short to medium term venue closures were necessary which had an unavoidable impact on admission numbers.

Grangemouth Stadium

Lane 1 of the track repaired to allow us to make full use of the whole track
In-field drainage repaired to be able to accommodate football
Main grandstand roof repaired to restore the stand to full use
Café refurbished

Grangemouth Sports Complex

DDA compliant ramps installed
Automatic door openers fitted
New starting blocks on poolside for swim galas
New hoists to assist swimmers with disabilities access the pools

Bo'ness Recreation Centre

2 of the 3 outdoor synthetic football pitches upgraded to 3G astroturf
Reception area refurbished
A matted "Combat Zone" created

Mariner Centre

New pool covers installed to increase energy efficiency
Soft play area refurbished and relocated

Other facilities

Fitness suite created at Hallglen Sports Centre
Drainage improved on 12 playing fields
3G indoor surface at Denny Football Centre

Our planned Sports Pitch Strategy was completed and relevant information from this used as part of our more general Asset Management Plan, which will help inform our intended review of our service provision. The Strategy was requested by sportscotland, as a requirement before considering our funding application to help deliver the Council's planned investment in the provision of a full size 3G synthetic pitch.

Events Highlights

We delivered sports events throughout the year and our venues hosted significant national sporting events. Highlights included:

May 2012: Scottish Schools track and field championships at Grangemouth Stadium

July 2012: International pre-season football games at Grangemouth Stadium including Hibs vs Rapid Bucharest – a first for us

September 2012: The JSB Plumbing Athletics at Grangemouth Stadium

September 2012: Active Sunday showcasing 30+ local clubs

February 2013: Falkirk Schools Cross Country and Forth Valley Schools Cross Country Championships at Bo'ness Recreation Centre

February 2013: Scottish National Cross Country at Callendar Park

March 2013: Scottish Schools Basketball finals at Grangemouth Sports Complex

March 2013: The Round the Houses 10k from Grangemouth Stadium

In Numbers

304,183 admissions to Grangemouth Sports Complex, up on last year

228,636 admissions to the Mariner Centre, down on last year

209,346 admissions out of hours to 6 Community Schools, up on last year

112,921 admissions to the 7 Neighbourhood Centres, up on last year

112,110 admissions to Grangemouth Stadium, up on last year

110,441 admissions to Bo'ness Recreation Centre, down on last year

109,592 Active Schools participant sessions, up on last year

12,298 places booked on Sports

Development classes, up on last year

6,992 places booked on sport holiday programmes

Looking Forward

Denny Football Centre is reopening with a new roof and a superb new indoor 3G 'astroturf' pitch in June. This brand new opportunity is expected to be very popular with local football clubs but will also be available as an exciting new venue for kid's football parties.

We will be refurbishing the dryside changing rooms, toilet and shower area at Grangemouth Sports Complex and undertaking further repairs to the track at Grangemouth Stadium.

We are already involved in planning for the visit of the Queens Baton Relay as it makes its way around Scotland in 2014. Each Local Authority area will host the Baton for a day and this will include an evening celebration, open to the community. We have been allocated three countries by the organising committee to be our 'second teams': Gambia, Trinidad & Tobago, and the Bahamas. Leading up to the Commonwealth Games we will be working with partners to involve the local community in raising awareness and building excitement. Building on the success of Going for Gold we will be launching 'Going for Glasgow' in January 2014, this will include a Citizenship aspect that will encourage schools to involve our second teams. This project will have a legacy element to continue work throughout 2014.

We will be delivering new and expanded pre-school programmes which will prepare younger age children to take up sport by providing them with basic movement competencies within a sporting context. Activities will be across a range of disciplines including tennis, golf, athletics and soccer. Two new Mini Gym venues will be established at Denny and Stenhousemuir Neighbourhood Sports Centres.

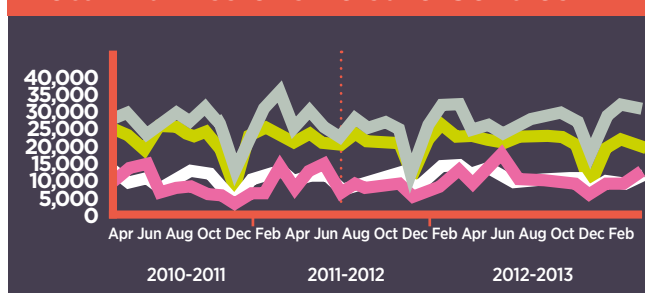
Following the highly successful Sports Hub initiative in Larbert we will work with partners to see if we can establish this for Grangemouth.



"My kids always look forward to the holidays sports activities - there's just so much on"

Sports Development Customer

Total Admissions Leisure Centres



- Bo'ness
- Grangemouth
- Mariner
- Grangemouth Stadium



Parks and Golf Courses

We've been continuing to plan and deliver improvement works to our greenspaces.

We manage three of the most attractive parks in the Falkirk area; each has its own distinctive character with unique features and all are full of history and interest for the visitor. We also manage an 18-hole parkland golf course with adjoining practice area at Polmonthill and a par 3 course within Callendar Park. Callendar Park is a large urban park close to the centre of Falkirk and provides the setting for the historic Callendar House. Muiravonside Country Park has a rural setting with many walks including a section of the River Avon Heritage Trail and a main feature is the popular children's farm. Kinneil Estate on the edge of Bo'ness, another historic estate, is the setting for Kinneil House and Kinneil Museum. The Antonine Wall world heritage site is a significant feature at Kinneil Estate as well as at Callendar Park. Our parks are popular and whilst we have limited counting mechanisms, anecdotal evidence suggests 300,000 visits per annum at Callendar Park.

Parks Highlights

We invested in new animal shelters and bird housing at Muiravonside Country Park. The shelters now provide our field animals with improved year round protection from the elements and the bird housing upgraded the accommodation for our collection of poultry and fowls giving the birds a lot more space to run around freely. This has been very well received by visitors who find it so much easier to see the birds.

The path from Muiravonside's entrance car park to the farm was upgraded and is now suitable for buggies and pushchairs. We also extended the path to create a new loop between paddocks which allows visitors to get closer to the animals.

The Rangers moved their base to the outdoor centre building, using it as a gathering point for people taking part in activities. The move maintained a Ranger presence in the park and put the building to good use. The Ranger events included popular Badger Watch evenings. Members of the web group, 'Netmums.com' acknowledged Muiravonside Country Park with a 'Gold Award' as the 'Best Free Place to Go To' in Central Scotland.

A 20 year Kinneil Forest Plan was developed in partnership with Central Scotland Forest Trust. The plan is for 5 yearly phased interventions to transform the existing stands of coniferous planting to a mixed broadleaf native forest and improve the accessibility for Kinneil Estate users. To initiate the Plan requires felling a number of non-native trees and clearing the

windblown areas of the forest. We were successful in an application to the Forestry Commission Scotland for a felling licence.

Our maintenance staff who are based at Callendar Park all undertook training to improve their skills in timber management and handling. This means we are now able to react quicker to tree and shrub maintenance issues to keep paths clear.

Callendar Park, Kinneil Estate and Muiravonside hosted many popular events throughout the year including Bo'ness Hill Climb, equestrian events, cross-country running, the annual Fireworks Night, Kinneil Heritage Day, Falkirk Schools Orienteering Festival and Active Sunday. Both Callendar Park and Kinneil began hosting regular activities such as Boot Camps and British Military Fitness classes.

A very wet summer 2012 meant that our Park Amenities underperformed. However in anticipation of a much better 2013 season we invested in a new Bouncy Castle, a replacement Go-Kart track and reviewed our charges and opening times to be able to deliver a more effective service.

We completed a signage audit of all our parks and the golf course with a view to seeking external funding for new signage and interpretation.

Golf Course Highlights

The car park surface at Polmonthill golf course was relined and the surface improved. We also introduced a new one way system to help the traffic flow.

We upgraded maintenance equipment which allows staff to move around the golf course more efficiently and minimises the impact on fairways and greens. Modern grass cutting machinery now allows the team to use equipment that is more appropriate to the many grass maintenance tasks that a golf course requires.

The findings of our annual independent agronomy inspection were implemented and 4 holes at Polmonthill had new drainage installed.

The Par 3 course hosted a Graeme High School golf day which was successful and is set to become an annual event.

“As always the family had a great time at the fireworks”

Customer comment via facebook

Photography by Alan Thomsom. Copyright.



In Numbers

26,000 people (est) attended Fireworks Night event in Callendar Park

23,156 rounds of golf played on both courses, continuing a downwards trend

24,960 admissions to Park amenities, down c10,000

46,677 vehicle visits to Muiravonside, up 4% on last year

Looking Forward

We will actively seek funds to enable work to commence implementing the Kinneil Forest Plan. Falkirk Council has made a successful phase 1 bid to the Inner Forth Landscape Initiative and if successful at phase 2 we hope to work with partners to undertake improvements on the Estate including rebuilding walls, reinstating drystone dykes and thinning out woodland to give better views to and from Kinneil House. We expect there to be training outcomes from this initiative. We will also continue to work with local groups to develop management, operating and delivery plans for a mountain bike trail initiative.

At Muiravonside we plan to continue our improvements to paths both through reinstatement and new paths. A bid will be developed to the Heritage Lottery Fund for the section of the Avon

Gorge Heritage trail that passes through the park and for refurbishment of the Visitor Centre.

A highlight for summer 2013 is the CBeebies event coming to Callendar Park. Working with the Heritage team, the Parks team will contribute to the plans to develop Callendar House and Park. They will also be working with the Heritage team and the Friends of Kinneil on the Kinneil Estate Plan.

Utilising Falkirk Council capital funds we will manage the upgrade of the men's changing rooms at Polmonthill to include new lockers and refurbished toilets. Participation numbers for golf have declined considerably in recent years, partly due to poor weather. In an effort to reinvigorate play on the course we will introduce new season ticket membership categories including for 18-23 year olds and open up the 60+ season ticket waiting list, both from April 2013.



Outdoors

We've been focusing on meeting partner and customer needs.

We offer a range of healthy outdoor activities to suit all ages and adventurous tastes. We have a small outdoor team who provide education, training and outdoor experiences for individuals, groups and schools. We also manage Polmonthill Ski Centre and deliver a range of snow sports classes on the dry slope.

Activities provide challenge, adventure and learning, supporting people to develop personal and outdoor skills, value and respect for others and to appreciate the natural world. Our work with schools supports Curriculum for Excellence outcomes and experiences and the four related capacities which are creating successful learners, confident individuals, responsible citizens and effective contributors.

Outdoor Programme Highlights

Despite the poor weather last summer it was a good year for our Outdoors team. Performance improved across all areas of service: adults, young people and 50+ groups and we saw a growth in programmes.

In addition to delivering 301 days of outdoor activity to schools and additional support units, we were approached by Antonine Primary School to devise a bespoke programme for P7 pupils. The objective was to develop fun physical activities in the outdoors that would grow individual pupil confidence and develop team working. Twenty seven pupils took part in canoeing from our Action Outdoors base, as well as climbing and mountain biking and they camped overnight in Muiravonside Country Park. Feedback from the school was that all pupils gained an experience they never would have in their own lives and that the learning objectives had been fully met.

Our outdoor programme was integrated and promoted to young people jointly with Sports Development and Active Schools teams in school holiday programmes. We supported young people to gain awards through recognised schemes such as the John Muir Award which encourages awareness and responsibility for the natural environment and the Duke of Edinburgh Awards which uses adventure in the outdoors as a key component of personal development.

A variety of programme activity for adults was delivered and this year we introduced a new community programme that included beginner's ski touring courses run in the winter evenings at Polmonthill Dry Ski Slope. We also responded to a growing demand for winter safety courses which were attended by 140 participants. We worked with Stirling Canoe Club to facilitate better use of the Action Outdoors Base which gives them

great access to the Union Canal as well as access to our canoes. We piloted this as a new partnership arrangement in the first year and as well as summer outdoor sessions on the Canal we facilitated pool sessions over the winter months at Carrongrange School. The Club attracted strong support and the result was that they were renamed the Stirling & Falkirk Canoe Club and now have a regular hire of the Base.

Polmonthill Dry Ski Slope

We refreshed our programme for winter 2012/13 with improved range and timetable which proved popular. As a result we returned a 48% increase in usage over the period from September to March in comparison to the previous year. One of the new activities we introduced was a snow sports club to enable our customers to progress onwards from our introductory classes. As part of World Sports Day we held our own Snow Sports Day in January, attracting over 500 visitors to the centre for a day of fun, focussing on our product range and launching the snow sports club. The car park improvements made for golf course users also benefited customers for the ski centre. We invested in improving the slope by replacing the tow rope and laying new matting.

In Numbers

92% uptake of our outdoor programme up from 84% last year

6,729 participants in the outdoor programme, up by a massive 4,375

113 young people supported through their Duke of Edinburgh Award

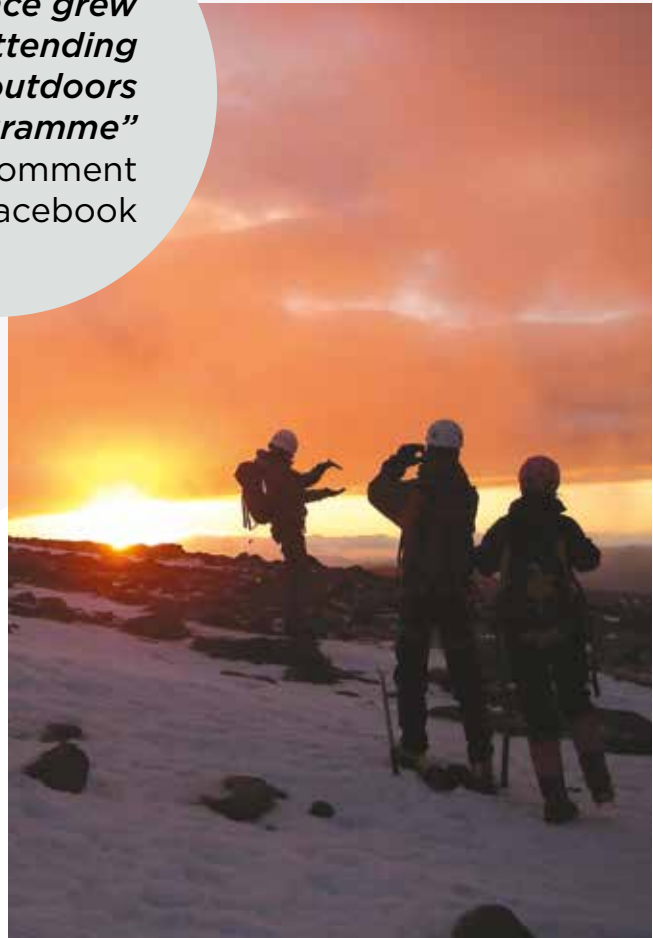
146 young people supported through their John Muir Award

21,070 admissions to Polmonthill Dry Ski Slope, a significant increase

Looking Forward

We are planning on applying to become a Duke of Edinburgh approved activity provider which means we will be able to run open access courses. Presently we play a support role to other partners in providing them with the outdoors element of the award, which we will continue to do. We will aim to develop our offer, especially to make use of the Helix, and to design programmes that will be attractive to new markets such as companies seeking team building activities.

***“My son’s
confidence grew
so much attending
the outdoors
programme”***
Customer comment
via facebook



Partnership Highlights

Working in collaborative partnerships enables the Trust to develop and deliver inspiring culture and sport opportunities maximising not only our own resources, knowledge and expertise but those of our partner organisations. We would like to take this opportunity to thank all the organisations, groups and clubs who have worked with us during 12/13 to deliver quality services in our communities. Working in partnership is crucial to the successful delivery of the Trust's business portfolio and a few examples of these are highlighted below.

Heritage Engagement and Regeneration – Falkirk Townscape Heritage Initiative (THI)

The Falkirk THI is being led by Falkirk Council and in May 2012 was awarded a stage one approval, with the outcome of stage two to be announced later in 2013.

"We have worked closely and successfully with the staff of Falkirk Community Trust in the delivery of key regeneration projects such as the Hippodrome in Bo'ness town centre, Stenhousemuir Library and partnering on VisitFalkirk promotional activities. Building on this positive working experience, the Trust will lead on the delivery of the Heritage Engagement element of this existing major regeneration project, liaising with other community partners. The Trust's experience, enthusiasm and support for such projects is welcomed by our team to assist in delivering wider regeneration initiatives"

Pete Reid, Development Services, Growth and Investment Unit, Falkirk Council.

Callendar House/Park and Sustainability

"Go Fruit and Nuts" was a weekend festival held in Callendar House and Park from 6-7 October 2012. It was the first time that Falkirk Community Trust had worked with Forth Environment Link to host their festival encouraging interest in and preservation of orchards and fruit growing - attracting nearly 600 attendees over the two days.

"The October event was the most successful event that we have run to date as part of the FV Orchards' Initiative, largely due to the support given by Falkirk Community Trust, but also the fantastic support from the volunteers, guests and people of Falkirk. With you, we found a very compatible partner, whose aims coincided with ours, and with whom we could work constructively and flexibly."

Diane Alderdice,
Forth Valley Orchards' Initiative

Museum Collections and NHS Forth Valley

Working together to establish a new exhibition space within Forth Valley Royal Hospital. The hospital has approx. 9,200 people through its doors on a daily basis – providing the Trust with an exciting opportunity to reach new audiences and promote heritage in relation to improving well-being.

"The enthusiasm and expertise of Falkirk Community Trust's curatorial team and their willingness to bring historically important pieces into a new building has made a real improvement to the patient experience. Our first exhibition of prints by Grangemouth born artist Alan Davie, co-curated by NHS Forth Valley volunteers has been well received and we're now designing a grand case for the next exhibition of 3D artefacts, which will further strengthen this creative partnership between Falkirk Community Trust and NHS Forth Valley."

Babs McCool, Charitable Arts and Wellbeing Coordinator, NHS Forth Valley

Arts Development and the Tryst Festival

The annual Tryst Festival celebrates the best of the Arts from around the Council area and runs throughout the month of May. It encompasses all aspects of the visual and performing arts and is organised by Falkirk District Arts and Civic Council.

"The Tryst Festival showcases diverse groups and gives them the opportunity to perform, exhibit, dance, sing, display and demonstrate all the work they have been involved in during the year. It gives local people and visitors a unique opportunity to be entertained by top class, well-rehearsed groups and to get a taster of what is going on in their community. Falkirk Community Trust works with us during this event each year, providing their expertise and knowledge, enabling us to promote and encourage the arts now and for the future in the Falkirk Council area."

Agnes Mullen, Chair, Falkirk & District Arts and Civic Council



Libraries, Arts and Young People in Care

The Trust's Libraries Service and our Arts Team worked closely with Falkirk Council's Education Services and Social Work to improve long term opportunities for looked after and accommodated young people in the Falkirk Council area to access reading, books and the services libraries can offer.

"The commitment and expertise of Trust staff, from the Arts and the Library Services Team was invaluable in supporting the project and their knowledge of a network arts professionals and resources which the group could tap into ensured that the project was such a wonderful success for the young people involved. The tact and diplomacy of the team ensured that all the professionals worked together for the benefit of the young people. One young person who took part in the project recorded a song which is now commercially available which is just one outcome of the project's success."

Jenny Kane, Team Manager,
Social Work Services, Falkirk Council

Sports Development and Community Access to Tennis

Interest in tennis continues to grow in our area and with the support of Falkirk Community Trust, Denny and District Tennis Club secured £8,500 of additional funding from the National Lottery Awards for All programme. This award enabled them to upgrade the tennis courts at Denny High School.

"Denny and District Tennis Club is a fairly new club but have moved forward with the support of Falkirk Community Trust, Sports Development over the past two years. We have been able to deliver tennis coaching sessions to young people and adults from a new outdoor tennis base at Denny High School. There was no history of tennis or tennis courts within the wider area of Denny and District. We are a totally independent organisation but to know we have the support of the Trust in developing tennis in the community is a positive aspect for our future progression."

Colin Bruce, Chair, Denny and
District Tennis Club

Kinneil Estate and the Long-Term Forest Plan

We work with a range of groups and organisations to conserve, preserve and develop this important heritage asset within Bo'ness and aim to ensure community interests remain at the centre of any proposed improvements. Central Scotland Forest Trust (CSFT) was a key partner in the development of the 20 year Kinneil Forest Plan which will ensure the Forest is managed to deliver "recreational, amenity and biodiversity benefits to the local community and visitors."

"CSFT has been working closely with Falkirk Community Trust to develop and implement a Long Term Forest Plan for Kinneil Woods. The Plan provides guidance for the sustainable management of this complex site over the next 20 years, and includes the transformation of the woodlands to include significantly more native broadleaf trees and an improved path network. Falkirk Community Trust has provided invaluable support throughout the process, especially with regard to consulting the local community and stakeholders in relation to the proposed improvements."

Mike Ewart, Sustainable Development
Officer, Central Scotland Forest Trust

Looking Forward

Looking ahead, 2013/2014 is going to be an exceptionally busy year for the Trust with the official opening of the Helix in April 2014, the Commonwealth Games including the Falkirk leg of the Queens Baton Relay, the Year of Homecoming and the 100th Anniversary of World War One. This is in addition to our continued programme of sporting events and cultural activities. We are excited at the prospect of developing new partnerships specifically with the business community and the independent grant making Trust sector which we hope will be of benefit the area and our communities.



Helix

We've agreed to operate the site when it opens from 2013 onwards.

We were delighted when the Helix project partners, Falkirk Council and Scottish Canals, invited us to become the operator for the site in September. Many of our people have been involved in several aspects of developing this new and transformational landscape so we felt we were well placed to take this on. It is a very prestigious project and a big task for us but will help to raise our company profile, expand many of our existing activities onto a new site and take a look at how we introduce innovative new activities and ways of working with communities, volunteers and partners.

During the six months of this reporting year we primarily focused on building the capacity of our teams to take on this role and working with the project partners to plan for delivery.



Looking Forward

We take over operations for Helix Park in early September 2013 which will be the first phase of the handover, as construction works conclude across the site. An event, Helix Day, is planned to celebrate the opening of Helix Park. The park landscape will be immature to begin with and we are excited to be part of something so dynamic that will grow and evolve over time. We will be planning in detail the operations for the Kelpie Visitor Centre, which is set to open in spring 2014, as well as how to celebrate the completion of the magnificent Kelpie artworks themselves.



Thank you...

The following organisations supported the work of the Trust during 12/13 either through a grant award, sponsorship or providing in kind support.

**BEE Copy
Big Lottery Fund - 2014 Communities
Bo'net
Caledonia Produce
Central Sporting Partnership
Collies Trophies
Creative Scotland
Edinburgh Decorative and Fine Arts
Society (EDFAS)
Event Scotland
Education Scotland - Creative
Learning Networks
Falkirk Council
Falkirk Delivers
Falkirk Environment Trust
Falkirk Rugby Club
Filmhouse
Frankie and Benny's
Glasgow Film Theatre
Goethe-Institut Glasgow**

**Grangemouth Rugby Club
Ineos
Japan Foundation
Lawn Tennis Association
Metro
NHS Forth Valley
PRS for Music Foundation
Richmond Park Hotel
Scottish Book Trust
Scottish Government
(Public Libraries Improvement Fund)
Scottish Football Association
Scottish Rugby Union
Scottish Swimming
Sportscotland
Tapside
Tennis Foundation
Tennis Scotland
Tesco (Bo'ness)
The Town Bistro
VisitScotland**



Falkirk Community Trading

We've increased our income and sales

Falkirk Community Trust has a wholly owned trading subsidiary called Falkirk Community Trading Limited to undertake those activities that are not recognised as charitable. The key areas of our current trading activity are Callendar House Shop and Tea Room, park kiosks, and cafeterias and retail within our main sports centres.

Our focus has been on implementing an Action Plan which we developed in order to modernise our trading activity as well as to address a shortfall in financial performance.

Following the recommendation in the catering and retail report last year, we introduced Sportmax in July and January to our main Sport Centres, as the sole supplier for sport and leisure retail items. This enabled an attractive new sales display to be located prominently in each venue at no cost to ourselves. We generated uplift in profit over the three sites.

Despite a challenging position on the high street the retail offer in Callendar House has remained strong. We continued to build on our product lines, focused our marketing on key buying times in the calendar and maintained strong links with exhibition and education programmes. A co-ordinated campaign for Christmas re-established us as a destination shop that offers something very unique over the festive period.

The Tea Room relocation into Callendar House has been a very positive move resulting in increased usage, increased income and more efficient use of staff.

Bad weather over the summer in 2012 resulted in poor performance at the Park Kiosks however in anticipation of a better season in 2013 we refreshed the Callendar Park Kiosk and invested in new refrigerators.

Looking ahead we will focus on implementing our refreshed conference and wedding offer. The refurbishment of the Falkirk Town hall bar, combined with a relaunch, is expected to generate increased sales. Our Christmas campaign will look to further grow sales for both retail and catering. Refurbishment

undertaken to the Cafeterias in Grangemouth Sports Complex and Grangemouth Stadium is expected to generate increased throughput and sales at these venues.

In 2013 and 2014 operation of the Plaza Café and the retail and catering offers at The Kelpie Visitor Centre will be aligned to Falkirk Community Trading. A new Catering and Retail Co-ordinator will help us drive and develop further improvement.

Financial summary

Income

Turnover	£842,339
Contract with Falkirk Council	£66,200

Expenditure

Cost of Sales	£880,264
Administration Costs	£28,275

Financial Performance

We've begun to shift our funding balance

Falkirk Community Trust accounts have been prepared for the year to 31st March 2013. Turnover for the period was £17.7m. After our first full year of operating we have made progress in generating income from sources other than Falkirk Council. Income was derived from an annual service fee from Falkirk Council, grant income for delivering Active Schools and the Youth Music Initiative as well as contributions towards funding sport specific development posts, fundraising from a range of funding bodies and income raised from our charitable and trading activities.

A small underlying surplus of £9,000 will contribute to the Trusts' general reserves.

The full accounts for 2012/13 can be downloaded from our website at www.falkirkcommunitytrust.org



Who We Are

Falkirk Community Trust has charitable status and is a not-for-profit organisation part funded by Falkirk Council.

We strive to support community aspirations, deliver inspiring services and ensure that the experiences we offer provide equality of opportunity and access for all.

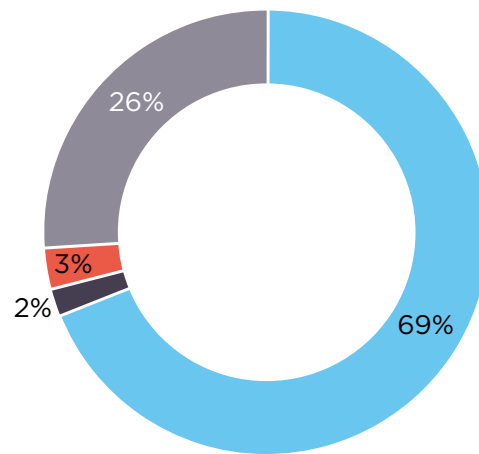
Because of the mix of activities we undertake, a wholly owned trading subsidiary, Falkirk Community Trading, has been established for those activities such as catering, which are not recognised as charitable.

Our Vision

- People are fitter and healthier, more people are more active and opportunities are accessible for everyone
- People are happier, more creative and we nurture potential for personal success and wellbeing
- People benefit from lifelong learning opportunities and we help them to make a social and economic contribution
- People are involved in caring for and promoting the area's heritage and environment to inspire others to live, work and visit the area
- We are a strong, sustainable organisation that is valued by customers and stakeholders, and are a contributor to area wide objectives.

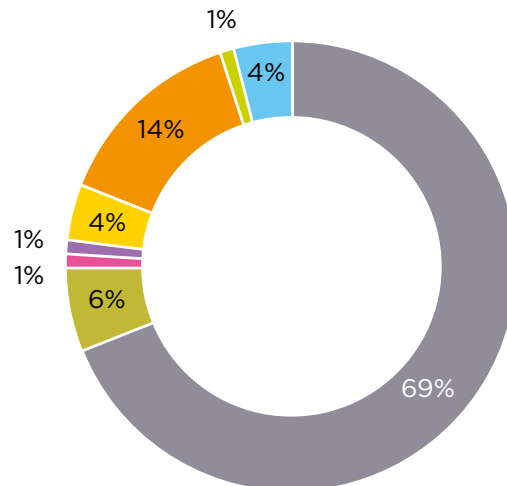
How we were funded

Falkirk Council	£12,257,000	69%
Grants	£495,000	3%
Fundraising	£446,000	2%
Income	£4,540,000	26%
Total	£17,738,000	



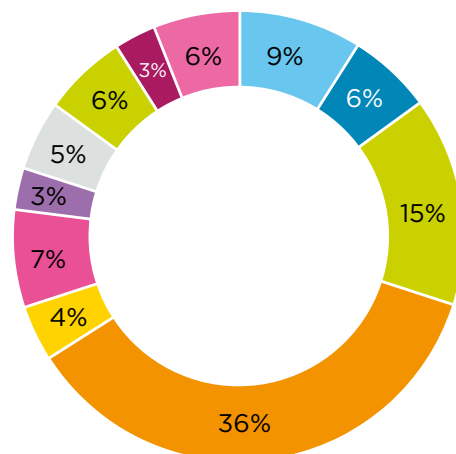
Where our income was generated

Arts	£735,000	4%
Heritage	£11,000	0%
Libraries	£106,000	1%
Sport	£2,407,000	14%
Fitness	£689,000	4%
Parks & Golf Courses	£220,000	1%
Outdoors	£219,000	1%
Business Development	£52,000	0%
Trading Activities	£1,042,000	6%
Falkirk Council Service Fee	£12,257,000	69%
Total	£17,738,000	



How our resources were spent

Arts	£1,576,000	9%
Heritage	£995,000	6%
Libraries	£2,584,000	15%
Sport	£6,346,000	36%
Fitness	£701,000	4%
Parks & Golf Courses	£1,237,000	7%
Outdoors	£590,000	3%
Business Development	£840,000	5%
Trading Activities	£1,108,000	6%
Governance & Management	£607,000	3%
Falkirk Council Service Payments	£1,136,000	6%
Total	£17,720,000	



Our Venues and Services

With a turnover of £17m and 481 employees (203 full-time and 278 part-time) as at the end of March 2013, we manage over 80 sites across the Falkirk Council area and offer a huge range of programmes and activities for a wide variety of customer groups. We like to think that we are able to offer services of interest and value to all Falkirk area residents throughout their lives from pre-school to retirement.

The venues we operate and manage are diverse and range from the unique heritage assets of Grade A listed Callendar House and Hippodrome Cinema, specialist facilities such as the regionally significant Grangemouth Indoor Athletics Centre to local libraries and sports halls that serve neighbourhood populations. Our main sites are illustrated opposite.

Arts

- 1 FTH (Falkirk Town Hall)
- 2 Hippodrome
- 3 Steeple Box Office
- 4 Bo'ness Town Hall
- 5 Grangemouth Town Hall

Heritage

- 6 Callendar House & Park
- 7 Museum Store
- 8 Birkhill Fireclay Mine
- 9 Grangemouth Museum

Libraries

- 10 Bo'ness Library
- 11 Bonnybridge Library
- 12 Denny Library
- 13 Falkirk Library
- 14 Grangemouth Library
- 15 Larbert Library
- 16 Meadowbank Library
- 17 Slamannan Library

Fitness

- 18 Circuit Health and Fitness Club – Grangemouth Sports Complex
- 19 Circuit Health and Fitness Club – Bo'ness Recreation Centre
- 20 Circuit Health and Fitness Club – Mariner Centre

Sport

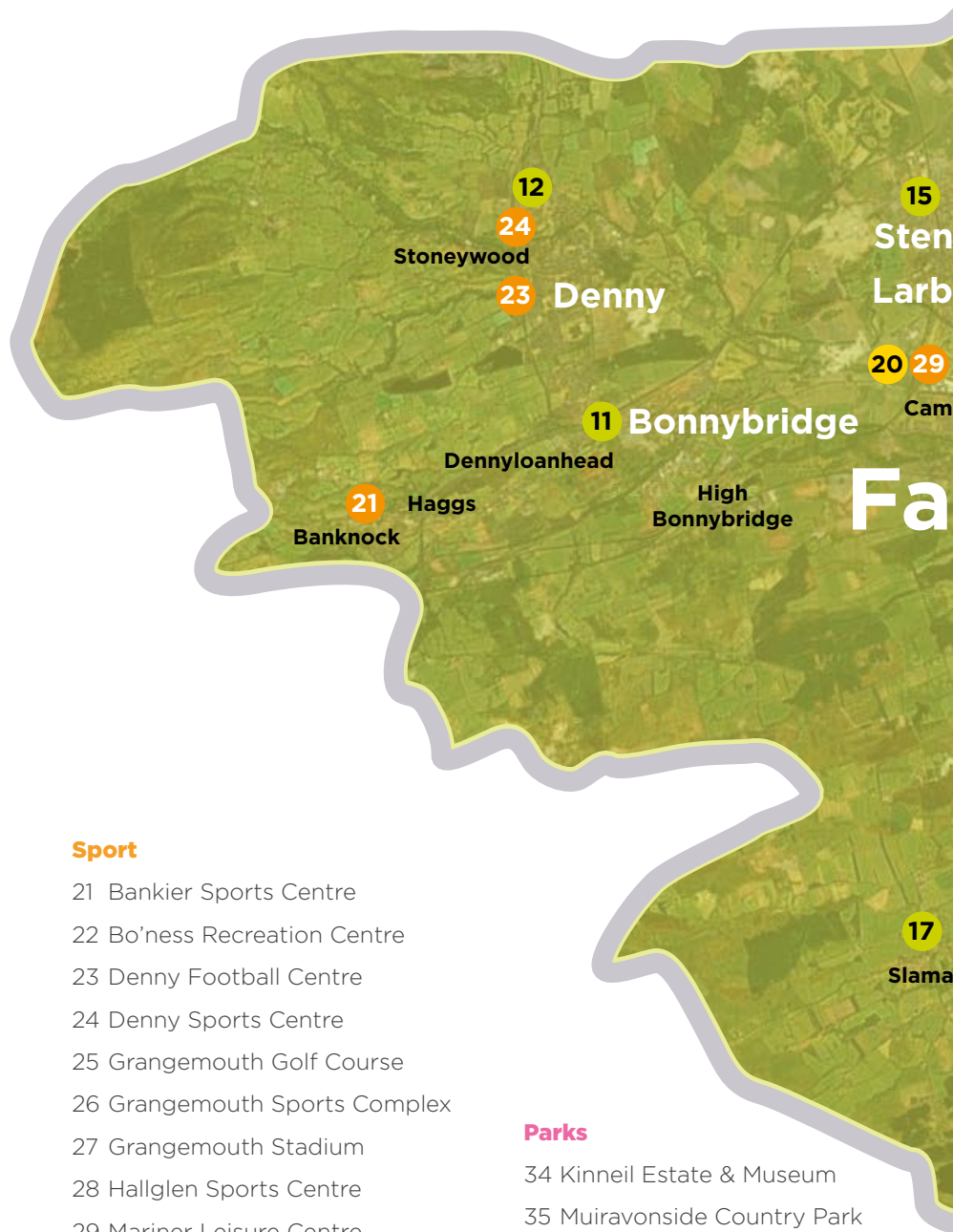
- 21 Bankier Sports Centre
- 22 Bo'ness Recreation Centre
- 23 Denny Football Centre
- 24 Denny Sports Centre
- 25 Grangemouth Golf Course
- 26 Grangemouth Sports Complex
- 27 Grangemouth Stadium
- 28 Hallglen Sports Centre
- 29 Mariner Leisure Centre
- 30 Polmont Sports Centre
- 31 Polmonthill Ski Centre
- 32 Stenhousemuir Sports Centre
- 33 Woodlands Games Hall

Parks

- 34 Kinneil Estate & Museum
- 35 Muiravonside Country Park
- 36 Zetland Park – amenities
- 37 Dollar Park – amenities

Outdoors

- 38 Outdoors Base





Governance

Falkirk Community Trust is a company limited by guarantee and does not have a share capital. Falkirk Council is the sole member of the Company. The Company commenced trading on the 1st July 2011 and any surpluses generated by the Company are reinvested to improve the facilities and services which we provide to the communities of the Falkirk area. The Company is governed by its Memorandum and Articles of Association through a Board of eleven Directors. Five independent Directors are drawn from local business, sport, culture, environmental

and learning sectors. Five Directors are nominated Elected Members of Falkirk Council. There is also one Employee Director nominated by Trust staff. The Board has the ability to appoint two additional co-opted Directors to allow the Trust to benefit from relevant skill sets and expertise as required. One co-opted Director was appointed to the Board in November 2012 for a period of 12 months in recognition of the Trust taking on the operation of the Helix. The Chair of the Board is elected from the Independent Directors.

Falkirk Community Trust Limited

Directors	Ian Scott (Chair)	(Appointed 6th June 2011)
	Ann Cowen	(Appointed 6th June 2011)
	Councillor Dennis Goldie (Vice Chair)	(Appointed 28th June 2012)
	Councillor Linda Gow	(Appointed 27th October 2011)
	Alex McQuade	(Appointed 6th June 2011)
	Gayle Martin	(Resigned 27th March 2013)
	Ruth Morrison	(Appointed 30th August 2012)
	Richard Murphy	(Appointed 30th May 2013)
	Councillor Malcolm Nicol	(Appointed 6th June 2011)
	Councillor Joan Paterson	(Appointed 28th June 2012)
	Councillor Pat Reid	(Appointed 6th June 2011)
	Simon Rennie	(Appointed 1st November 2012)
	Robert Tait	(Appointed 6th June 2011)
Chief Executive	Maureen Campbell	
Company Secretary	Jane Clark	
Registered Office	Suite 1A, The Falkirk Stadium, 4 Stadium Way, Falkirk, FK2 9EE	
Auditors	RSM Tenon, Unit 3, Gateway Business Park, Beancross Road, Grangemouth, FK3 8WX	
Solicitors	Shepherd + Wedderburn, 191 West George street, Glasgow, G2 2LB	
Bankers	Clydesdale Bank, 1 Bank Street, Falkirk, FK1 1NB	
Charity number	SC042403	
Company number	400657	

Falkirk Community Trading Limited

Directors 2011/12	Ann Cowen (Chair)	(appointed 23rd June 2011)
	Maureen Campbell	(appointed 23rd June 2011)
	Ian Scott	(appointed 23rd June 2011)
Registered Office	Suite 1A, The Falkirk Stadium, 4 Stadium Way, Falkirk, FK2 9EE	
Company number	400658	



FALKIRK COMMUNITY TRUST LIMITED

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

Company Registration No. SC400657

Charity No. SC042403

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REFERENCE AND ADMINISTRATIVE INFORMATION

Falkirk Community Trust Limited

Directors	<p>Ian Scott (Chair) (Appointed 6th June 2011)</p> <p>Ann Cowen (Appointed 6th June 2011)</p> <p>Councillor Dennis Goldie (Vice Chair) (Appointed 28th June 2012)</p> <p>Councillor Linda Gow (Appointed 27th October 2011)</p> <p>Alex McQuade (Appointed 6th June 2011)</p> <p>Gayle Martin (Appointed 27th October 2011)</p> <p>(Resigned 28th March 2013)</p> <p>Ruth Morrison (Appointed 30th August 2012)</p> <p>Richard Murphy (Appointed 30th May 2013)</p> <p>Councillor Malcolm Nicol (Appointed 6th June 2011)</p> <p>Councillor Joan Paterson (Appointed 28th June 2012)</p> <p>Councillor Pat Reid (Appointed 6th June 2011)</p> <p>Simon Rennie (Appointed 1st November 2012)</p> <p>Robert Tait (Appointed 6th June 2011)</p>
Chief Executive	Maureen Campbell
Company Secretary	Jane Clark
Registered Office	<p>Suite 1A</p> <p>The Falkirk Stadium</p> <p>4 Stadium Way</p> <p>Falkirk</p> <p>FK2 9EE</p>
Auditors	<p>RSM Tenon Audit Limited</p> <p>Unit 3</p> <p>Gateway Business Park</p> <p>Beancross Road</p> <p>Grangemouth</p> <p>FK3 8WX</p>
Solicitors	<p>Shepherd + Wedderburn</p> <p>191 West George street</p> <p>Glasgow</p> <p>G2 2LB</p>
Bankers	<p>Clydesdale Bank</p> <p>Vicar Street</p> <p>Falkirk</p> <p>FK</p>
Charity number	SC042403
Company number	SC400657

DIRECTORS' REPORT

Structure, Governance and Management

Charitable status

Falkirk Community Trust is a company limited by guarantee, governed by its memorandum and articles of association. The company has charitable status and the Scottish Charity Number is SC 042403. The charitable company have responsibility for the management and operation of a range of community facing sport, recreation, arts, heritage and library services provided by Falkirk Council.

Board of Directors

Falkirk Community Trust's board consists of eleven directors. Five independent directors are drawn from local business, sport, culture, environmental and learning sectors. Five directors are nominated elected members of Falkirk Council. There is also one Employee Director nominated by Trust staff.

The Board has the ability to appoint two additional co-opted Directors to allow the Trust to benefit from relevant skill sets and expertise as required. One co-opted Director was appointed to the Board in November 2012 for a period of 12 months. The Chair of the Board is elected from the Independent Directors. The Directors are trustees for the purposes of charity law. A list of the current Directors including those who served during the period can be found on page 2.

Responsibility for the day to day operations of the Trust has been delegated to Maureen Campbell, the Chief Executive.

Trading Subsidiary

A wholly owned trading subsidiary, Falkirk Community Trading Limited, is established to govern those activities which are not recognised as charitable. It has a board of 3 directors drawn from the Trust's board and executive management. The Director details are as follows:

Ann Cowen (Chair)	(appointed 23 rd June 2011)
Maureen Campbell	(appointed 23 rd June 2011)
Ian Scott	(appointed 23 rd June 2011)

Induction and training of directors

An induction process is in place for new directors. This covers strategic and operational issues affecting the company. The ongoing training and development needs of directors are considered regularly by the board.

Governance structure

The Board of Directors meets quarterly with executive officers and senior managers present. Decisions are taken to set the overall strategy for the business as well as to monitor its activities. The executive and senior managers are charged with the task of implementing these decisions. Agendas and minutes of Falkirk Community Trust board meetings are published on the Trust's website (www.falkirkcommunitytrust.org).

Two sub groups are established each comprising five directors drawn from the Trust's board. The Audit and Performance sub group focuses on company performance specifically the business plan and audit arrangements. The People sub group is charged with recruitment of all senior managers and strategic liaison with trade union representatives.

Risk

The major strategic, business and operational risks associated with the company have been identified and are reviewed by the board periodically. A Strategic Risk Management Policy is in place along with risk register review and mitigation systems.

Objectives and activities

Main activity

The purpose of the company is to deliver, on behalf of Falkirk Council, inspiring culture and recreation services and experiences that support the Falkirk area's communities' aspirations and meet visitor expectations by:

- Encouraging the population of the Falkirk area to be more active and promoting health and fitness opportunities that are accessible to everyone;
- Supporting people to be more creative and nurturing potential for personal success and wellbeing through provision of cultural and sporting facilities and resources;
- Helping individuals and community groups to benefit from lifelong learning opportunities and make a social and economic contribution; and
- Involving local people in caring for the areas' environment and heritage and encouraging others to visit the area.

Business objectives

For the period 2011 – 2015 the objectives of the company are:

- To ensure existing services are delivered effectively;
- To generate increased uptake of services and reduce the net cost per user;
- To develop a better understanding of our customers and improve our marketing activity;
- To embed integrity, equality of opportunity, and social and environmental responsibility into how we undertake our business;
- To manage an organisational transition to produce an effective Trust, that maintains and enhances relationships;
- To create a positive working environment where staff use their skills and expertise to deliver valued contributions to the Trust.

Achievements and Performance

Our second year has been an important one; the first full year for the organisation. It has been a year in which we took stock of challenges that lie ahead and began to put in place a strategy for dealing with the impact of a reducing funding profile whilst moving forward an improvement agenda.

We thought carefully about our strategic options and decided to pursue a growth strategy through income generation. This has proved worthwhile. With investment of £150,000 in improving and modernising our health & fitness offer we expect see a steady income stream from this area of the business which at 10% (2011/12) of our overall income is a key contributor to our sustainability. Our customers are therefore vital to our future and I am pleased to report that our customer satisfaction feedback shows that our current service users would recommend us to other people.

We had a very busy and successful year. We attracted 1,057,020 admissions to sports centres and pools, an 11% increase on last year; there were 712,454 admissions of young people across all our services, programmes, classes or workshops, up almost 4,000 on last year. We supported 88,638 admissions to paid activities across all our venues via anti-poverty and health concessions, an increase of 5%.

Performance highlights included 34,018 admissions to the Hippodrome, up by 27% on last year. 2012 was the 100th anniversary of this venue, Scotland's oldest cinema, and we delivered a programme of celebratory events. Later in the year our investment in refurbishments, a new class programme and new memberships began to pay dividends - Grangemouth Circuit club admissions increased by 40% in the final 3 months when compared to 2011.

Our Heritage services performed well retaining admission levels and showing a significant upturn in the level of education activity, workshops for schools alone were up 22%. Quality of the offer is a key factor in attracting visitors. The percentage of visits from outwith the area, at 45% was down slightly on last year and reinforces the need to review the offer at both Callendar House and Kinneil Museum. We have embarked on creating an ambitious plan for Callendar House and with support from the Heritage Lottery Fund we will be working with the Friends of Kinneil to boost the appeal of the Museum. Kinneil Museum achieved 4 star visitor attraction accreditation, demonstrating excellent service to customers.

Libraries continue to be a challenge with performance continuing to show a downwards trend. We responded with a concentrated effort to modernise and towards the end of 2012 launched a new eBook service including digital magazines. This immediately attracted new borrowers and continues to be popular. Performance requires to be sustained however if the downwards trends are to be halted.

We received additional funding from Falkirk Council to deliver sports initiatives to encourage more young people in the harder to reach 12-18 year ages group, to take part in sport and physical activity and delivered an additional 83 sessions generating 2,068 participant opportunities.

The change process and desire to improve are at the heart of our agenda. We set a strong strategic framework for improvement through leading, on behalf of Falkirk Council, the development of a strategy to position culture and sport more overtly within the community planning for the area and commenced a major piece of work with the Council on an Asset Management Plan.

Financial review

The financial results for the year 1st April 2012 to 31st March 2013 are shown on page 10. This shows a deficit on unrestricted funds of £210,000. After accounting for additional planned investment of £150,000 on improving health and fitness facilities and applying £69,000 from the revaluation reserve, there was a small underlying surplus of £9,000. Overall this leaves an unrestricted income fund of £214,000 (£355,000 as at 31st March 2012).

The Trust's wholly owned subsidiary, Community Trust Trading Limited, achieved a breakeven position for the period to 31st March 2013. The principle activity of the trading company is the provision of catering and retail services.

Plans for the Future

The future will be about putting our plans into action. Falkirk Council has asked us to take forward consultation on 'Inspiring Active Lives – A Culture and Sport Strategy for Falkirk 2013-2023'. We will be working with a plethora of partners to create delivery plans across the constituent disciplines within Culture and Sport and work has commenced on a Heritage Delivery Plan for the area.

Our ambition for Callendar House and Park is to transform House, Stables Block and Park into a connected cohesive heritage attraction including meeting future Archive storage needs. The outcome of a bid to the Heritage Lottery Fund for £4.7m capital funding is awaited. If successful we will be invited to develop our proposals further over the next 2 years. Falkirk Council has agreed to support the first development phase of the project.

Following agreement with project partners, Falkirk Council and Scottish Canals, we will be taking over operations for Helix Park in September 2013. This is the first phase of handover, as construction works conclude across the site.

Falkirk Council is our key partner and we will need to plan together to mitigate the impacts of proposed service payment reductions whilst ensuring we continue to contribute to Community Plan objectives and get the best possible outcomes for the communities and customers we serve.

Building credibility as an independent organisation is now a priority and it is important that we promote our brand and identity to demonstrate our independence and charitable status especially if we are to win new support. We will be developing a Marketing Strategy to help us position ourselves more effectively as well as direct us to the key areas for development in our customer base.

Knowing our customers better is fundamental to more effective marketing and we will be reviewing our systems and processes to generate more effective business intelligence. This may require us to consider investing in new technology.

The Trust will continue to develop programmes that deliver to those most in need. We recently reviewed our fees and charges and maintaining accessibility, ensuring that those who can least afford to pay for our services are supported the most, underpinned the review. The focus within the Board and across the organisation will continue to be on achieving balance – balance in our programmes to ensure our social agenda is not compromised by a drive to increase income; balance between creating programme content and effective use of facilities; and balance between driving for business improvement and taking time to support and develop and use our key resources especially our people, more effectively.

Auditors

RSM Tenon Audit Limited have been appointed for 3 years covering the financial statements up to the year ended 31 March 2014.

Ian Scott
Chair of the Board
Falkirk Community Trust

Date: 29 August 2013

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The directors are responsible for preparing the annual report and financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the surplus and deficit of the company for that period. In preparing those statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. They are also responsible for the maintenance and integrity of the corporate and financial information contained on the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

INDEPENDENT AUDITORS' REPORT TO THE DIRECTORS AND MEMBERS OF FALKIRK COMMUNITY TRUST LIMITED

We have audited the group and parent company financial statements of Falkirk Community Trust Limited for the year ended 31 March 2013 which comprises the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes.

This report is made solely to the company's members, as a body, in accordance with chapter 3 of section 16 of the Companies Act 2006, and to the charity's directors, as a body, in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditors

The responsibilities of the directors (who are also trustees of the charitable company for the purposes of company law) for preparing the Directors Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Directors Responsibilities on page 7.

We have been appointed auditors under section 44(1) (c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report to you in accordance with those Acts.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view of the state of the group's and parent company's affairs as at 31 March 2013 and of its incoming resources and application of resources, including its income and expenditure, for the period then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- the financial statements have been prepared in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended); and
- the information given in the Directors Report is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- the charitable parent company has not kept adequate accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

John McLeod, Senior Statutory Auditor
For and on behalf of

RSM Tenon Audit Limited
Statutory Auditor
Unit 3 Gateway Business Park
Beancross Road
Grangemouth
FK3 8WX

Date:.....

GROUP STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING A GROUP INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2013

	Notes	Unrestricted Fund £'000	Restricted Fund £'000	Total 2013 £'000	Total 2012 £'000
Incoming resources					
<i>Incoming resources from generated funds</i>					
Investment Income	2	27	-	27	13
<i>Activities for generating funds</i>					
Commercial Trading Activities	4	842	-	842	533
<i>Incoming resources from charitable activities</i>					
Provision of Leisure and cultural facilities		3,662	950	4,612	3,099
Contract with Falkirk Council		12,181	76	12,257	9,356
Total incoming resources		16,712	1,026	17,738	13,001
Resources Expended					
<i>Cost of Generating Funds</i>					
Commercial Trading Activities	4	908	-	908	697
<i>Charitable activities</i>					
Provision of Leisure and cultural facilities	5	16,002	798	16,800	11,937
<i>Governance</i>	6	12	-	12	12
Total resources expended		16,922	798	17,720	12,646
Net incoming/(outgoing) resources before other recognised gains and losses		(210)	228	18	355
Other recognised gains and losses					
Gains on revaluation of fixed assets for Charity's own use		105	-	105	264
Net Movement in Funds		(105)	228	123	619
Fund Balances brought forward at 1 April 2012		619	-	619	-
Fund Balances carried forward to 31 March 2013		514	228	742	619

All of the above results are derived from continuing activities. All gains and losses recognised in the year ended are included above.

<p style="text-align: center;">GROUP BALANCE SHEET AT 31 MARCH 2013</p>

	Note	Group 2013 £'000	Charity 2013 £'000	Group 2012 £'000	Charity 2012 £'000
Fixed Assets					
Tangible assets	8/9	377	377	264	264
Current Assets					
Stocks	10	51	13	61	14
Debtors	11	181	205	774	792
Cash in Hand		1,400	1,388	1,138	1,129
		<u>1,632</u>	<u>1,606</u>	<u>1,973</u>	<u>1,935</u>
Current Liabilities					
Creditors : amounts falling due in one year	12	1,267	1,241	1,618	1,580
Net current liabilities		<u>365</u>	<u>365</u>	<u>355</u>	<u>355</u>
Net assets		<u>742</u>	<u>742</u>	<u>619</u>	<u>619</u>
Unrestricted Funds					
Unrestricted Income Funds		214	214	355	355
Revaluation Reserve		300	300	264	264
		<u>514</u>	<u>514</u>	<u>619</u>	<u>619</u>
Restricted Funds					
Grant Funding		228	228	-	-
TOTAL FUNDS	13-15	<u>742</u>	<u>742</u>	<u>619</u>	<u>619</u>

The financial statements were approved and authorised for issue by the Board on 29 August 2013 and signed on its behalf by:

Ian Scott
Chair of the Board
Falkirk Community Trust

<p style="text-align: center;">GROUP CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2013</p>
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	Note	2013 £'000	2012 £'000
Net cash inflow from operating activities	16a	312	1,125
Returns on investments and servicing of finance			
Interest received		27	13
Capital expenditure and financial investment			
Payments to acquire tangible fixed assets		(77)	-
Increase in cash in the year	16b	262	1,138

NOTES

1. Accounting policies

Basis of accounting

The financial statements have been prepared under the historical cost basis of accounting and in accordance with applicable accounting standards. The financial statements are set out so as to comply with the Statement of Recommended Practice: Accounting and Reporting by Charities approved by the Accounting Standards Board in April 2005, the Charities and Trustee Investment (Scotland) Act 2005 and the Companies Act 2006. The charity has availed itself of Paragraph 3(3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities.

Basis of consolidation

The consolidated financial statements include the financial statements of the Company and its subsidiary undertaking Falkirk Community Trading Limited made up to 31 March 2013.

Under Section 408 of the Companies Act 2006 the company is exempt from the requirement to present its own statement of financial activities.

Funds

Funds are classified as either restricted funds or unrestricted funds, defined as follows:

Restricted funds are funds subject to specific trusts, which may be declared by the donor or with their authority. Some are restricted income funds expendable at the discretion of the Board in furtherance of a particular activity, such as government grants for a specific centre, and funds raised for particular client groups or activities. Others are capital funds where the assets are required to be invested for long term use.

Unrestricted funds are expendable at the discretion of the Board in furtherance of the objectives of Falkirk Community Trust. If part of the unrestricted funds is earmarked at the discretion of the Board for a particular project, it is designated as a separate fund. This designation has an administrative purpose only, and does not legally restrict the Board's discretion to apply the fund.

Incoming resources

Activities for generating income are accounted for on an accruals basis.

Income from Falkirk Council is accounted for on an accruals basis and is agreed in advance based on the level of service provided.

Investment Income is accounted for on an accruals basis.

Capital Grants received are accounted for on an accruals basis.

Resources Expended

All expenditure is accounted for on an accruals basis. Where costs cannot be directly attributed to a cost heading, they have been allocated on a basis consistent with use of the resources.

NOTES (contd.)

1. Accounting policies (continued)

Stocks

Stocks of materials and consumables are stated at the lower of cost and net realisable value in the ordinary course of operating.

Depreciation

Motor vehicles are held at cost. Depreciation is provided on motor vehicles at rates calculated to write off the cost less estimated residual value of each asset evenly over its expected life of between 5-7 years. The assets are reviewed annually for impairment.

Revaluation

Assets are included in the Balance Sheet at fair value and revalued sufficiently regularly to ensure that their carrying amount is not materially different from their fair value at the year end but as a minimum every five years with an interim review carried out in the third year.

Taxation

The Charity is exempt from income tax by virtue of Section 505(1) Income and Corporation Taxes Act 1988 and from capital gains tax by virtue of Section 145 Capital Gains Tax Act 1979.

Pensions

Falkirk Community Trust is a member of the Falkirk Pension Fund, a Local Government Pension Scheme, which is a defined benefit scheme and provides benefits based on final pensionable pay. As part of the Admission Agreement to the Scheme both Falkirk Community Trust and Falkirk Council agreed that assets of the Pension Fund in respect of Trust employees and former employees shall, at all times, be notionally allocated to Falkirk Council and the liabilities of the Pension Fund shall, at all times, be the responsibility of Falkirk Council and not Falkirk Community Trust. As a consequence of this agreement there is no requirement to disclose pension assets and liabilities in the accounts of Falkirk Community Trust.

2. Investment Income

	2013	2012
	£'000	£'000
Bank and other interest	27	13

NOTES (contd.)

3. Financial Activities of the Charity

The financial activities shown in the consolidated income and expenditure statement includes those of the Charity's wholly owned subsidiary, Falkirk Community Trading Limited. A summary of the financial activities undertaken by the Charity is set out below.

	Total 2013 £'000	Total 2012 £'000
Total Incoming Resources	16,830	12,304
Total Resources Expended	(16,743)	(11,949)
Net Movement in funds and net income for the period	87	355
Net Movement in funds brought forward at 1 April 2013	355	-
Net Movement in funds carried forward at 31 March 2013	442	355
Represented by:		
Unrestricted Income Funds	214	355
Restricted Grant Funds	228	-
	442	355

4. Incoming Resources from Activities Generating Funds

The wholly owned trading subsidiary Falkirk Community Trading limited, which is registered in Scotland, pays any profits to the charity by gift aid. The Trading Company operates all the catering and retail operations carried out at the premises managed by the Charity. A summary of the trading results is shown below.

	Total 2013 £'000	Total 2012 £'000
Turnover	842	533
Contract with Falkirk Council	66	164
Cost of sales and administration costs	(908)	(697)
Net profit/(loss) on ordinary activities before taxation	-	-
Taxation on profit/(loss) on ordinary activities	-	-
Profit/(loss) for the period	-	-
The assets and liabilities of the Trading Company are:		
Current Assets	55	64
Current Liabilities	(55)	(64)
Net Current Liabilities	-	-
Reserves	-	-

5. Costs of providing Leisure and Cultural Activities

	Unrestricted Fund £'000	Restricted Fund £'000	Total 2013 £'000	Total 2012 £'000
Wages and salaries	7,979	543	8,522	6,393
Social security costs	474	21	495	354
Employer pension costs	1,149	56	1,205	855
Property Expenses	2,174	24	2,198	1,381
Transport Expenses	131	-	131	155
Supplies and Services	4,095	154	4,249	2,799
	16,002	798	16,800	11,937

NOTES (contd.)

6. Governance

	2013 £'000	2012 £'000
Audit Fees	12	12

7. Staff numbers and costs

The remuneration and associated costs of the company were:-

	Group 2013 £'000	Charity 2013 £'000	Group 2012 £'000	Charity 2012 £'000
Wages and salaries	8,931	8,522	6,717	6,393
Social security costs	509	495	370	354
Pension costs	1,257	1,205	910	855
	10,697	10,222	7,997	7,602

Employees receiving salaries, plus benefits in kind, of more than £60,000 were in the following bands:-

	Group 2013 Number	Charity 2013 Number	Group 2012 Number	Charity 2012 Number
£60,000 - £70,000	1	1	1	1
£90,000 - £100,000	1	1	0	0

No member of the Board received remuneration from Falkirk Community Trust other than Directors indemnity insurance and travel expenses.

The average monthly full-time equivalent number of employees of the company during the year was:

	Group 2013 Number	Charity 2013 Number	Group 2012 Number	Charity 2012 Number
Business Development	21	21	9	9
Parks & Recreation	48	48	51	51
Libraries	66	66	61	61
Arts	23	23	23	23
Museums	22	22	26	26
Sport & Leisure	142	142	138	138
Trading Subsidiary	22	-	22	-
	344	322	330	308

NOTES (contd.)

8. Tangible fixed assets

	Motor Vehicles £'000
<i>Cost</i>	
At 1 July 2012	264
Additions	77
Revaluation	105
At end of year	<u>446</u>
<i>Depreciation</i>	
At 1 April 2012	-
Charge for the year	69
At end of year	<u>69</u>
<i>Net Book Value</i>	
At 31 March 2013	<u>377</u>
At 31 March 2012	<u>264</u>

9. Fixed asset investments

The company owns 100% of the ordinary share capital of Falkirk Community Trading Limited, a company registered in United Kingdom. The value of the investment is £1.

10. Stock

	Group 2013 £'000	Charity 2013 £'000	Group 2012 £'000	Charity 2012 £'000
Stock	51	13	61	14

11. Debtors

	Group 2013 £'000	Charity 2013 £'000	Group 2012 £'000	Charity 2012 £'000
Trade debtors	70	65	85	77
Amounts due from related parties	-	-	662	662
Due from Subsidiary Undertaking	-	29	-	26
VAT	-	-	10	10
Prepayments and accrued income	111	111	17	17
	<u>181</u>	<u>205</u>	<u>774</u>	<u>792</u>

12. Creditors : amounts falling due within one year

	Group 2013 £'000	Charity 2013 £'000	Group 2012 £'000	Charity 2012 £'000
Trade creditors	484	469	292	276
Amounts due to related parties	300	294	852	844
Social security costs and other taxes	200	197	143	135
Other creditors and accruals	283	281	331	325
	<u>1,267</u>	<u>1,241</u>	<u>1,618</u>	<u>1,580</u>

NOTES (contd.)

13. Reconciliation of Movements in Funds

	Group 2013 £'000	Charity 2013 £'000	Group 2012 £'000	Charity 2012 £'000
Surplus for the Period	18	18	355	355
Revaluation carried out in the period	105	105	264	264
Net addition to funds	123	123	619	619
Opening Funds	619	619	-	-
Closing Funds	742	742	619	619

14. Analysis of net assets between funds

	Unrestricted Funds £'000	Revaluation Reserve £'000	Restricted Funds £'000	Total £'000
Fund balances at 31 March 2013 are represented by:				
Tangible Fixed Assets	77	300	-	377
Current Assets	1,404	-	228	1,632
Current Liabilities	(1,267)	-	-	(1,267)
	214	300	228	742

15. Summary of Movement in Funds

	Fund Balance Brought Forward £'000	Incoming Resources £'000	Resources Expended £'000	Fund Balances Carried Forward £'000
Unrestricted Income Funds	355	16,712	(16,853)	214
Revaluation Reserve	264	105	(69)	300
Restricted Grant Funds	-	1,026	(798)	228
	619	17,843	(17,720)	742

The Restricted grant funds represent a number of small funds received from external organisations for specific purposes. Sufficient resources are held to enable each fund to be applied in accordance with any restrictions.

16. Notes to the Cash Flow Statement

- (a) Reconciliation of net income/(expenditure) for the year to net cash inflow from operating activities

	2013 £'000	2012 £'000
Net Incoming Resources for the year	18	355
Interest Received	(27)	(13)
Depreciation Charge for the year	69	-
Decrease in Stocks	10	(61)
Decrease/(Increase) in Debtors	593	(774)
(Decrease)/Increase in Creditors	(351)	1,618
Net cash inflow from operating activities	312	1,125

(b) Analysis of net debt

	At beginning of period £'000	Cashflows £'000	Other non- cash changes £'000	At end of period £'000
Cash at bank and in hand	1,138	262	-	1,400
Bank Overdrafts	-	-	-	-
	1,138	262	-	1,400

17. Pension Scheme

Employees of the company are members of Falkirk Council Pension Fund. Contributions in the period relating to those employees amounted to £1.257m and the amount of outstanding contributions at the 31 March 2013 amounted to £0.138m.

The fund is valued every three years by a professionally qualified independent actuary using the projected unit method to determine the rates of contribution payable. Unless the actuary directs otherwise, the contribution rate set for Falkirk Community Trust will be the same rate as payable by Falkirk Council. In the period to 31 March 2013 the employer contribution rate was 19.5%.

18. Related Party Transactions

Falkirk Community Trust is related to Falkirk Council by virtue of Falkirk Councillors being Directors of the company. Falkirk Community Trust is contracted to provide recreation and leisure services by Falkirk Council. In the year to 31 March 2013, Falkirk Council made a payment of £12.2m to the company and leased the facilities occupied by the company for a peppercorn rent. On the 1st April 2012 Falkirk Council also transferred vehicles for a peppercorn consideration of £1 which was subject to revaluation to reflect the fair value of £105k.

At 31 March 2013, Falkirk Council owed the company £0.744m and the company owed Falkirk Council £1.038m (including amounts due to Falkirk Council Pension Fund) in relation to normal trading activities. This has been set-off and the creditor in the accounts totals £0.294m. As part of the Funding Agreement with Falkirk Council, the Trust agreed to enter into service level agreements for a period of three years for services provided by the Council to the Trust. The cost of these services, such as finance services, human resources, and facilities management was £1.5m.

The Trust is related to Falkirk Community Trading Limited by virtue of the Trust being the parent company. The Trust has taken advantage of the exemption under Financial Reporting Standard No 8 "Related Party Transactions" from disclosing transactions with Falkirk Community Trading Limited on the grounds that it is a wholly owned subsidiary consolidated within the Trust's group accounts. At 31 March 2013, Falkirk Community Trading owed £0.029m (2012: £0.026m) to Falkirk Community Trust Limited representing amounts due in respect of the trading activities of the subsidiary undertaking.

During the period the following five elected members from Falkirk Council served on the Board: Councillors Dennis Goldie, Linda Gow, Malcolm Nicol, Joan Paterson and Pat Reid. The nominated employee on the Board is Richard Murphy.

No Director received any remuneration in their roles as Directors.

19. Contingent Liability

In consideration of Falkirk Council transferring consumable assets and equipment such as library books, sports equipment and office furniture to Falkirk Community Trust, the Company agreed to assume a debt to the value of £5m indexed annually. This debt would only be payable on the expiry or termination of the Funding Agreement with Falkirk Council and would be adjusted by any consumable assets and equipment transferring back to Falkirk Council.

FALKIRK COUNCIL

Subject: FOLLOWING THE PUBLIC POUND (FPP) - 2012/13 MONITORING REPORT
Meeting: SCRUTINY COMMITTEE
Date: 10 October 2013
Author: DIRECTOR OF SOCIAL WORK SERVICES

1. INTRODUCTION

- 1.1 The purpose of this report is to update members on the work of the organisations who receive funding, in whole or in part, from Social Work Services and who fall within the 'Following the Public Pound' (FPP) reporting and monitoring arrangements.
- 1.2 The following report seeks to provide members with information on the funding agreements Social Work Services had with organisations during the period 1 April 2012 - 31 March 2013, in line with the FPP and council procedures.

2. LIST OF ORGANISATIONS WHO RECEIVED FUNDING IN 2012/13

- 2.1 The table below shows the 13 organisations who received funding from Social Work Services during 2012/13.

Organisation	Report Year	Funding Purpose	Total Support Received 12/13
Barnardos	12/13	Cluaran	£464,579
Barnardos	12/13	Axis	£110,952
Who Cares? Scotland	12/13	Children's Rights	£27,970
Quarriers	12/13	Children's Rights	£86,200
Signpost	12/13	Time 4 Us Project	£45,000
SACRO	12/13	Restorative Justice Service	£81,296
CAMHS, NHS Forth Valley	12/13	LAC Psychologist	£63,630
Independent Living Association	12/13	Direct Payments Support Service	£29,604
Princess Royal Trust for Carers	12/13	Carer Support and Information Services	£141,898
WRVS	12/13	Meals-on-Wheels	£10,400
Falkirk & District Association for Mental Health	12/13	Core and Project work (Befriending; Counselling; Mental Health & Well Being Drop-in	£177,777
Alzheimer Scotland	12/13	Day care and Home Support	£63,219
Open Secret	12/13	Core Funding	£149,442
Total			1,451,967

3. ASSESMENT OF INDIVIDUAL ORGANISATIONS PERFORMANCE

3.1 An individual report is attached for all of the organisations/ projects shown in section 2.1. These statements have been prepared in accordance with the council's revised FPP reporting procedures.

3.2 The individual reports for each organisation show the following:

- (a) Overall Organisational Aims
 - Summary of their aims and objectives
 - List of their agreed outcomes
 - Why the service or project is funded externally rather than being delivered by a council service
- (b) Assessment of Actual Performance Against Objectives or Agreed Outcomes
 - Key achievements
 - Key issues / challenges
 - How they contribute towards Council/Service priorities
 - Identification of any areas where there has been a shortfall in performance
 - How often meetings are held with lead officer
- (c) Financial/Risk Assessment Overview
 - Total support provided (Financial and in-kind contributions)
 - Last period of submitted audited accounts
 - Identification of any future risks (eg financial, operational or structural changes)
 - Overall risk rating (high/medium/low)
- (d) Conclusion
 - Summary/opinion of organisations overall progress

4. RECOMMENDATION

Members are asked to:

4.1 Consider each individual report (set out in Appendix 1) for external organisations and select one of the following options:

- A. Approve report and acknowledge progress by the external organisation in meeting Council priorities;
- B. Request further information on specific aspects of the service provided; or
- C. Request action with follow-up for subsequent Scrutiny Committee consideration

Director of Social Work Services

Date: 1st October 2013

Contact Officer: Des McCart, ext 590345

LIST OF BACKGROUND PAPERS

NIL

<p align="center">FALKIRK COUNCIL SOCIAL WORK SERVICES FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2012/2013</p>

Organisation Name	<u>Barnardo's</u>
Project	Cluaran Service
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Matthew Davies

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

1. The Cluaran Service has a target of providing support to sixty young people and their families in any one year. The Service aim is to reduce the number of young people referred to the Service being subsequently placed in a Residential School setting outwith Falkirk. (The Service has an agreed target of maintaining 75% of Service Users in the Community).
2. Families and young people receiving support from the Service will have their strengths, abilities and coping strategies enhanced by receiving a range of interventions including individual support, educational support, family work and group work.
3. The Service aims to support the development of professional skill and practice across services to assist young people with emotional and behavioural difficulties. This includes the development of programmes devised with Partner Agencies with a view to sharing effective practice and improves outcomes for young people, as well as participating in a range of groups within Falkirk including the Voluntary Sector Children's Services Forum, the Children's Commission and the Child Protection Committee.

List of Agreed Outcomes

When working with young people and families the Service identifies progress through Barnardo's Outcomes Framework. This involves the family, young person, and other professionals agreeing the focus of our work based on a range of outcomes in line with SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included) wellbeing indicators. A programme of support is then based upon an Action Plan targeting these areas.

In addition to using this method for identifying on going progress, the Service also asks for feedback from Service Users and partners through a service evaluation which focuses on issues at the beginning of contact with the Service and then again at the end, when a young person/family complete their programme.

The key objectives of the services are to:

- Reduce the number of children being placed in residential school setting.
 - Improve young people's engagement with local education providers
- Improve outcomes for children under the SHANARRI headings (improvement is measured using the Barnardos Outcomes Framework and reported to the 6 monthly Barnardo's Steering Group.

Why Service/Project is Funded Externally Rather than by the Council

This service is funded by Social Work/Education and Barnardos. Barnardos has developed expertise in delivering programmes designed to prevent children progressing with residential school settings. Barnardos provides and attracts additional funding which increases the capacity and reach of the service.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

1. Between April 2012 and 25 March 2013 the Service has provided support to **sixty nine** young people and their families. Of these, **34** have completed programmes and are now closed to the Service. The remaining **35** young people continue to receive support.

Of those 34 who have completed programmes **31, (91.2%)** remained in the community, (23 remained at home with their families; 1 remained with foster carers; and 7 were maintained in local Residential Units and continued to attend local schools). The remaining **3** young people, **(8.8%)**, were placed in Residential Schools out with Falkirk. (Outcomes for the young people completing programmes and for those continuing to receive support are described below).

(Individual programmes of support can vary significantly and are dependent on need but could include a combination of Individual Support, Family Work, Group Work and Educational Support. The average yearly cost of a placement at Cluaran, based on an average monthly occupancy of 37 for 2012/2013 was £21,748. Barnardo's contribution to this cost was £3,045 per placement with Falkirk contributing £18,703 per placement. (Although not like for like, these costs compares to the cost of Residential School Placements used by Falkirk which are in excess of £100,000.

2. The Service has a role in disseminating good practice and improving the outcomes for young people across Partner Agencies. The Service has played a significant role in a Pilot Programme devising and implementing an Outcome Framework, (based on Barnardo's Outcome Framework), for young people placed on the Child Protection Register. This has included Cluaran staff working along side a range of professionals, attending CP Core Groups and supporting them to devise Action Plans with a clear outcome focus.

This work has also been shared with the Locality Teams, Education Services and Fostering and Adoption groups. (A version of the Outcome Framework is currently being used by the Locality Teams).

In partnership with other agencies and building on the success of the Cluaran Referral Group, the Service has developed the Specialist Services Request Group, (a single point referral group for young people needing additional support)

The Service also participates in a range of groups within Falkirk aimed at developing good practice and improving outcomes for young people.

Summary of Key Issues/ Challenges Facing Organisation

Cluaran is funded on a year by year basis. This impacts on long term service development and staff recruitment and retention. Cluaran has been subject to two years consecutive 3% budget reductions followed by a stand still budget in 2013-2014. This has had an impact on some of the peripheral functions of the service. Continued reduction in budget will result in core services being reduced.

How has Organisation Contributed to Council/ Service Priorities

- Cluaran have played a key role in developing an outcome framework for children and the child protection register
- Cluaran have contributed to a reduced spend on external residential school placements.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Six monthly review meetings are held. These are multi-disciplinary and include representatives from the voluntary sector, Police, Social Work and Education.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

Total Social Work funding £361,279
Social Work funding in kind £103,300
Education funding in kind £316,650

Last Period of Submitted Audited Accounts

September 2012

Future Risks (Financial, Operational or Structural) Faced by Organisation

Main risk identified is in relation to changing levels of reserves but this is linked to changes in pension requirements and appears therefore to be temporary

Overall Risk Rating (Low/Medium/High)

High – due to change in pension liabilities the reserves have altered by more than 10% in past 2 years.

D CONCLUSIONS

Summary/ Opinion of Organisations Overall Progress During Year

- Cluaran has continued to deliver services in accordance with its specification and Service Level Agreement.
- Cluaran has provided valuable assistance to Children on the Child Protection Register through its involvement in the Outcomes Framework Pilot. This work is beyond its Service remit and demonstrates a commitment to collaborative working.

E COMPLETED BY	
<u>Name</u>	Matthew Davies
<u>Designation</u>	Service Manager, Children and Families
<u>Date</u>	8 August 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/2013**

Organisation Name	<u>Barnardo's</u>
Project	AXIS Service
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Matthew Davies

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The Axis Service aims to reduce the risk and harm to young people, families and communities in the Falkirk area by providing support to young people up to the age of 19 who are experiencing a range of difficulties related to alcohol or substance misuse. The range of interventions include a Core Service, (medium to long term support for young people experiencing significant difficulties), and an Early Doors service, (an early intervention service consisting of approximately eight to twelve focused individual sessions, advice/information and group work sessions to existing groups focusing on awareness raising).

List of Agreed Outcomes

Progress is monitored through the Forth Valley outcomes framework and through the Barnardo's outcomes framework. The Barnardo's outcomes framework focuses on a range of desired outcomes based on SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included) indicators and tracks progress made over a sequence of reviews. Each young person has an agreed set of outcomes based around need which determines the focus of support. The level of need is given a scoring between 1 to 5 based on the level of need with 5 being the greatest level of need or concern, and 1 being a measure that the need has been met.

The Service aims to provide support to 15 to 18 young people at any one time through Early Doors and 10 to 12 young people at any one time through the Core Service. The service also aims to provide awareness raising sessions to young people and community groups (200 referrals through a combination of individual and group referrals)

In addition the service, when appropriate, has a remit for providing support to young people accessing the service in relation to employability and training.

Why Service/Project is Funded Externally Rather than by the Council

AXIS has developed expertise relating to working with vulnerable young people with problematic substance misuse issues.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Core Service: During the period 1.04.12 to 31.3.13 thirty young people received a programme of support from the service. At the time of writing twenty two young people have had outcomes measures set, three young people are at the early stages of engagement, one young person moved out of the area before a review could take place and the Service had difficulty engaging with the remaining four.

Outcomes for Young people receiving an early doors service.

During the period 1.04.12 to 31.3.13 107 young people received a service form early doors. Of these young people 39 received information and advice only, 37 have completed programmes, 11 are currently engaged in programmes or at the early stages of assessment and 4 remain on maintenance monitoring, 12 young people refused contact with the service, 2 referrals were withdrawn and 2 were considered inappropriate referrals.

Employability support:

Of the eight young people receiving support in this area, all have shown progress either in relation to engagement with education, employment/training or have shown an improvement in their attitude or readiness. This progress has usually come about as a result of greater stability in their lives due to a reduced/safer consumption of controlled substances and a reduction in the level of risk or harm. At this stage, as well as helping them maintain stability, as part of their recovery the Service then provides support to engage with other services aimed at employment or training. This support can take the shape of practical support/encouragement such as preparing them and accompanying them to interviews, taking them to their programmes initially to overcome lack of confidence and to help develop positive routines and to transfer learning and relationships on to other services.

* It should be noted that for all young people completing programmes, both in Early Doors and Core, the service will contact them three months after closure to ensure progress has been sustained. Should there have been a relapse then the Service would offer to re-engage with the young person. This part of the service is called maintenance monitoring. Young people at this stage are not included in measurement of service capacity.

In addition to providing programmes of support to individuals the service has a remit to raise awareness of alcohol and drug related issues to local community groups. The information below highlights the work of the Service in this area:

- **April 2012-** Presentation to young people attending Grangemouth High, (150 young people attended).
- **May 2012** - Group work session with young people referred through Camelon Community Education, (8 young men attended).
- Presentation to parents of young people attending Grangemouth high, (100 parents attended).
- **June 2012** – group work session with young people from the Princess Royal Young Carers, (20 young people participated).
- **July 2012** – Work session with residents of local hostel, (3 young people attended).
- Information stall at Camelon Community Education summer fair reaching more than 20 young people and parents.
- **September 2012-** All day stall at health fair of Falkirk high school, reaching 100 teachers

and young people.

- **November 2012** - Presentation to the young people living in Tremanna, (4 young people attended.)

Summary of Key Issues/ Challenges Facing Organisation

The Service is funded on a year to year basis. This impacts upon long term planning and staff recruitment and retention. Two year consecutive 3% reduction in funding followed by a standstill budget in 2013/2014 has resulted in a review of the management and support functions within the service. Continued budget cuts would result in an impact on service delivery.

How has Organisation Contributed to Council/ Service Priorities

The Service forms part of the tiered approach to substance misuse service delivery and is represented at the Falkirk Alcohol and Drugs Partnership. The service sits on the Early and Effective Intervention Screening Group and delivers services to children and young people coming to the attention of that group as a result of offending behaviour.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

6 monthly. The Axis Advisory Group is multi agency and includes representatives from the Police, Social Work, Education, Health and the Voluntary Sector.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

£110,952

Last Period of Submitted Audited Accounts

September 2012

Future Risks (Financial, Operational or Structural) Faced by Organisation

Main risk is in relation to financial aspects but the changes in levels of reserves appears to be linked to changes in pension requirements – and is seen as being temporary only in that instance

Overall Risk Rating (Low/Medium/High)

High – this is due only to changes in reserves levels over the past two years

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

The Axis Service has performed in line with its current specification and Service Level Agreement. The Service is able to provide detailed outcomes information in relation to individual service users using its developed outcomes framework, these demonstrate positive outcomes of the majority of service users.

E COMPLETED BYName

Matthew Davies

DesignationService Manager
Children and FamiliesDate

8 August 2013

<p align="center">FALKIRK COUNCIL SOCIAL WORK SERVICES FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2012/13</p>

Organisation Name	<u>Who Cares? Scotland</u>
Project	Children's Rights Service
Agreement Dates	2010 – 2013
Name of Lead Officer	Jenny Kane

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The Aims of the service provided by Who Cares? Scotland are as follows:

- To deliver an effective Independent advocacy, advice and support service to children and young people who are looked after away from home.
- To liaise with other relevant service providers.
- To collate client feedback and assess this information to identify needs.
- To protect children and young people defined as “in need” who are vulnerable.
- To enable children/young people who need a stronger voice to have their views listened to and actioned where appropriate.
- To enable children and young people to be involved in contributing to decisions about their personal care plan.
- To challenge discriminatory views.
- To support children and young people in ways that improve their confidence.
- To act in the child/young person's best interests.
- To act as an intermediary between children/young people and Council services.
- To consult with children and young people about the services they receive.
- To involve children and young people in the wider work of Who Cares? Scotland to ensure Falkirk's young people are represented nationally.

List of Agreed Outcomes

Regular monitoring meetings with Falkirk Council, Quarriers and Who Cares? Scotland ensures that work undertaken fulfils the contractual obligations outlined within the Joint Working Agreement 2010 - 2013. Agreed outcomes are discussed at the monitoring meetings in relation to work undertaken by the young person's worker and the .Children's Rights Officer

Why Service/Project is Funded Externally Rather than by the Council

Who Cares? Scotland is an independent advocacy organisation who have provided a service to young people across Scotland since 1978. The organisation works across Scotland with children and young people with experience of care, to advocate and help them speak out, secure their rights and ensure their qualities and successes are recognised across society. This is done by influencing the people, culture and systems that will positively affect their quality of life. The organisation consults with young people from Falkirk Council and other Local Authority areas to ensure their views are fed into local and national policies and legislation. The organisation lobbies the Scottish Government to improve outcomes for all young people in care ensuring that young people with experience of care remain a high priority on the Scottish Government's agenda. The council is required to consult with young people and provide independent advocacy. This service could not be provided within the Council as this could result in conflict with other legal obligations.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Local Achievements

- Advocacy provided for 79 young people during this period which included 204 individual meetings with young people and 69 formal meetings.
- Young people participated in Children's Hearing Training for Panel Members from the Falkirk Office.
- Young Person's Worker undertook regular visits to residential units within Falkirk and purchased placements out with the Local Authority area to ensure that young people had information about the service and their rights.
- Who Cares? Scotland continues to work in partnership with Quarriers Children's Rights Service to jointly provide a children's rights and advocacy service for Falkirk Council's children and young people.

National Achievements

- Launch of the national Anti-Stigma Campaign, "Care to Listen" to kick start the fight to end discrimination of children and young people in and from care. Falkirk Council signed up to the five year campaign along with 28 Local Authorities to help challenge discrimination in our society. Falkirk Council pledged to "set up a regular 'having your say' group for looked after young people making sure that corporate parents listen to the views of young people and do their best to take action".
- Young person from Falkirk shared the platform with Who Cares? Scotland's Chief Executive to give a presentation at the ADSW conference.
- Young people from Falkirk took part in the consultation element of the Children's Services Bill.
- Establishment of a network of 18 consultation groups throughout Scotland supporting participation of 200 young people. Young people from Falkirk participate in the forums covering the central belt.
- Young people from Falkirk took part in a recent edition of the "Speak Out" Magazine which is rolled out nationally to young people across Scotland.
- Who Cares? Scotland has been commissioned to develop a range of work for the Life Changes Trust which included a mapping exercise undertaken within all Local Authorities across Scotland. Young people took part in the consultation to help inform the mapping at a local level and will continue to contribute their views to the Life Changes Trust through Forums and a National Care Leaver's Festival.
-

- Phase 2 of the Corporate Parenting training commissioned by the Scottish Government is underway. Falkirk Council's young people will be involved in delivering training within the Local Authority.

Summary of Key Issues/ Challenges Facing Organisation

The service is contracted for 18.5 hours per week. Due to high demand for advocacy provision it is difficult to respond to all requests for advocacy support within the time available. The organisation does endeavour to respond flexibly using its national links, but is also working within the constraints of a standstill budget which does not allow for further partnership initiatives within the Local Authority.

How has Organisation Contributed to Council/ Service Priorities

The service continues to work in partnership with Quarriers Children's Rights service to ensure that young people both accommodated and within the community receive a robust children's rights service. The organisation ensures that the views of children and young people are fed into local and national consultations.. This is a key priority of the Council's Corporate Parenting Strategy and action plan.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Review meetings are held with Falkirk Council and Quarriers Children's Rights service on a fortnightly basis. Additionally the service reports on a six monthly basis to the Children's Commission, and an annual monitoring meeting with take place annually with the chair of the Corporate Parenting Action Group and Head of Service.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

£27,970

Last Period of Submitted Audited Accounts

April 2012 – March 2013

Future Risks (Financial, Operational or Structural) Faced by Organisation

Who Cares is a robust organisation and there are currently no known risks.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

The service continues to meet a key priority in the Council's corporate parenting action plan. Feedback for young people and other groups is that the service is valued and assist young people to express their views

E COMPLETED BYNameVivien Thomson/Matt DaviesDesignationService ManagerDateSeptember 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/13**

Organisation Name	<u>Quarriers Scotland</u>
Project	Quarriers Falkirk Children's Rights
Agreement Dates	2010 -2013
Name of Lead Officer	Jenny Kane

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

- To develop and deliver a comprehensive Children's Rights Service in the Falkirk area
- To promote, protect and uphold the rights of children and young people from birth to 19 years as stated within the UNCRC and Children (Scotland) Act 1995 and associated guidance
- To collate client feedback and questionnaires and assess this information to identify needs
- To develop a pool of volunteers to provide information / advocacy services to children and young people
- To develop and deliver school based drop-in surgeries to maintain service profile and target marginalised children and young people
- To facilitate the "Having your say forum" for children and young people Looked After & Accommodated in line with Falkirk Councils Corporate Parenting strategy

The Children's Rights Service is accessible to all children and young people normally resident within the Falkirk Council area.

List of Agreed Outcomes

Provision of a service to children from Falkirk to ensure that their rights are upheld both individually and within policy.

Evidence of addressing themes from across service which require attention in relation to children's rights.

Close work with Who Cares? to ensure that the rights of children who are looked after are maintained and upheld

Evidence of challenge to the Council and its partners where appropriate, where children's issues are not being properly upheld or developed.

Evidence of involvement in and initiation of developments within Children's Services.

Ensuring that key priorities in the ICSP are being taken forward and involve young people.

Why Service/Project is Funded Externally Rather than by the Council

Quarriers is a voluntary organisation who have provided a service to adults and young people across Scotland with a particular emphasis and track record of involving service users in their work. The organisation also works at national level to influence policy. The council is required to consult with young people and provide independent advocacy. This service could not be provided within the Council as this could result in conflict with other legal obligations.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

- Year on year increase in referrals to Falkirk Children's Rights Service
- Year on year increase of referrals undertaken by Falkirk Children's Rights Service
- The Children's Rights Service has been successful in highlighting children's rights to the services and agencies working within the Falkirk area and is enabling all children and young people to have their voices heard
- Quarriers Falkirk Children's Rights Service has successfully recruited four volunteers to provide Information/Advocacy to children and young people
- The Children's Rights Officer is co-facilitating the "Have your say" forum in line with Falkirk Council's Corporate Parenting Policy
- After piloting drop-in surgeries within two High Schools, the Children's Rights Service is now ready to move into another three High Schools after the October break one of these being Carrongrange School Larbert (Additional Support for Learning)
- The Children's Rights Officer has recently started to visit Falkirk Council residential units on a regular basis
- The Children's Rights Officer contributes to a number of strategic groups including the Corporate Parenting Action Group and the Children and Families Continuous Improvement Group.

Summary of Key Issues/ Challenges Facing Organisation

The Falkirk Children's Rights Service combines the Quarriers Children's Rights Service and the Who Cares Service for children who are looked after by the council. There are ongoing challenges in establishing a consistent approach to this joint work, though significant progress has been made over the past year particularly with the more focused monitoring arrangements. The service has also experienced difficulty in recruiting and developing its volunteer provision, a key aspect of the contract to provide a wide and flexible service.

How has Organisation Contributed to Council/ Service Priorities

The service continues to work in partnership with the Who Cares? service to ensure that young people, both accommodated and within the community, receive a robust children's rights service. The organisation ensures that the views of children and young people are fed into local and national consultations. This is a key priority of the Council's Corporate Parenting Strategy and action plan.

List any Areas where there has been Shortfall in Performance

Please see above in relation to recruitment of volunteers.

How often are Review Meetings held with Lead Officer

Review meetings are held with Falkirk Council and Who Cares? service on a fortnightly basis. Additionally the service reports on a six monthly basis to the Children's Commission, and an annual monitoring meeting with take place annually with the chair of the Corporate Parenting Action Group and Head of Service.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

£86,200

Last Period of Submitted Audited Accounts

April 2012 – March 2013

Future Risks (Financial, Operational or Structural) Faced by Organisation

None that we are aware of.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS

Summary/ Opinion of Organisations Overall Progress During Year

The service continues to meet a key priority in the Council's corporate parenting action plan. Feedback for young people and other groups is that the Children's Right Service is valued and assists young people to express their views. The CRO additionally is key to ensuring that service development across the council take account of the rights and needs of children in Falkirk.

E COMPLETED BY

Name

Vivien Thomson

Designation

Service Manager

Date

20th September 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/2013**

Organisation Name	<u>Signpost Recovery</u>
Project	Time 4 Us
Agreement Dates	2012/13
Name of Lead Officer	Matthew Davies

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The principle overarching objective for Time 4 Us is:

To reduce the impact of substance misuse and provide a positive role model and interventions for children and families in Forth Valley so they can lead safe, achieving, secure and stable lives.

Time 4 Us has been developed in line with the Integrated Assessment Framework and with the Getting it Right for Every Child (GIRFEC) principles guiding its work. The service aims to compliment statutory provision by offering a service which focuses on the family in its entirety. The service is staffed by a Senior Addictions Worker, Lead Family Worker and Lead Children's Worker who support individual family members in their own right as well as the family unit. The service has the following aims:

- Parents better protect their children from and issues in relation to their own and others drug and alcohol use.
- Parents are able to talk to their children about their own drug or alcohol use and its negative consequences for the family.
- Parents are able to talk to children about their treatment and what they have to do to stop using drugs or alcohol.
- Parents can discuss with their children the problems and risks such as illness, imprisonment and separation.
- Parents can better look after their children safely and establish good child care and basic routines.
- Parents are able to provide consistent and appropriate boundaries and structure. Using other methods for addressing challenging behaviour.
- Parents demonstrate awareness and understanding of child development and the possible impact of their problematic substance misuse and life-style on children's welfare.
- Parents demonstrate awareness and positive actions in terms of health care, nutrition and immunisation.
- Improving knowledge of welfare benefits and managing income.
- Improving relationships with extended family.

List of Agreed Outcomes

Improving Parenting Capacity

Supported contact
Support for on-going legal and child protection processes
Support on boundary settings and routines
Understanding child development
Support with emotional health
Support with confidence building

Increase Action to address Substance Use

Monitoring of Prescriptions
Harm reduction
Relapse prevention
Referral to other agencies

Enhance Children's self-esteem and resilience

Support attendance to school/nursery
Referral to other agencies for children
Referral for extra-curricular activities
Exploring and understanding feelings/emotions
Working on child's self-esteem and resilience
Support with transferring foster carers
Play activities
Producing memory and worry boxes

Keeping Families together when this in the interest of the child

Support children through child protection process
Support kinship carer on boundary settings
Support through on-going legal child protection process
Improving parent/child relationship

Assist families to make positive and healthy choices

Healthy eating advice
Debt advice
Budgeting
Housing support
Support through pregnancy issues
Support with health and Hospital visits
Support through Blood Borne Virus testing and immunisation
Sexual health advice
Support with employment/training/courses
Support through bereavement
Providing healthy snacks

Why Service/Project is Funded Externally Rather than by the Council

The service has specialist knowledge and skills relating to the target service user group. The service operates across the Forth Valley area and benefits from its attachment to the Signpost substance misuse service.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

In the life of the project the service has received 156 referrals. Referral rates have been rising year on year with the exception of 2011 – 2012, this was due to the uncertainty of future funding for the service, however, when this was resolved the referrals returned to normal and last year Time 4 Us reported its highest annual referral rate (52).

Each year Time 4 Us has been working with families it has been recognised that the Christmas period is a particularly stressful time for them and they often overstretch spending leaving themselves in financial hardship over the New Year period. Time 4 Us has received food and children's gifts. In 2011 and 2012 over 140 food hampers were distributed and 153 children received a bag of toys/gifts.

The service has continued to facilitate training including Naloxone training for parents, family members, staff and communities in Forth Valley. The service has also provided GIRFEC training to health, education and social work staff members across Stirling and Clackmannanshire as well as Drug and Alcohol and Parental Capacity Training to early year's staff and provided a Drug and Alcohol workshop at a recent Homelessness Conference. Other work included presentations to the Blood Borne Virus Managed Care Network (BBVMCN) education day and a workshop at an ADP & CPC Conference – Getting our Priorities Right across Forth Valley. There has been continued promotion of the service throughout health, social work and education services across Forth Valley.

Time4Us regularly brief and train substance misuse staff on the impact of substance abuse on people's ability to parent. 4 sessions have been facilitated to addiction service colleagues to update professional knowledge of the impact of parental substance misuse. Time 4 Us also successfully provided a drop in clinic for service users in the Salvation Army (Falkirk) to allow people to come and discuss parenting and childcare.

Summary of Key Issues/ Challenges Facing Organisation

Integration has worked well within Signpost Recovery and there have been major advances in peoples practice; however, the service has not integrated as well with the other services as Time4Us would have hoped. There is a requirement to work closer with other adult addiction services to ensure opportunities for Time4Us to help shape service delivery in the future. The challenge is to ensure addictions staff recognise the impact that drug and alcohol misuse has on the wider family. The Time4Us knowledge and experience of integrating staff with differing value bases and professional outlooks will benefit the wider addictions community in Forth Valley.

The service is about to expand and this will also provide challenges. As with any service development there are a number of barriers, risks and challenges the project will face:

- The expansion could be a risk to the established Time 4 Us reputation - This would be resolved through communication and a willingness to use our strengths and prior learning.
- Given problems recruiting male staff specialist recruitment procedures in multiple forums and formats will be required.
- Lack of suitable referrals –Time4Us must screen referrals appropriately to ensure the

<p>developments do not simply increase current capacity. Time4Us need to recognise the range of presenting issues and launch and promote the expanded service with new literature etc.</p> <ul style="list-style-type: none"> • Funding may not continue beyond the initial 2 year period – An appropriate exit strategy will have to be developed to ensure this is managed appropriately and not to the detriment of service users. • Professional or agency protectionism- Partnership working will be a major support in resolving this issue. The development of effective partnerships will support mutual trust and inter agency working.
<p><u>How has Organisation Contributed to Council/ Service Priorities</u></p> <p>The service plays a key role in GIRFEC and GOPR. The service is accountable to the Falkirk Alcohol and Drugs Partnership.</p>
<p><u>List any Areas where there has been Shortfall in Performance</u></p> <p>None</p>
<p><u>How often are Review Meetings held with Lead Officer</u></p> <p>Quarterly</p>
<p>C FINANCIAL / RISK ASSESSMENT OVERVIEW</p>
<p><u>Total Support Provided (Financial & In- Kind Contributions)</u></p> <p>£,45,000</p>
<p><u>Last Period of Submitted Audited Accounts</u></p> <p>1st April 2012 – 31st March 2013</p>
<p><u>Future Risks (Financial, Operational or Structural) Faced by Organisation</u></p> <p>Annual Local Authority Funding Review</p>
<p><u>Overall Risk Rating (Low/Medium/High)</u></p> <p>High – reflection of change in reserves level exceeding 10% in past two years</p>

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

Time4Us provide an important Service to children impacted by the effects of substance misusing parents. The service has developed specialist skills in this area of work and form an integral part of substance misuse services across Forth Valley – its co-location and joint management with Signpost provides significant benefits in terms of service delivery and ensuring heightened awareness within other substance services.

E COMPLETED BYName

Matthew Davies

Designation

Service Manager, Children and Families

Date

11 September 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/2013**

Organisation Name	<u>SACRO</u>
Project	SACRO Restorative Justice Service
Agreement Dates	1 April 2013 – 31 March 2014
Name of Lead Officer	Matthew Davies

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

SACRO deliver Restorative Justice Services commissioned by Social Work and Corporate Services in relation to offending and anti-social behaviour by young people aged up to 16 years. The Service key aims are to provide victims of crime and anti-social behaviour with a voice and to enable the perpetrators of offences and anti-social behaviour the opportunity to say sorry to their victims and repair the damage they have done. SACRO has a vision for a safer Scotland through the constructive resolution of conflict by dealing with offending and its consequences. SACRO aims to promote a safe and cohesive community by reducing conflict and offending.

List of Agreed Outcomes

- To attend the Early and Effective Intervention Group on a fortnightly basis
- To work with 120 referrals per year
- To provide a diversion service to the Procurator Fiscal for 16 and 17 year olds
- To provide training in collaboration with Falkirk's Youth Justice Service to the Children's Hearing Panel Members
- To work with 80 young people either individually or in group work sessions for the Anti-Social Behaviour service
- To provide Restorative Services to high schools within the Falkirk Council area
- To organise and facilitate inter-generational events within the Falkirk Council area
- To participate in the Internet Safety Initiative
- To participate in the roll out of Early and Effective Intervention and Whole Systems Approach
- To provide Intensive Support Services to children leaving secure and residential care

Why Service/Project is Funded Externally Rather than by the Council

SACRO has developed significant expertise in restorative approaches and is seen throughout Scotland as an exemplar of this type of intervention. The service works with young people and their families outwith normal working hours as required. The Service provides a cost effective mechanism of delivering these services at times to suit young people who offend and their families, thereby ensuring that the intervention is not disruptive to their attendance at school etc. The Restorative Acceptable Behaviour service (anti-social behaviour) enables young people (8 to 18 year olds) to become aware of the impact that their antisocial behaviour and low level offending has on the individual harmed and in broader terms the impact on their communities.

The aim of this service is to reduce antisocial behaviour in communities through diverting young people away from criminal / antisocial behaviour; changing attitudes and modifying behaviour and supporting the delivery of safer communities.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

SACRO have continued to deliver services to a high standard and maintain a good working relationship with agencies and professionals across the Falkirk area.

- During the period 1st April 2012 to 31st March 2013 SACRO received 161 referrals involving 147 young people. The majority of referrals were received through the fortnightly meeting of the Early and Effective Intervention (EEI) group. The membership of this group consists of Social Work, Education, Barnardo's Axis, Central Scotland Fire and Rescue and Police. SACRO have maintained a referral route for the Children's Reporter Service to deal with Vulnerable Persons Reports that by pass the EEI and go direct to the Children's Reporter. The service has a capacity figure of 120 referrals.
- The Procurator Fiscal Service agreed Restorative Justice interventions as a suitable diversion from prosecution for 16 and 17 year olds. 6 referrals were received from Criminal Justice Social Work Diversion Team during this period.
- SACRO were able to recruit a part time youth justice worker due to a management restructure across the Forth Valley area. The youth justice team leader took up service manager responsibilities across the area thereby releasing funds from the budget to employ a part time worker. This arrangement will continue in 2013/14. SACRO have trained a volunteer during this period and he is now carrying his own caseload.
- SACRO have co-delivered training with Falkirk's Youth Justice Service to the Children's Hearing Panel members.
- For the ASB service (1 April 2012 – March 2013) SACRO received 78 referrals. Twenty nine young people were supported through early intervention provision over a period of 203.6 hours; and a further thirty two received intensive support over a period of 458.4 hours.
- SACRO staff are involved in working in schools namely Falkirk High and Grangemouth High delivering sessions to groups as directed by the school. SACRO staff have also been involved in joint work with the school based police officers.
- SACRO arranged and facilitated an Intergenerational Event in the Westfield area of Falkirk. A member of staff attends the national Generations Working Together meetings to keep informed of national trends.
- A member of staff is part of the internet safety team and has presented information sessions to young people on the subject.
- All staff have received Asset training and will be shadowing social workers in completion of the assessment. This will build in resilience to the EEI group.
- SACRO have played a key part in the introduction of the Whole Systems Approach and are represented on the Management Committee.
- SACRO have provided additional support to a young person on his release from Kibble. This young person is subject to MAPPA and is receiving additional support in the evenings and at weekends from a pool of sessional workers. This service is funded separately from the main budget above.

Summary of Key Issues/ Challenges Facing Organisation

- Short-term funding continues to impair long term planning for the Service
- Accommodation problems exist as a result of SACRO being accommodated temporarily with the Medical Emergency Care Service. The MECS Service is currently expanding and consequently it will be necessary for SACRO to decant to alternative accommodation. This issue is currently being addressed by senior management within SACRO and Falkirk Council.

How has Organisation Contributed to Council/ Service Priorities

The Service has worked within the GIRFEC framework to facilitate improved connection between the victims and perpetrators of crime/anti-social behaviour. The Service has contributed to reduced offending and anti-social behaviour by young people in the Falkirk Council area and through intergenerational work improved relationships between young people and adults within specific communities.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Quarterly

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

£81,296 Social Work Funding
£46,104 ASB Funding

Last Period of Submitted Audited Accounts

2012/2013

Future Risks (Financial, Operational or Structural) Faced by Organisation

A risk to Service delivery and staff retention as a result of the year to year funding arrangements for this Service.

Overall Risk Rating (Low/Medium/High)

High

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

SACRO continues to deliver high quality services and are meeting the agreed outcomes and objectives detailed within the Joint Working Agreement. SACRO are responsive to the change resulting from the introduction of Early and Effective Intervention on Whole Systems Approaches and have on occasion provided tailored services to individuals according to need. In the view of the writer/monitoring officer SACRO provides high quality services at good value.

E COMPLETED BYName

Matthew Davies

Designation

Service Manager. Children and Families Services

Date

8 August 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/13**

Organisation Name	<u>CAMHS, NHS Forth Valley</u>
Project	Clinical Psychologist, Looked After Children
Agreement Dates	January 2012- January 2014
Name of Lead Officer	Morag O'Dwyer

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

To provide a specialist psychological assessment and therapy for:

Children and young people who are looked after by Falkirk Council, either at home or away from home and who are living within the Falkirk Council area.

Children and young people residing in the Falkirk Council area whose family placement is at high risk of breakdown whether or not they are looked after by the Local Authority.

Falkirk children who are living in placements outwith the Falkirk Council area may be supported by the Clinical Psychologist as part of their care plan.

List of Agreed Outcomes

* To provide highly specialist psychological assessment and therapy to the above-noted specific group of children

* To provide advice, consultation, training, supervision and support to social workers, other professions, foster carers, residential staff and voluntary agencies, where appropriate.

* To contribute to the care planning for children and young people who are the responsibility of Falkirk Council but may be residing elsewhere, by way of the provision of specialist advice to Falkirk social work staff.

* To participate in multi-agency planning e.g. Health of Looked After Children Meetings and Corporate Parenting Agendas.

Why Service/Project is Funded Externally Rather than by the Council

This post is a partnership arrangement with CAMHS NHS Forth Valley which means that the post holder is employed by NHS Forth Valley. This arrangement ensures that the post holder has access to the required level of professional support and clinical governance which the Social Work Service would be unable to provide.

The establishment of this post reflects the recognition that Looked After children often have key mental health needs that do not meet the criteria for a service from CAMHS, that Looked After

children often experience difficulty in engaging with formal mental health services and that there can be variability in access to mental health provision for children who are placed outwith the Falkirk Council area.

The establishment of this post also reflects a commitment to improving the awareness of and skills in working with mental health issues amongst foster carers, residential workers and social workers, thereby enhancing their capacity to maintain young people in local placements.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Core Activity-direct clinical care

Recent review indicates that 83% of this post is spent on direct clinical care i.e the core tasks as set out in (A), above. This includes

- Direct patient contact (45%)
- Clinical meetings
- Complex case discussion
- Report writing
- Scoring clinical tests
- Correspondence
- Records

During the period 2012/2013, there has been contact with 80 young people and current ongoing involvement, at varying levels of intensity, with 50 young people.

LAC Psychology involvement in one case resulted in the young person being admitted to a specialist NHS resource. The alternative being Secure Accommodation arranged and funded by Falkirk Council

Strategic Engagement/Commitment

- Strategic Parenting Group (monthly)
- HOLAC (health of looked after children) (quarterly)
- Corporate Parenting
- CAMHS Liaison

Service development

Input to foster carer support groups- monthly

Consultations with social workers/foster carers/residential staff x2 per week

Training input (child development/attachment/loss) to Family support staff and others- 6 sessions

Summary of Key Issues/ Challenges Facing Organisation

The service is currently funded on a temporary 2 year basis which impacts on long term planning and has implications for the young people currently engaged with the service.

Issues arise in relation to, for example, multiple young people in the same placement being referred to the service.

There is an increasing demand for input from the LAC clinical psychologist

The administrative tasks associated with the role are increasing

How has Organisation Contributed to Council/ Service Priorities

- * Continuing to improve the health, safety and well being of our citizens and communities
- * Increasing our efforts to tackle disadvantage and discrimination

List any Areas where there has been Shortfall in Performance

N/A

How often are Review Meetings held with Lead Officer

This post has been reviewed at 6months, 1year and with further review scheduled for 11/09/13.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

£63,630

Last Period of Submitted Audited Accounts

N/A

Future Risks (Financial, Operational or Structural) Faced by Organisation

Were this service to be discontinued there are likely to be increased risks to the mental well-being of Looked After young people for whom Falkirk council has responsibility, with concomitant issues associated with unemployment, drug and alcohol misuse, offending and increased dependence on benefits and health agencies.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS

Summary/ Opinion of Organisations Overall Progress During Year

The development of the LAC Clinical Psychology post has enhanced the service provision to some of the most vulnerable children and young people of Falkirk. This improvement has been both in terms of direct work with young people and in terms of awareness and skills development with those delivering care and support to these young people. The service is still in its infancy but is proving to

E COMPLETED BY	
<u>Name</u>	<u>Morag O'Dwyer</u>
<u>Designation</u>	<u>Team Manager</u>
<u>Date</u>	<u>9th September 2013</u>

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/13**

Organisation Name	<u>Independent Living Association Forth Valley</u>
Project	Direct Payments Support Service
Agreement Dates	1 April 2012 – 31 March 2013
Name of Lead Officer	Margaret Petherbridge

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

- To offer and provide a service which will support those individuals who wish to arrange and manage their own care to meet their assessed need
- To raise awareness of the service to the community
- To liaise with other relevant voluntary, statutory and private agencies
- To collate client feedback and questionnaires and assess this information to identify needs
- To evaluate the service offered and assess this information to identify needs
- To manage and develop the service in line with the Quantified Objectives against the Performance Standards and Performance Indicators as specified in Schedule C.

List of Agreed Outcomes

60 individuals annually will be provided with support to explore direct payments as an option and to set up and maintain their support arrangements through professional paid staff and volunteers

Staff and volunteers receive support, training and preparation for their roles

To conduct a minimum of 8 public presentations annually to local organisations and groups to recruit volunteers and develop awareness

To provide accessible information about the service

Why Service/Project is Funded Externally Rather than by the Council

The service provides independent support to individuals, including employment law and recruitment support. The Scottish Government Strategy for Self Directed Support states that Support Organisations for Self Directed Support, including direct payments, should ideally be independent, third sector organisations to maintain a level of independent support for individuals. Falkirk Council has been able to adopt this approach.

B	ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES
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Summary of Key Achievements

In the financial year 2012-13, 66 people from Falkirk were in receipt of direct payments. There were 45 new referrals of which 17 people went on to receive a direct payment (9 of these were short term).

There are 30 individuals employing personal assistants only, 25 using agency support only and 11 using a combination of agency and personal assistant support.

Telephone enquiries from the Falkirk area were 248 from members of the public and 255 from council staff.

Telephone support continues to be vital part of the service both in terms of new enquiries and support for existing service users, social work and health staff.

The Direct Payment Support Officers attended 11 different subject based events throughout the year to enhance their knowledge and skills.

5 presentations have been delivered to external agencies at their request. The Direct Payments Support Officers have also worked with the local advocacy organisation to deliver workshops on SDS to service users.

The service has increased accessibility to information by developing an accessible web site (to be live shortly) and using social media e.g. Facebook. They have also worked closely with the Council's lead officer and the Scottish Personal Assistant's Employer's Network to produce a Toolkit for use in Falkirk. This will be launched at their AGM in September 2013.

The service is recognised across Scotland as a good example of a user-led Direct Payment Support Service.

The service is recognised locally for its expertise in direct payment processes and procedures and is often asked to assist with unusual or complex cases.

Feedback from service users and professionals has continued to be very positive.

Summary of Key Issues/ Challenges Facing Organisation

The impending Self Directed Support Bill, which is currently going through Parliament, will present new challenges for the organisation as the numbers of people accessing SDS is expected to increase as well as the emergence of different models for directing support. The Board members recognise the changing needs of the organisation continue to work with Falkirk Council Officers and Self Directed Support Scotland to prepare for their changing role.

They have accessed funding which enabled them to upgrade their IT equipment to enable staff to be less dependent on paper when on the move (laptops and portable printers).

They have been using funding awarded from the Change Fund 'Innovation Fund' to do some specific work with older people on self directed support. The Board will continue to use this work and experience to inform their future planning for the service.

How has Organisation Contributed to Council/ Service Priorities

The Support Service contributes by supporting individuals to manage their own support needs, including employing their own staff or commissioning support from local organisations and services. This will contribute to:

- Further developing a thriving, sustainable and vibrant economy;
- Continuing to improve the health, safety and well being of our citizens and communities;
- Increasing our efforts to tackle disadvantage and discrimination; and
- Enhancing and sustaining an environment in which people want to live, work and visit.

List any Areas where there has been Shortfall in Performance

There are currently no issues relating to performance within the service for Falkirk. The Lead Officer will monitor the potential impact of increasing demand for support with the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013. A review of accounting procedures was carried out and while current procedures were compliant in relation to charitable organisations, a change of accountant was agreed by the Board to ensure they can respond to the increasing complexity of accounting requirements.

How often are Review Meetings held with Lead Officer

Review meetings with the ILA Board are held annually as a minimum and quarterly with the service Coordinator. Preparation continues for changes in legislation with the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013 in spring 2014. The Lead Officer has taken on a new role which means daily contact with the service is not possible but continues to work closely with the Support Service enabling close oversight of the work of the Service and the organisation as a whole.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

The total support provided is £35604. This includes an estimated £6000 of in-kind support consisting of office space and associated facilities. The balance of £29604 is paid in quarterly instalments. The service has also been provided with an additional £9340.27 from the SDS implementation budget for 2013-14 to assist with building the capacity of the organisation to meet the demands ahead with the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013.

Last Period of Submitted Audited Accounts

A copy of the audited accounts for the period 1 April 2012 until 31 March 2013 is being prepared and will be available in September 2013.

Future Risks (Financial, Operational or Structural) Faced by Organisation

The implementation of the new SDS Act in 2014 could potentially increase the demand for support by people across the four available options. This will be monitored by the Lead Officer to establish potential impact for Falkirk and how this relate to demand within the 2 other partner local authorities.

Overall Risk Rating (Low/Medium/High)

Overall risk rating has been calculated as low.

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

Despite dealing with changes to funding, changes to staffing levels and changes to the Board of Directors in the last 2 years, the organisation has consistently provided a good level of service to Falkirk clients and to social work staff. The Board of Directors has been proactive in meeting these challenges, despite the fact that most of them have significant health challenges or disabilities. The Board continues to develop new skills to meet the requirements of the Service and to embrace the changes which Self Directed Support legislation will bring in the next few years. This organisation continues to work positively and closely with Falkirk Council to achieve its stated aims.

E COMPLETED BYName

Margaret Petherbridge

Designation

Policy and Development Officer (Self Directed Support)

Date

15 August 2013

FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/13

Organisation Name	<u>Princess Royal Trust – Central Carers Association</u>
Project	Carer Support and Information Services
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Suzanne Thomson, Service Manager – Community Care

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The Princess Royal Trust Central Carers Association (Falkirk and Clackmannanshire), provides information and support to carers and former carers in all ages and care groups in Falkirk and Clackmannanshire areas.

The mission statement describes the difference the Centre aims to make to the lives of local carers as follows:

“Central Carers Association seeks to ensure that carers of all ages in Falkirk district and Clackmannanshire are recognised and valued, receive the information and support they need to allow them to care with confidence and in good health, and are empowered to have a life of their own outside caring.”

Central Carers Association also encourages the development of local services, which improve the quality of life for carers, and those for whom they care.

The Centre’s aims are to:

- identify carers, including young carers, and provide support and information
- encourage mutual support through the establishment of carer's support groups
- raise awareness of the needs of carers
- promote services which will help carers
- assist carers to liaise with all relevant agencies
- collate and disseminate information relevant to carers, professionals and local organisations
- promote good communication, collaborative working and partnerships with statutory voluntary and community organisations
- encourage carers to contribute and participate in community care and health planning.

List of Agreed Outcomes

There has been discussion on developing a reporting framework based on outcomes, as well as the standard performance information such as numbers attending a support group. In doing so, consideration has been given to the clearly defined a set of outcomes included in “Caring Together,” the Scottish Government’s Carer Strategy 2010-2015, which describes the changes or differences to achieve for carers.

The Carers Centre, including the Young Carers Project and the workers based in the local hospitals, aims to achieve the following outcomes for carers which closely match the outcomes of ‘Caring Together’:

- Carers will have improved health and wellbeing

- Carers will feel better able to sustain their caring role
- Carers will have more opportunities to enjoy a life outside caring
- Carers will feel more involved in planning and shaping services and support for the person they are caring for
- Carers will have improved economic wellbeing
- Carers will have improved relationships with the person they care for and others in their lives.

An example of how the Centre has met all of the above outcomes for a carer are illustrated in the Carers Centre Annual Report 2012/13 and extracted as follows:

Sheena cares for her husband, Tom, who has a heart condition, and her mother who, despite having Dementia, was refusing to engage with her local Social Work Department in Glasgow. Sheena's stress levels were causing difficulties between herself and her husband and she felt that the situation was hopeless.

The Carers Support Worker gave Sheena information on dealing with stress and persuaded her to discuss her situation with her GP who was very supportive and booked a carer's health review for Sheena which helped her to feel more positive. In addition, Sheena made contact with her mother's GP and also requested another Community Care Assessment for her in light of her mother's changing health problems.

Although Sheena was in receipt of Job Seeker's Allowance she felt that she could no longer consider even part-time work because of her caring role. The Carer Support Worker referred Sheena to the Welfare Benefits Helpline for information and help to apply for Carers Allowance.

Sheena was offered a free pampering session at the Carers Centre and was encouraged to apply for funding from the Centre's Creative Breaks Fund which has enabled her to arrange day trips and further pampering sessions.

Sheena also attended a series of Care with Confidence sessions which included sessions on Dementia, which she found very helpful, and a session on the benefits of having a Carers Assessment, which she is now considering requesting for herself. In addition, Sheena now feels ready to take a short break with her husband leaving her sister, who is visiting from abroad, to take care of her mother.

Sheena has reported that she felt she had greatly benefited from the support she had received from the Carers Centre and that there had been a big improvement in her own health and wellbeing, her financial situation and her confidence in her caring role. There had also been an improvement in her relationship with her husband as a result of the support she had received.

Why Service/Project is Funded Externally Rather than by the Council

The Carers Centre is affiliated to the national Princess Royal Trust for Carers organisation, which has become the largest provider of carers support services in the UK, giving practical advice, information and support. It also supports more young carers than any organisation in the world, reaching more than half of all young carers supported in the UK.

The local Carers Centre has the ability to draw on this national network to develop locally based services, in addition to attracting external funding from for example Children in Need.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

During 2012-13 the Carers Centre has provided the following services to carers in Falkirk district:

ADULT CARERS

Information

- Produced a range of information leaflets and packs for carers and a twice yearly newsletter 'Carers News' -1203 copies of each newsletter were distributed to carers and professionals in Falkirk district

Individual Support

- Responded to 972 enquiries resulting in 2118 contacts with carers
- Provided one to one support to 724 individual carers, 382 of whom were new to the service
- Support was provided at the Carers Centre, through home visits (CIS funded), at Forth Valley Royal Hospital (CIS funded) and Falkirk Community Hospital (RCOP funded)
- Developed and piloted a personalised carer support planning tool to capture the issues that are important for carers and measure any progress they make towards achieving the outcomes that are important to them
- Funding from the Autism Development Fund allowed us to develop more focussed group and individual support for parents of children (including adult children) with autism

Group Support

- Weekly drop-in coffee morning
- Monthly carers lunch
- Monthly Men's Group
- Monthly Parents Groups x 2
- Monthly community support groups (facilitated by CIS funded Carer Support Worker) in Slamannan, Bo'ness and Polmont
- Carers Week programme of activities
- Christmas lunch for carers

Training

- Funding from CIS and RCOP has allowed us to employ two Training Co-ordinators who developed, promoted and facilitated a programme of Care with Confidence sessions for carers
- 40 sessions were delivered on 24 different topics with 191 carer attendances

Carer Representation and Involvement

- The needs of carers were represented at a range of local and national groups including: Community Care and Health Forum, RCOP Steering Group, Older Peoples Implementation Group, Local Adult Support and Protection Strategy and Planning Group, FV Carer Information Strategy Implementation Group, Coalition of Carers in Scotland, Carers Parliament
- Local carers were given opportunities to have their say in various consultation exercises including the FV Integrated Carers Strategy, the integration of health and social care and the development of the first carers parliament

YOUNG CARERS

- This year the Young Carers Project delivered support to 124 young carers aged between 8–18.
- The project received 78 new referrals, some of which were for extremely vulnerable young people who required additional support to cope particular difficulties in their lives. There has also been an increase in the number of referrals relating to long term conditions, terminal illness and mental ill health. Attendance at MAGs meeting has resulted in an increase in complex referrals
- 22 young carers received on going 1:1 support
- The Young Carers Befriending Co-ordinator (funded by Children in Need) recruited, trained

and supported a team of volunteer befrienders who were linked with 28 young carers and also helped out at group activities

- 124 young carers attended group activities which provide opportunities to meet with other young carers and try out new experiences which build their confidence and self-esteem. This year group activities have included: arts and crafts, sports, baking, dance and a talk on fire safety. 10 groups ran each month in addition to larger social events that took place throughout the year e.g. trips to the pantomime, the Time Capsule, ten pin bowling, the Science Centre, the Edinburgh Festival, the Ratho Climbing Centre
- A range of specific programmes were delivered to young carers including Relax Kids, The Street, Seasons for Growth and Tree of Knowledge. The young carers also formed a Voice Group which performed in the Howgate Shopping Centre at Christmas and at the launch of the Young Carers Authorisation card
- Developed specialist one to one and group support for young carers who have a sibling with autism using Autism Development Funding
- 4 young carers attended a residential barge trip and 10 young carers attended the 3 day Young Carers Festival
- On-going work took place with local school to establish systems to identify and support young carers in schools
- Using funding from NHS Forth Valley, a Young Carers Authorisation card was developed and launched

The stats provided above include the work carried out by workers employed using funding from Carer Information Strategy, Reshaping Care for Older People, Children in Need and the Autism Development Fund.

Summary of Key Issues/ Challenges Facing Organisation

In line with other Third sector organisations there are funding pressures as a result of an increasing demand on the services and a more challenging environment to secure sustainable and longer-term funding through for example the Big Lottery. The service has noted an increase in contact with all carer groups, including young carers who require or have social work involvement due to child protection concerns.

The Carers Centre has however been able to identify and secure additional funding, through for example the Reshaping Care for Older People Change Fund, Carer Information Strategy Fund, Short Break Fund, which has contributed to the range of innovative services provided. However it should be noted that some of this funding is time-limited.

How has Organisation Contributed to Council/ Service Priorities

The service contributes to achieving the Corporate Plan ambitions as follows:

- care for our people
- keep our communities safe and healthy, and
- ensure thriving communities.

The Carer Centre also supports carers to continue in their caring role where this is appropriate. There is growing evidence of the contribution carers make to health and social care services through they support they provide. Without a strong support network for carers the Council would face significantly increased pressure on social work services. The services they provide have a key preventative function.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Annually, however there is regular contact with the Carers Centre through a range of strategic and operational planning meetings.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

Funding from Falkirk Council is summarised as follows:

Funding	2009/10	2010/11	2011/12	2012/13
	£145,775	£141,898	£141,898	£141,898

Audited accounts for 2012/13 will be checked by the Falkirk Council Finance section. There have been no issues identified with previous year's annual accounts.

Last Period of Submitted Audited Accounts

2011/12

Future Risks (Financial, Operational or Structural) Faced by Organisation

There are potential risks to the organisation's ability to continue to deliver the current range of services if longer-term funding is not secured.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS

Summary/ Opinion of Organisations Overall Progress During Year

The Carers Centre is continuing to work with the Council and partner agencies, to support the implementation of local plans, for example, the Council Plan, Forth Valley Carers Strategy and the Reshaping Care for Older People Programme and to deliver and develop services that will support carers to continue in their caring role.

E COMPLETED BY

<u>Name</u>	Suzanne Thomson
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<u>Designation</u>	Service Manager
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<u>Date</u>	28 August 2013
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**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/13**

Organisation Name	WRVS
Project	Meal on Wheels
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Liz McGhee

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

To provide officer support to recruit volunteers to act as helpers in the delivery of a meals on wheels service within the Falkirk Council area to council service users, regardless of age, race religion, marital status or sexual orientation. The service user groups include frail elderly, learning disability and physical disability and any other service users assessed as requiring the service. The overall aim of the service is to recruit a minimum number of 50 volunteers to ensure a minimum of 50% of council Meals on Wheels runs at any one time have helpers and ensure these volunteers have appropriate disclosure checks completed.

List of Agreed Outcomes

There are two main outcomes

1. to provide a hot meal for individuals who are housebound or unable to cook for themselves.
2. to support and promote independence and to enhance users quality of life.

Why Service/Project is Funded Externally Rather than by the Council

The cost of providing a helper to meals on wheels drivers by either employing them direct, commissioning/tendering the service etc. is likely to be significantly higher.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

WRVS continue to maintain local provision of volunteers to assist our meals on wheels drivers in the provision of meals within most of our communities across Falkirk. The contact officer continues to recruit small numbers regularly to the service.

Summary of Key Issues/ Challenges Facing Organisation

There are none identified at this time.

How has Organisation Contributed to Council/ Service Priorities

By assisting the council to support and promote independence and to enhance service users quality of life.

<u>List any Areas where there has been Shortfall in Performance</u>	
None	
<u>How often are Review Meetings held with Lead Officer</u>	
Annually	
C FINANCIAL / RISK ASSESSMENT OVERVIEW	
<u>Total Support Provided (Financial & In- Kind Contributions)</u>	
Annual amount paid per year, previous years sum £10,400 plus VAT.	
<u>Last Period of Submitted Audited Accounts</u>	
2011/12	
<u>Future Risks (Financial, Operational or Structural) Faced by Organisation</u>	
Work continues with the local co-ordinator in identifying areas where currently there are no volunteers and targeting recruitment in those areas.	
<u>Overall Risk Rating (Low/Medium/High)</u>	
Low	
D CONCLUSIONS	
<u>Summary/ Opinion of Organisations Overall Progress During Year</u>	
<p>WRVS assist in the provision of a delivery of approximately 45,100 meals annually to service users who reside within the geographical area of Falkirk Council. The service user groups include the elderly, learning disability and physical disability etc.</p> <p>The main aims of the input are to</p> <ul style="list-style-type: none"> • To assist in the delivery (to the service users homes) of a nutritious meal within a specified time period on a set day or days. • To ensure contact with the service user and confirm their safety and well being. <p>This arrangement has been ongoing for a number of years now and works well volunteers are often recruited within communities and bring local knowledge and social information to those who might otherwise be quite isolated.</p>	
E COMPLETED BY	
<u>Name</u>	Liz McGhee
<u>Designation</u>	Service Manager Community Care
<u>Date</u>	27/8/13

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2011/2012 & 2012/13**

Organisation Name	<u>Falkirk and District Association for Mental Health</u>
Project	Core & Project
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Carole Jones, Service Manager – Community Care

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

FDAMH (Falkirk and District Association for Mental Health) was established in 1981 and is a charitable company limited by guarantee. It operates from the Victoria Centre and provides a unique range of services that deal with prevention, people in crisis and after care & support for service users and carers.

FDAMH aims to promote mental wellbeing by providing a range of services which are summarised below. Each service aim to create an environment in which it –

- Supports individuals recover from mental ill health by acknowledging that recovery is a unique voyage of self discovery and personal growth;
- Prevents deterioration in mental wellbeing
- Provides support, education and training related to mental health, to carers and across the local community.

Falkirk District Association of Mental Health (FDAMH) provides support to individuals experiencing or recovering from mental illness. They also provide support to carers. The Association maintains a range of services that includes Counselling, Mental Health and Well Being Drop-in, Befriending and Third Age Befriending, Link Service, Service Users Reference Group, Carers support and development, Falkirk Senior's Group resource library.

FDAMH provides a range of services through employed members of staff and volunteers. Service provision ranges from 1 to 1 counselling to group work to “drop in” social activity. This is particularly beneficial to service users with a mental illness who can engage with support flexibly and in a number of ways.

The Counselling Service is accredited by COSCA (Counselling and Psychotherapy Scotland) and provides a professional and confidential service to individuals over the age of 16. Aim is to help support individuals to bring about changes that will empower them to make positive choices.

The Carers Project offers 3 key elements of support – one to one support; support groups and carers education courses. Further support is provided through a bereaved by suicide group. A recent introduction has been young carers support through involvement in CAREFREE a young carers course.

Service User and Carers reference group are people who are using or have used adult mental health services and their carers. They meet to talk about issues affecting services and contribute into how these services are developed.

Falkirk Senior's group is a new project funded through the Falkirk Change Fund –

Partnership Innovation Fund. Members of the group are people who use, or care for people who use, older people's mental health services.

The Befriending Project is one of FDAMH's longest running services. The Befriending Project matches trained volunteers with people who have been referred from specialist mental health services and Social Work Services. The aim of the relationship is to help by: relieving loneliness and isolation; listening and understanding; and helping establish links with the local community through social, leisure and recreational activities. The befriending team has Approved Provider status from the Mentoring and Befriending Foundation.

Third Age Befriending project is a newly developed service provision for FDAMH to work with people aged 55 and over.

Mental Health and Well Being Drop-In offers a friendly, supportive and safe environment for people to socialise and interact with others. Aim is to support people in accessing community services, provide meaningful activities to enable people to pursue their interests and empower people to improve their life chances in the wider community.

Link Service aids recovery by supporting people who have become isolated or at risk of isolation as a result of experiencing mental health problems. Individuals are put in touch with local services and supported to make fuller use of these.

FDAMH as a respected organisation are contacted by members of the public and other professionals for information and assistance. Enquiries are received on a daily basis which can be by either telephone or by going into the Victoria Centre. Contact can be anything from a few minutes to hours. FDAMH have to manage the limited staffing resources to provide this service as contact is unpredictable but daily and can involve contact by people who are experiencing anxiety or distress. FDAMH established the Immediate Help Service to manage this daily demand.

FDAMH is a well known and respected service within Falkirk with representation on both Local Authority and NHS Forth Valley strategic planning groups.

FADMH is governed by a Board that is responsible for the governance of the organisation. It meets every two months and has 8 trustees and 2 patrons who include professionals, carers and service users.

List of Agreed Outcomes

To provide support and services to individuals experiencing or recovering from a mental health problem and their carers.

To assist integration into the community and help individuals maintain full and purposeful lives.

To promote understanding of mental ill health and reduce stigma often associated with mental illness.

To assist Falkirk Council and NHS FV in meeting the national standards and commitments within the Mental Health Strategy.

Why Service/Project is Funded Externally Rather than by the Council

The social return on investment as a voluntary organisation and the ability to bring in additional grant funding as well as the use of volunteers exceeds that which could be provided directly by the Council.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMESSummary of Key Achievements

FDAMH continue to provide a range of support to a high standard in an environment of financial challenge. The demand on their service has increased as is demonstrated by the following performance information

Service	2011/12	2012/13
Befriending	19new volunteers 66 individuals supported	13 new volunteers (32 volunteers in total) 62 individuals supported
Counselling	789 referrals (increase of 11.8%) 24 volunteer counsellors	800 referrals 22 volunteer Counsellors
Mental Health and Well Being Drop In	5787 visits in the year – average 111 visits per week 250 individuals	6436 visits in the year –average 124 per week (increase of 11%) 260 individuals

FDAMH continue to support service users and carers to participate in both national and local service planning.

FDAMH continue to provide a service which directly contributes to meeting the commitments within the Mental Health Strategy.

Summary of Key Issues/ Challenges Facing Organisation

FDAMH is experiencing an increased demand for services with an increase in the costs associated with running the service. The counselling service is particularly challenged with a current waiting list of 218 despite delivering over 1500 hours of counselling hours within 2012/2013. 67% of referrals are received from GP practices with a further 4% from psychiatry and psychology. A further 2% referrals from other NHS sources. As with other grant funding organisations there is an inherent difficulty in consolidating service with time limited funding and uncertainty to longer term funding levels.

How has Organisation Contributed to Council/ Service Priorities

FDAMH delivers outcomes that are consistent with those required of the outcomes framework for Scotland's Mental Health Improvement Strategy. It impacts on 5 of the 7 themes for the Mental Health Strategy. It actively contributes to the Council goals of continuing to improve the health, safety and well being of our citizens and communities. It further actively impacts on the goal of increasing efforts to tackle disadvantage and discrimination.

List any Areas where there has been Shortfall in Performance

None. FDAMH significantly exceeds expectations.

How often are Review Meetings held with Lead Officer

Quarterly or as required

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

In the financial year 2012/2013 FDAMH received grant funding from Falkirk Council Social Work Services of:

£139,167 for the core service
£2,640 for service user support worker
£18,000 carers' strategy monies
£5,000 for the "In Touch" database
£12,970 for befriending service

A total of £177,777

Audited accounts for 2012/2013 awaited and will be reviewed by an officer of Falkirk Council finance services once received.

Year on year FDAMH have actively worked to redress a shortfall in their funding. In this they have been successful reducing from a £42,736 shortfall in 2010/2011 to a £10,995 shortfall in 2011/2012. In 2012/2013 there is no shortfall.

Payments are monitored and authorised quarterly.

Last Period of Submitted Audited Accounts

2011/2012

Future Risks (Financial, Operational or Structural) Faced by Organisation

Increased demand on service. Impact of Welfare Reform.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS

Summary/ Opinion of Organisations Overall Progress During Year

FDAMH provides significant value add to the grant funding awarded. Year on year this service has improved performance, expanded service in creative and innovative ways. It is an efficient and effective service. It has clear performance reporting. It provides evidence based support and is an outward looking service that is focused on community needs. As monitoring officer I would recommend that there should be at minimum no reduction in the grant funding award given the significant value add for the money invested. Further there should be consideration as to awarding for longer than a year at a time to enable FDAMH to have a firm financial basis from which to consolidate the service at a time when demand is increasing. If FDAMH were not able to provide the service at the current level then demand to the public sector services of NHS FV and Falkirk Council SWS would increase with the associated cost implications.

E COMPLETED BY	
<u>Name</u>	<u>Carole Jones</u>
<u>Designation</u>	<u>Service Manager</u>
<u>Date</u>	30/08/2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/13**

Organisation Name	<u>Alzheimer's Scotland</u>
Project	Day care and Home Support
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Susan Nixon – Service Manager – Community Care

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

Alzheimer Scotland is a voluntary organisation whose aim is to help and support people with dementia and their carers and families through the provision of a range of services. These services include;

- Information, Advice and Support
- Day Care
- Home Support
- Carer's Education Group
- Carer Support Group
- Post Diagnostic group
- Welfare Rights Service

List of Agreed Outcomes

The Maples day care receives grant funding and provides day care Monday to Friday for 8 service users each day.

Bo' ness Community Care Team purchase 10 places of day care run locally within Dean Court Sheltered Housing Complex.

The Falkirk service of Alzheimer Scotland provides day care and home support services which are considered to be person-centred quality services. The day care in particular is well received and has a waiting list to ensure occupancy levels. Home support provides a flexible service tailored to meet the changing needs of service users. Both services are well received by users, carers, community care teams and the Care Commission; the recent inspection scored high in all areas of the inspection which reflected their commitment to person centred care. The service also provides information and advice, carer's education courses/groups, all of which support family members and carers to continue in their caring role.

Why Service/Project is Funded Externally Rather than by the Council

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

- (a) Carers Education Courses
Regularly run and are well attended by carers. These groups help carers learn more about the illness and how to cope.
- (b) One-to-one support
Both individual and telephone support which helps people with dementia and their carers cope with the illness.
- (c) Post Diagnostic Support
Alzheimer Scotland has worked jointly with the Community Mental Health Team (Elderly) and this has resulted in more referrals for carer support.

Whilst it is recognised that for many people who have just received a diagnosis of dementia attending a group can be quite daunting and referrals and attendance continue for this support.
- (d) Income Maximisation
Providing information and support in relation to benefits such as Attendance Allowance and Council Tax.
- (e) Day Care
Occupancy levels at day care have been maintained at a high level and received a very positive inspection report from the Care Inspectorate. Day care provides a chance to socialise and enjoy activities and outings as well as giving carers a break.
- (f) Staff Training
Commitment remains for staff training to ensure they receive the correct support and guidance to deliver care and support.
- (g) Home Support
This service provides company and help to maintain skills and independence at home, whilst the carer is free to go out. This service has experienced a slight increase in demand in relation to private purchase.

The garden club continued throughout the cold winter and attendees enjoyed in participating in activities to help retain their skills.

The Supper Club was introduced to offer an opportunity for people with dementia to meet for supper in the company of others in a similar situation.

The service continues to use an assessment tool that helps to identify the participation level of individual service users; this ensures individual views are taken into account in their personal care plan, encouraging the person with dementia to take responsibility for their own health and well being.

A Dementia Forum was established in Falkirk following the publication of Scotland's National Dementia Strategy. The group is has representation from Alzheimer Scotland, health and social work; one of the main aims of this group aim is to develop consistent and best practice in dementia care as well as identify future service development to meet the challenges laid down within the Strategy.

Summary of Key Issues/ Challenges Facing Organisation

The key challenge for Alzheimer Scotland is the lack of security around funding. In addition referrals to the service are becoming more complex and Alzheimer's continue to explore different methods of working with people in a person centred approach.

How has Organisation Contributed to Council/ Service Priorities

Alzheimer's Scotland as an organisation provides care and support to people with dementia whose main aim is to help people with a diagnosis of dementia remain as independent, in their own homes for as long as possible. This aim permeates through the service, at a local level, and supports people with dementia in making their own choices and feel valued. It offers carer support and education which in turn enables them to continue in their role and not feel isolated. This ensures people with dementia are supported to take responsibility for their own health and well being and remain as independent as possible.

The organisation ensures their workforce is trained and supported offering both regular supervision and training courses in dementia care.

List any Areas where there has been Shortfall in Performance

Day care at the Maples continues to thrive and receive excellent grades from Care Inspectorate. Carer Education groups continue to offer advice and education and are very well attended. I am not aware of any shortfall in performance.

How often are Review Meetings held with Lead Officer

Meetings are held quarterly with verbal updates more frequently.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

Alzheimer Scotland received grant funding from Falkirk Council amounting to £63,219 (2012/13). In addition Community Care Teams spot purchase services.

Last Period of Submitted Audited Accounts

Accounts for 2011-12.

Future Risks (Financial, Operational or Structural) Faced by Organisation

The number of people diagnosed with dementia continues to grow therefore any reduction in funding to this service would have a detrimental effect on service provision. There is a risk that a reduction in service could mean that people with dementia become isolated and less able to remain independent. Lack of carer support could result in an increase in people with dementia being admitted to long term care.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

The service continues to offer a high standard of care, support and education to people with a diagnosis of dementia as well as to their carers. They work closely with health and social work to ensure the needs of people with dementia and their carers are met locally.

E COMPLETED BY

<u>Name</u>	Susan Nixon
<u>Designation</u>	Service Manager
<u>Date</u>	22 August 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/13**

Organisation Name	<u>Open Secret</u>
Project	Core Funding
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Carole Jones, Service Manager – Community Care

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

Open Secret was established in 1994 to work with survivors of childhood sexual abuse. It provides a service across the Forth Valley area including the local authorities of Clackmannan, Falkirk, Stirling and also provides a service to West Lothian.

List of Agreed Outcomes

Open Secret is an independent community based organisation offering:

- Free confidential services to survivors of childhood sexual abuse
- Support to partners and friends
- Support to other workers and organisations working with childhood sexual abuse issues
- Support for non-abusing parents of children who have experienced sexual abuse

They achieve this through a range of service interventions which include:

- Counselling
- Direct Support work
- Group Work
- Befriending
- Advocacy
- Training to other organisations
- Campaigning and awareness raising

Open Secret currently employ 28 paid staff, 35 sessional workers and around 35 volunteers. There is also a bank of around 15 practice supervisors.

Grant Funding from Falkirk Council funds core running costs (with contributions from other project funding), Chief Executive Post, Depute Chief Executive Post, Administrator & Finance Officer Posts, Parent Support Service.

Open Secret also provides the National In Care Survivors Service Scotland for which they receive Scottish Government funding.

Why Service/Project is Funded Externally Rather than by the Council

As a voluntary organisation Open Secret can pursue and gain other sources of funding which add additionally to the grant funding from Falkirk Council.

It also delivers service through the development of and support from volunteers which also adds value.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Key Achievements

To date we do not have specific details on how well the organisation has delivered on the outcomes set out above. However, the following achievements have been achieved in relation to the wider purposes of the organisation:

The In Care Survivors Service Scotland (ICSSS) continues to be funded and has expanded its remit to provide services to survivors who have experience of the care system but whose abuse did not necessarily happen within a care setting.

Open Secret are also delivering services for the National Confidential Forums for Foster Care and Physical Health on behalf of the Scottish Government. The foster care forum is being delivered in partnership with CELCIS.

Open Secret currently support a team of 30 volunteers and have established an independent fundraising group which consists of staff members, volunteers and service users working together to organise fundraising activities and to date they have independently raised approximately £6,000.

Open Secrets newest initiative is a project to support young women affected by sexual exploitation with involvement in the local initiatives and forums looking at this issue.

Open Secret are an active member of the Falkirk Internet Safety Action Group, and have participated in small and large scale events with this group.

Open Secret have achieved both Investing in Volunteers and Investing in People Awards and are currently working towards achieving the LGBT Charter Mark.

Open Secret were shortlisted in 2013 in two categories at the Scottish Charity Awards for Charity Champion and in the Partnership Working Category.

Open Secret services in prisons are continuing to expand to other establishments throughout Scotland to increase equality of service for prisoners who may move from one establishment to another.

Open Secret's pilot Early Years Service, originally funded through Inspiring Scotland, has been further funded for another two years through Big Lottery funding.

Summary of Key Issues/ Challenges Facing Organisation

Whilst there has been no decrease in the grant funding to Open Secret from Falkirk Council there remains to be challenges in rising costs when no increases in funding are available. Open Secret has been fairly successful in obtaining a diverse range of grant funding from other sources, which has enabled Open Secret to absorb some core cost recovery from other projects and the activities of the fundraising group have taken the pressure off slightly. However in pursuing other sources of funding Open Secret has diversified in service delivery which cannot always be reconciled with local priorities. Neither is it evidenced that Open Secret have consulted or agreed with local partners as to the strategic direction of the changes and additional service delivered.

How has Organisation Contributed to Council/ Service Priorities

Open Secret have a 2011 – 2014 strategic plan which is aligned with the Scottish Government's National Strategy for Survivors of childhood sexual abuse (2005). Open Secret contributes to the Council goal of continuing to improve the health, safety and well being of our citizens and communities.

List any Areas where there has been Shortfall in Performance

Awaiting more detailed performance information.

How often are Review Meetings held with Lead Officer

Annually or as required

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

Open Secret received a grant payment from Falkirk Council Social Work Services of £149,442 for the financial year 2011/2012.

The grant funding from Falkirk Council Social Work Services for the financial year 2012/2013 was £149,442.

Grant payment is monitored and authorised quarterly.

Last Period of Submitted Audited Accounts

Audited accounts have been received for 2011 / 2012 and have now been checked. Reserves have dipped to a level which is lower than their reserves policy stipulates. The Directors plan to address this with fundraising and full cost recovery in funding applications

Future Risks (Financial, Operational or Structural) Faced by Organisation

There has been a percentage decrease in the grant funding to Open Secret from Falkirk Council. Given the level of grant funding from other sources Open Secret has been able to absorb this decrease. However there is a concern to the diversification of service being delivered as a result of the performance objectives associated with other sources of grant funding. It is not clear as to whether they are congruent with local priority outcomes. There is a dilemma for grant funded organisations in the need to obtain other sources of funding in an environment of public sector efficiency savings and the need to stay afloat. Open Secret continues to actively pursue other sources of funding and has been successful in this activity.

Overall Risk Rating (Low/Medium/High)

Awaiting outcome of review of accounts by Falkirk Council Finance Services

D CONCLUSIONS

Summary/ Opinion of Organisations Overall Progress During Year

Open Secret continues to provide a range of services to vulnerable service users. It is valued by those service users. It is a well established service and works to evidenced based practice. It works well in partnership with services from NHS and prison services. However there is a level of concern as to the diversification of the service particularly in relation to the more recent grant funding to provided services for children and schools. It is unclear as to the risk to the viability of the service were some of the grant funding to stop or reduce.

E COMPLETED BY

Name

Carole Jones

Designation

Service Manager Community Care

Date

30/8/2013