

DRAFT

**FALKIRK COUNCIL**

**MINUTE of MEETING of the SCRUTINY COMMITTEE (EXTERNAL) held in the MUNICIPAL BUILDINGS, FALKIRK on THURSDAY 17 SEPTEMBER 2015 at 9.30 a.m.**

**COUNCILLORS:**

David Balfour  
Gordon Hughes (Convener)  
Charles MacDonald  
Brian McCabe  
John McLuckie  
Rosie Murray

**OFFICERS:**

Sally Buchanan, Welfare Reform Project Manager  
Elaine Costello, Integration Support Manager  
Jack Frawley, Committee Services Officer  
Colin Moodie, Depute Chief Governance Officer  
Robert Naylor, Director of Children's Services  
Andrew Wilson, Community Planning Manager  
Eddie Ritchie, Scottish Fire and Rescue Service  
Gary Laing, Scottish Fire and Rescue Service  
David Garrity, Scottish Fire and Rescue Service

**ALSO ATTENDING:**

**SE6. APPOINTMENT OF CONVENER**

Colin Moodie welcomed members to the meeting. Having received an apology from the Convener, Councillor Jackson, nominations were sought for the position of Convener for the meeting. The committee was advised that in line with Standing Order 50.5 the Convener of the Scrutiny Committee (External) must be a member of the Committee from the largest Opposition group.

Councillor Balfour nominated Councillor Hughes. There being no other nominations Councillor Hughes assumed the chair for the remainder of the business.

**SE7. APOLOGIES**

An apology was intimated on behalf of Councillor Jackson.

**SE8. DECLARATIONS OF INTEREST**

No declarations were made at this point.

**SE9. MINUTE**

**Decision**

**The minute of meeting of the Scrutiny Committee (External) held on 18 June 2015 was approved.**

**SE10. FOLLOWING THE PUBLIC POUND: EARLY INTERVENTION SERVICES TO CHILDREN AND YOUNG PEOPLE – 2014/2015 MONITORING REPORT**

The Committee considered a report by the Director of Children's Services which provided an update on the work of external organisations in receipt of funding to provide services to children and young people and who fall within the Following the Public Pound (FPP) reporting and monitoring arrangements.

The report provided information on the strategic context of services to children and families including: rising population; increase in vulnerability; the national policy context, and the local policy context.

An individual report was appended for each of the seven organisations which received funding. Each report set out the service provided, the agreed outcomes and objectives, and performance information for the period 1 April 2014 to 31 March 2015 together with information on their funding and the amount contributed by the Council. Robert Naylor provided an overview of the report.

The Committee then heard from officers in relation to the individual reports.

**(a) Aberlour Child Care Trust – Aberlour Early Years Outreach**

Elaine Costello provided an overview of the report, advising that the organisation received £315,162 of Council funding and £3,000 of in-kind support in the period. This equated to 79% of the organisation's total funding. The organisation provided support to expectant parents and families with children under the age of four years. The committee were advised that in the period 302 families had been supported.

The committee asked if the risk rating of medium had been assigned due to anticipation of further reductions to the level of funding available. Elaine Costello stated that was the reason and that the organisation had been advised of this and worked with the Council to redesign its services in order to ensure that service delivery could be maintained in the future if there were reductions to funding.

Members discussed the work of Finding the Balance Groups and asked if there had been an increase in the amount of mental health support provided. Elaine Costello advised that detailed information could be provided to members after the committee and that in the previous year four groups had been run while there had been six in the current year. She advised that there were 8 participants per group.

The committee discussed the possibility of duplication were multiple services were engaged to deliver similar services and ensuring a consistency of offering across the

Council area. Elaine Costello stated that the other organisations being reported on did deliver some similar services while not being entirely congruent with one another. She advised that a piece of work would be undertaken by the service to identify how to improve consistency across the area. She also stated that a policy development panel on a review of inclusion was being undertaken and that part of its work would be to look at the contribution of early intervention services to children and young people.

Members discussed capacity building in externally funded organisations and if they had access to training needs analyses. Elaine Costello advised that collaboration between the organisations and the Council had been increased through the Falkirk Family Support Public Social Partnership which had included the services in the report and Education's Family Support Service and Social Work's Intensive Family Support Service. The external organisations had access to any training the Council offered and had also been able to access training available through one of the other external organisations.

The committee sought further information on cases where there had been deterioration despite the service working with a family. Elaine Costello advised that there were only a few cases of deterioration and that it was usually due to a shift in circumstances for that family such as a bereavement or a child protection issue. In such cases the services continued to work with the families to try and improve the situation.

## **Decision**

**The Committee approved the report and acknowledged the progress made by Aberlour Child Care Trust – Aberlour Early Years Outreach in delivering Council priorities.**

### **(b) Aberlour Child Care Trust – Family Centre Langlees**

Elaine Costello provided an overview of the report, advising that the organisation received £225,012 of Council funding and £3,000 of in-kind support in the period. This equated to 98% of the organisation's total funding. The organisation provided support to expectant parents and families with children up to the age of twelve years. The committee were advised that in the period 147 children and their families had been supported. Following receipt of support 38 families were signposted to other services.

The committee asked for further information on the partnership working between the organisation and Community Learning and Development (CLD). Elaine Costello advised that there was a strong working connection between the two groups. The organisation had attracted extra funding to provide families with access to food over the summer period and this had been delivered in partnership with CLD who had signposted families to the organisation through playgroups and summer clubs. CLD had also worked with the organisation when holding events in Langlees in order to attract a wider spread of the community.

Members discussed the role of the monitoring officer and sought further information on the role. Elaine Costello stated that all external organisations in receipt of Council funding which fall within the FPP monitoring arrangements are assigned a monitoring officer. Monitoring officers met with the organisation at least once every three months and in many cases more frequently. If outcomes were not being met then the monitoring officer needed to work with the organisation to assist in delivering those outcomes.

The committee then asked for further information on risks regarding external organisations such as poor governance. Elaine Costello stated that there could be risks relating to governance but also risks arising from the impact of staff changes on small organisations or not getting the required financial information.

Members highlighted the differences in service delivery and cost between the two services provided by Aberlour Child Care Trust and that there was not a consistency of offering across the Council area. Robert Naylor advised that he intended to discuss such variances with all funded external organisations. Services had previously been commissioned where a need had been identified but the aim was to deliver a consistent approach across the Council area. He stated that the work of the policy development panel on inclusion would contribute toward this aim. He also advised that to ensure an avoidance of duplication of services it was intended that there would be a full integration of the Education Family Support Service and Social Work Intensive Family Support Service.

## **Decision**

**The Committee approved the report and acknowledged the progress made by Aberlour Child Care Trust – Family Centre Langlees in meeting Council priorities.**

### **(c) Barnado's – Barnado's Education and Family Support Service**

Elaine Costello provided an overview of the report, advising that the organisation received £314,605 of Council funding and £16,200 of in-kind support in the period. This equated to 92% of the organisation's total funding. The organisation provided support to children and young people from birth to 18 years and their parents/carers through a planned stage of early intervention in order to maintain the child's place in mainstream education. In the period 97 children were directly supported.

The committee sought further information on emotional literacy. Elaine Costello stated that the work on emotional literacy helped to develop a child's ability to express and talk about their feelings. The work also improved the attachment of children to their parents.

Members discussed monitoring carried out internally by the organisation and asked if matched the indicators used by the Council. Elaine Costello advised that the systems worked well together and that Barnado's monitored wellbeing outcomes, as did Aberlour. However, their scales for measuring improvement used opposite directions of travel but it was the distance travelled on the scales which was important and comparable.

The committee asked about the level of demand for the service as the number of requests for assistance had decreased. Elaine Costello advised that there had been a dip in referrals but that the issue had been investigated and mitigated against. There was currently a waiting list to utilise the service as referrals had increased.

Members asked for further information on the referral process. Elaine Costello stated that a co-operative approach had been implemented involving senior family support workers meeting with the managers of the funded organisations and determining who was best placed to deal with the request for support which was then allocated. Members were advised that there was a written protocol in place and that this would be shared with them after the meeting.

### **Decision**

**The Committee approved the report and acknowledged the progress made by Barnado's – Barnado's Education and Family Support Service in meeting Council priorities.**

#### **(d) Barnado's – New Beginnings**

David Mackay provided an overview of the report, highlighting the role of the Family Support Service, which provides support across the Falkirk, Clackmannanshire and Stirling Council areas and which was established in March 2014 following a pilot project in 2012/13. Each of the Councils in the Forth Valley contributed £20,000 in 2014/15 for the service which received 83 referrals in the period.

The committee discussed that the organisation was meeting the targets of improvements and compared well to other organisations. Members also discussed the inclusion of a case study and commented on how valuable this had been.

### **Decision**

**The Committee approved the report and acknowledged the progress made by Barnado's – New Beginnings in meeting Council priorities.**

#### **(e) Home-Start – Home-Start Falkirk West**

Elaine Costello provided an overview of the report, advising that the organisation received £29,488 of Council funding and £6,000 of in-kind support in the period. This equated to 34% of the organisation's total funding due to the award of funding from the Big Lottery. The organisation provided a home visiting support service through trained volunteers to vulnerable families with young children. In the period 88 families were supported by volunteers.

The committee asked about the capacity of the organisation as the agreed outcome was to support 30 families but support had been given to 88 in the period. Elaine Costello stated that the funding awarded from the Big Lottery had enabled more groups to be run. In relation to a question on paid staffing, Elaine Costello advised that there was one core employee and one temporary member of staff employed through the Big Lottery funding.

Members asked about the process of setting agreed outcomes and who had responsibility for this. Elaine Costello stated that the outcomes were being reviewed in light of the increased funding. She advised that as the organisation provided support through volunteers there were challenges in quantifying the level of service which could be provided as people gave different amounts of time. She further stated that a ratio of support as close to one to one as possible was best.

The committee commented on the quality of support provided by the service and asked why the project was not rolled out further across the Council area. Elaine Costello advised that the issue was being looked at carefully to try and ascertain how much work could be done by volunteers.

## **Decision**

**The committee approved the report and acknowledged the progress made by Home-Start – Home-Start Falkirk West in meeting Council priorities.**

### **(f) National Health Service Forth Valley – Speech and Language Therapy**

Andrew Facherty provided an overview of the report, advising that the organisation received £515,040 of Council funding. The organisation provided language based additional support to children in Falkirk.

The committee asked how many therapists were involved in the project and were funded by the Council. Elaine Costello advised that there were 12 full time equivalent therapists. Approximately 8 posts were funded by the Council and 4 by the NHS.

Members discussed the public perception of the referral process and the length of wait for children to get to see a therapist. Andrew Facherty stated that 100% of referrals were assessed within 18 weeks. The committee then discussed the referral process and Andrew Facherty stated that the service worked in co-operation with parents whenever possible. He advised that the project enabled small amounts of therapy to be provided to large numbers of children rather than offering intensive support to a small number of children. In response to a point on the decreased number of children supported, Andrew Facherty advised that either the number of therapists would need to be increased or there would need to be a greater focus on group work to increase the number of children supported.

The committee asked who made referrals for children to the service. Andrew Facherty advised that a number of referrals came from GPs and that the service was provided to children and young people from 2 to 19 years old but that early intervention was important. Elaine Costello stated that teachers, early years officers and health visitors were also sources of referrals.

## **Decision**

**The committee approved the report and acknowledged the progress made by National Health Service Forth Valley – Speech and Language Therapy in meeting Council priorities.**

Prior to consideration of this item, Councillor McLuckie declared a non-financial interest by virtue of his familiarity with the service, and considered that he required to recuse himself from consideration of the item, having regard to the objective test in the Code of Conduct. Councillor McLuckie thereafter left the meeting.

### **(g) One Parent Families Scotland – Braes Children and Families Centre**

Elaine Costello provided an overview of the report, advising that the organisation received £136,064 of Council funding and £6,000 of in-kind support in the period. The organisation provided a range of support to parents (especially lone parents) on a variety of issues via family support, advice on benefits, income maximisation, debt, parenting, befriending, supported childcare sessions and 600 hour placements for 2 year olds. In the period 105 parents were directly supported.

The committee asked about the impact of reductions in funding to the service. Elaine Costello advised that the service had restructured its provision and was providing supported childcare as families could access the Scottish Government's 600 hours of childcare for 2 year olds.

Members asked about the management and governance of the organisation. Elaine Costello advised that she had meetings with the national finance manager and that the organisations accounts were up to date as were its governance procedures. Further, she held regular meetings with the local manager who had adapted the service quickly when advised of the reduction in funding.

## **Decision**

**The committee approved the report and acknowledged the progress made by One Parent Families Scotland – Braes Children and Families Centre in meeting Council priorities.**

Councillor McLuckie re-entered the meeting following consideration of the previous item.

## **SE11. FOLLOWING THE PUBLIC POUND: UPDATE**

The committee considered a report by the Director of Corporate and Housing Services providing Falkirk & District Credit Union's accounts and the percentage of the Council's funding in the organisation's total funding which had been requested at the meeting of the Scrutiny Committee of 14 May 2015 (ref S9 (b)). Sally Buchanan provided an overview of the report.

Members asked about the possibility of a town centre branch location for the credit union. Sally Buchanan advised that a feasibility study had been carried out, funded by Lloyds Bank, but that a decision had been taken not to proceed with a town centre location at this time. A refurbishment of the current Grangemouth premises was the preferred option although the Credit Union remained keen on having a town centre presence but that there was a big risk associated with the move.

The committee sought further information on the increased number of fixed loan accounts. Sally Buchanan advised that the product was offered to provide a more suitable option for clients than being driven to payday loan companies.

Members discussed the organisation's reserves and changes to regulations. Sally Buchanan stated that previously the bad debt provision had been kept separately but that this had been revised and was now incorporated in the total reserves level.

The committee asked for further information on quick loans. Sally Buchanan advised that it had previously been the case that a person needed to be a member for a certain period of time before they could access loan facilities but that loans could be granted more quickly now if the person was employed and met all other conditions.

Members asked how the Council had supported the drive to increase the credit union's client base. Sally Buchanan made reference to a variety of promotional activity carried out, including: the provision of a development officer two days a week; promotion on the Council's September payslips; an e-mail to all Council staff, and a promotional event held at the Council's offices.

The committee sought information on the link between the credit union and schools. Sally Buchanan stated that there had been lots of work carried out with both primary and high schools. Further to the work already carried out, the organisation was considering having a stall at school parents' evenings.

The committee discussed the role of Community Learning and Development (CLD) in promotion of the credit union and building capacity in communities. Sally Buchanan advised that the development officer had spoken with CLD staff and that more work in the area could be looked at.

Members asked if the Department of Work and Pensions (DWP) signposted people to the organisation. Sally Buchanan stated that the DWP were aware of the organisation and she hoped that they were signposting people to the credit union. Andrew Wilson stated that the DWP had recently become a member of the Community Planning Partnership Leadership Board and were on the sub group on poverty so there would be enhanced communication between the Council and DWP.

## **Decision**

**The committee approved the report and acknowledged progress by the organisation in meeting Council priorities.**



## **SE12. SCOTTISH FIRE AND RESCUE SERVICE – FALKIRK & WEST LOTHIAN COMMAND PERFORMANCE REPORT**

The committee considered a report by the Director of Corporate and Housing Services presenting reports by the Local Senior Officer on: Falkirk performance for 1 April 2014 to 31 March 2015, and Falkirk performance for April 2015 to June 2015. Andrew Wilson provided an overview of the report and Gary Laing, Scottish Fire and Rescue Service (SFRS) provided an overview of the attached performance reports.

Following reference to lockable bin lids in the presentation from the Local Senior Officer the committee asked for further information on deliberate fire setting. Eddie Ritchie advised that in past cases where areas had a high incidence of deliberate fire setting to bins the SFRS had utilised lockable lids to deter fire starting. In regard to any issues of deliberate fire setting at fly tipping sites the service engaged with environmental services to find a solution such as reduction of tree coverage or education in schools.

The committee asked about the service providing support to the Scottish Ambulance Service in deployment of defibrillators. Gary Laing stated that as the number of fires had decreased while the percentage of elderly population which had increased the demand on the Scottish Ambulance Service. In cardiac arrest situations in Scotland it was projected that 1,000 lives a year could be saved through early arrival to incidents. West Lothian was one of three areas selected to trial the deployment of defibrillators by the SFRS.

Members asked about controlled fire situations. Gary Laing stated that where the SFRS were contacted by an adult that they were going to have a controlled fire that was generally accepted but that if another person was to call the fire in then an appliance would attend.

The committee asked for further information on the tasking and co-ordinating group. Andrew Wilson stated that it was a part of the Community Planning Partnership approach. Gary Laing advised that the meetings were held at Grangemouth Police station involving the police, housing, SFRS and community safety wardens. He advised that most Council areas had a similar group in place.

### **Decision**

**The committee noted the report.**



**FALKIRK COUNCIL**

**Subject: FOLLOWING THE PUBLIC POUND: FALKIRK COMMUNITY TRUST**  
**Meeting: SCRUTINY COMMITTEE**  
**Date: 12 NOVEMBER 2015**  
**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 2014 to 31 March 2015, 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:

<b>Organisation</b>	<b>Project details</b>	<b>Duration of agreement</b>	<b>Total support (financial &amp; in-kind) during report period</b>	<b>Elected Members currently nominated to the Trust Board</b>
Falkirk Community Trust	The provision of cultural, recreation, sports and library services on behalf of Falkirk Council	25 years from June 2011	£13.085M (2014/15)	Councillors Dennis Goldie, Linda Gow, Robert Spears, Baillie William Buchanan, and Provost 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: *Inspiring Active Lives* which guides a number of supporting plans that are in development including;
  - The Physical Activity Plan and Wellbeing Plan;
  - The Arts and Heritage Plans , Libraries Development Plan: and
  - Master planning for major sites and Management Plans for each strategic park.

- 1.4 The Council's Chief Finance Officer is the designated key liaison officer with the Trust. In addition to regular meetings between the Chief Executive of the Council and the Chief Executive of the Trust, the Chief Finance Officer meets the Chief Executive of the Trust on a quarterly basis, and attends 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:

<b>Trust Outcome</b>	<b>Corporate Plan Goal</b>
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 The business case which underpinned the establishment of the Trust highlighted the following benefits:

- 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 2013 to March 2014 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;
- 26%, or 7 out of 27 reported indicators were 5% to 10% below target; and
- 15%, or 4 out of 27 reported indicators were 10% or more below target

3.2 In addition to the 2014/15 yearly report, the Trust has also provided a quarter 2 performance report, covering the period, April to August 2015, as attached at Appendix 2. This is supported by more locally based information, requested by Members, attached at Appendix 3. Both appendices provide a more detailed commentary on Trust performance. In summary the Trust reported that:

- 58%, or 18 out of 31 reported indicators were within 5% or above target performance;
- 35%, or 11 out of 31 reported indicators were 5% to 10% below target; and
- 7%, or 2 out of 31 reported indicators were 10% or more below target

3.3 In addition to this the Trust has secured some major achievements and improvements during 2014/15. These make an important contribution towards the fulfilment of the Trust's Business Plan and its contribution to the Council's Corporate Plan. A fuller account is provided within the Trust's annual report, which is available at [http://www.falkirkcommunitytrust.org/about/docs/annual-reports/Annual Report 2014 - 2015.pdf](http://www.falkirkcommunitytrust.org/about/docs/annual-reports/Annual%20Report%202014%20-%202015.pdf). Some of the Trust's key achievements include:

- Significant capital investment received from Falkirk Council has allowed the Trust to invest in improving the wave machine at the Mariner Centre and the flumes at Grangemouth Sports Complex. This has helped to support a measurable increase in income at the Mariner Centre;
- The Trust raised over £500,000 through competitive grant awards and sponsorship. The Trust also received £1.183m in external funding. This included funding for Active Schools the Youth Music Initiative;
- A new Library Management System has been introduced, which has resulted in significant improvements in the online catalogue;
- 700 local school children broke the Guinness Word Record as the largest group of people playing tennis 'keepy uppy'. This was part of the opening of refurbished tennis courts at Zetland Park;
- Kinneil Museum underwent refurbishment, resulting a new ground floor exhibition. This has helped to increase museum visits this year;
- This was the first full season of operating the Helix and Kelpie Tours. Over 950,000 visits took place during the year, double the number expected;

- The Trust's Arts and Libraries teams together with Falkirk Council's Social Work Services have collaborated to improve long term opportunities for vulnerable young people. This has utilised arts to improve confidence, life aspirations, social skills and develop the creative talents of 10 young people aged 11-18 from children's homes. Some of the issues these young people have experienced include, separation from birth parents, neglect, abuse, and experiencing the trauma of loss. These range of experiences have traditionally contributed to such young people experiencing bad outcomes, such as, poor educational attainment and poor destinations on leaving school;
- Grangemouth Stadium has benefitted directly from the legacy of the Commonwealth Games by being the recipient of 50% of the track used for athletics events at the Games. This is being used to replace the dilapidated track previously used;
- Those facilities which experienced increased admissions during the year included, Bo'ness Recreation Centre, Grangemouth Stadium, Grangemouth Gym and Kinneil Museum. Active schools participation increased by 12% during the year;
- Those facilities which experienced decreased admissions during the year included, Grangemouth Sports Complex, the Mariner Centre, the Hippodrome and Callendar House. Admissions at the first two centres were impacted by their closure for a period while facilities were upgraded; and
- Customer income for the Trust as a whole, continued to show improvement, reaching £5.25m in 2014/15. Health and fitness income topped £1m for the first time in 2014/15.

#### 4. FINANCIAL OVERVIEW

4.1 A copy of the Trust's Audited Report and Financial Statements for 2014/15 is available at [http://www.falkirkcommunitytrust.org/about/docs/audited-accounts/Report and financial statements 2015.pdf](http://www.falkirkcommunitytrust.org/about/docs/audited-accounts/Report%20and%20financial%20statements%202015.pdf). The Trust applied £66,000 from a revaluation reserve, which left a small surplus of £12,000. The Trust's wholly owned subsidiary, Falkirk Community Trading Limited, achieved a break even position. The latter includes provision of catering and retail services. The reserve at 31 March 2015 stood at £374,000.

4.2 A summary of the 2014/15 accounts, is as follows:

Description	2014/15 (£)	2013/14 (£)
Total Incoming Resources	19.52m	18.218m
Falkirk Council contribution	13.085m	12.139m
Total Expenditure	18.871m	18.008m
Balance as 31 March 2014	952,000	952,000
Balance at 31 March 2015	1.601m	-

#### 5. GOING FORWARD

5.1 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 The Trust continues to focus its forward against the following strategic objectives:
- Meeting customer needs;
  - Organisational development; and
  - Financial sustainability.
- 5.3 Work is ongoing during 2015/16 to progress the Kinneil Masterplan with key stakeholders including, Historic Scotland and the Heritage Lottery Fund. Positive support has been received from local community organisations and representatives. The Trust is engaging with these stakeholders to shape the future funding strategy, which will facilitate the fulfilment of the ambitions set out in the Masterplan.
- 5.4 2016 has been designated, by the Scottish Government, as a year in which we will celebrate Scotland's achievements in innovation, architecture and design. The local area has a proud heritage in these topics. The Trust has a key role in shaping a 12 month programme to reflect this, which will act as further spur for tourism.
- 5.5 The Trust has drafted a new Physical Activity and Wellbeing Plan and a Library Services Development Plan. These are currently being consulted on with Falkirk Council, with sign off by the Council thereafter.
- 5.6 2015 has seen the opening of Stenhousemuir Gym, which sees the provision of a state of the art facility and equipment. This will make an important contribution to Trust income in the coming years.
- 5.7 Over the next 3 years the Trust will be required to manage a £2.1m reduction in revenue funding from Falkirk Council. The Trust aims to meet this challenge through a mix of measures including, income generation and growth plans, and by securing efficiency savings and service reductions. Another important aspect of this will be the implementation of an Asset Management Plan, in conjunction with Falkirk Council.

## **6. CONCLUSION**

- 6.1 This is the third 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. This year has seen significant investment in Trust facilities and equipment with a view to securing a platform for sustained income growth. Significant funding challenges continue to lie ahead however. The report outlines the steps the Trust is taking to mitigate this challenge. 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 2014/15.**

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### **CHIEF EXECUTIVE**

Date: 26 October 2014

Ref: ABC1015AW – 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:** April 2014 – March 2015 12-month Performance Report  
**Meeting:** Audit and Performance Sub-Group  
**Date:** 14<sup>th</sup> May 2015  
**Authors:** Alistair Mitchell, Team Leader Performance Review

## 1. Introduction

- 1.1 This is the 2014-15 quarter four report on our performance indicators and covers the 12-month financial period April 2014 – March 2015. The report flags relevant current activity or planned action in support of achieving the Trust's strategic objectives.

## 2. Performance Statement

- 2.1 Attached is a statement with indicator performance presented in the form of bar charts with contextual commentary. Indicators are flagged at the end of each quarter using a red-amber-green traffic light system. **Each flag measures performance against target.**
- 2.2 Figures presented alongside the charts provide an 'at a glance' summary of variance in indicator performance compared to the same quarter last year, and variance in cumulative performance for the year total against the previous year.
- 2.3 Three additional indicators reporting performance of the Helix site were added at the start of the current financial year and remain unflagged. Annual targets will be included and these indicators flagged from 2015-16 onwards.
- 2.4 The flagging status for this period is summarised below:

Green 	This PI is on or above target (within 5% of target or above target)	There are <b>14</b> green-flagged indicators.
Amber 	This PI is slightly below target though performance may be improving (5-10% below target)	There are <b>4</b> amber-flagged indicators.
Red 	This PI is significantly below target and performance does not appear to be improving (10% or more below target)	There are <b>9</b> red-flagged indicators.

- 2.5 Compared to the quarter three report (October-December), indicator flagging has changed as follows:
- Two less green-flagged indicators
  - One more amber-flagged indicator
  - One more red-flagged indicators
- 2.6 Two previously green-flagged indicators (PI 2 and 24) have moved to red at year-end; one amber-flagged indicator (PI 7) has moved to red at year-end; two previously green-flagged indicators (PI 10 and 12) have dropped to amber; one indicator (PI 20) has improved from amber to green-flagging at year-end; one indicator (PI 22) has improved from red to amber flagging; and one indicator (PI 23) has improved from red to green flagging.

- 2.7 2014-15 year-end performance is less positive than previous year's successes. Approximately half of indicators remain flagged green against target, but actual performance (number of admissions, visits, bookings, etc) has decreased in real terms for almost two-thirds of indicators. This trend in admissions, visits and bookings is being closely monitored by Trust management and, where possible, action being taken where necessary.
- 2.8 The key performance highlights for the 2014-15 year include the following:
- Bo'ness Recreation Centre admissions 14% higher than 2013-14, with an additional 17,305 admissions to the Centre and exceeding target by 11.5%.
  - Admissions to Grangemouth Stadium exceeding last year's total by 2,300 (+2.0%) despite the 8-week track closure for installation of our new running surface from Glasgow 2014. Target was exceeded by 7% (+8,100 admissions).
  - Grangemouth Circuit Club admissions grown by 4% over last year and exceeded target by 3.8% (+4,240), mainly due to increased fitness class usage.
  - Neighbourhood Centre admissions exceeded target by 5.3% (+6,392).
  - Use of Community Schools admissions exceeded target by 4.9% (+8,386) although fell slightly short of the 2013-14 total.
  - An additional 1,000 rounds of golf were played at Grangemouth Golf Course compared to last year, helping the indicator to exceed target.
  - Active Schools delivered a record number of participant sessions, 12.2% more than last year, and exceeded target by 10.5% (+17,854 participant sessions).
  - Kinneil Museum admissions were 15.8% higher this year compared to 2013-14 despite the 2-month closure for refurbishment, and exceeded target by 16% (+431 visits).
- 2.9 A report on the period April – June 2015 will be made at the next meeting of the sub group on 13<sup>th</sup> August 2015.

### **3. Recommendation**

- 3.1 Directors are asked to note the following:
- Progress made throughout 2014-15;
  - Actions to address areas requiring improvements in the forthcoming year;
  - Reporting methods formats are being refined ahead of the next performance report to enhance clarity and provide a more concise report.

**Alistair Mitchell**  
**Team**

**Leader**

**Performance**

**Review**

1)



### Admissions to Bo'ness Recreation Centre

Q4 2014/15 vs Q4 2013/14:

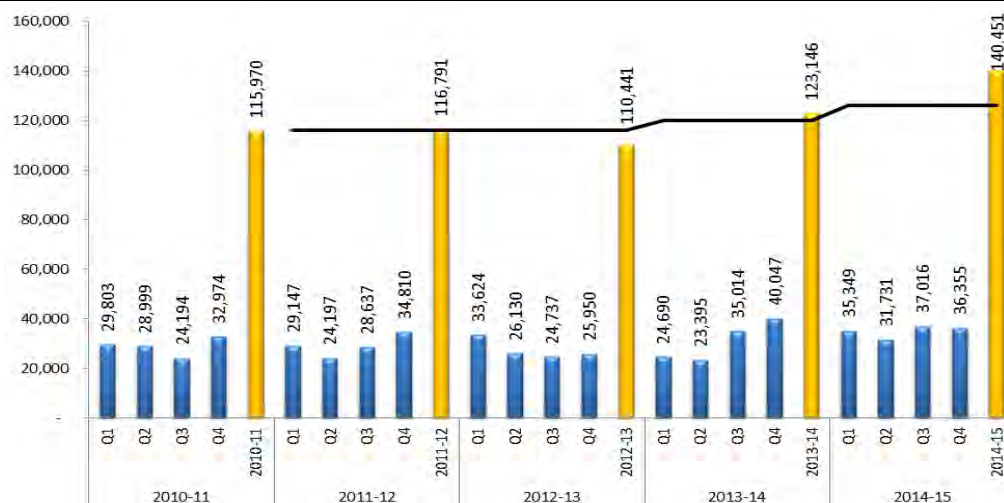
↓ 9.2%

- 3,692 admissions

Year total 2014/15 vs 2013/14:

↑ 14.1%

+ 17,305 admissions



2014-15 annual target: 126,000 admissions

Performance at year-end exceeded the annual target by 11.5% (+14,451 admissions) with the highest admissions for several years. Usage continues to perform well due to the team's ability to keep the programme fresh and a focus on customer engagement. Income at year-end fell just short of target (£184k against a target of £191k) largely due to reductions in squash and indoor football by c.£3k. Artificial pitch and birthday party income performed well while swimming remained constant. The areas of significant growth during 2014-15 were badminton, events, birthday parties, and sauna & steam room usage.

Although Q4 performance this year was lower than same period last year, 2013-14 Q4 saw a spike in admissions relative to preceding years. The drop is mainly due to a decline in indoor football use brought about by the saturation of available pitches in the area. Whilst usage of sports halls for football is down, badminton usage continues to increase using some booking slots now vacated by football.

Looking ahead to 2015-16, work is ongoing to introduce more roller beats classes in the near future. Areas identified for improvement and focus are squash and indoor football admissions.

2)



### Admissions to Grangemouth Sports Complex

Q4 2014/15 vs Q4 2013/14:

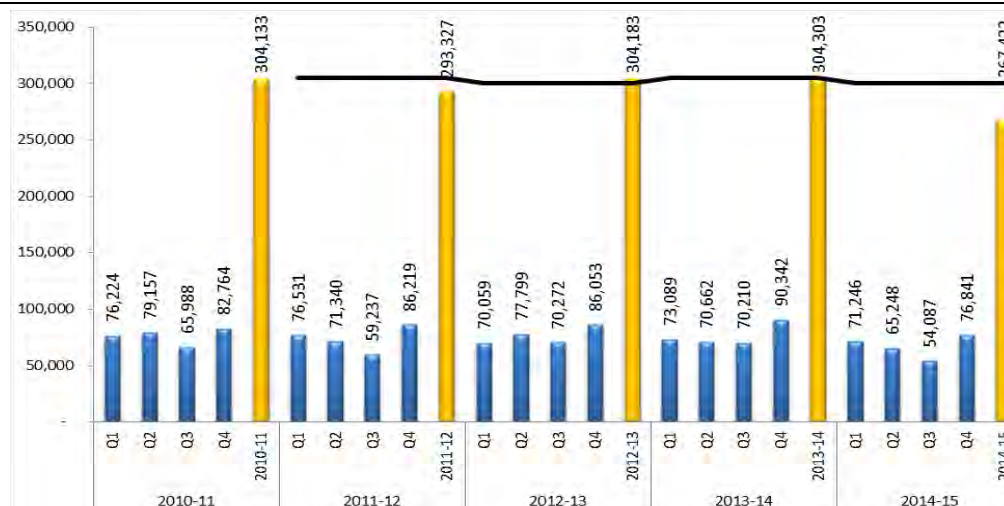
↓ 14.9%

- 13,501 admissions

Year total 2014/15 vs 2013/14:

↓ 12.1%

- 36,881 admissions



2014-15 annual target: 300,000 admissions

Overall admissions for 2014/15 were lower than last year and fell c.11% (-32,578) below target at year-end, hence the change in indicator flagging to red. However, income at year-end was only less than 1% below target despite the reduction in admissions. The 3-week closure for maintenance and venue improvements during Q3 had significant impact, but has enhanced the customer experience. Further planned investment during 2015/16 will revitalise the flumes offer and should reverse the swimming admissions trends.

Performance during Q4 reduced compared to the same period last year. Swimming pool admissions decreased with c.3,000 fewer school admissions following the loss of P5 swimming, and casual swimming decreased by c.2,300. The Scottish Schools basketball finals attracted c.5,000 admissions over 6 days but in general fewer and quieter events resulted in c.4,500 fewer spectators. Soft play admissions were lower than last year and casual football and badminton bookings continued to decline.

2015-16 Q1 activities include the launch of new 'mini moves' dance classes for 1-5 year-olds and netball coaching sessions and a large programme of events including gymnastics competitions, 5 roller derby bouts and several swimming galas including the Scottish Disability Sport Senior Swimming Championships.

3)



### Admissions to Mariner Centre

Q4 2014/15 vs Q4 2013/14:

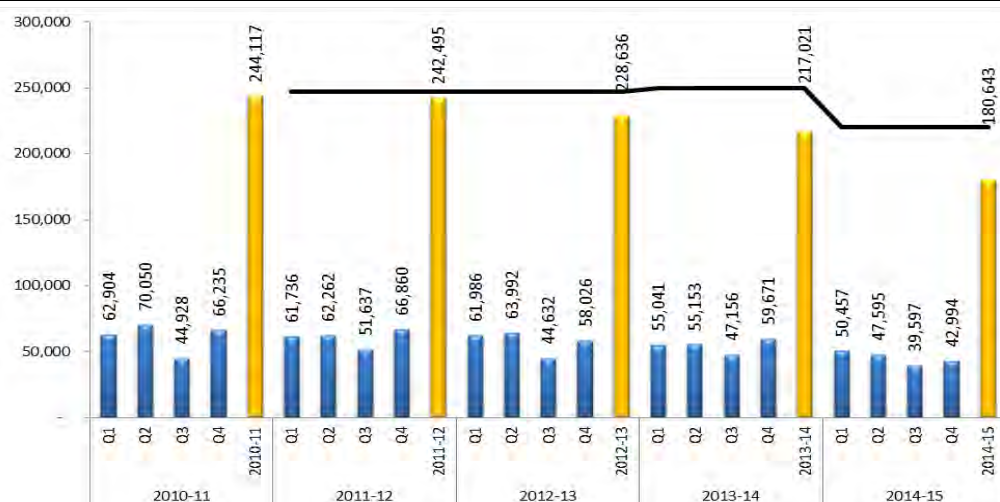
↓ 27.9%

- 16,677 admissions

Year total 2014/15 vs 2013/14:

↓ 16.8%

- 36,378 admissions



2014-15 annual target: 220,000 admissions

Year-end performance was lower than last year and fell c.18% short of target. Contributing factors were the lack of wave machine combined with good weather and opening of The Helix providing a greater draw than indoor venues. Income at year-end was c.21% below target (c.-£116k), a reflection of the broken wave machine compounded by the 4-week closure in March. Swimming income since the pool reopened recorded a 95% increase on the same 4-day period last year with almost £5k of income.

Admissions during Q4 continued the trend of decreasing admissions. The 26-day pool closure for installation of the new wave machine and air-handling units led to a 36% decrease in swimming admissions. Encouragingly, since reopening on 28<sup>th</sup> March swimming admissions were 54% higher than the equivalent 4-day period last year. Admissions increased for Falkirk Fury basketball fixtures (+133%), badminton and short tennis (+138%). Indoor football showed the same trend seen elsewhere with a 38% decrease, while Roller Derby decreased 83% following the relocation of a team to Hallglen SC.

Increased swimming income and admissions are anticipated for 2014-15 with the wave machine being back in action with bigger and better waves. A week-long Easter camp will be delivered in the centre; this is a new venture for the venue.

4)



### Admissions to Grangemouth Stadium

Q4 2014/15 vs Q4 2013/14:

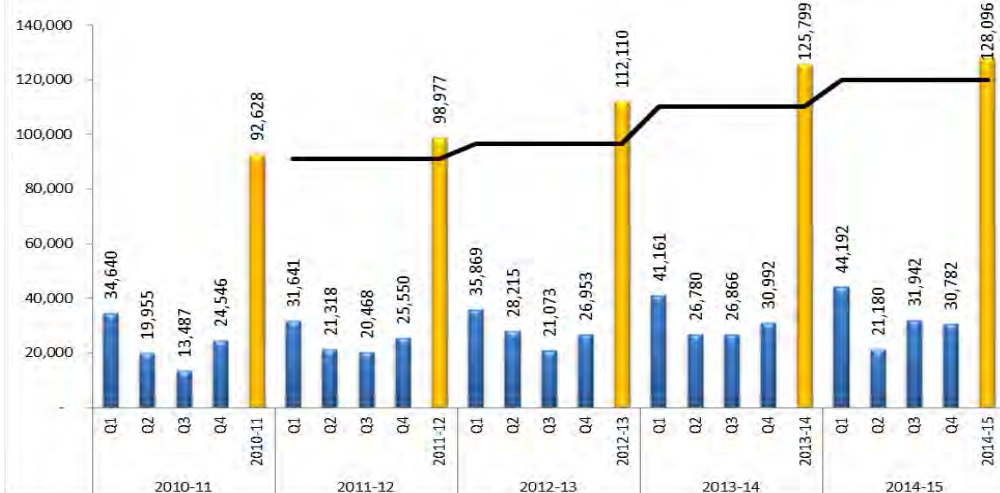
↓ 0.7%

- 210 admissions

Year total 2014/15 vs 2013/14:

↑ 1.8%

+ 2,297 admissions



2014-15 annual target: 120,000 admissions

Year-end performance increased compared to last year and exceeded target by 6.7% (+8,096 admissions) despite the 8-week closure of the track earlier in the year for installation of the new running surface following Glasgow 2014. Income for the year exceeded target by c.10% with c.£169k of income achieved. 2014-15 highlights included: gymnastics continuing to grow in popularity; c.2,700 additional admissions to the Run, Jump & Throw programme and c.1,000 extra admissions to the running track despite the closure for replacement works.

Q4 admissions were near identical to the same period last year. Increases were seen in track training sessions (+380), run, jump and throw classes (+800) and weights users (+1,000), while Jog Scotland (-130) and spectators (-1,300) decreased compared to Q4 2013/14. New activity including Scottish Institute of Sport athletics attracted 359 admissions and Falkirk Football Club new activity accounted for 406 admissions.

Looking ahead to next quarter, a sizeable schedule of events is planned for what is normally the busiest quarter of the year.

5)



### Admissions to Bo'ness Circuit Club

Q4 2014/15 vs Q4 2013/14:

↓ 0.5%

- 35 admissions

Year total 2014/15 vs 2013/14:

↓ 6.0%

- 1,660 admissions



6)



### Admissions to Grangemouth Circuit Club

Q4 2014/15 vs Q4 2013/14:

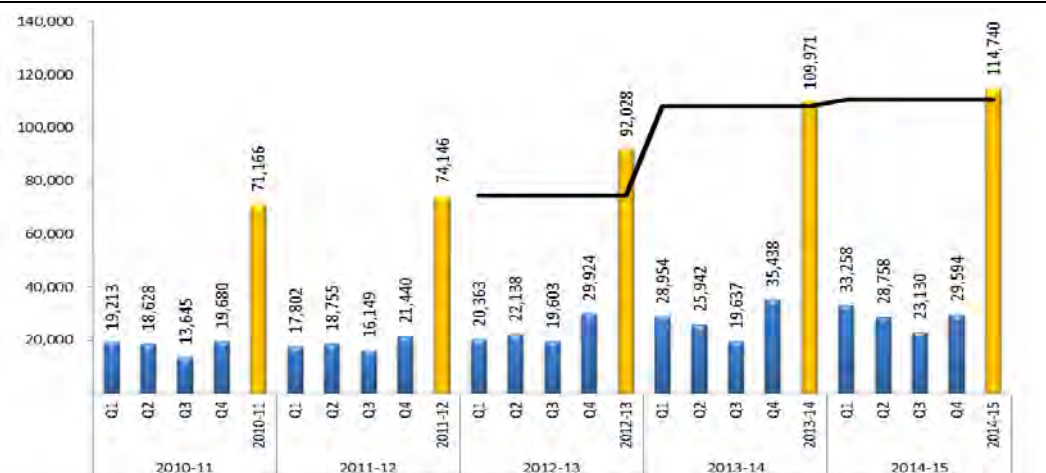
↓ 16.5%

- 5,844 admissions

Year total 2014/15 vs 2013/14:

↑ 4.3%

+ 4,769 admissions



7)



### Admissions to Mariner Circuit Club

Q4 2014/15 vs Q4 2013/14:

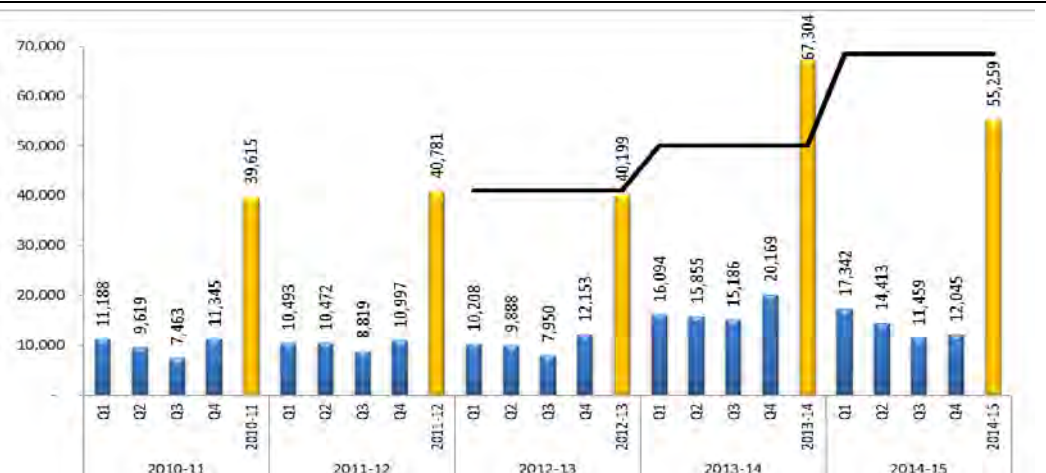
↓ 40.3%

- 8,124 admissions

Year total 2014/15 vs 2013/14:

↓ 17.9%

- 12,045 admissions



2014-15 annual targets: Bo'ness 31,500; Grangemouth 110,500; Mariner 68,500.

Year-end performance was mixed. Admissions at Grangemouth Circuit Club were higher than last year and exceeded target by 3.8% (+4,240 admissions), but Bo'ness and Mariner Circuit Club admissions fell short of target by 16.7% and 19.3% respectively. Mariner Circuit Club dropped from amber to red flagging at year-end. Despite mixed performance in admissions, income increased by 19% (+c.£25k) at Bo'ness and 10% (+c.£53k) at Grangemouth, while Mariner income very nearly matched last year's total (-c.£2k).

Q4 admissions decreased at all 3 Circuit Clubs compared to the same quarter previously. Analysis shows that popularity of group fitness classes remains high with continued growth, while competition in the Falkirk area is having an impact on gym usage.

First quarter promotional activity includes a 'Don't Cover Up, Shape Up' membership campaign with benefits for both new and existing members. A new fitness class timetable will be introduced at the start of May with a new Les Mills 'GRIT' programme at Grangemouth delivering Cardio, Strength and Plyo. Revised Bodypump and Bodycombat class programmes will be launched in mid-April with new music to keep classes fresh and appealing to existing members. Changes at Bo'ness Circuit Club involving relocation of the access system from the gym at main reception will be monitored to ensure customers remain aware of the need to register for classes prior to participating.



8)



### Admissions to the Neighbourhood Centres

Q4 2014/15 vs Q4 2013/14:

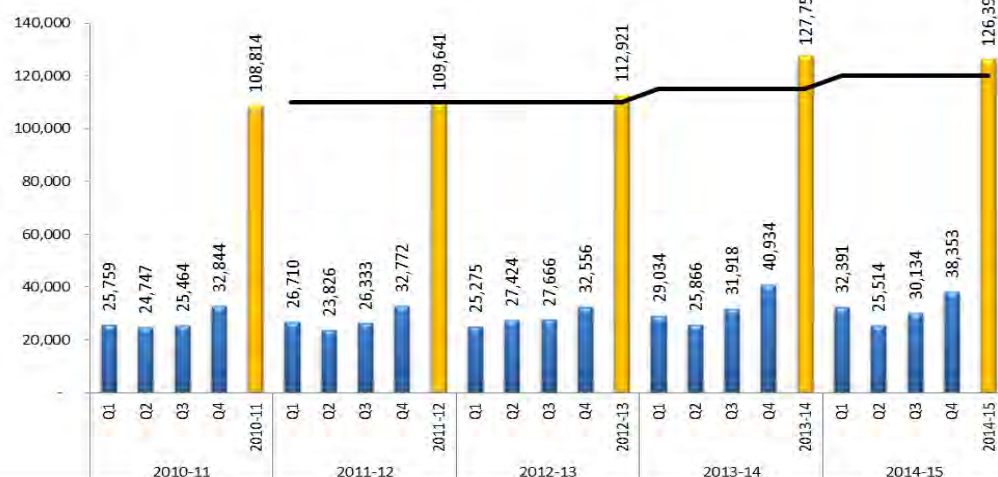
↓ 6.3%

- 2,581 admissions

Year total 2014/15 vs 2013/14:

↓ 1.1%

- 1,360 admissions



2014-15 annual target: 120,000

Year-end performance achieved 5.3% (+6,392) above target hence remains flagged green, although is marginally lower than last year's total admissions. Income at year-end fell 13% (c.£37k) short of target with a downturn in indoor and outdoor football. Income from classes/clubs has grown, an example being income from classes/clubs only at Hallglen increasing from c.£18.7k in 2013-14 to c.£32.1k in 2014-15.

Q4 admissions at neighbourhood centres decreased compared to last year. Increases occurred at Hallglen SC and Denny Football Centre while all other neighbourhood centres recorded decreases. Indoor football is declining at all centres and there was a significant downturn in outdoor pitch use at Denny SC and Woodlands due to their poor condition.

We are actively considering potential changes of use for specific centres to reinvigorate the interest in local community's participation at facilities.

9)



### Out of hours admissions to Community Use High Schools

Q4 2014/15 vs Q4 2013/14:

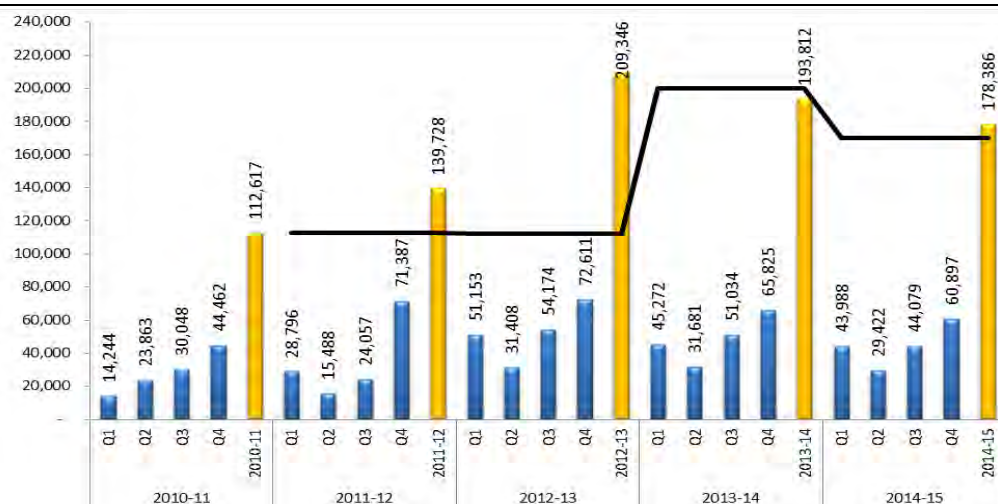
↓ 7.5%

- 4,928 admissions

Year total 2014/15 vs 2013/14:

↓ 8.0%

- 15,426 admissions



2014-15 annual target: 170,000

Year-end performance exceeded target by 4.9% (+8,386). The success of Denny HS has helped achieve this with existing clubs growing their memberships and local communities utilising facilities. However, this success has hidden the decline in admission numbers at all other community access facilities which may be linked to the charging for junior club bookings. Income overall fell 23% (c.£38k) short of target. Income at Denny HS alone increased in line with increased admissions.

Q4 admissions reduced at all community use schools compared to the same period last year, with the exception of Denny HS where a 26% increase during Q3 was followed by a 71% increase for Q4 (+7,720) with large increases in both adult and juvenile swimming, sports club bookings and general sports bookings. Swimming use across all community-access schools increased by 11% in general. The decrease is mainly due to the reduction/loss of outdoor football bookings and group bookings such as Choir, Callenetics and Pipe Band practice. Highlights for the quarter include badminton at St Mungos (+62%), junior indoor football at Grangemouth (+220%) and basketball (+135%) and events (+178%) at Denny.

Looking ahead to Q1, admissions may be reduced following the relocation of Falkirk Community Trust Easter Programmes to other Trust facilities. Raising the profile of the facilities available to the community remains a priority for 2015-16.

10)



### No. of participants in Healthy Lifestyle Physical Activity programmes

Q4 2014/15 vs Q4 2013/14:

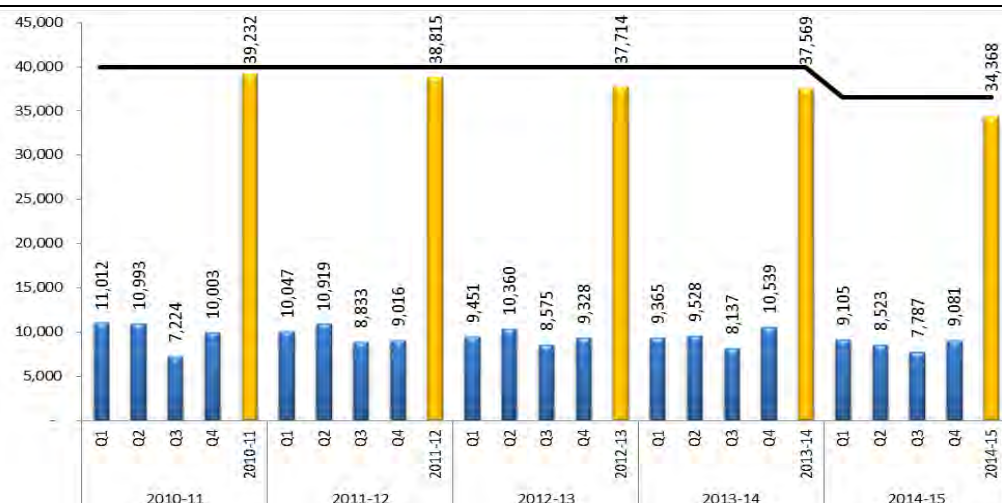
↓ 13.8%

- 1,458 participants

Year total 2014/15 vs 2013/14:

↓ 8.2%

- 3,073 participants



2014-15 annual target: 36,500

Performance at year-end fell 5.5% (-2,004 participants) short of target hence indicator flagging moving from green to amber. Cumulative income at year-end was c.£65k, a 5.5% increase on the 2013-14 year total.

The number of participants during Q4 was reduced compared to the same period last year. Active Forth admissions decreased by c.17% (-793). Step Forth (including Strollers, Helix Walks and walking events) increased by 10% (+171) primarily due to new walk opportunities in the Helix programme. Teens usage increased by c.5% with 58 more visits. Healthy Lifestyles (FC staff) admissions decreased by 35% (-1,022).

Looking ahead to 2015-16, a programme of strength and balance Active Forth classes initially piloted in Bo'ness are planned to start at Mariner and Grangemouth. Staffing revisions have been made to increase staffing at busy times at each Circuit Club to improve customer care. New Step Forth walks designed as longer progression walks, will commence on Wednesdays at The Helix, and the Helix Buggy Group and Nordic walking should continue to expand as awareness amongst parents increases.

11)



### No. of rounds of golf played

Q4 2014/15 vs Q4 2013/14:

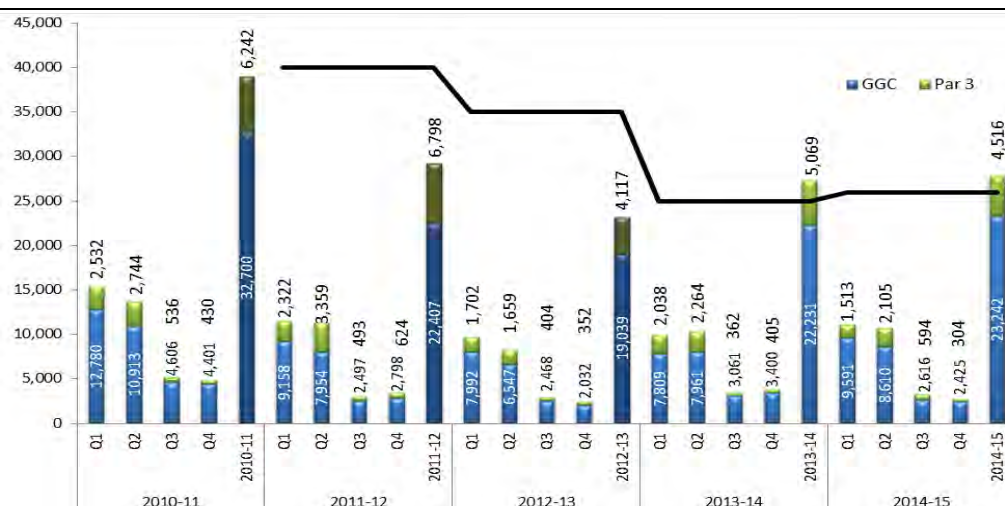
↓ 28.3%

- 1,076 rounds played

Year total 2014/15 vs 2013/14:

↑ 1.7%

+ 458 rounds played



2014-15 annual target: 26,000

Year-end performance exceeded target by 6.8% (+1,758 rounds) with a total of 27,158 rounds played. This increase occurred solely at Grangemouth Golf Course with Callendar Park Par 3 seeing a decrease. Q4 performance was lower than the same period last year with c.1,100 fewer rounds played compared to Q4 2013-14. This decrease occurred at both venues.

GGC:

An overall year increase of c.1,000 rounds played was largely due to exceptionally warm and dry weather experienced for long periods earlier in 2014-15. Q4 admissions were lower with wet weather and snow affecting course availability more than last year. The aim is to improve this for 2015-16 by continuing with drainage improvements. Pricing changes with a reduced winter rate when the course is not fully open should increase rounds played in winter through perceived better value.

Callendar Park Par 3:

Q4 admission decreases are largely due to the course being closed for almost all of January due to snow and frost, giving a worse than average winter period. Overall income for 2014-15 was c.£12.2k which fell c.£7k short (-36%) of the income target, possibly due to the fall in individual round sales as customers swapped to season tickets with a set price for unlimited play.

12)



### Admissions to Falkirk Town Hall

Q4 2014/15 vs Q4 2013/14:

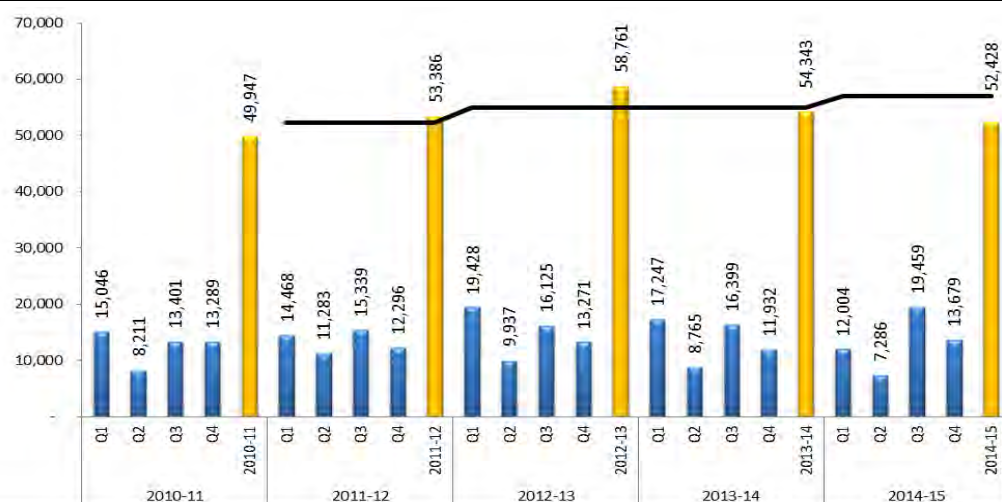
↑ 14.6%

+ 1,747 admissions

Year total 2014/15 vs 2013/14:

↓ 3.5%

- 1,915 admissions



2014-15 annual target: 57,000

Overall admission for 2014-15 were 3.5% lower than last year and 8% below target (-4,572), hence this indicator flagging moves from green to amber. Income for performances/events exceeded target by c.4% with a year-end total of c.£32k, while income for lets was c.£73k and exceeded target by c.13%. Further work is required to increase ticket sales and uptake, and we have potential to grow our conference business through more proactive promotion. .

Admissions during Q4 were 14.6% higher than the same quarter last year (+c.1,700). Arts team use of FTH increased (38 activities/events compared to 29 last year) and included People's Millions project dance classes, Reaction drama group's weekly sessions and the Falkirk Music Pot project as part of Creative Place. Attendances at Arts programme increased c.15% although there were more (+4) activities scheduled this year.

The Q1 programme includes work from the Puppet & Animation Festival 2015, 'The Edibles' as part of Scotland's Year of Food and Drink 2015 and our own Food and Drink Weekend, and a Starcatchers/ RSNO piece for early years. The Kilkennys, Mike Denver and MacFloyd are all programmed on the basis of an identified and established audience following. 'Anatomy of a Piano' (Will Pickvance) offers a slightly less mainstream musical night out and follows sell-out shows at Edinburgh Festival Fringe.

13)



### Admissions to the Hippodrome

Q4 2014/15 vs Q4 2013/14:

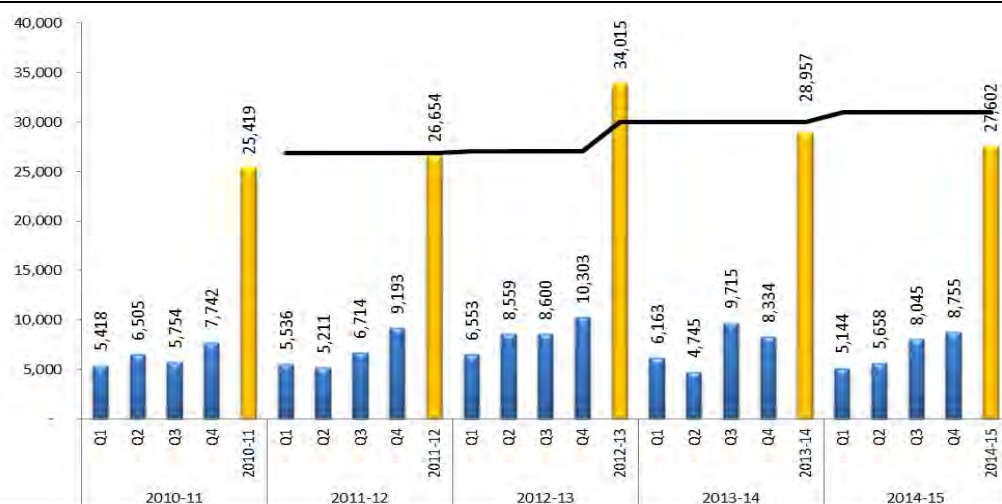
↑ 5.1%

+ 421 admissions

Year total 2014/15 vs 2013/14:

↓ 4.7%

- 1,355 admissions



2014-15 annual target: 31,000

Year-end performance was 4.7% lower than last year and fell 11% below target (-3,398 admissions). Income for the year exceeded target by 7% with year-end total of c.£105k despite falling short on admissions. Although disappointing in not achieving target, the Hippodrome delivered a high quality, varied and exciting programme that made links with local interests and initiatives through the special events programme; sustained the popular 'Reel Saturday Screenings' for children and young families; continued to build the NT Live programme and, where feasible, ensured that audience needs were met, e.g. Autism-friendly screenings.

Q4 admissions were 5.1% higher than the same quarter last year, with a successful Festival of Silent Film 2015 in March selling over 1,900 tickets (+1.4% on last year). 11 of 18 ticketed events were sold out – a report being prepared for the Trust Board will provide more details.

Q1 programming offers of opportunities to start the year with good attendances including, 'The Second Best Marigold Hotel', the Oscar-winning, 'Still Alice' as well as an exciting season of NT Live screenings plus other mainstream releases. Special events include a Laurel and Hardy Triple Bill with live music accompaniment by Forrester Pyke and 'The Good, the Bad and the Ugly' as part of the supporting activity programme for the exhibition at the Park Gallery, 'Fantasia' – photographs by Fabrizio Gianni.



14)



### Admissions to Park Gallery

Q4 2014/15 vs Q4 2013/14:

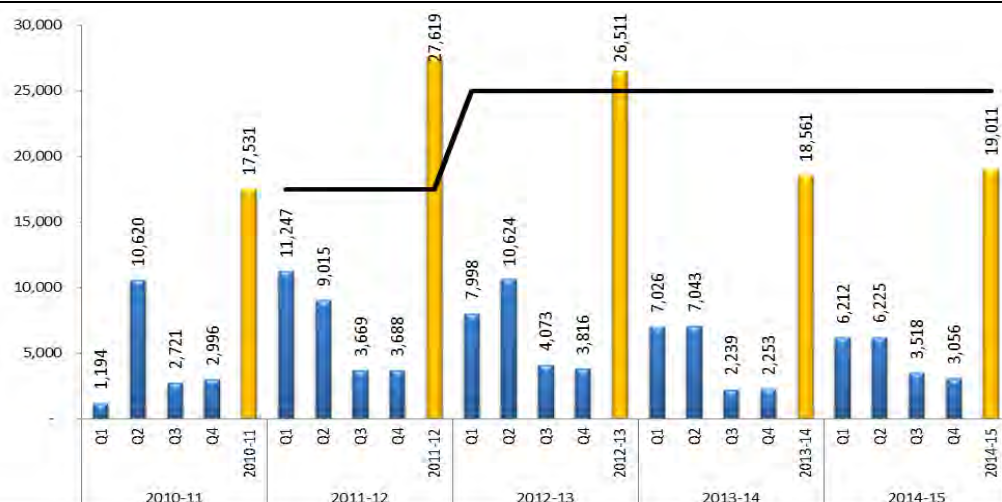
↑ 35.6%

+ 803 admissions

Year total 2014/15 vs 2013/14:

↑ 2.4%

+ 450 admissions



2014-15 annual target: 25,000

Year-end performance exceeded last year by 2.4% but fell short of target by 24.0% (-5,989) and remains flagged red.

Fourth quarter admissions were significantly higher than the same quarter last year, with Ruth Nicol's 'Three Rivers Meet' exhibition generating a lot of interest and attendances to date as well as achieving a 4\* review in The Times.

A review of 2014-15 found that the interactive and hands-on nature of Marion Deuchars' 'Let's Make Art' ensured 'dwell-time' for visitors increased. John Shankie's 'Refractory and Refrigeration' achieved good attendances despite the exhibition's challenging nature, both thematically and in presentation. Fiona Strickland's exhibition, 'Strictly Botanical' provided an engaging and accessible exhibition for the winter season and excellent attendances reflected this.

The forthcoming exhibition, 'Fantasia' by Fabrizio Gianni has been programmed on the basis of the quality and appeal of his work (fashion and film photography) as well as the multiple areas of interest that the exhibition contains: photography, fashion, film and popular culture. These areas, as well as the wealth of background information to the works, offer a plethora of 'stories' that the Marketing team and Park Gallery team will use to ensure we continue to generate attendances throughout the run of the exhibition.

15)



### No. of participants in Cultural Services activities

Q4 2014/15 vs Q4 2013/14:

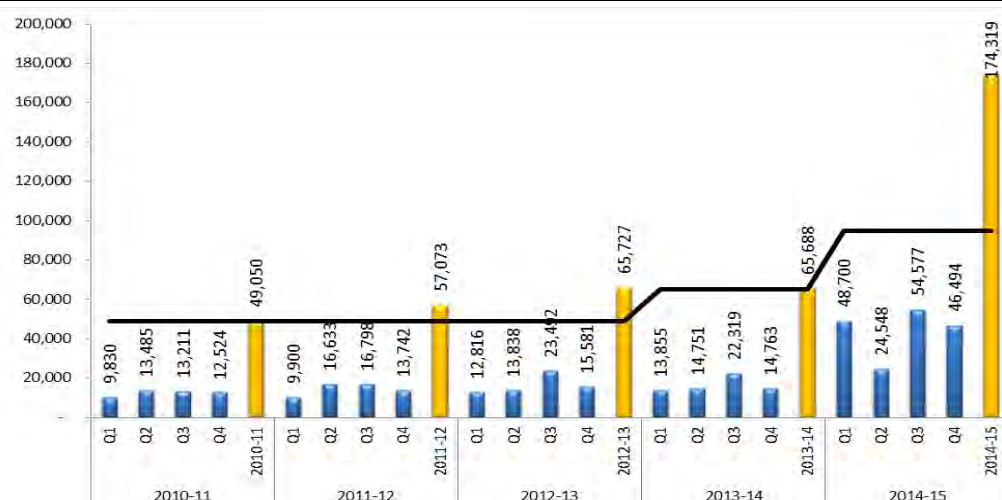
↑ 214.9%

+ 31,731 participants

Year total 2014/15 vs 2013/14:

↑ 165.4%

+ 108,631 participants



2014-15 annual target: 95,000

The scope of this indicator was amended at the start of 2014-15 and now includes Youth Music Initiative (YMI) participation within schools as well as participation outwith. Comparisons with previous quarterly totals should be treated with caution.

Q4 activities included: a 2-year, People's Millions-funded, dance initiative, 'Are You Dancing?', working with young people with additional needs; delivery of the Arts Champions project working with looked-after young people; the 'Start' project at FTH introducing theatre to secondary school-children across the area; continued delivery of Reaction Drama group and Falkirk Youth Theatre weekly workshops; and a programme of interpretative and educational activities developed alongside the Park Gallery programme. Participatory activity included early years movement and dance (Busy Bees) and dance for adults and older people.

A new YMI programme is being developed to include all nursery education facilities during 2015-16, with the new programme starting in August 2015. Other Q1 activity includes the BBC Ten Pieces project culminating in a large concert at FTH in June 2015 with performances by participating primary schools. Our Creative Places programme continues with the launch of 'Alight Here: an Anthology of Falkirk Writing curated by Alan Bissett' at FTH, and the community tour of the specially commissioned 'What the F\*\*kirk?' written and performed by Alan Bissett.



16)



### No. of places booked on Sport Development Courses

Q4 2014/15 vs Q4 2013/14:

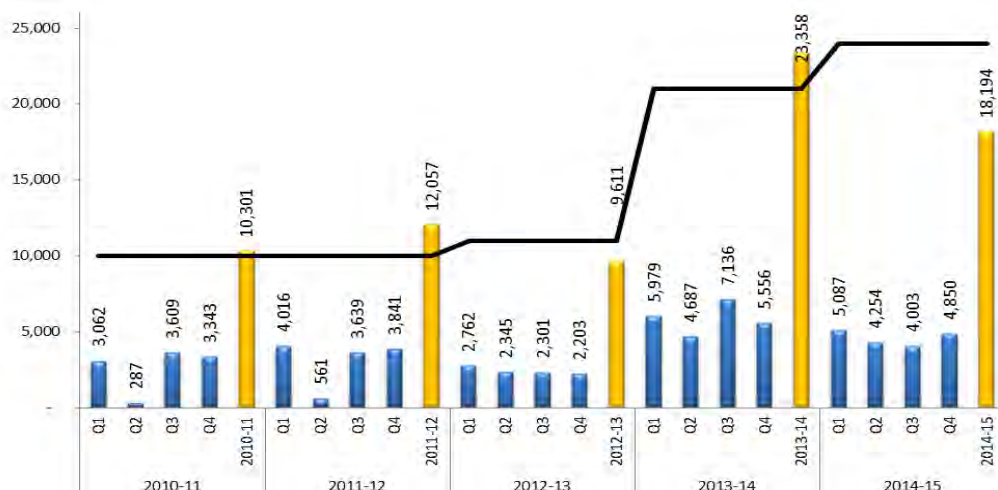
↓ 12.7%

- 706 places booked

Year total 2014/15 vs 2013/14:

↓ 22.1%

- 5,164 places booked



2014-15 annual target: 24,000

Year-end performance fell short of last year's total and ended 24.2% (-5,806 bookings) below target. Football continues to drop with work ongoing on a partnership agreement with local clubs and closer links with Active Schools. Gymnastics has been steady with new classes at St Andrews PS and associated marketing and taster sessions with schools. A development programme with local nurseries resulted in 197 swimming places taken up but are not counted in the above. Year-end income total was c.£233k.

Sports Development bookings during Q4 2014-15 were lower than the same period last year with the following significant changes:

- Football -36% (-43,) due to continued competition with local professional clubs;
- Basketball -34% (-39), with more players moving into junior Falkirk Fury teams via established development pathways;
- Pre-school -48% (-363), possibly attributed to a lack of customer awareness of existing classes;
- Pre-school swimming -41% (-78);
- Swimming -3% (-61).

Work with Marketing is ongoing to develop a campaign to increase awareness of Sports Development's offer. Staff will ensure marketing material is promoted through holiday programmes to raise awareness of term-time classes.

17)



### No. of Active Schools participant sessions provided

Q4 2014/15 vs Q4 2013/14:

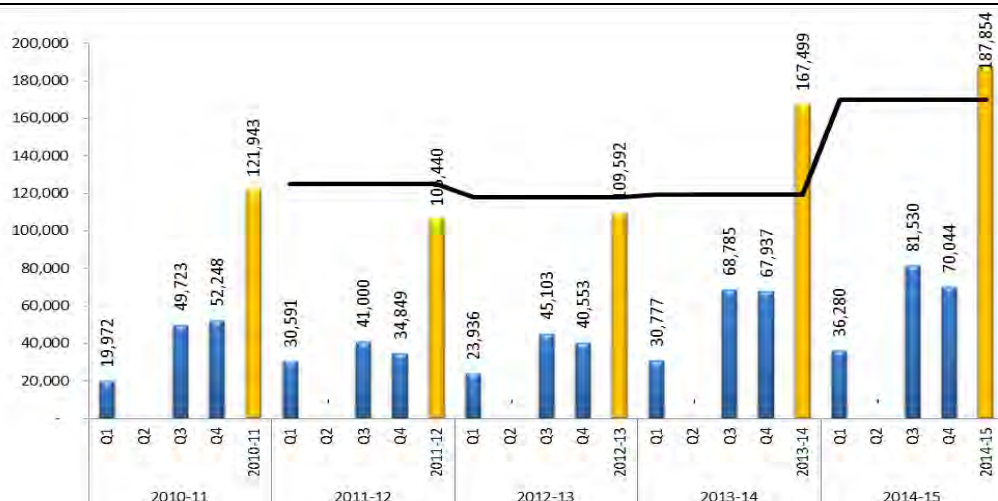
↑ 3.1%

+ 2,107 participant sessions

Year total 2014/15 vs 2013/14:

↑ 12.2%

+ 20,355 participant sessions



2014-15 annual target: 170,000

Performance at year-end exceeded target by 10.5% (+17,854 participant sessions). This year began with schools being engaged with and promoting the Commonwealth Games in Glasgow. The majority of primary schools were engaged with 'Going for Glasgow' with an increase in the number of Active School opportunities for pupils to take part in extra-curricular sport. This project also included a legacy phase which saw legacy activity remaining a focus for schools after the Games, evidenced by the significant increase in performance in Q3.

Q4 figures increased over last year with an extra c.2,100 participant sessions. There was a more pronounced drop from Q3 to Q4 than previous years, but this follows the pattern of previous years where Easter falls early resulting in a shorter activity block with fewer sessions.

Looking ahead, the Active Schools programme is currently being reviewed in partnership with **sportscotland** and Education Services; new objectives, ways of working and focus areas are currently being identified. While these changes will not be implemented until Q2 2015-16, the next quarter report will also track the number of distinct participants engaged with the Active Schools programme.

18)



### No. of active borrowers from public libraries

Q4 2014/15 vs Q3 2014/15:

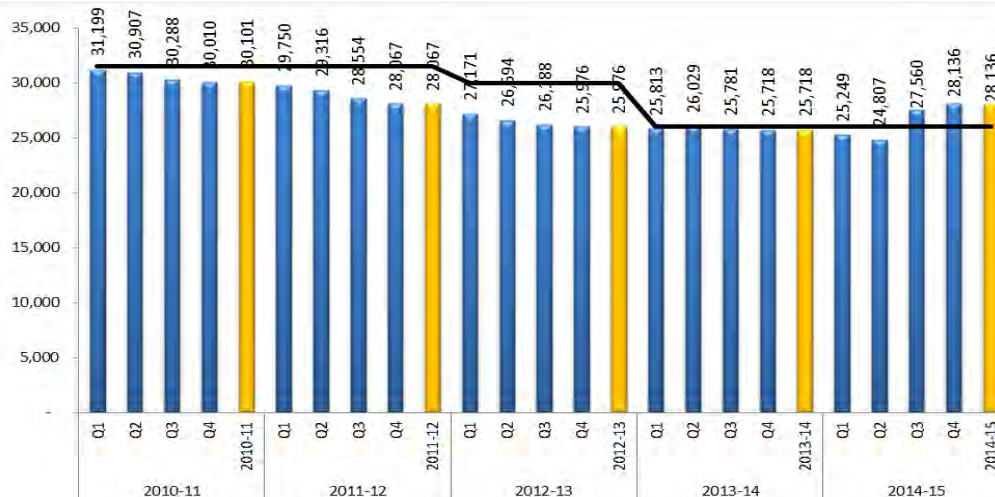
↑ 2.1%

+ 576 borrowers

Year end 2014/15 vs 2013/14:

↑ 2.3%

+ 2,418 borrowers



2014-15 annual target: 26,000

Note: unlike other indicators, quarterly totals do not accumulate towards a yearly total. The new Library Management System (LMS) introduced during Q3 uses a different method to calculate active users, hence comparisons with previous totals should be treated with caution. This indicator is likely to remain changeable while records of active users of digital borrowing services are integrated within this measure.

A total of 1,089 new active borrowers joined the library service during Q4 2014/15. Despite the loss of some active memberships there was an overall increase in active borrowers compared to the preceding quarter. Despite the change in counting method due to the new LMS, this indicator remains flagged green at year-end on the basis Q1 and Q2 trends suggesting performance would remain close to target.

Looking ahead to Q1 2015/16, events are being held in the Mariner Centre and Grangemouth Sports Complex to promote libraries and membership as part of Bookbug Week. A further promotional event is planned for the end of June in Helix Park to promote our Summer Reading Scheme. Marketing of 'Every Child A Library Member' will commence towards the end of the quarter, in conjunction with Falkirk Council Registrars.

19)



### No. of issues from public libraries

Q4 2014/15 vs Q4 2013/14:

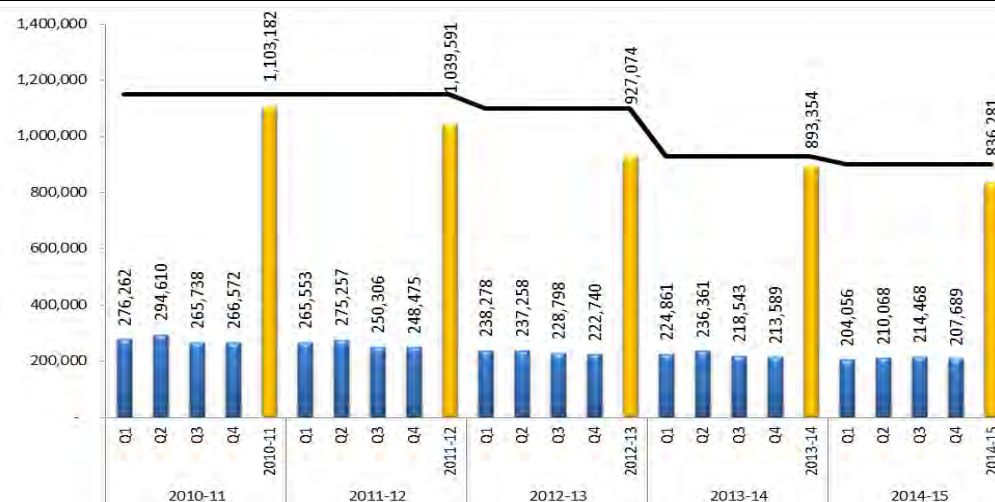
↓ 2.8%

- 5,900 issues

Year total 2014/15 vs 2013/14:

↓ 6.4%

- 57,073 issues



2014-15 annual target: 900,000

Year-end total issues fell 7.1% (-63,719) short of target hence this indicator has been flagged amber. The migration to the new Library Management System in December is estimated to have led to c.5,000 issues not being counted while the system was offline. Fewer renewals also resulted from extended loan periods to allow the migration to take place. The reduced size and stock levels at the temporary Denny library have resulted in issues from the library reducing by c.20% compared to previous.

The number of issues made during Q4 decreased compared to the same period last year with 5,900 fewer issues made. The mobile library was off the road for four weeks during this quarter for repairs and resulted in issues being 8% lower (c.800) than the same quarter last year.

Looking ahead to quarter one of 2015-16, integration of digital resources in catalogue should increase visibility and usage of digital service. Bookbug Week in May and World Book night events in April are expected to add additional issues to the quarterly total.

20)



### No. of visits to libraries

Q4 2014/15 vs Q4 2013/14:

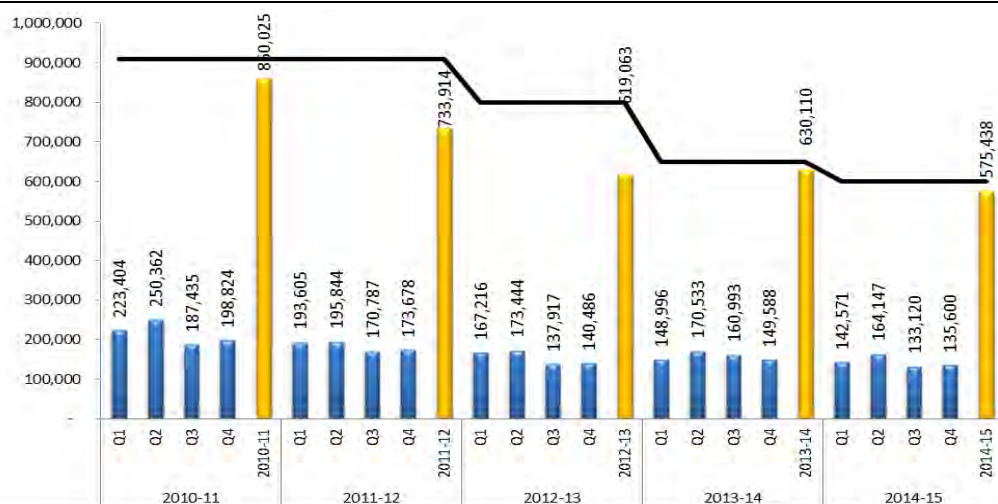
↓ 9.4%

- 13,988 visits

Year total 2014/15 vs 2013/14:

↓ 8.7%

- 54,672 visits



2014-15 annual target: 600,000

Performance at year-end was 4.1% (-24,562) below target hence the indicator flagging improving from amber to green.

Q4 visits to libraries were reduced compared to the same quarter last year, with c.14,000 fewer overall visits. Reductions in visits occurred at all libraries with the exception of Slamannan where visits increased by 17% (+162). The reductions in visits correlate to reductions in issues. The visit total was affected by the mobile library being off the road for 4 weeks following vandalism. Several libraries have been trying to encourage visits through hosting of a greater number of events and sessions.

Q1 planned activities focussing on attracting users to libraries include World Book Night events on 23<sup>rd</sup> April and Bookbug Week events in May. Consultation activity with the local community in Denny will take place as well as visiting local groups to raise the profile of the library in the community. A major road near Meadowbank library is currently closed until the end of October and requires customers to follow a long detour which will deter some customers.

21)



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

Q4 2014/15 vs Q4 2013/14:

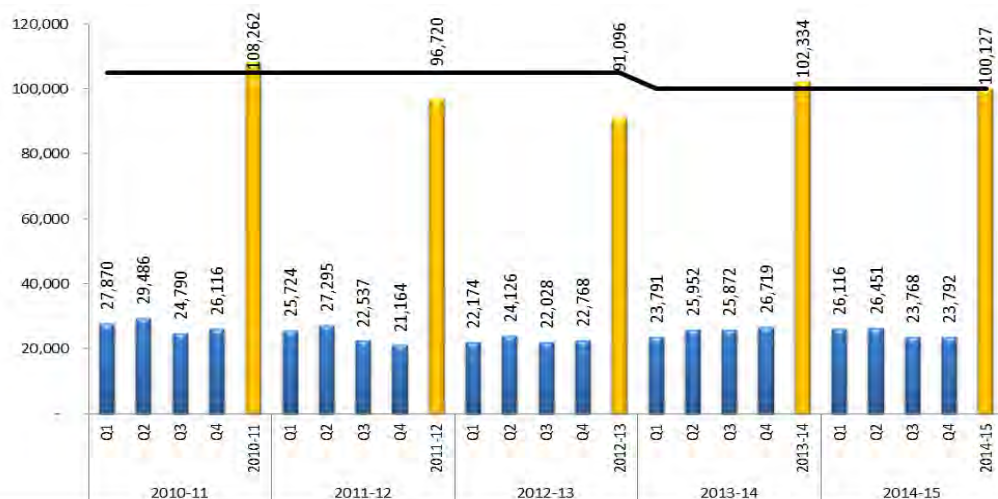
↓ 11.0%

- 2,927 uses

Year total 2014/15 vs 2013/14:

↓ 2.2%

- 2,207 uses



2014-15 annual target: 100,000

Year-end performance achieved target, with 127 uses achieved above the target of 100,000. It is anticipated that performance may level off in the year ahead as usage capacity is reached at peak times in libraries.

The use of public access terminals decreased slightly during 2014/15 Q3 compared to the same quarter last year. This decreased usage goes against the recent trend seen throughout last year following the introduction of the Government's Digital by Default policy. Usage was affected by Wi-Fi at some libraries being out of action for 2 weeks in January, with network issues causing problems for some customers using the public access PCs.

Looking ahead, changes to Universal Credit for single people in May will affect c.1,400 people who may require access to library computers. To assist those who may require this help, Falkirk Library has programmed in some basic PC instructional classes programmed for this quarter.

22)



### No. of resources added to library stock – Adults

Q4 2014/15 vs Q4 2013/14:

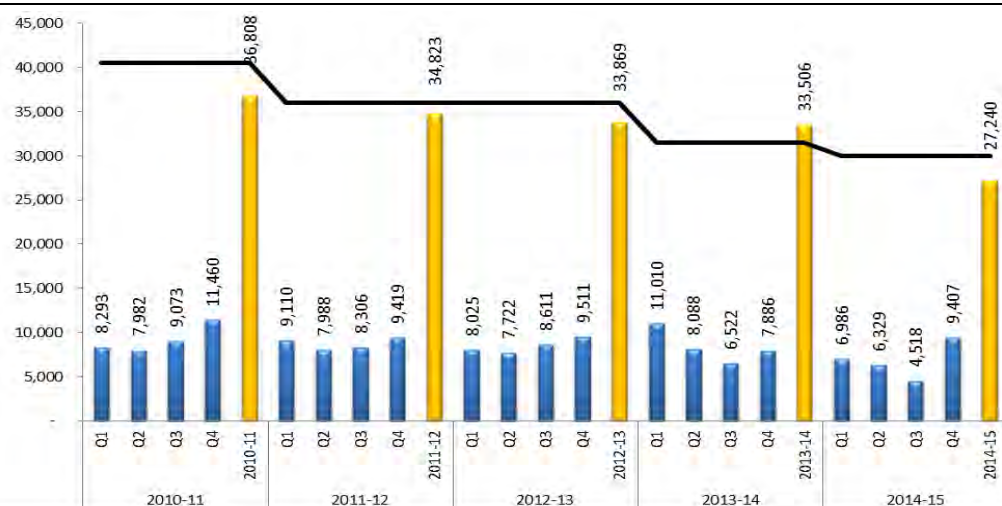
↑ 19.3%

+ 1,521 resources

Year total 2014/15 vs 2013/14:

↓ 18.7%

- 6,266 resources



23)



### No. of resources added to library stock – Junior

Q4 2014/15 vs Q4 2013/14:

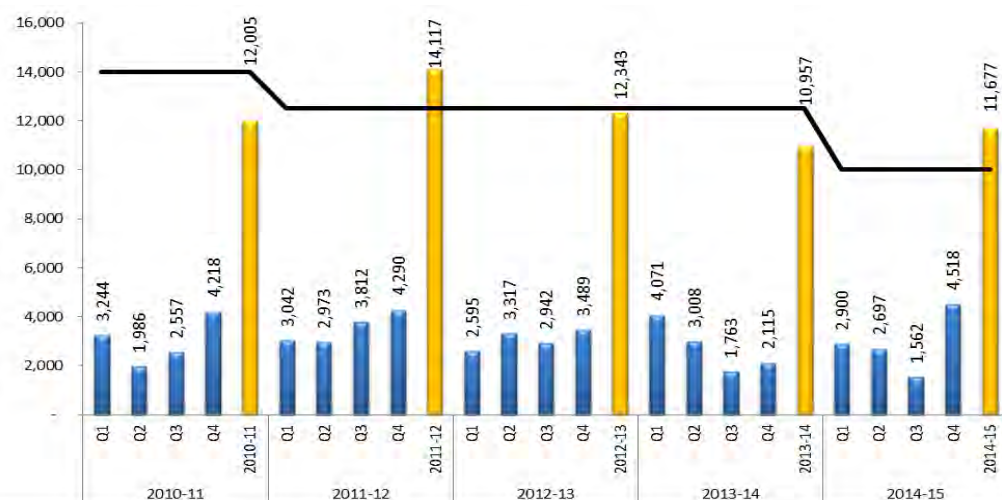
↑ 113.6%

+ 2,403 resources

Year total 2014/15 vs 2013/14:

↑ 6.6%

+ 720 resources



2014-15 annual targets: Adult 30,000, Junior 10,000.

Library stock budget was held back during 2014-15 to contribute to the purchase cost of the new Library Management System (LMS), making quarters less comparable with previous performance.

Adult resources added fell short of target at year end (9.2% below target, -2,760 resources), while Junior additions to stock exceeded target by 16.8% (+1,677). Junior additions to stock moves from a red to green flagging at year-end while adult additions to stock moves from red to amber. This follows purchasing in February and March for adult and junior resources. Targets for both indicators had been adjusted downwards although the full effect of budget reallocation for the purchase of the LMS and temporary suspension of stock ordering may not have been fully considered.

Adult and Junior additions to stock were inflated during Q4. Book ordering resumed in mid-February after being unable to order books earlier in the year while the Library Management System was replaced.



24)



### No. of visits to Callendar House

Q4 2014/15 vs Q4 2013/14:

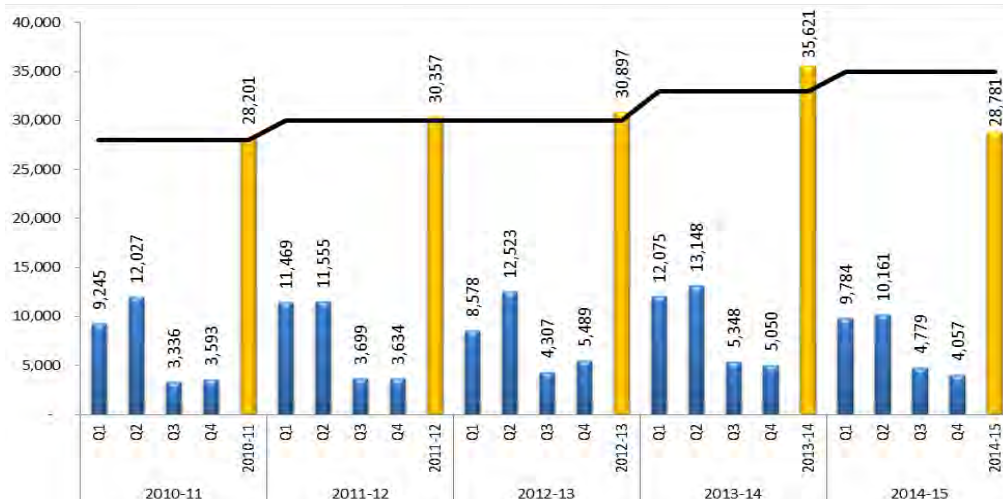
↓ 19.7%

- 993 visits

Year total 2014/15 vs 2013/14:

↓ 19.2%

- 6,840 visits



2014-15 annual target: 35,000

Year-end total visits were lower than last year and fell 17.8% (-6,219) below target hence this indicator being flagged red. Callendar House visitor numbers for Q4 were lower than the same period last year. Anecdotally, staff report that visitors may have been put off by inclement weather during January and February: rainfall was 149% above the Scottish average with storms and cold temperatures. The Callendar House tearoom has been refreshed and the menu developed to support VisitScotland Taste Our Best programme, with a schedule of promotions planned to increase footfall to the food offer during next quarter.

A number of paid-for Easter activities were fully booked in advance of Easter. John Muir Way annual celebrations commence in April with a number of geocaches in Callendar Park encouraging people to visit the House. The popular "Your Adventure Starts Here" activity will continue in the next quarter to encourage children and families to explore Callendar House and the park, and the House will participate in the Festival of Museums in mid-May with a range of activities to encourage new and repeat family visits to Callendar House.

Note: examination of the counting and reporting method identified that visits for Q1 2014-15 was incorrectly reported as 16,234 visits during Q1, Q2 and Q3 reports this year. The correct figure of 9,784 for Q1 has now been reported.

25)



### No. of Visits to Kinneil Museum

Q4 2014/15 vs Q4 2013/14:

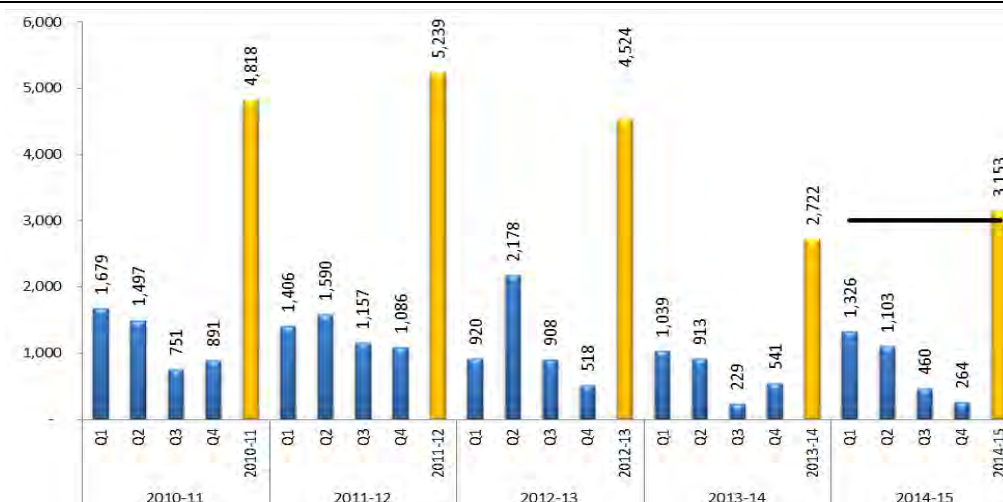
↓ 51.2%

- 277 visits

Year total 2014/15 vs 2013/14:

↑ 15.8%

+ 431 visits





2014-15 annual target: 3,000

The total number of visits at year-end was higher than last year's total and exceeded target by c.16% (+431 visits), despite the closure for refurbishment of the exhibition area. New displays may attract new visits to Kinneil Museum as could new developments arising from Kinneil Masterplan. Friends of Kinneil have a programme of openings at Kinneil House which are supported by opening the Museum. Kinneil Museum will take part in the Festival of Museums in May with the 'Night at Kinneil House and Museum' free event and new online and print promotional material for the Museum is being prepared.

Visits to Kinneil Museum during Q4 2014-15 were lower than the same period last year due to the museum being closed for 2-months of the 3-month period for refurbishment of the exhibition area. 264 visits were recorded for the 5-week period of opening during this quarter.

The target for 2014-15 was reset following the introduction of a revised counting mechanism from Q1 2013/14. Performance comparisons with last year are valid, but comparisons with preceding years should be treated with caution.

26)



### Total participants in Heritage Education Workshops for Schools

Q4 2014/15 vs Q4 2013/14:

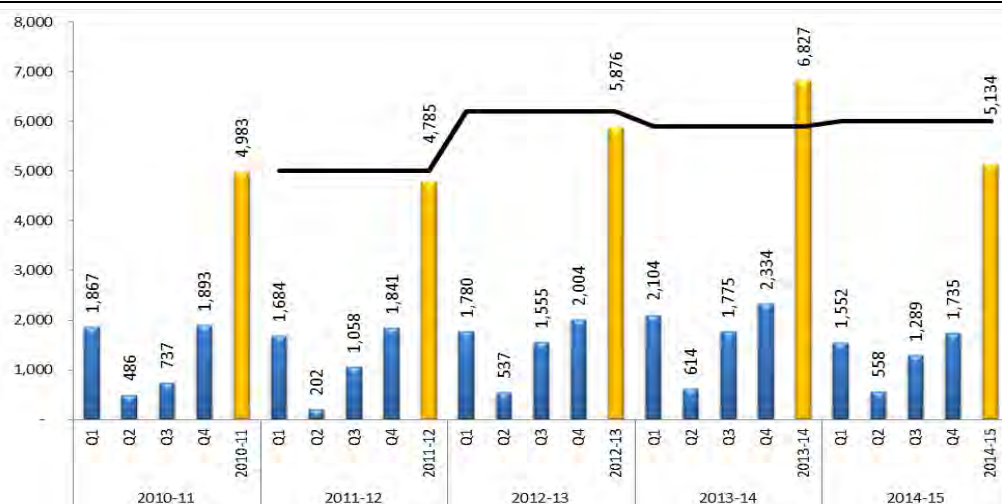
↓ 25.7%

- 599 participants

Year total 2014/15 vs 2013/14:

↓ 24.8%

- 1,693 participants



2014-15 annual target: 6,000

Year-end performance was 14.4% (-866) below target. As anticipated in the previous report, Q4 performance was lower than previous years. Delivery of schools workshops at Callendar House was slightly lower (-8%), with the main factor for the decrease being that in Q4 2013/14 we ran a popular 'Our Area in the First World War' project in Laurieston Primary School (generating 314 usages), and had launched new Loan Boxes generating 180+ additional usages. This level of activity did not take place this year.

The 'Our Area in the First World War' exhibition begins its tour of Falkirk Libraries and FVRH, and as such we anticipate an increase in usage during Q1 and Q2. The exhibition will also form the backdrop to an artist's talk at Larbert Library as part of the Quintinshill rail disaster centenary commemorations in May 2015. Callendar House's participation in this year's Festival of Museums (May 2015) will be focussed on a heritage-based storytelling event for all ages, 'Curious Connections' developed by the Heritage Learning team and linking with the 'Someone Told Me' exhibition in the 2nd Floor Galleries.

Work has been undertaken to revise the schools workshops offer to ensure growth; and connectivity with Curriculum for Excellence.

27)



### No. of participants in Outdoor Activities

Q4 2014/15 vs Q4 2013/14:

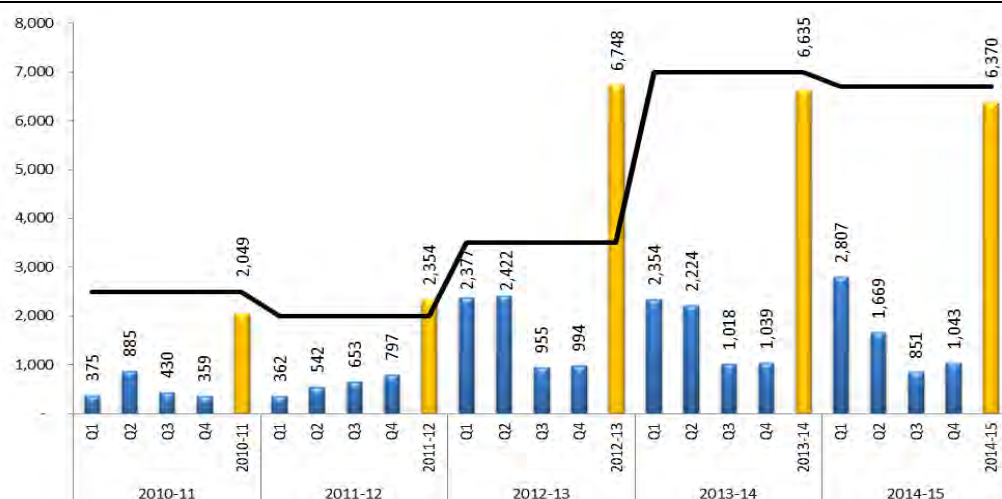
↑ 0.4%

+ 4 participants

Year total 2014/15 vs 2013/14:

↓ 4.0%

- 265 participants



2014-15 annual target: 6,700

Year-end participant numbers were slightly reduced compared to the preceding year, ending the year 4.9% below target (-330 participants). Income for the year totalled c.£51k against a target of £23k, and is an increase on the previous year income of £43k. An increase in both adult numbers and percentage uptake, the success of the Lowland Leader Award and good winter conditions has provided an increase in income. A number of new courses through our Community Programme have proved popular and financially productive. A record number of Education Programme sessions were delivered although participant numbers were slightly down with schools requesting lower pupil ratio sessions.

Participant numbers for 2014-15 Q4 are near-identical to the same quarter last year. The community Adults programme saw increases in participants and uptake largely due to favourable winter conditions and continued growth of our ski touring programme. Junior participation was reduced compared to the same period last year due to lower pupil ratios limiting total participant capacity.

Looking ahead to 2015-16, Q1 is the busiest period for the Schools Programme with current predictions to achieve similar numbers to last year based on bookings to date. Community Programme bookings are also currently similar to last year. An additional school will participate in an adventure week programme and will help towards income targets and participant uptake.

28) Not flagged

### No. of tickets sold for Kelpies tours

Q4 2014/15:

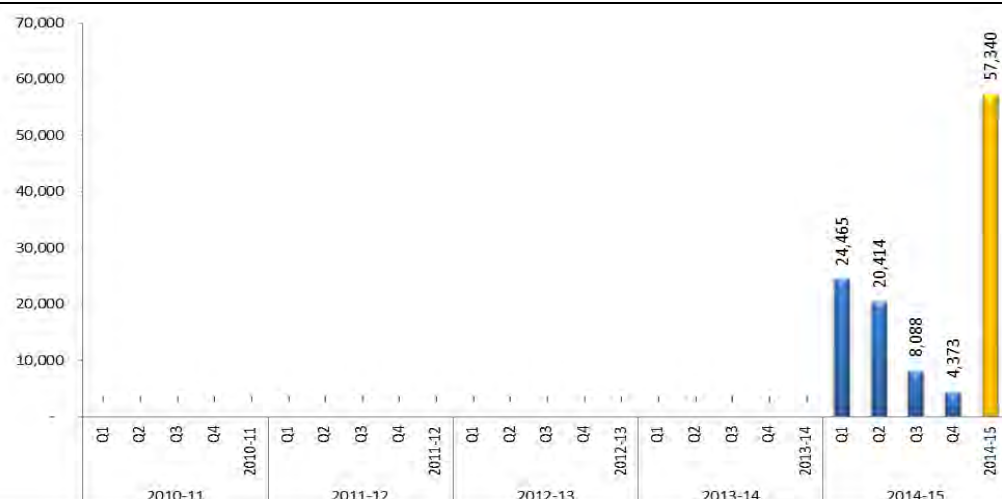
**N/A**

4,373 tickets sold

Year total 2014/15:

**N/A**

57,340 tickets sold



Overall for the year Kelpies Tours have proved to be extremely popular and have regularly beaten budget predictions. They have also received overwhelmingly positive feedback from our visitors and will be expanded with the launch of new, fun-filled Kelpie Family Tours with lots of interactive activities along the way.

Tour numbers for Q4 2014-15 were lower than all preceding quarters as expected. A reduced programme of tours had been planned to take the seasonal fall in visitor numbers into account. Tours operated from Wednesday to Sunday until the start of April, although additional tours were added for school half-term holidays in February and helped contribute towards a total of c.1,300 tours for the month of February.

Demand for tours remains unknown being the first winter/spring period and will be reviewed on an ongoing basis and adjusted if necessary. Tour tickets sold are expected to increase again following the quieter winter period with the Easter weekend and local 2-week school holidays falling at the start of April.

29) Not flagged

### No. of visits to Helix

Q4 2014/15:

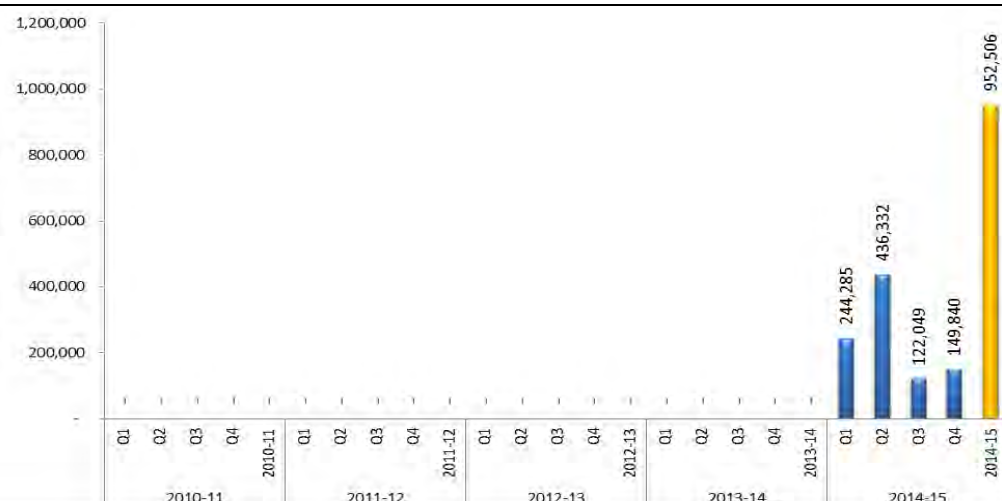
**N/A**

149,840 visits

Year total 2014/15:

**N/A**

952,506 visits



Number of visits to Helix Park, Canal Hub and The Kelpies is measured by electronic people counters installed at specific locations around the Helix site. Counters were installed during Q1 and became fully functional from the start of Q2, hence visit numbers for Q1 were devised using an industry standard calculation based on the number of Kelpies tour tickets sold.

January saw a slight increase in visitor numbers compared with December. February proved very successful with over 70,000 visitors in attendance, boosted by the half-term school holidays and a period of drier weather.

The high profile launch of the Kelpies, followed by the opening of the Adventure Zone ensured that the Helix was a significant attraction in Scotland, the rest of the UK and internationally. The Plaza Café will re-open at the end of March. The Kelpies Visitor Centre will open later in 2015 and provide another high profile addition to the site with further retail and catering opportunities to enhance the visitor experience but also to support income generation. Car Park charging at the Kelpies Car Park will come into operation from Easter and thus will provide an additional income stream for the site. This will be combined with an additional high quality external catering offer which will again provide an addition to the visitor offer on the site as well as providing additional income streams.

30) Not flagged

**No. of participants in  
programmed activity  
at the Helix**

Q3 2014/15:

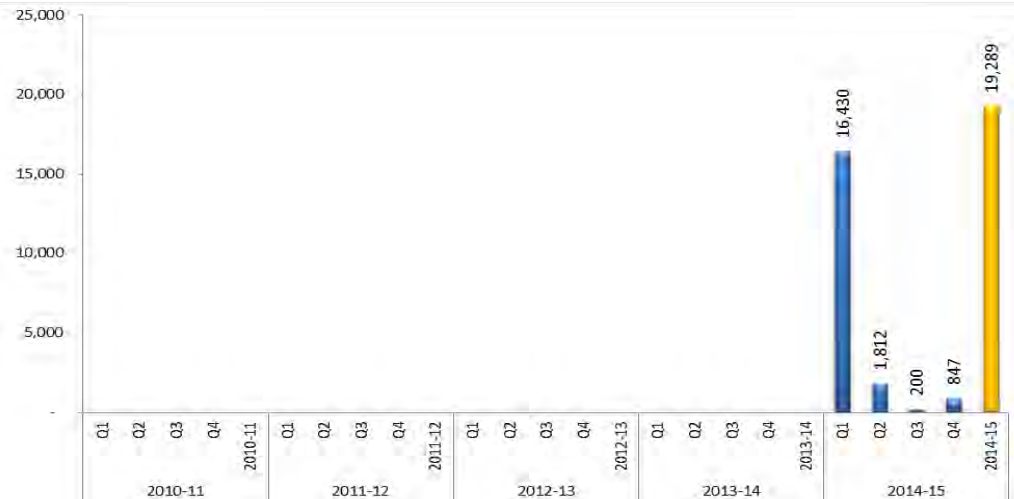
**N/A**

847 participants

Year total 2014/15:

**N/A**

19,289 participants



This indicator has been introduced to describe use of the Helix site for activity programmes and planned events which take place on the site. Performance of this measure is expected to be irregular being reliant on scheduling of large events and activities.

Participation in programmed events during Q4 included our Novice Duathlon in March which attracted 99 participants. An event to celebrate 'Earth Hour' at the end of March attracted 100 participants, with the Kelpies plunged into darkness and a lone piper playing. Junior Parkrun remains popular with good regular attendances. Geocaching commenced on the Helix site at the end of March and attracted 71 participants in the one week it has been live.

Further events will be held during the 2014-15 year in line with the Helix Events Strategy. This indicator is being developed to fully include all programmed activity taking place on the Helix site going forward.

## ***A strong, sustainable and valued organisation***

Indicator	2011/12 total	2012/13 total	2013/14 total	2014/15				
				Q1	Q2	Q3	Q4	Year Total
Sickness Absence - % days lost	3.34%	4.03%	4.03%	4.20%	4.17%	4.10%	6.41% <sup>1</sup>	4.70% <sup>1</sup>
Staff Turnover	11.7% Jul-Mar	8.6%	10.6% equates to 51 staff	3.3% equates to 16 staff	1.9% equates to 10 staff	3.3% equates to 17 staff	0.8% <sup>1</sup> equates to 4 staff	9.7% <sup>1</sup> equates to 47 staff
No of Health & Safety incidents and accidents	121	105	96	33	43	22	9	107
No. of complaints and formal enquiries received and dealt with	120	94	118	27	8	26	20	81
Number of hits on Trust website	n/a	407,333	580,642	169,005	158,086	151,566	181,139	659,796

<sup>1</sup> To end of February 2015 only (March figure unavailable at time of writing)

Updated sickness absence figures are for the 2014-15 year to the end of February 2015 only and show an increase compared to last year, with an average rate of 4.70% compared to 4.03% in 2013-14. Sickness absence remains higher than desired and the target remains to reduce this closer to lower levels seen in preceding years.

Staff turnover figures are only to the end of February 2015. Staff turnover for Q4 (to the end of February) was low at 0.8%, equating to 4 employees. For the 2014-15 year to end-February staff turnover was 9.7% of the total number of employees, equating to 47 employees. Updated figures including the month of March will be provided in the next report. At the end of February 2015, the Trust had a total headcount of 486 contracted employees (temporary and permanent staff).

There were 8 accidents and incidents reported during the fourth quarter with a total of 106 for the 2014/15 year, an increase of 10 on the same quarter last year. This comprised 8 incidents and 1 accident. There were no reportable accidents during this period.

The number of complaints and formal enquiries received and dealt with during the fourth quarter of 2014/15 was 20, with a total of 81 recorded for the full year. It should be noted that a revised complaints handling procedure was introduced across the Trust on 1<sup>st</sup> May 2013, with complaints being recorded at different levels.

The number of hits recorded on the Trust website during the fourth quarter was the highest number quarterly total recorded to date. The total recorded for 2014-15 was 14% higher (+79,154 website visits) than last year. These hits were carried out by 90,241 unique public visitors to the Trust website. This indicates continued increased traffic on the Trust's website by a greater number of visitors.

## Falkirk Community Trust

**Subject:** July – August 2015 Quarter Two Performance Report  
**Meeting:** Audit and Performance Sub-Group  
**Date:** 29<sup>th</sup> October 2015  
**Authors:** Alistair Mitchell, Team Leader Performance Review

## 1. Introduction

- 1.1 This is the 2015-16 quarter two report on our performance indicators and covers the 6-month financial period April - September 2015. The report flags relevant current activity or planned action in support of achieving the Trust's strategic objectives.

## 2. Performance Statement




- 2.1 Attached is a statement with indicator performance presented in the form of graphs with contextual commentary. Indicators are flagged at the end of each quarter using a red-amber-green traffic light system. **Each flag measures performance against target.**

- 2.2 The format of this performance report has been amended to enhance clarity and provide a more concise report of quarterly indicator performance. Graphs now include a trendline (detailed in red) providing an indication of the recent performance trend of each indicator.

Information presented numerically alongside each graph to enable an 'at a glance' summary includes:

- annual target for current year;
- year-to-date including variance compared to the previous year; and,
- year-to-date achieved against annual target.

- 2.3 The flagging status for this period is summarised below:

Green 	This PI is on or above target (within 5% of target or above target)	There are <b>18</b> green-flagged indicators.
Amber 	This PI is slightly below target though performance may be improving (5-10% below target)	There are <b>11</b> amber-flagged indicators.
Red 	This PI is significantly below target and performance does not appear to be improving (10% or more below target)	There are <b>2</b> red-flagged indicators.

- 2.4 As we are at the mid-point in the year, predictions can be made with more certainty than at the end of the first quarter, but the outturn for the remainder of the year remains uncertain.
- 2.5 Performance in the second quarter was generally positive with the majority of indicators performing well against target for the 2015-16 year-to-date. Compared to the Q1 report there are four fewer green-flagged indicators, two additional amber-flagged indicators, and two indicators now flagged red against target. Comments have been made throughout the report to highlight where changes in the flag status of indicators occur.
- 2.6 Appropriate target setting is a key factor in performance analysis. A review of 2014-15 year performance informed a review of targets to ensure they remain both challenging and realistic. Current year performance with a reduced number of red-flagged indicators suggest improvements have been made in informed target setting for this year.



- 2.7 There were a number of improvements in actual quarter performance relative to the same quarter last year. The key performance highlights for Q2 2015-16 include the following:
- Mariner Centre admissions increased by 42% with an additional 19,859 admissions following the refurbishment of the wave machine.
  - Usage of Grangemouth Stadium increased by 113% (+23,994 admissions) following the installation of the new track last year.
  - Bo'ness Health & Fitness Club admissions increased by 40% with an additional 2,405 admissions compared to the same quarter last year, following the introduction of new equipment.
  - Participants in Healthy Lifestyle Physical Activity programmes increased by 15% (+1,244 participants) following the introduction of new activities and an expanded programme.
  - Grangemouth Golf Course recording a 7% (+754) increase in the number of rounds played.
  - Falkirk Town Hall admissions increased by 9% with an extra 501 admissions during Q2.
  - Admissions to the Hippodrome increased by 11% (+646).
  - Park Gallery admissions increased by 42% equating to 2,598 additional admissions to the exhibition space.
  - Participants in Cultural Services activities 32% higher than Q2 last year, with all nursery schools now engaged in the YMI programme.
- 2.8 Actual performance (admissions, bookings, visits, etc) for the year-to-date is lower for over half of indicators compared to the same end-Q2 position in 2014-15, meaning lower admissions, bookings and visits in over half of Trust venues than at this point last year.
- 2.9 A report on the period October-December 2015 will be made at the next meeting of the sub group on 3<sup>rd</sup> March 2016.

### **3. Recommendation**

#### **3.1 Directors are asked to note the following:**

- **Progress made throughout the second quarter of 2015-16;**
- **Actions to address areas requiring improvements in the forthcoming quarter;**
- **Current predictions for year-end performance.**



**Alistair Mitchell**  
**Team Leader Performance Review**

## 1) Admissions to Bo'ness Recreation Centre

Indicator flagging (against target)	
Annual target:	142,000
Year-to-date:	65,044
Year-to-date vs last year:	↓ 3.0% - 2,036
Year-to-date vs annual target:	45.8% achieved




Admissions to Bo'ness Recreation Centre during Q2 were near-identical to last year (-337 admissions). Most activities had similar usage or very slight decrease, with indoor football continuing to show the biggest downward trend. Outdoor football continued to improve on 2014-15 admissions. Year-to-date admissions remain slightly lower than the same point last year but remain on course to achieve close to target at year-end.

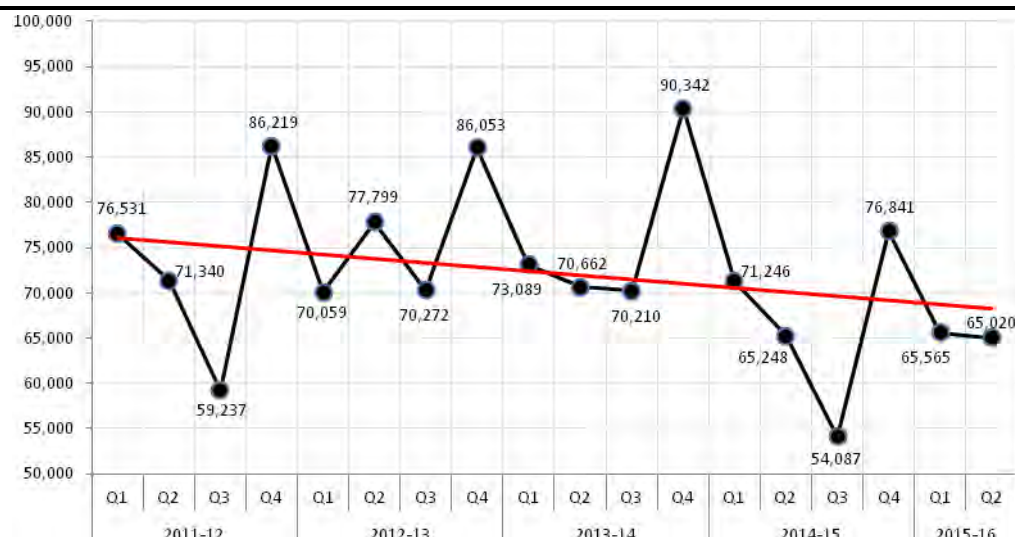
Year-on-year income increased due to resale and rental of non-sporting areas, however income has dropped to 20% below target (£91k vs £114k target).

Changes to the programme during Q3, such as 'adults only' swimming sessions on Monday evenings and expansion of 'Zorb' experiences, are being introduced to improve the customer offer.

This indicator remains flagged green at the end of Q2 with admissions expected to achieve close to target at year-end. It is anticipated that income may end behind financial targets.

## 2) Admissions to Grangemouth Sports Complex

Indicator flagging (against target)	
Annual target:	294,000
Year-to-date:	130,585
Year-to-date vs last year:	↓ 4.3% - 5,909
Year-to-date vs annual target:	44.4% achieved



Grangemouth Sports Complex usage was relatively static during Q2 compared to the same period last year (-228 admissions): July was higher than last year while August and September were lower, which may reflect the worse than normal weather experienced throughout July. Reductions occurred in general swimming and crèche admissions, while football block and casual bookings increased as did soft play and fun session usage. Year-to-date performance remains below target.

Income for the quarter was £26k higher than the same period last year, but remains £46k (17%) below target at this time.

New lets including a triathlon club and NHS booking will contribute to admissions and income for next quarter, with discussions ongoing with the Trust's Outdoor Activities team regarding a kayak club using the facility.

This indicator remains flagged amber on the basis that year-to-date usage levels which are lower than last year make this year's target unlikely to be met. Current predictions are for performance to fall short of target at year-end.

3)

### Admissions to Mariner Centre

Indicator flagging (against target)



Annual target:

209,000

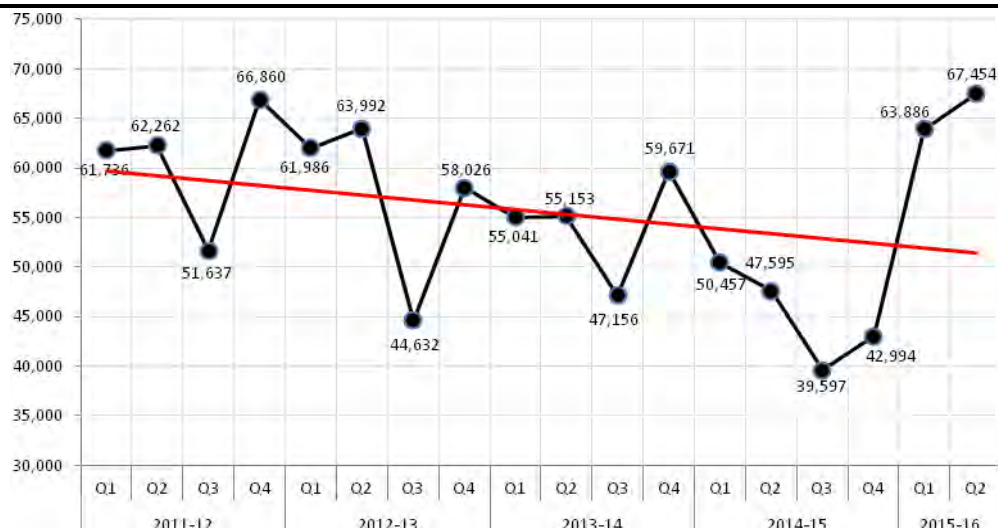
Year-to-date:

131,340

Year-to-date vs last year:

 ↑ 33.9%  
+ 33,288

Year-to-date vs annual target:

 62.8%  
achieved


The refurbishment of the wave machine secured a 42% increase in swimming admissions, the most successful quarterly total at the Mariner Centre since the Trust began. Other indoor admissions increased including short tennis (+48%), table tennis (+25%), basketball (+18%) and clubs (+28%). Overall usage during Q2 increased by 42% (+19,859 admissions) compared with same period in 2014-15. The Centre's 30<sup>th</sup> birthday celebration weekend in July recorded 3,740 admissions. Overall year-to-date admissions remain significantly higher than last year with an extra 33,288 admissions.

Q2 income was £127k against a quarterly target of £130k. Based on performance for the year-to-date (£247k), the year-end income target of £493k is expected to be achieved.

Activities planned for Q3 include a refresh of the Mariner Centre marketing, work with sports clubs to raise their profile within the centre, reviews of mini-gyms and daytime sports hall programmes, promotion of Saturday night pool discos and the junior lifesaving academy, and the introduction of softplay/bouncy castle weekend promotions.

A green flagging is retained based on expectations for performance for the remainder of 2015-16 to continue the higher levels seen during Q1 and Q2.

4)

### Admissions to Grangemouth Stadium

Indicator flagging (against target)



Annual target:

133,000

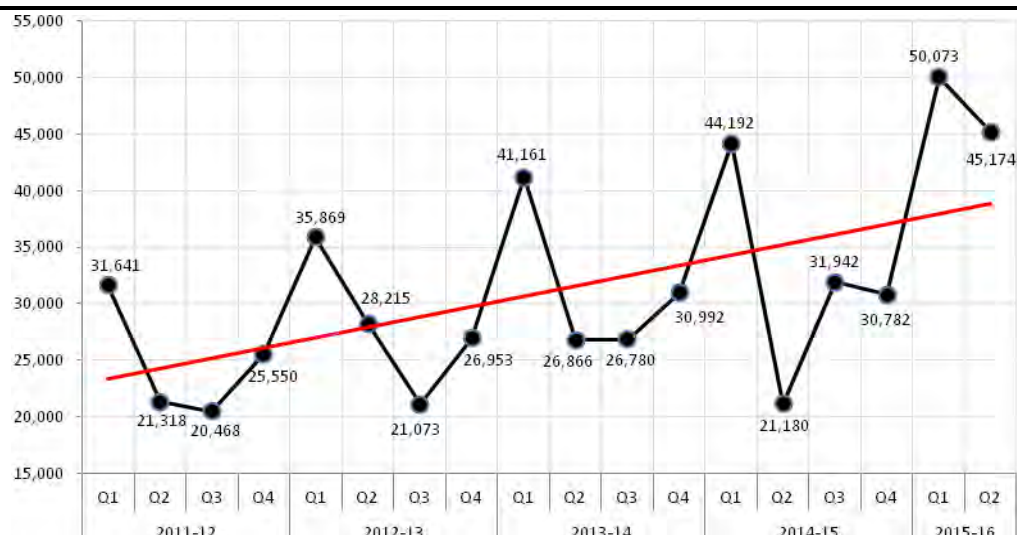
Year-to-date:

95,247

Year-to-date vs last year:

 ↑ 45.7%  
+ 29,875

Year-to-date vs annual target:

 71.6%  
achieved


Year-to-date admissions at Grangemouth Stadium are the highest recorded since the Trust began. Q2 admissions increased by 113% (+22,994) compared to the same period last year with additional events and numbers participating following the completion of the new track installation and the continuing Commonwealth Games effect. Two Scottish Athletics major championships and Schools International Athletics competitions were very well attended, and open graded meets have continued to achieve higher entries. Further investment through **sportscotland** funding is planned for the indoor facilities which will further enhance the attractiveness of this venue.

Income for the year-to-date is currently £95k against a yearly target of £157k, with the majority of business taken over the first two quarters of the year.


Third quarter activities and events include Scottish Schools' road relays, SFA referee training and exams, Scottish Athletics and Scottish Schools coach education weekends, and the first UK Athletics Facility Managers/Operators course to be held in the UK in October. Indications are that year-end performance will exceed annual targets for admissions and income. Admissions and income generation will slow down in Q3 and Q4 due to the seasonal nature of athletics.

### 5) Admissions to Bo'ness Health & Fitness Club

Indicator flagging (against target)	
Annual target:	22,500
Year-to-date:	15,884
Year-to-date vs last year:	↑24.2% + 3,090
Year-to-date vs annual target:	70.6% achieved




### 6) Admissions to Grangemouth Health & Fitness Club

Indicator flagging (against target)	
Annual target:	123,000
Year-to-date:	57,223
Year-to-date vs last year:	↓7.7% - 4,793
Year-to-date vs annual target:	46.5% achieved



### 7) Admissions to Mariner Health & Fitness Club

Indicator flagging (against target)	
Annual target:	60,500
Year-to-date:	25,463
Year-to-date vs last year:	↓19.8% - 6,292
Year-to-date vs annual target:	42.1% achieved



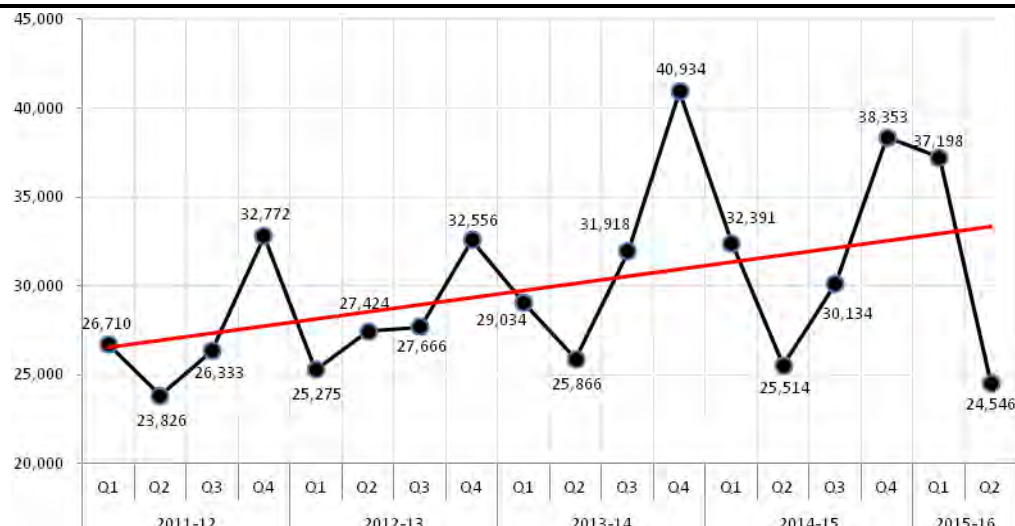
The upward performance trend continues with a significant increase at Bo'ness (+40.3%, +2,405) while there were some decreases at Grangemouth (-2.3%, -656) and Mariner (-10.8%, -1,563). A highly successful membership campaign in September saw all gyms exceeding membership sales targets. Income for the year-to-date of £488k is currently 10% (-£47k) behind last year's end-Q2 figure and behind this year's target of £1.1m.

The Trust's new gym successfully opened in Stenhousemuir on 25<sup>th</sup> September; full performance reporting will be included in the next (Q3) report. A 6-week presale promotion attracted 241 new members and generated over £3k, with an additional 182 memberships sold in the 6 days since opening before the end of the quarter. Looking ahead to Q3, it was recognised that this period last year was difficult, hence a one-week membership campaign is being implemented in early November to increase membership, income and usage for this quarter. Expectations are for Bo'ness to exceed target at year-end while Grangemouth and Mariner are likely to fall short of target if similar Q3 and Q4 performance to last year is repeated.



## 8) Admissions to Neighbourhood Sports Centre

Indicator flagging (against target)	
Annual target:	126,000
Year-to-date:	61,744
Year-to-date vs last year:	↑ 6.6% + 3,839
Year-to-date vs annual target:	49.0% achieved




Neighbourhood Centre admissions reduced by 3.8% (-968 admissions) compared to Q2 last year. Year-to-date admissions remains above the total achieved at this time last year.

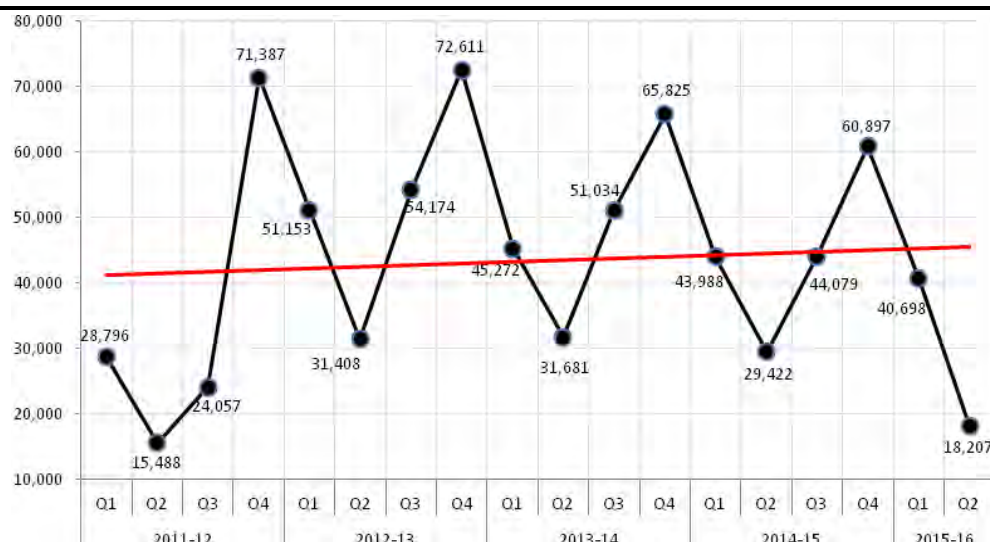
Income for this quarter grew by 18% compared to the same quarter last year but remains 16% behind target (£142k achieved vs £153k target) at the end of Q2.

Activity during the next quarter will continue to rationalise resources and further explore programme opportunities for additional income generation.

Expectation at year-end is for admissions to meet or exceed target if similar Q3 and Q4 to last year is achieved. However, there is unlikely to be sufficient financial growth in order to meet the financial target for 2015-16.

## 9) Out of hours admissions to Community Use High Schools

Indicator flagging (against target)	
Annual target:	190,000
Year-to-date:	58,905
Year-to-date vs last year:	↓ 19.8% - 14,505
Year-to-date vs annual target:	31.0% achieved



Community use admissions at high school facilities during Q2 fell by 38.1% compared to the same period last year, with year-to-date admissions now 19.8% (-14,505) lower than at the same point last year. The main factors having a detrimental effect are clubs/block bookings not rebooking over the summer period or delaying bookings until September, a reduced sports summer programme in schools (relocated to other Trust facilities) and a significant drop in swimming admissions.

The impact of reduced admissions is reflected in reduced income against target. Actual income achieved for Q2 of £31k was marginally higher than the same quarter last year, and remains under budget for the year-to-date.

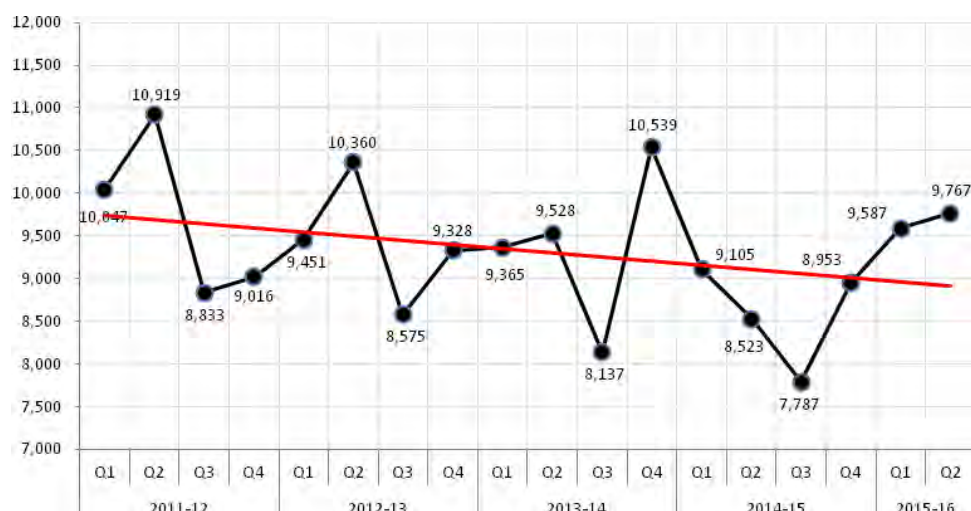
Third quarter plans include developing a targeted marketing plan for community access schools in collaboration with the Marketing team, a review of programming, and closer links with the Active Schools team to promote evening and weekend use of facilities. The majority of clubs and block bookings will resume in early October.

Year-end expectations are for this indicator to fall short of both admissions and income targets, hence a downgrading from amber to red flagging at this time. Event and club/block bookings will play a major role in determining if targets will be achieved.

10)

## Participants in Healthy Lifestyle Physical Activity programmes

Indicator flagging (against target)	
Annual target:	36,500
Year-to-date:	19,354
Year-to-date vs last year:	↑ 9.8 + 1,726
Year-to-date vs annual target:	53.0% achieved



A 14.6% increase (+1,244) in the number of participants was recorded in Q2 this year compared to the same period last year. Increases occurred in Active Forth (+169), Step Forth (+175) and Teens (+412). A reduction in Healthy Lifestyles (corporate usage, -282) is reflected in the 772 recorded visits for Trust staff to health and fitness facilities. New activities and improved staffing levels in Active Forth contributed to the increased usage. Step Forth increases arose with new walks in Carriden and the Helix despite some wet weather. Teens increases occurred largely at Bo'ness with the recent refurbishment having a significant effect on usage.


Active Forth income for Q2 was £16.8k, a 4% increase on the same period last year. Cumulative income for the 2015-16 year to date of £37.2k shows a 10% increase on last year.

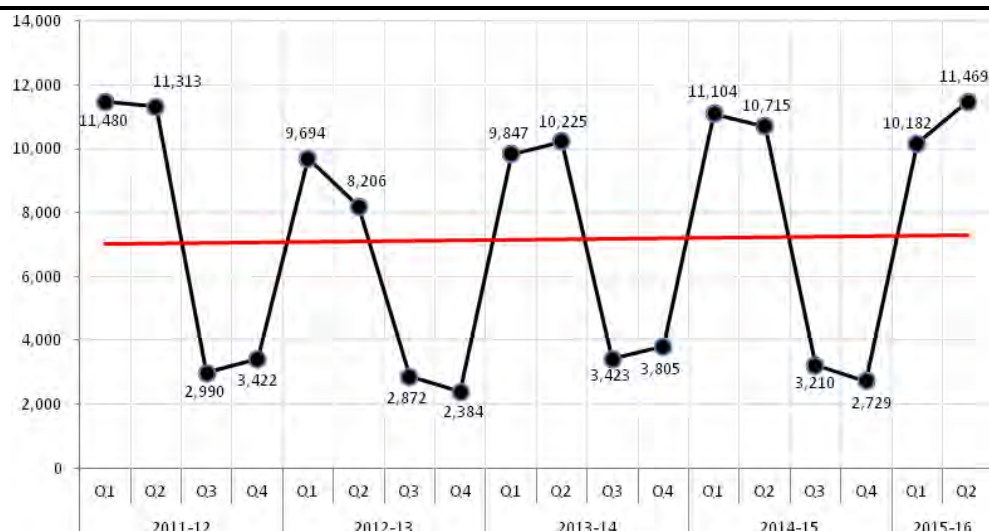
A full-time member of Active Forth staff forms part of the new Stenhousemuir staff team, creating extra capacity and leading to higher levels of outreach and networking with health professionals to improve referrals across all gyms. A new Strength & Balance class has started at Grangemouth which will complement Step Forth's current Otago provision.

Expectation is for this indicator to achieve target at year-end following the introduction of the new club, new staff member and increased walking activity, hence retaining a green flagging.

11)

## Rounds of golf played

Indicator flagging (against target)	
Annual target:	28,500
Year-to-date:	21,651
Year-to-date vs last year:	↓ 0.8% - 168
Year-to-date vs annual target:	76.0% achieved



Total rounds of golf played at the Trust's facilities during Q2 was the highest quarter on record since the Trust began, with a 7% increase (+754) compared to the same period last year. This increase occurred mostly at Grangemouth Golf Course (+660) with an additional 94 rounds played at Callendar Park Par 3. This may be linked to less clement weather during second quarter this year compared to last year. Overall year-to-date remains fractionally behind last year with 168 fewer rounds played.

Grangemouth Golf Course: a series of offers and promotions have helped keep the reduction in usage to a minimal and will continue to be used during Q3 to attract new customers. Work will focus on encouraging Callendar Park Par 3 customers to try the GGC facilities during the winter closure of the Par 3.

Callendar Park Par 3: usage was largely similar to the same 6-month period last year. The Par 3 is now closed for the winter period and will reopen in April 2016.

The indicator retains an amber flagging based on the expectation that year-end performance will fall short of target. A large degree of uncertainty exists in this area of operation which is so heavily affected by the weather.

12)

### Admissions to Falkirk Town Hall

Indicator flagging  
(against target)

Annual target:

54,000

Year-to-date:

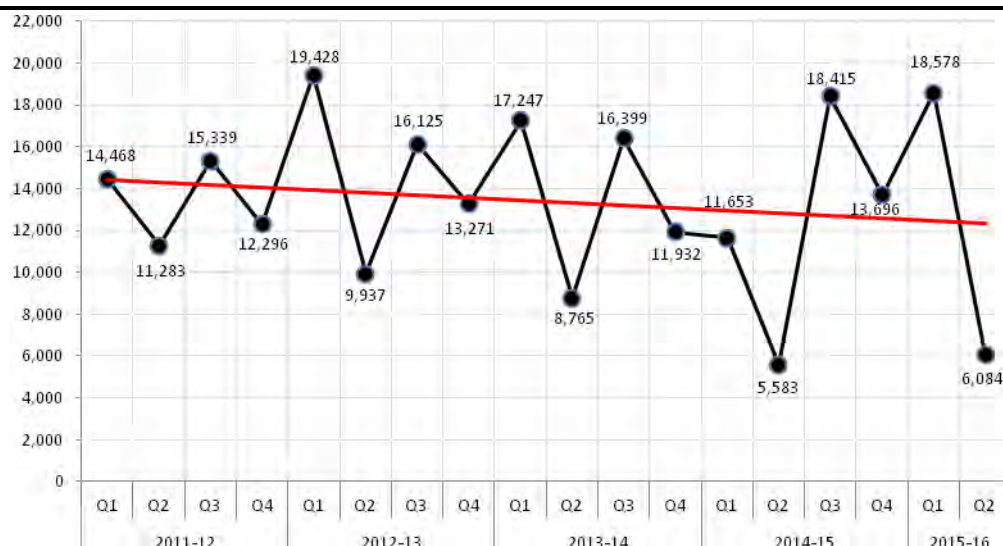
24,662

Year-to-date vs  
last year:

↑ 43.1%  
+ 7,426

Year-to-date vs  
annual target:

45.7%  
achieved



Q2 admissions improved by 9% (+501) compared to Q2 last year. Highlights in admissions included The Cavern Beatles, Nathan Carter and Funbox. Arts team activities included popular youth theatre summer schools in July. Successful Q1 and Q2 have resulted in year-to-date admissions being significantly higher than the same period last year,

Overall FTH income for the year-to-date has achieved over 50% of target, with a current total of £57.9k (against target of £104k).

A bigger programme than Q2, the next quarter includes a mix of comedy with 'Funny In Falkirk', the Bohemians annual production, a number of tribute acts, 'Classic Music Live!' and Falkirk Youth Theatre's annual pantomime (this year Robin Hood). In addition, The Trust's Christmas offer at FTH includes the Silver Bells Christmas Show, Abbamania's Christmas extravaganza and Christmas Ballroom and Afternoon Dances. Q3 also includes The Proclaimers.

Expectation at the end-Q2 position is for both annual admission and income targets to be met at year-end.

13)

### Admissions to the Hippodrome

Indicator flagging  
(against target)

Annual target:

29,000

Year-to-date:

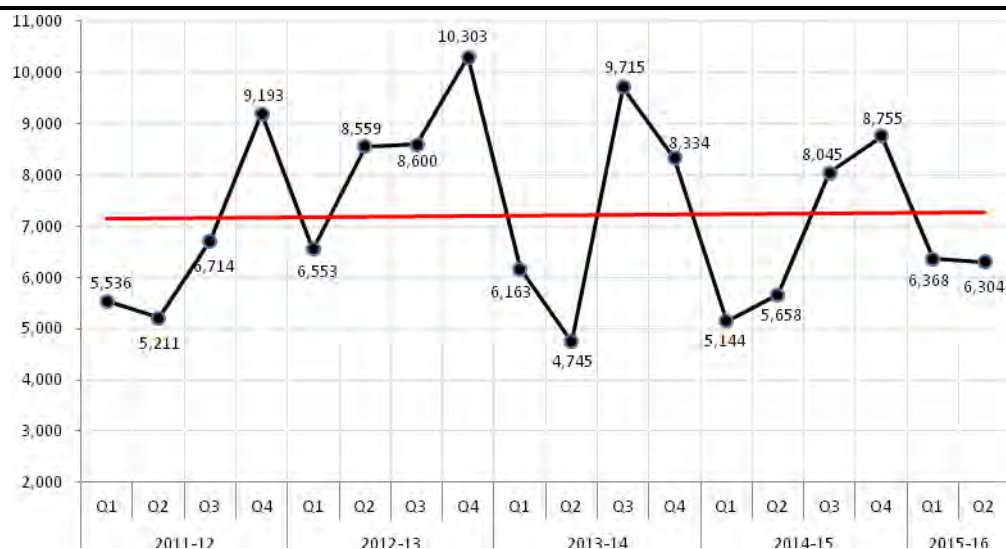
12,672

Year-to-date vs  
last year:

↑ 17.3%  
+ 1,870

Year-to-date vs  
annual target:

43.7%  
achieved



Year-to-date Hippodrome performance is the highest in recent years with the exception of 2012-13 (the Hippodrome 100 celebrations). Q2 admissions were 11.4% higher (+646) than the same period last year. Summer screenings continued to do well with 'Minions' and 'Inside Out'. 'The Legend of Barney Thomas' achieved 50% uptake, however attendances at other recent releases achieved less than anticipated. Likewise NT Live/ Encore admissions have dipped.

Income for Q2 was near-identical to the same period last year, with year-to-date income currently achieving 45% of target (£45k vs £100k). With the busiest two quarters yet to come this bodes well for income to meet target at year-end.

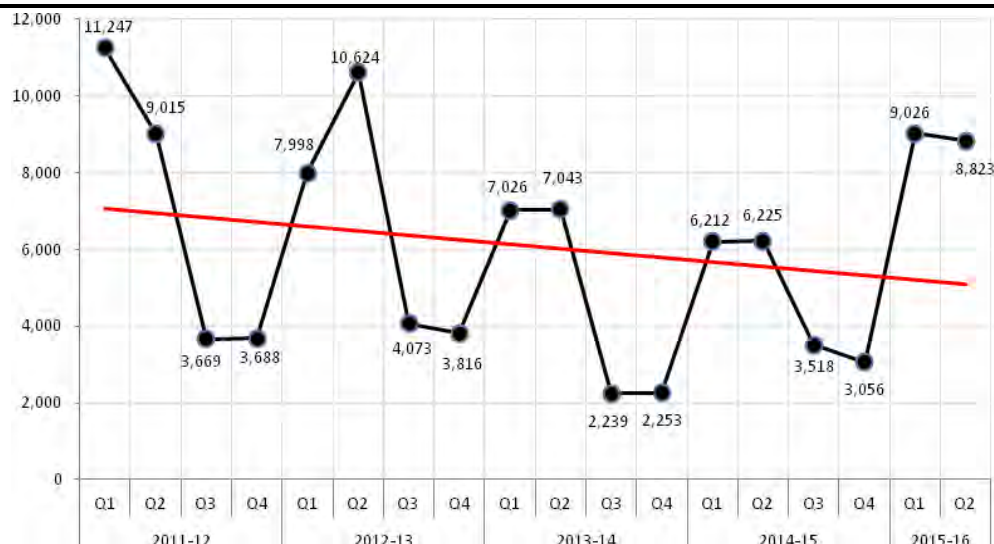
The Q3 programme includes major recent and new releases including the new Bond movie 'Spectre', 'Jurassic World', 'Suffragette', 'Ricki and the Flash', and 'Earl and the Dying Girl'. Events include a partnership with Strathcarron Hospice ('Seven Songs for a Long Life') and 'Carnival of Souls' – a unique Halloween experience at the Hippodrome. The NT Live and Encore programme includes screenings of 'Macbeth', 'Of Mice and Men' and 'Jane Eyre'. It is hoped the popularity of these screenings combined with a focussed marketing activity will increase uptake. This indicator is well-placed to achieve admissions target at year-end.



#### 14)

#### Admissions to the Park Gallery

Indicator flagging (against target)	
Annual target:	21,000
Year-to-date:	17,849
Year-to-date vs last year:	↑ 43.5% + 5,412
Year-to-date vs annual target:	85.0% achieved



Admissions at the Park Gallery were 41.7% higher during Q2 2015-16 compared to the same period last year. Performance is highly dependent on the programme, which in Q2 this year was 'Fantasia – photography by Fabrizio Gianni'. This exhibition, by a locally-based photographer with an international and highly successful profile, saw high admissions driven by the nature of the exhibition and related supporting activity. The current exhibition, 'Alan Davie: A Universal Vision', opened on 13<sup>th</sup> September and continues into Q3, achieving 1,508 admissions in the two weeks so far in Q2. This exhibition was programmed to commemorate the 40<sup>th</sup> anniversary of the Alan Davie and George Garson mosaic mural in York Square, Grangemouth, with a plaque awarded by The Saltire Society marking the significance of this work. A Parliamentary motion was tabled by Angus MacDonald MSP on 2<sup>nd</sup> October paying tribute to the work of Alan Davie and commending the Trust's landmark exhibition of his life and work.

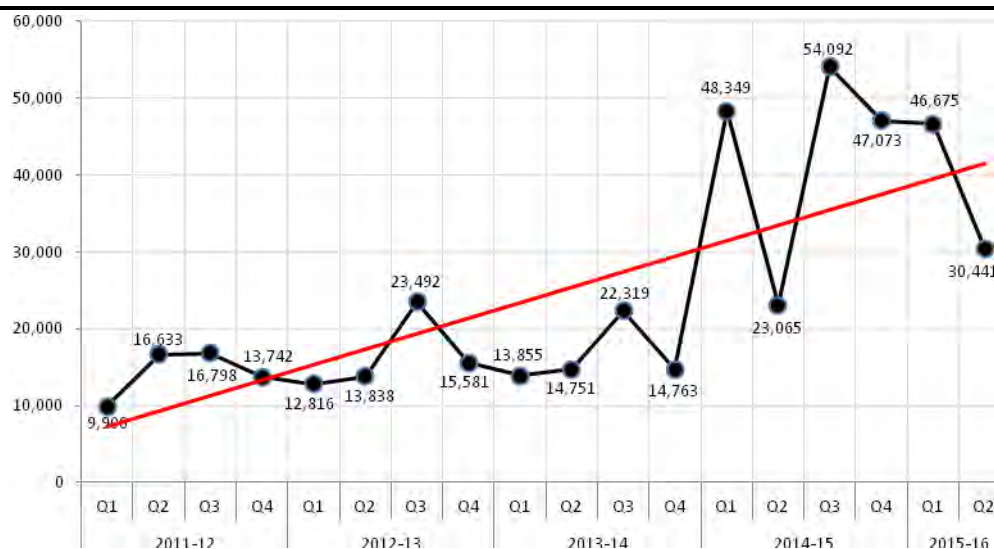
Q3 sees the start of Winter Warmth, a curated exhibition of work by artists and makers across the UK. Works will be on sale and in previous years the exhibition has been successful in generating admissions as well as income (commission on sales of work).

Year-to-date admissions of 17,849 positions the Park Gallery well to achieve target at year-end.

#### 15)

#### Participants in Cultural Services activities

Indicator flagging (against target)	
Annual target:	140,000
Year-to-date:	77,116
Year-to-date vs last year:	↑ 8.0% + 5,702
Year-to-date vs annual target:	55.1% achieved



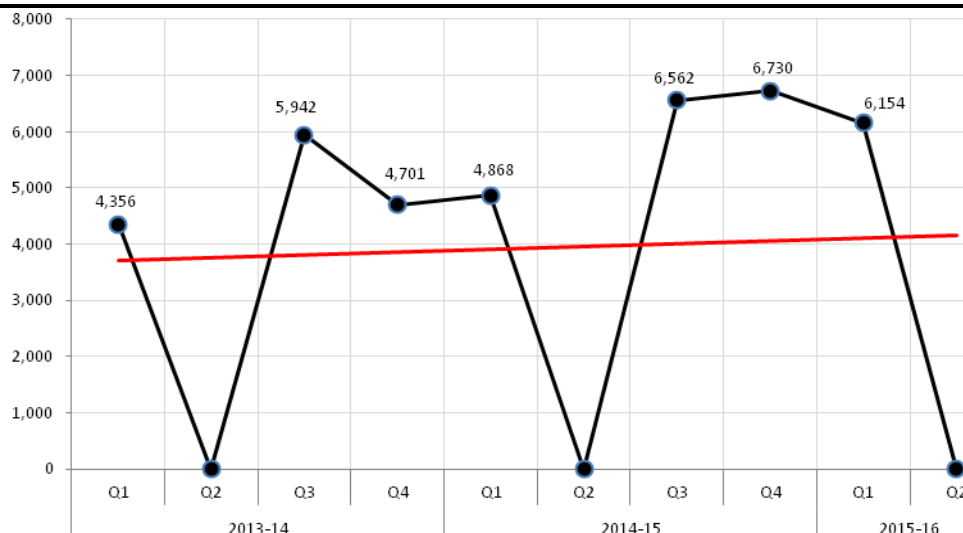
Q2 performance was 31.9% higher than the same period last year with an extra 7,376 participants. This has been largely driven by an increase in YMI usage which, from August 2015, now includes working with all nursery schools in the area. Further to this, in August 2015 a musical YMI tour was developed and is being delivered to schools as an additional engagement opportunity. Q2 saw the continuation of the 'Are You Dancing?' integrated dance project and the Arts Champions project. Youth Theatre summer schools in July were popular with capacity attendances and income.

Activity during Q3 will include Falkirk Youth Theatre rehearsals ahead of this year's pantomime at FTH, the commencement of year 2 of the 'Start' schools/theatre project and year 2 of the Arts Champion project.

Current expectation is for year-end performance to exceed target if previous year Q3 and Q4 activity levels are maintained, hence this indicator retaining a green flagging.

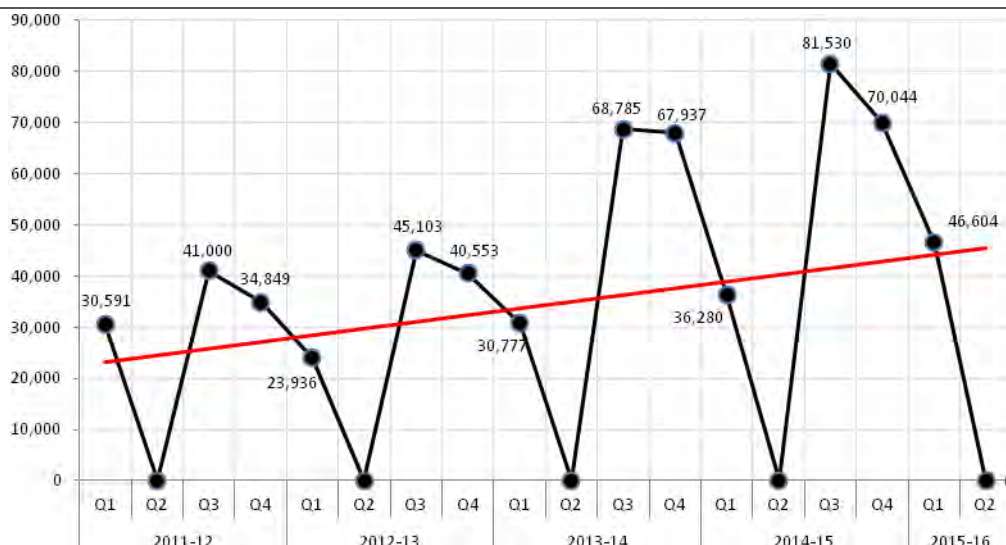
## 16) Active Schools distinct participants

Indicator flagging (against target)	🟢
Target:	7,000
Current quarter:	6,154
Current vs preceding quarter:	↓ 8.5% - 576
Year-to-date vs annual target:	87.9% achieved



## 17) Active Schools participant sessions provided

Indicator flagging (against target)	🟢
Annual target:	170,000
Year-to-date:	46,604
Year-to-date vs last year:	↑ 28.4% + 10,324
Year-to-date vs annual target:	27.4% achieved




As per previous years, no performance figures are reported for Q2 which covers the school holiday period, due to the reporting cycle with **sportscotland**.

A revised delivery model, assigning one coordinator to a primary school cluster, each feeding a high school, has been introduced. The Active Schools team have been preparing action plans to meet **sportscotland**'s focus on distinct participants.

Both indicators remain on course to achieve target at year-end on the basis of Q3 and Q4 performance following previous trends.

18)

### Places booked on Sport Development Courses

Indicator flagging (against target)	
Annual target:	20,000
Year-to-date:	8,431
Year-to-date vs last year:	↓ 9.7% - 910
Year-to-date vs annual target:	42.2% achieved



Compared to last year, the number of places booked in Sports Development classes in Q2 was 25.4% lower (-1,079), with the year-to-date total being 9.7% lower than last year to end-Q2. This is primarily due to a vacancy in rugby development and a loss of almost 900 places compared to last year. Swimming is largely similar to last year with pre-school swimming increasing by 37% with three new classes. A 38% increase in football follows a rebranding and recruitment process. Tennis performance increased by 82% at Zetland Park. Basketball, gymnastics and badminton bookings remain steady. A newly recruited rugby development officer should address the current downturn in rugby. Total income for Q2 was £87k, split between £52.6k income for places booked plus direct debit swimming totals of £12k, £11k and £12k for July, August and September respectively. Total income for year to date is £147k.

Indicator flagging has been revised from green to amber with the year-end total dependent on the recruitment to vacant posts and subsequent programme development. Q3 will see the introduction of weekend gymnastics classes utilising existing equipment and vacant slots at community access high schools. Tennis is expected to dip during Q3 during the winter period. A redevelopment of the swimming programme will create additional beginner class capacity to meet demand. Improved efficiency will identify vacant places sooner and ensure they are rebooked.

19)

### Active borrowers at public libraries

Indicator flagging (against target)	
Target:	27,000
Current quarter	27,275
Current vs preceding quarter:	↑ 1.0% + 277
Year-to-date vs annual target:	101% achieved




There has been a welcome increase in the number of Active Borrowers in Q2 2015-16 compared to the preceding quarter. 'Every Child A Library Member' was launched at the end of August. A total of 109 new junior borrowers joined a library and may be the result of summer activities held in libraries which directly created 58 new customers. 218 new adult borrowers were added; some may be an indirect result of their children joining.

This indicator remains flagged green at this time, with the number of active borrowers remaining above target after the first half of the 2015-16 year.

Note: unlike most other indicators, quarterly totals do not accumulate towards a yearly total. The new Library Management System (LMS) introduced from Q3 2014-15 onwards uses a different method to calculate 'active' users; hence comparisons with previous totals should be treated with caution.

## 20)

### Issues from public libraries

Indicator flagging (against target)	
Annual target:	820,000
Year-to-date:	400,504
Year-to-date vs last year:	↓ 3.3% - 13,620
Year-to-date vs annual target:	48.8% achieved




Digital issues from libraries increased by 1,775 compared to Q2 last year, helped by a more popular selection of magazines being available compared with last year. Overall issues were slightly lower during Q2 compared to the same period last year (-3.9%, -25,014), continuing the ongoing downward trend. The mobile library was off the road for 2 days due to ongoing problems. Year-to-date issues is slightly lower than at the same end-Q2 position last year.

Next quarter should return comparatively better numbers of issues than in 2014-15 where loan periods were extended to allow migration to the new LMS, resulting in fewer than usual renewals last year.

The 2015-16 annual target was set to reflect the current downward trend. Expectation after Q2 is that year-end performance may achieve close to target hence this indicator remaining flagged green at this time but may be revised after the next quarter.

## 21)

### Visits to public libraries

Indicator flagging (against target)	
Annual target:	580,000
Year-to-date:	267,055
Year-to-date vs last year:	↓ 12.9% - 39,663
Year-to-date vs annual target:	46.0% achieved



An uplift in visits to Bonnybridge Library has been welcomed against a backdrop of a reduction of 15.2% (-25,014) compared to the same quarter last year. Libraries report that September was quieter than usual which may be due to comparatively good weather. Summer activities including Zoolab were popular across all libraries in attracting visits. Grangemouth Library continues to be affected by declining footfall in the town centre with more shops closing during this quarter.

Bookweek Scotland and Halloween and Christmas activities for children are intended to continue the promotion of libraries and the value of reading.

An amber flagging has been retained for this indicator. Year-to-date performance is currently 12.9% below last year, and if the current trend continues as expected then the number of visits at year-end will fall short of target.



22)

## Resources added to library stock – Adult

Indicator flagging (against target)



Annual target:

23,000

Year-to-date:

13,766

Year-to-date vs last year:

↑ 3.4%  
+ 451

Year-to-date vs annual target:

59.9%  
achieved

23)

## Resources added to library stock – Junior

Indicator flagging (against target)



Annual target:

7,000

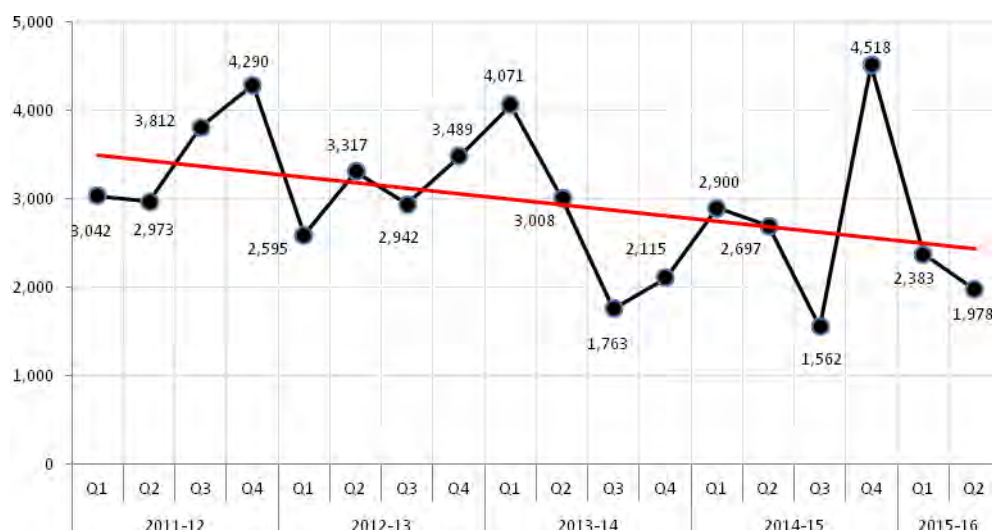
Year-to-date:

4,361

Year-to-date vs last year:

↓ 22.1%  
- 1,236

Year-to-date vs annual target:


62.3%  
achieved

A slight increase in adult resources added and a decrease in junior additions resulted in the total number of resources added to stock reducing compared to Q2 last year.

Comparisons with target are of more use than comparisons with last year due to a reduction in the book fund. Funding was reduced as a budget saving with targets adjusted accordingly. Year-to-date performance against target is positive and current expectations are for both indicators to achieve or get close to target at year-end. Totals for Q3 are expected to be higher than Q3 last year, despite the reduced book fund, as last year saw a suspension of purchasing during December during the migration to the new LMS.

24)

### Usage of public access terminals in libraries

Indicator flagging (against target)	
Annual target:	100,000
Year-to-date:	46,346
Year-to-date vs last year:	↓ 11.8% - 6,221
Year-to-date vs annual target:	46.3% achieved



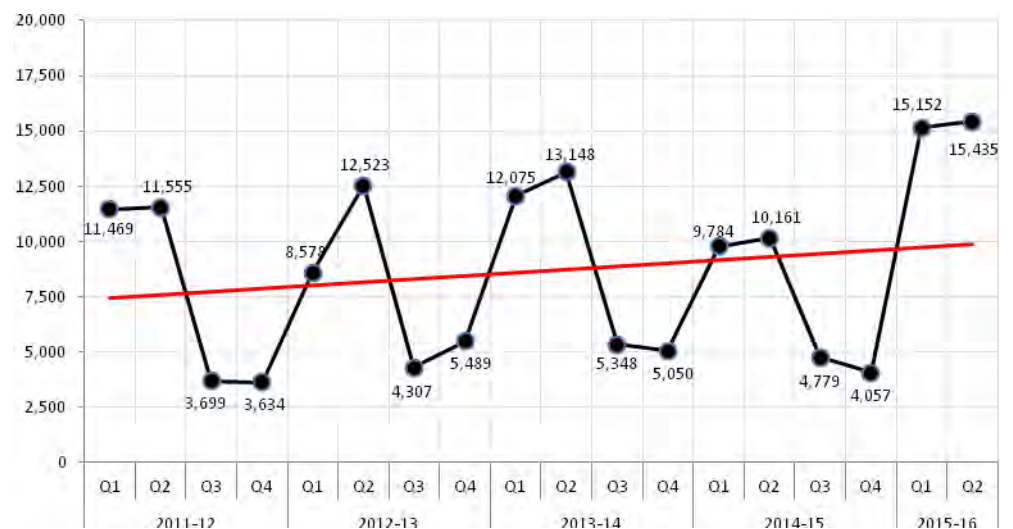
Usage of public access terminals during Q2 was 12.4% lower (-3,287) compared to the same quarter last year. After a recent upward trend over the past 2 years, the usage of these terminals may be levelling off. Analysis indicates that the type of usage is changing with more hits on job seeking websites and longer usage sessions, but longer-term data is required to arrive at any conclusion regarding this.

This indicator retains an amber flagging after two quarters. Recent usage indicates no growth in this indicator hence predictions are Q3 and Q4 totals will fall short of that needed to achieve target by year-end.

25)

### Visits to Callendar House

Indicator flagging (against target)	
Annual target:	42,000
Year-to-date:	30,587
Year-to-date vs last year:	↑ 53.4% + 10,642
Year-to-date vs annual target:	72.8% achieved



Q2 visit totals have tended to be seasonally higher than Q1 and an increase of 2% has been achieved this year. Highlights during Q2 included Callendar House continuing to benefit from group travel marketing and reciprocal marketing with the Helix. A series of public consultations on the proposed Callendar Park Plan generated additional visits. Six weddings and eight hires for group meetings occurred, and 184 people attended a successful Wedding Fayre in September.

Activity in Callendar House during the third quarter includes 'Stories in Stone' in the 2<sup>nd</sup> Floor Gallery as part of the Townscape Heritage Initiative (THI), and Winter Warmth in the Park Gallery with a selection of work for sale by professional artists and craftmakers. The Christmas Programme is in preparation with the schools programme being close to fully subscribed. The number of planned Santa Brunch and Lunch events for families has been increased from 5 last year to 9 this year owing to popular demand. This indicator remains flagged green on the expectation that year-end performance will meet or slightly exceed target.

Note: from 2015-16 Q1 onwards a revised visit counting method has been used which better reflects usage of the House. This now includes individual visits to displays and galleries, teashop customers, school groups, conference usage and users of the Archives. The resulting higher quarterly figures limit comparisons with preceding years.

26)

## Visits to Kinneil Museum

Indicator flagging (against target)	
Annual target:	3,500
Year-to-date:	2,875
Year-to-date vs last year:	↑ 18.4% + 446
Year-to-date vs annual target:	82.1% achieved



Year-to-date visits are 18% higher than this point last year. In recent years visit numbers have dropped in Q2 over the summer period compared to Q1 but this year saw a slight rise. Attendances were boosted by coach parties on 11<sup>th</sup> August (after having visited Callendar House), Kinneil House openings on 29<sup>th</sup> August and 19<sup>th</sup> September, and activity at Kinneil in September as part of Roman Week.


Q3 activity includes the opening of Kinneil House on 31<sup>st</sup> October for Halloween.

This indicator is on track to achieve target by year-end with over 80% of target already achieved.

Note: A more accurate counting mechanism was introduced from Q1 2013-14 onwards. The general trend from that point onwards is increasing with improvements in visit numbers.

27)

## Participants in Heritage Education Workshops for Schools

Indicator flagging (against target)	
Annual target:	6,000
Year-to-date:	1,801
Year-to-date vs last year:	↓ 14.6% - 309
Year-to-date vs annual target:	30.0% achieved



Total participant uptake for Q2 2015-16 was lower than the same quarter last year (-159). This is largely due to one-off activity in Q2 last year as part of the Steeple 200 events which generated approximately 150 participants. Q2 is seasonally the lowest performance quarter for this area of Trust operation due to the school summer holidays. This year the Heritage Learning team generated nearly 400 attendances to workshops and engagement activities at Callendar House.

From August 2015 charges were introduced for Heritage Education Workshops for Schools, bringing the service in line with other similar services across Scotland. To date, bookings for activities taking place in Q3 will generate £1,700+ income. Currently there is no income target for this area of FCT activity but this will be reviewed for 2016-17.

During Q3 the Heritage Learning team will deliver a Christmas workshop programme for schools, and will lead on the Santa brunch and lunches at Callendar House. Other activity includes 'Memories Of...' sessions for older people using films from the Scottish Screen Archive, sessions of 'Toddling O'Clock' for early years, and a pilot workshop for schools at the Hippodrome in November.

Year-to-date performance is currently below last year's total. Indicator flagging moves from green to amber on the expectation that year-end performance may fall short of target, but work by the Team to develop new initiatives to grow participation may help this.



28)

## Participants in Outdoor Activities

Indicator flagging (against target)



Annual target:

6,400

Year-to-date:

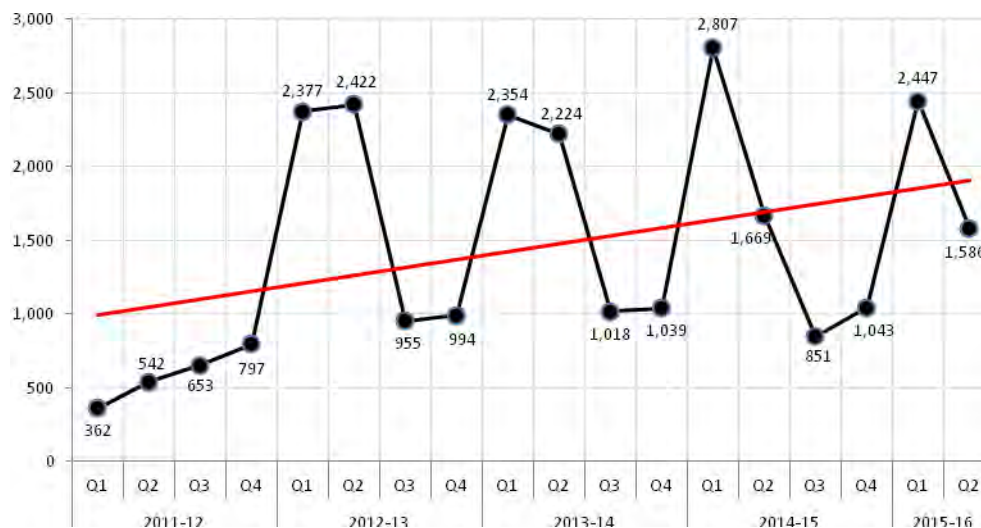
4,033

Year-to-date vs last year:

↓ 9.9%  
- 443

Year-to-date vs annual target:

63.0%  
achieved



Income for the quarter totalled £34k, a £10k increase on last year, with cumulative income for year-to-date of £52k. This is partly attributed to increased income generation from schools while the community programme continues to create a steady income.

The Youth Adventure programme has had a successful year so far with 96% uptake of programmes. Unfortunately summer programme uptake of 15% at the Helix impacted on overall Q2 performance. Participant numbers were reduced compared to Q2 last year with 83 fewer participants (-4.9%). Cumulative performance to end Q2 is almost 10% reduced compared to the position at the same time last year.

Indicator flagging remains unchanged at amber, with year-end expectations for performance to fall short of target if similar numbers of participants are engaged in Q3 and Q4. Winter programme participant numbers are highly dependent on suitable winter weather.

29)

## Participants in programmed activity at the Helix

Indicator flagging (against target)



Annual target:

20,000

Year-to-date:

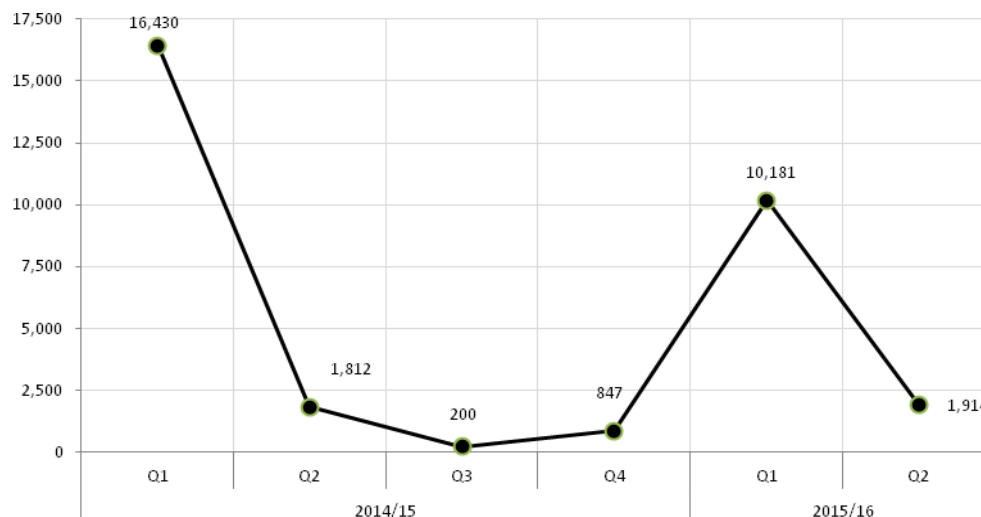
12,095

Year-to-date vs last year:

↓ 33.7%  
- 6,147

Year-to-date vs annual target:

60.5%  
achieved



This indicator has been introduced to describe use of the Helix site for activity programmes and planned events which take place on the site. Performance of this measure is expected to be irregular being reliant on scheduling of large events and activities.

Programmed activity on the Helix site was slightly higher than the same period last year however attendances could have been better and reflect the unfavourable weather.

Greater focus on events strategy development is already generating plans for the remainder of 2015-16.

Current expectation is that the annual target may be achieved but is highly dependent on successful activities for the remainder of the year where success is largely dependent on clement weather. An amber flagging is maintained.

30)

## Visits to the Helix

Indicator flagging  
(against target)



Annual target:

900,000

Year-to-date:

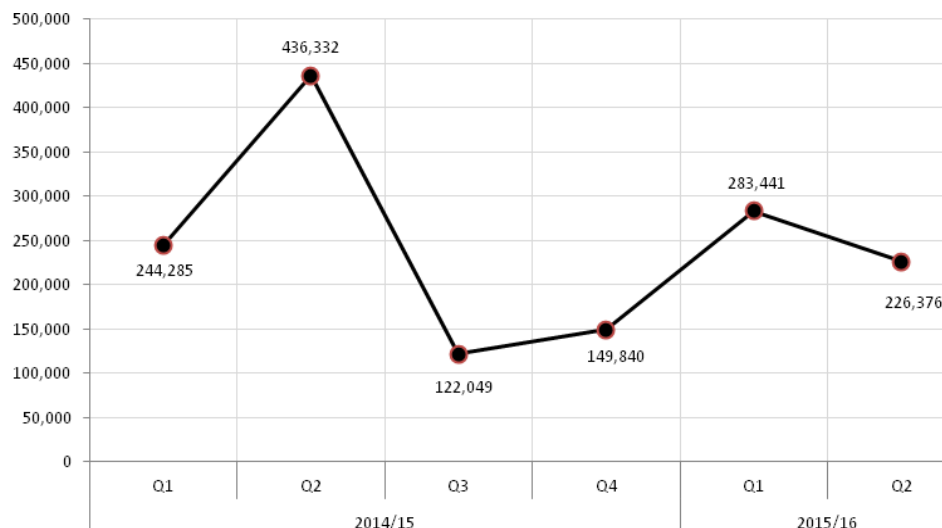
509,817

Year-to-date vs  
last year:

↓ 25.1%  
- 170,801

Year-to-date vs  
annual target:

56.6%  
achieved



31)

## Kelpies Tour tickets sold

Indicator flagging  
(against target)



Annual target:

55,000

Year-to-date:

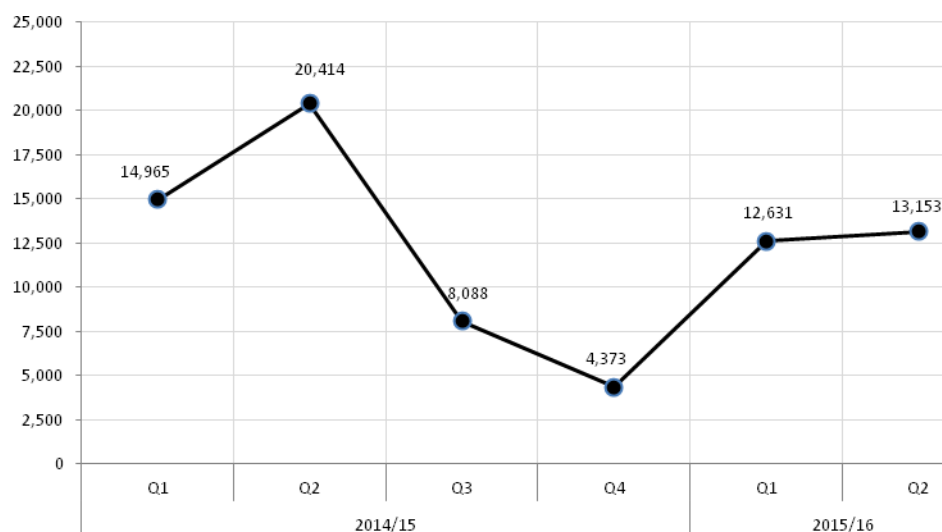
25,784

Year-to-date vs  
last year:

↓ 27.1%  
- 9,595

Year-to-date vs  
annual target:

46.9%  
achieved



Electronic people counters installed at specific locations around the Helix site measure number of visits to Helix Park, Canal Hub and The Kelpies.

Unfortunately visitor numbers dropped significantly in the second year summer period, a result of the poor weather during the summer school holiday period together with the ongoing defects with the children's splash play facility. This may have deterred families and young children from attending Helix Park.

Kelpie Tour tickets are linked to visitor numbers and have been higher in Q2 compared to Q1 due to increased marketing activity on a local and national level.

The opening of the new Visitor Centre will boost numbers accessing tours and generally increase footfall and income generation across the Helix site. An Events programme has been developed which should help attract healthy numbers to boost income and attendances.

Expectations are that Q3 & Q4 will perform slightly higher than last year but both indicators may miss year-end targets.

## ***A strong, sustainable and valued organisation***

Indicator	2012/13 total	2013/14 total	2014/15 total	2015/16				
				Q1	Q2	Q3	Q4	Year Total
Sickness Absence - % days lost	4.03%	4.03%	4.72%	4.25%	3.88%			
Staff Turnover	8.6%	10.6% equates to 51 staff	10.3% equates to 50 staff	3.7% equates to 18 staff	2.1% <sup>1</sup> equates to 10 staff			
Number of Accidents involving staff and customers	525	468	387	86	105			
Number of complaints and formal enquiries received and dealt with	94	118	81	30	35			
Number of hits on Trust website	407,333	580,642	659,796	172,002	189,267			

<sup>1</sup> Figures to end-August only.

Updated sickness absence figures are for the complete quarter two period to the end of September 2015 and show a small decrease from 3.88% compared to the same quarter last year (4.17%). This improvement in Q2 is encouraging.

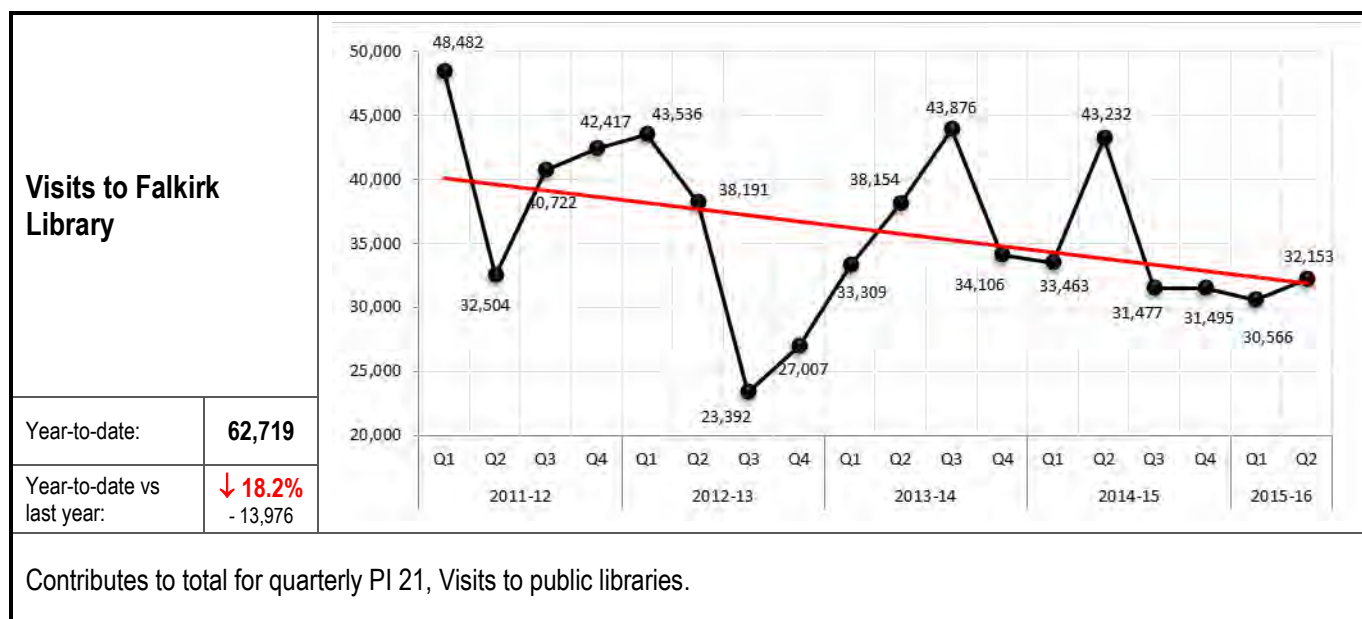
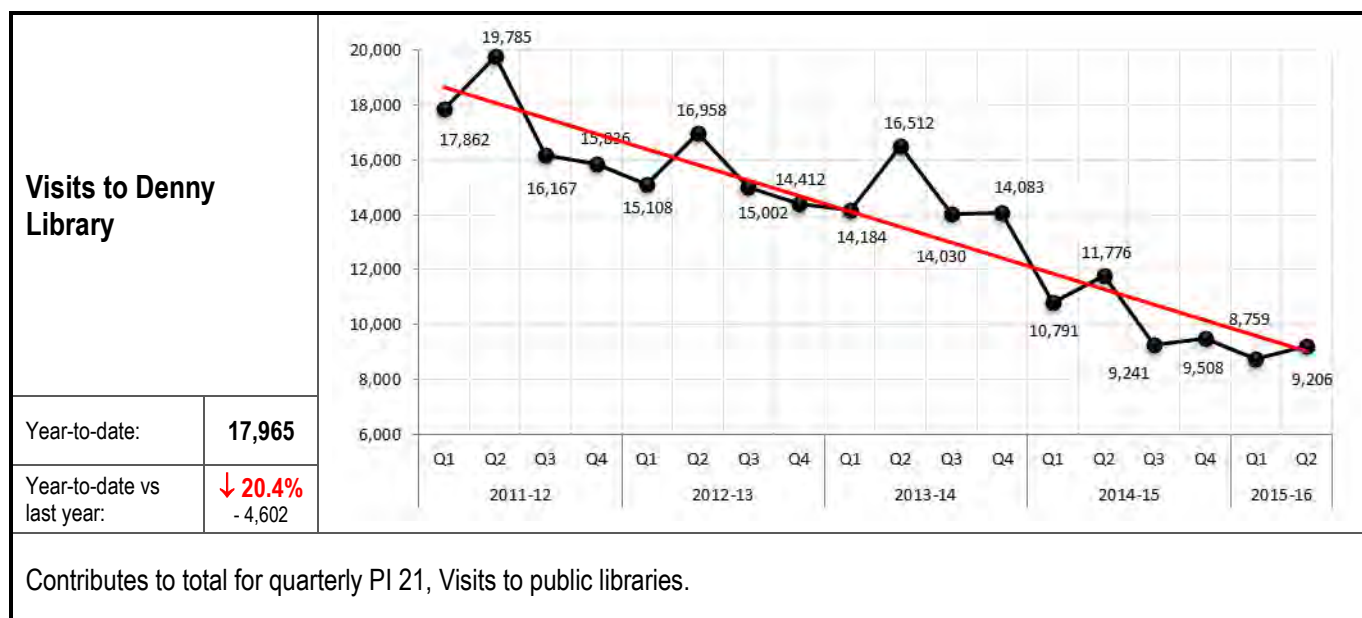
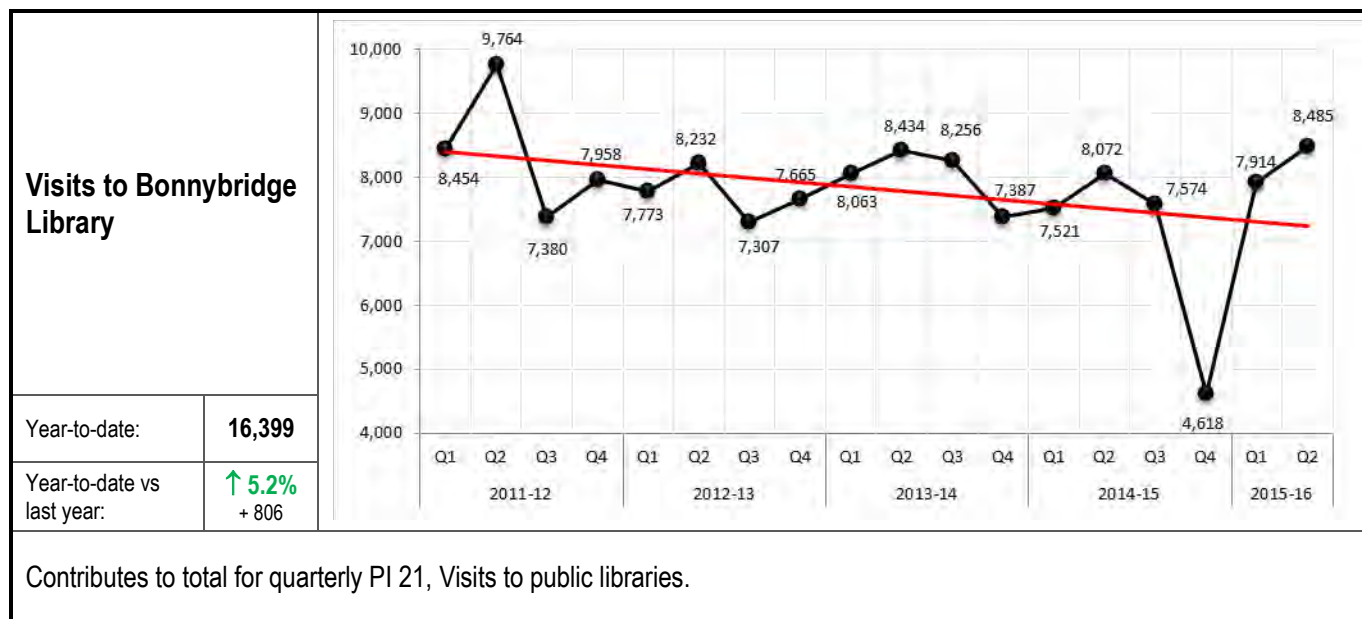
The staff turnover figure is only to end of August 2015 (not the full quarter) and is 2.1%, equating to 10 employees leaving during this period. The breakdown of reasons for leaving was not available for this report, but will be included along with a complete Q2 total in the next performance report. At the end of August 2015, the Trust had a total headcount of 479 contracted employees (temporary and permanent staff).

The reporting of accident figures has been amended. Previous reports included numbers of accidents involving staff and incidents involving staff and customers. Going forward the total number of accidents involving staff and customers will be reported, aligning the indicator with what is reported to Trust's Health, Safety and Risk Management Group. There were a total of 105 accidents reported during Q2 2015-16, a reduction of 13 compared to the same quarter last year. Of these 101 involved customers and 4 involved staff, decreases of 10 and 3 respectively compared to the same quarter last year.

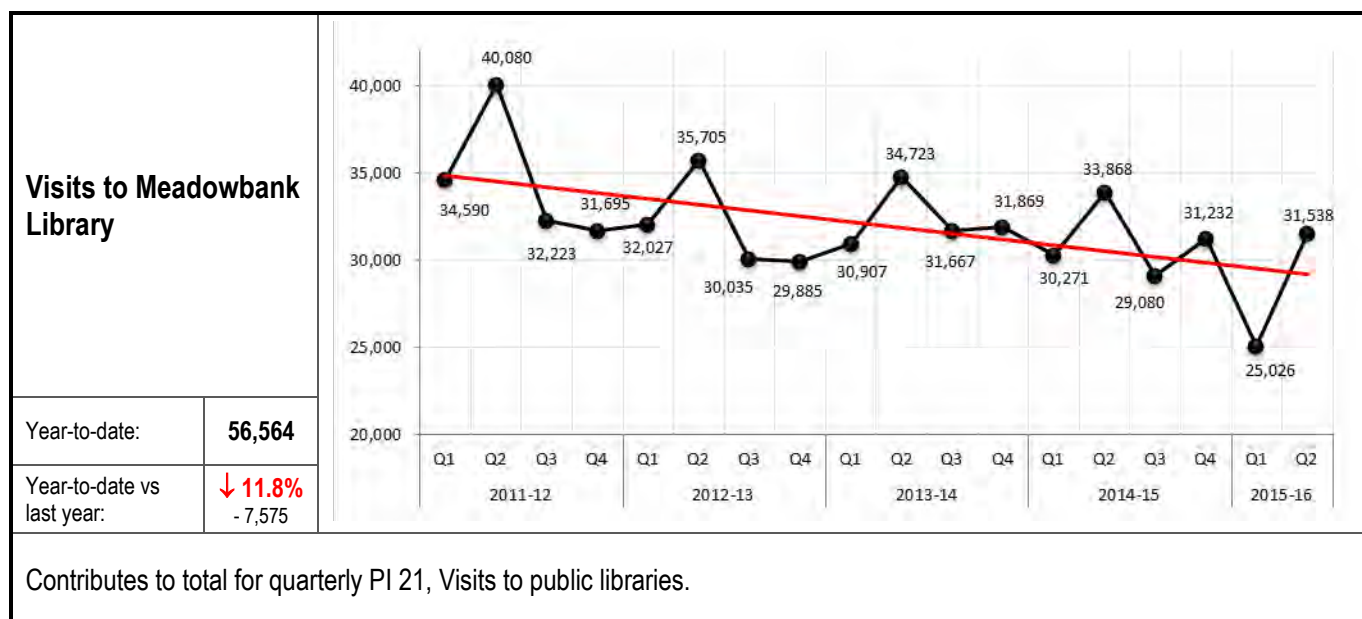
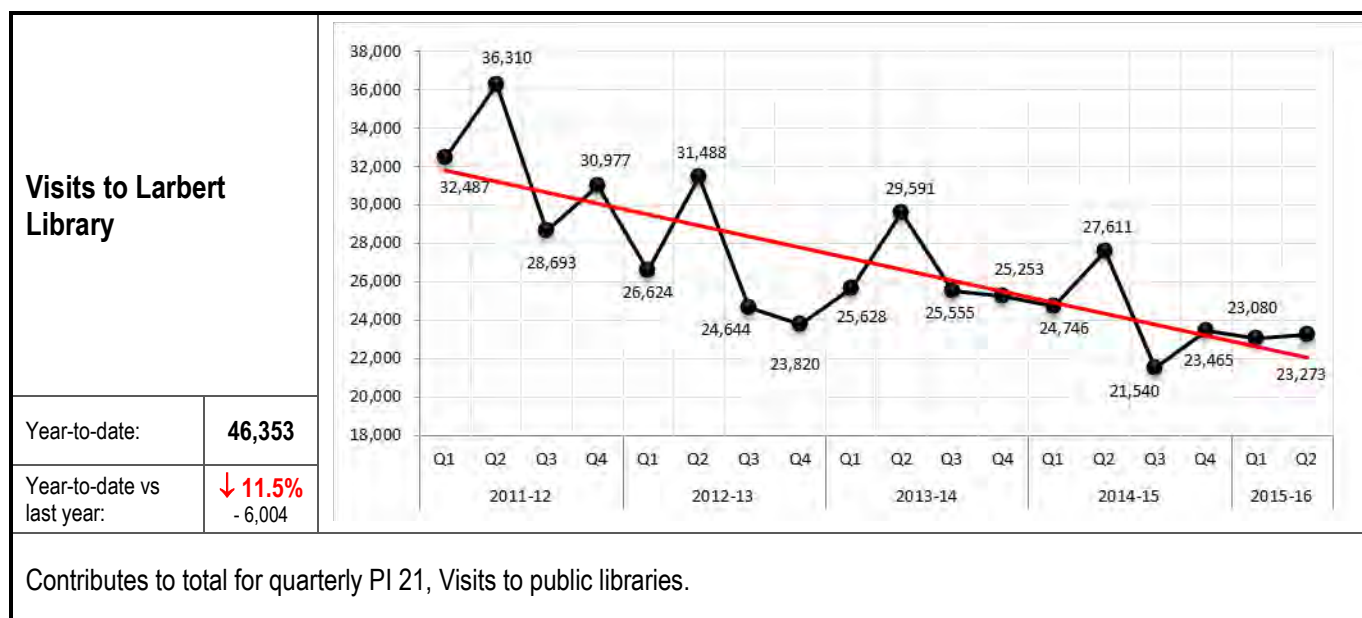
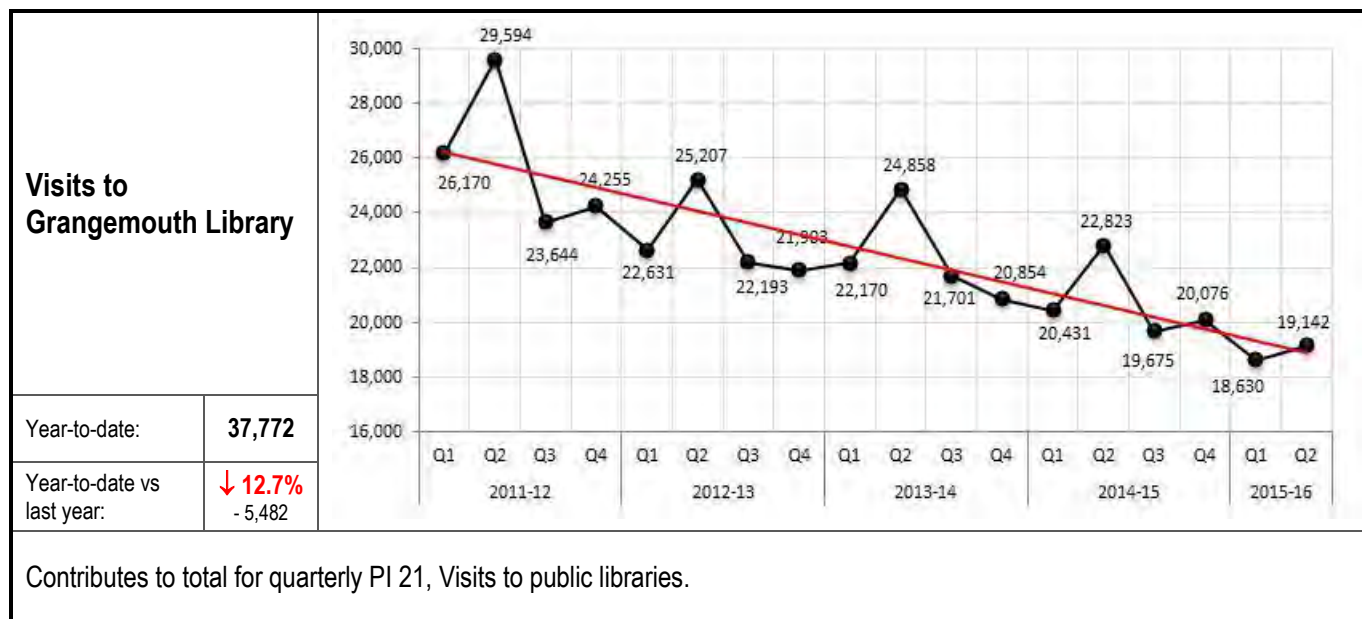
The number of complaints and formal enquiries received and dealt with during the second quarter of 2015-16 was 35, with 32 being dealt with at Frontline Resolution and 3 being escalated for Investigation. The Trust's revised Customer First system for logging complaints and formal enquiries is now live across the Trust.

The number of hits recorded on the Trust website during the first quarter was slightly higher than the same period last year (+19.7%, +31,181 visits) and was also a minor increase compared to the most recent preceding quarter. These hits were carried out by 94,175 unique public visitors to the Trust website. This increase in website traffic is encouraging and may be reflective of the information needs of the public regarding the new gym at Stenhousemuir and summer programme activities.

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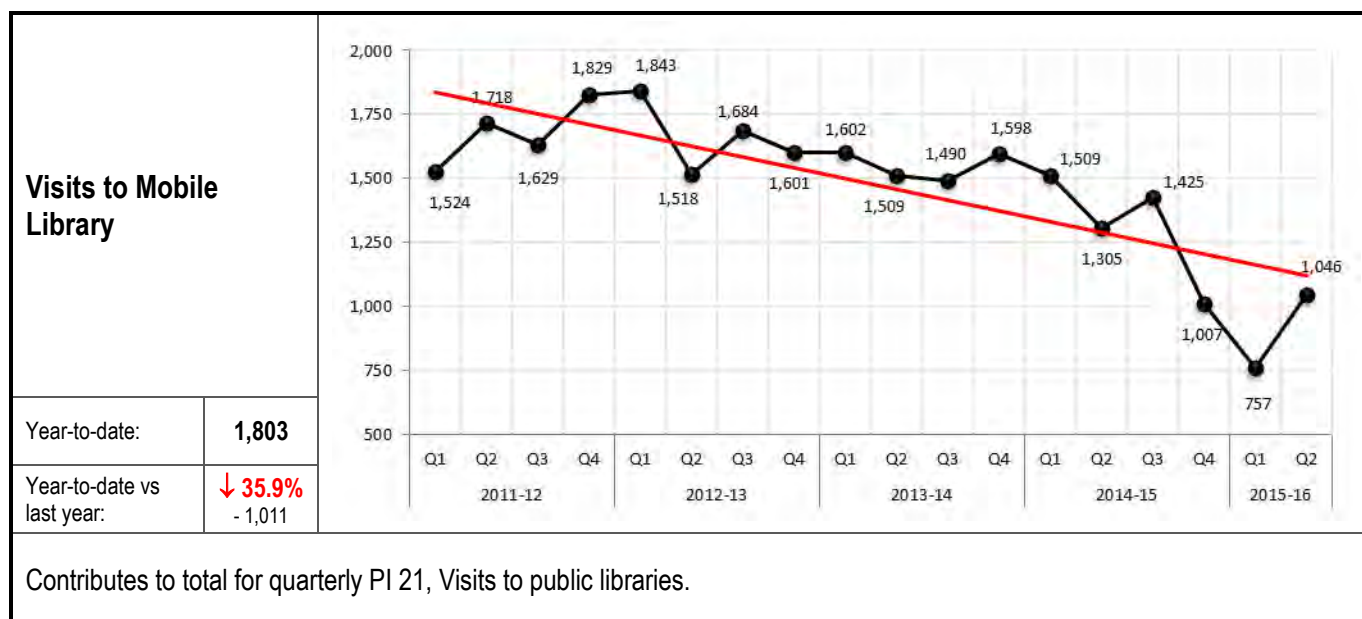
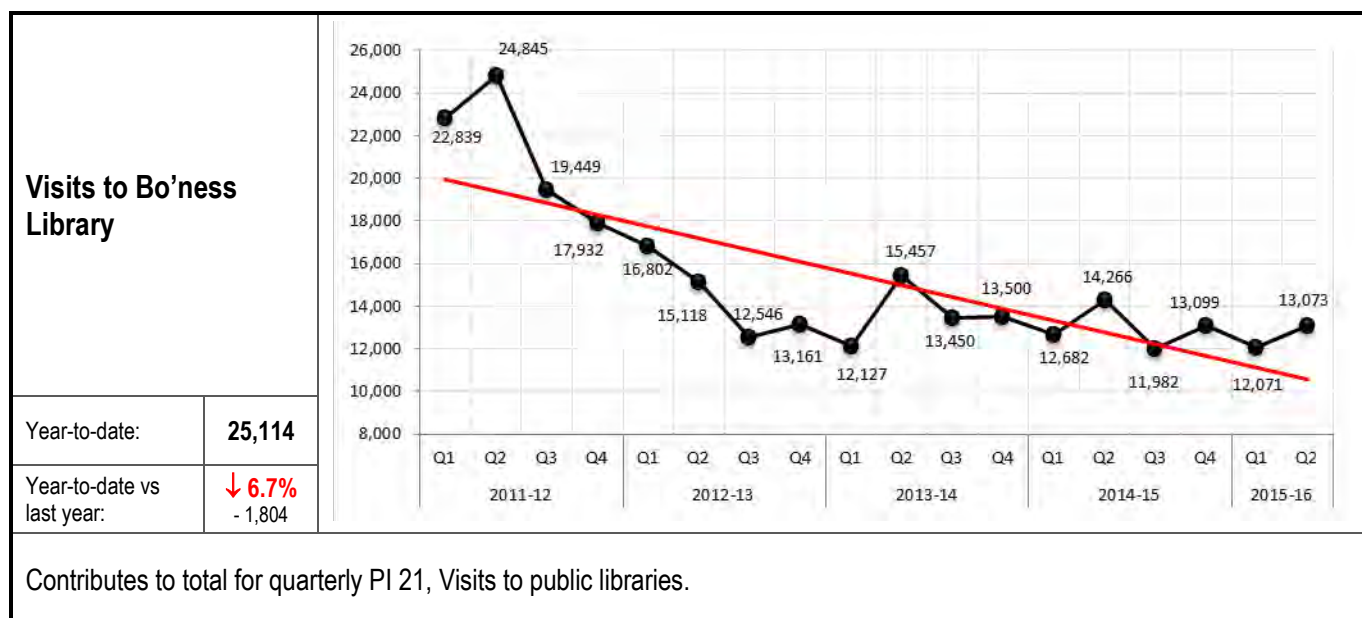
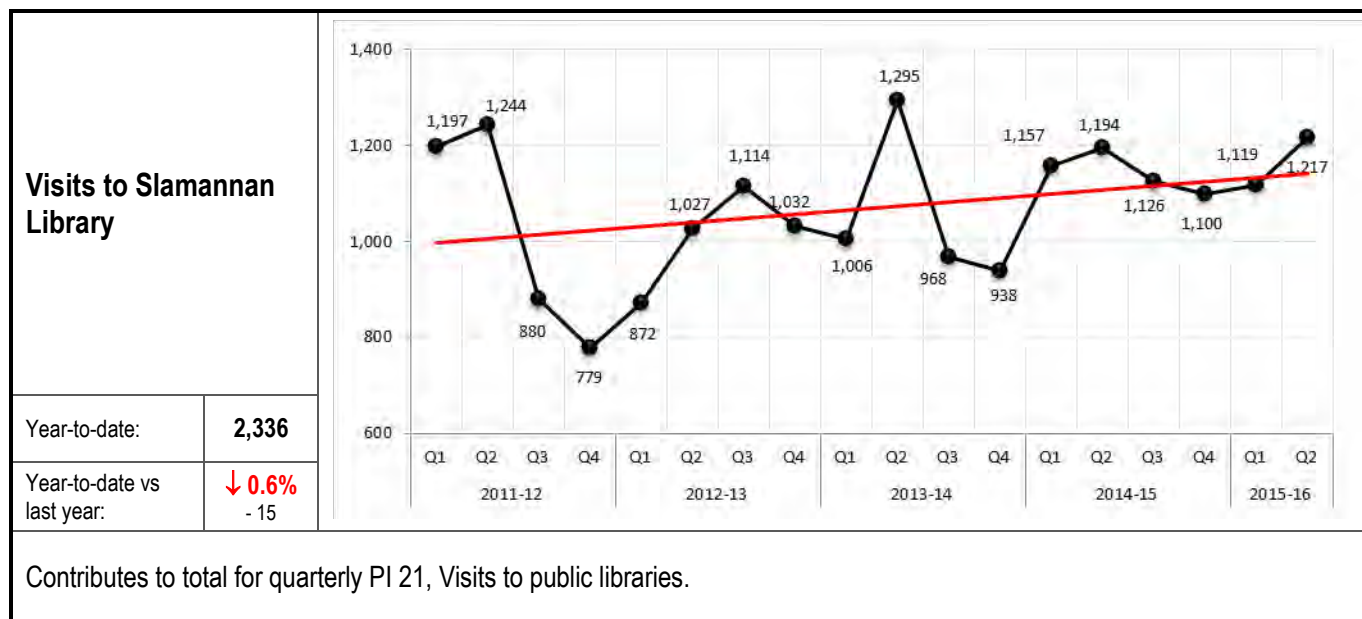


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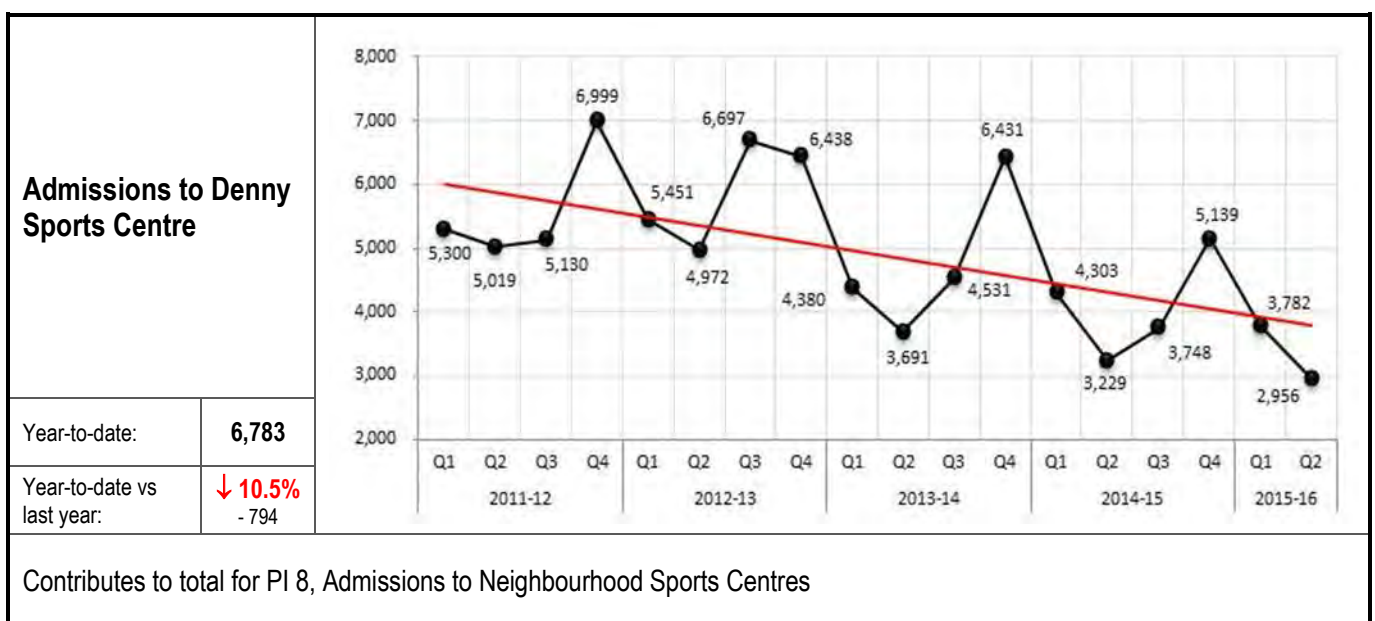
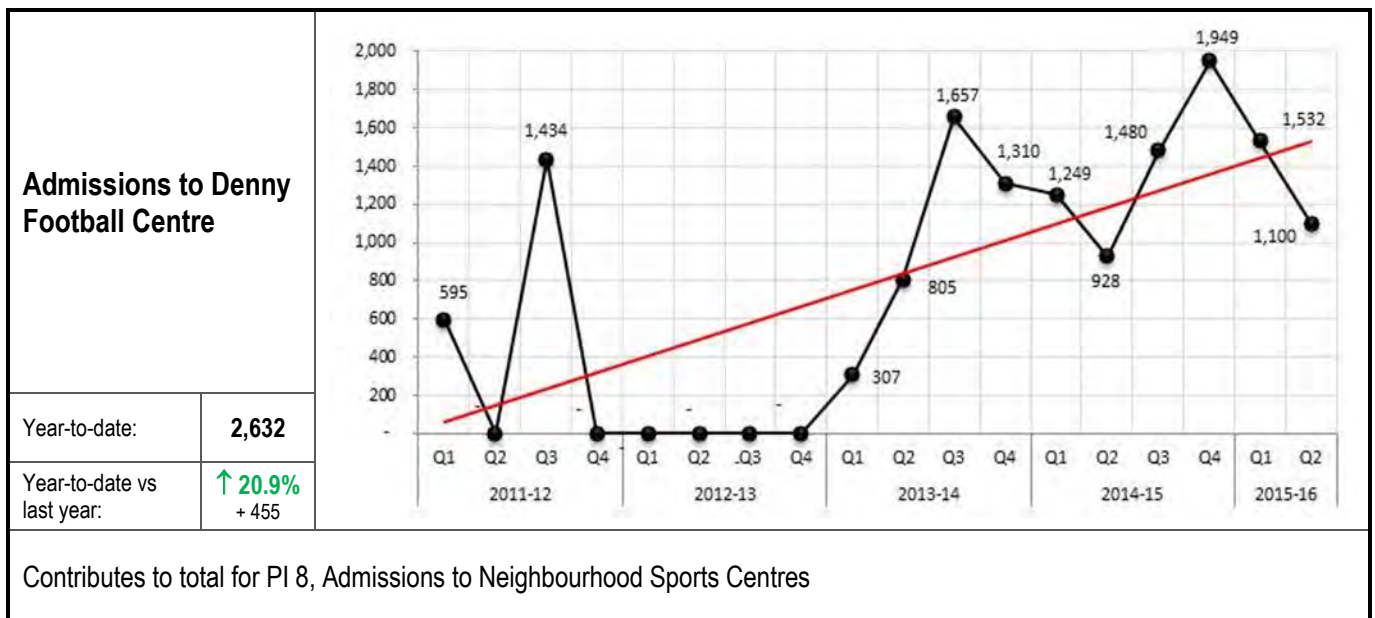
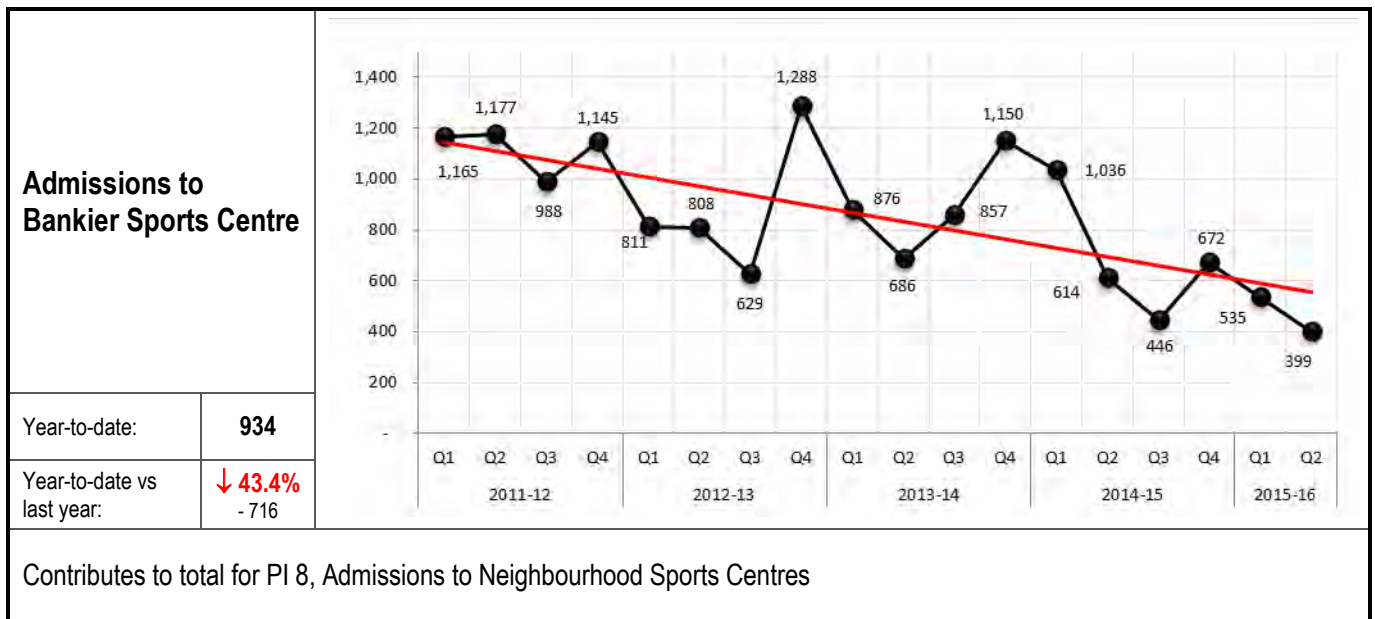




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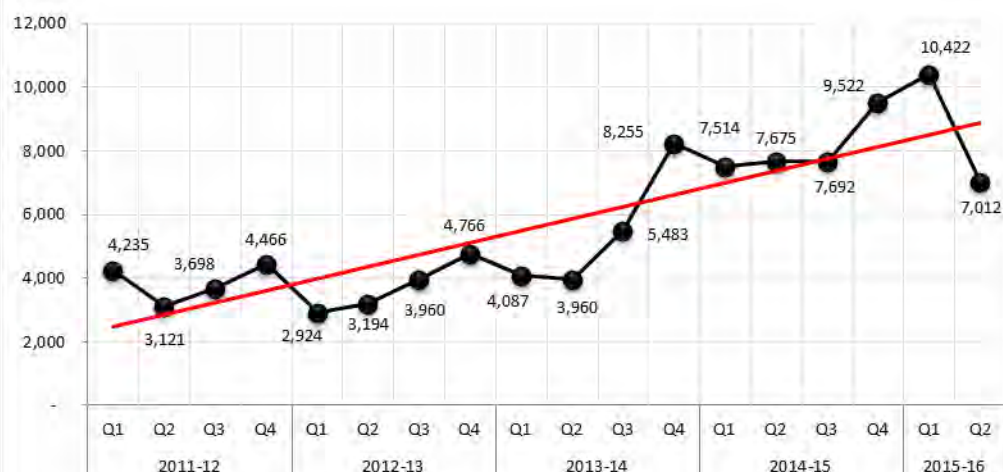


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**Admissions to  
Hallglen Sports  
Centre**

Year-to-date: **17,434**

Year-to-date vs  
last year: **↑ 12.9%**  
+ 2,245

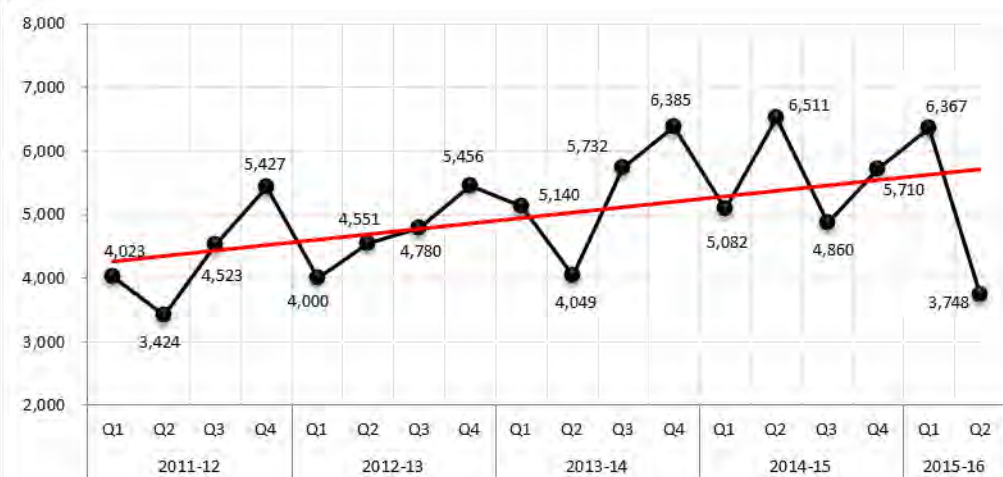


Contributes to total for PI 8, Admissions to Neighbourhood Sports Centres

**Admissions to  
Polmont Sports  
Centre**

Year-to-date: **10,115**

Year-to-date vs  
last year: **↓ 12.7%**  
- 1,478

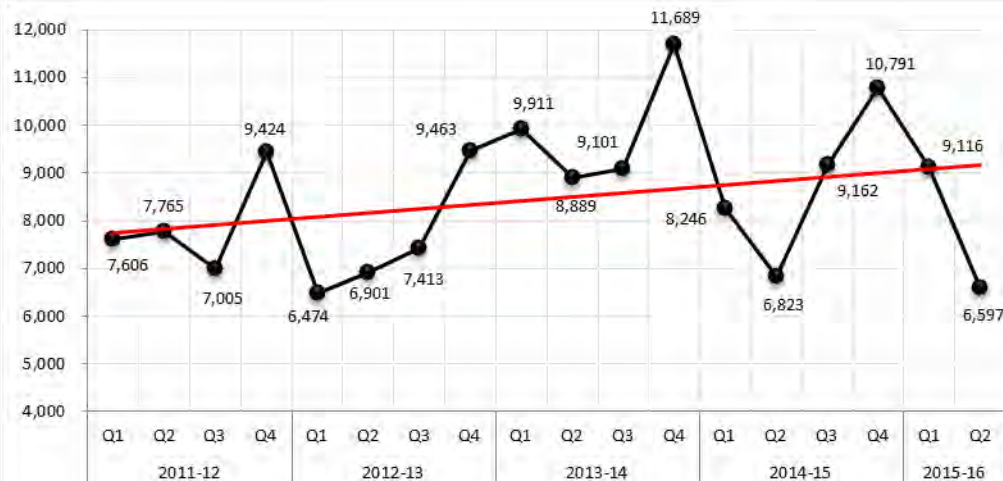


Contributes to total for PI 8, Admissions to Neighbourhood Sports Centres

**Admissions to  
Stenhousemuir  
Sports Centre**

Year-to-date: **15,713**

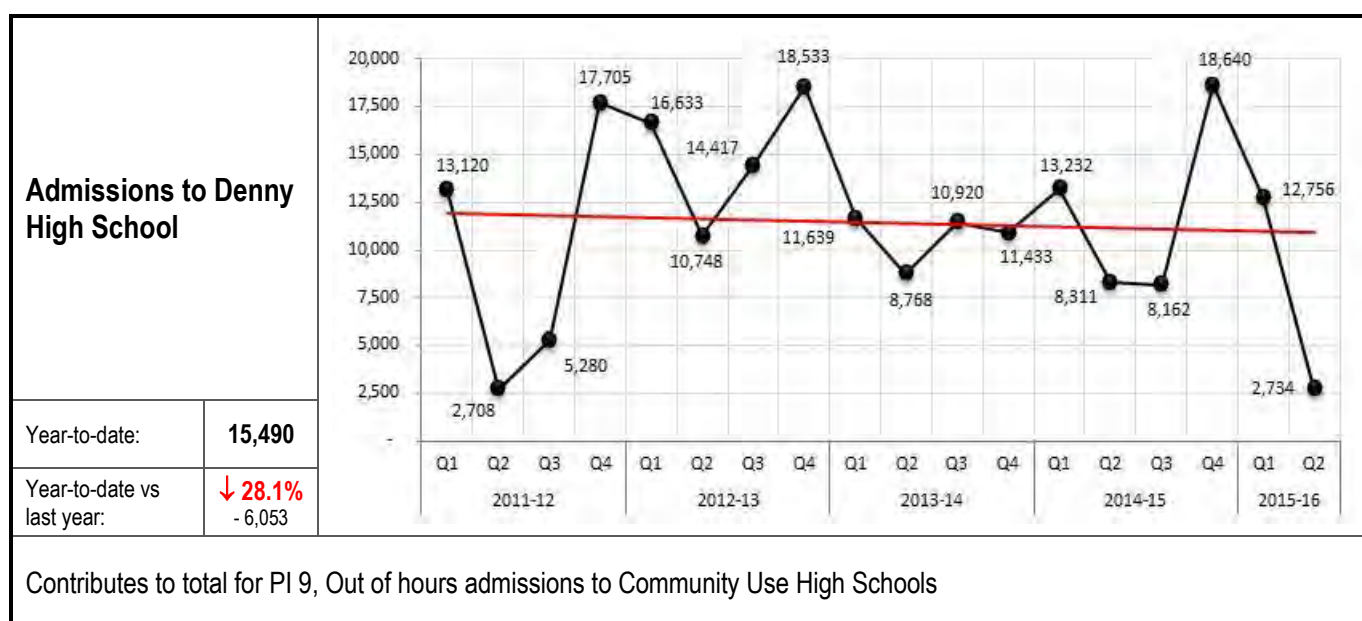
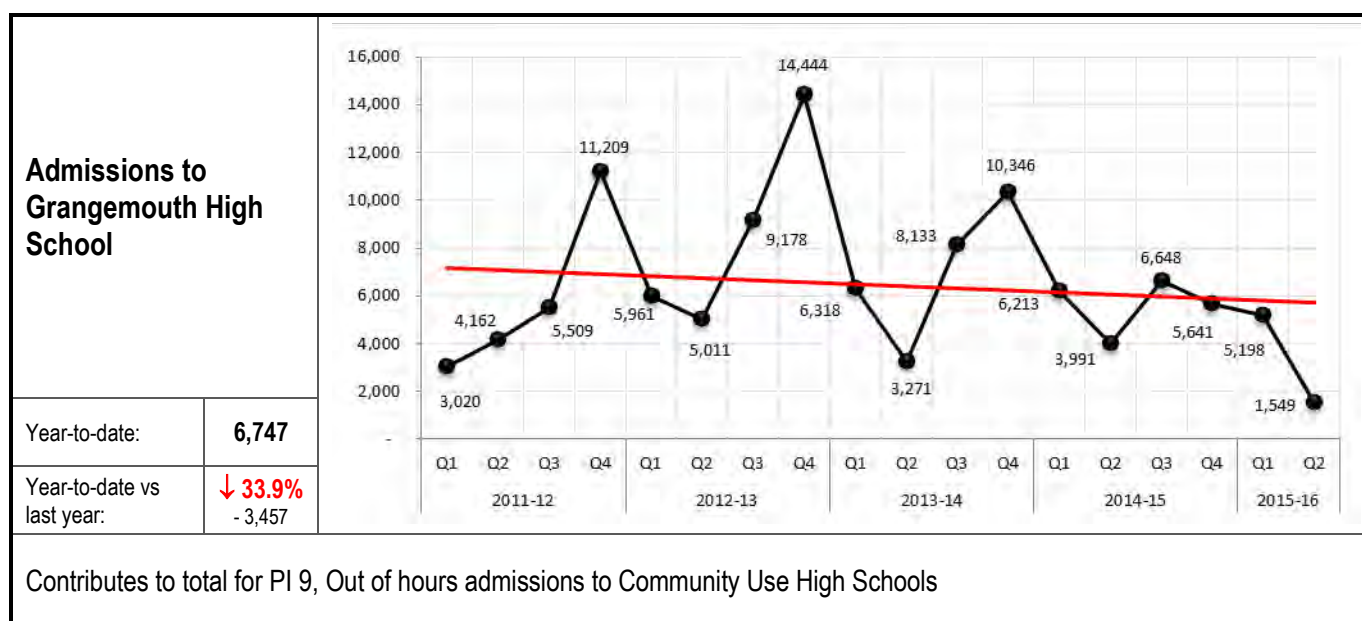
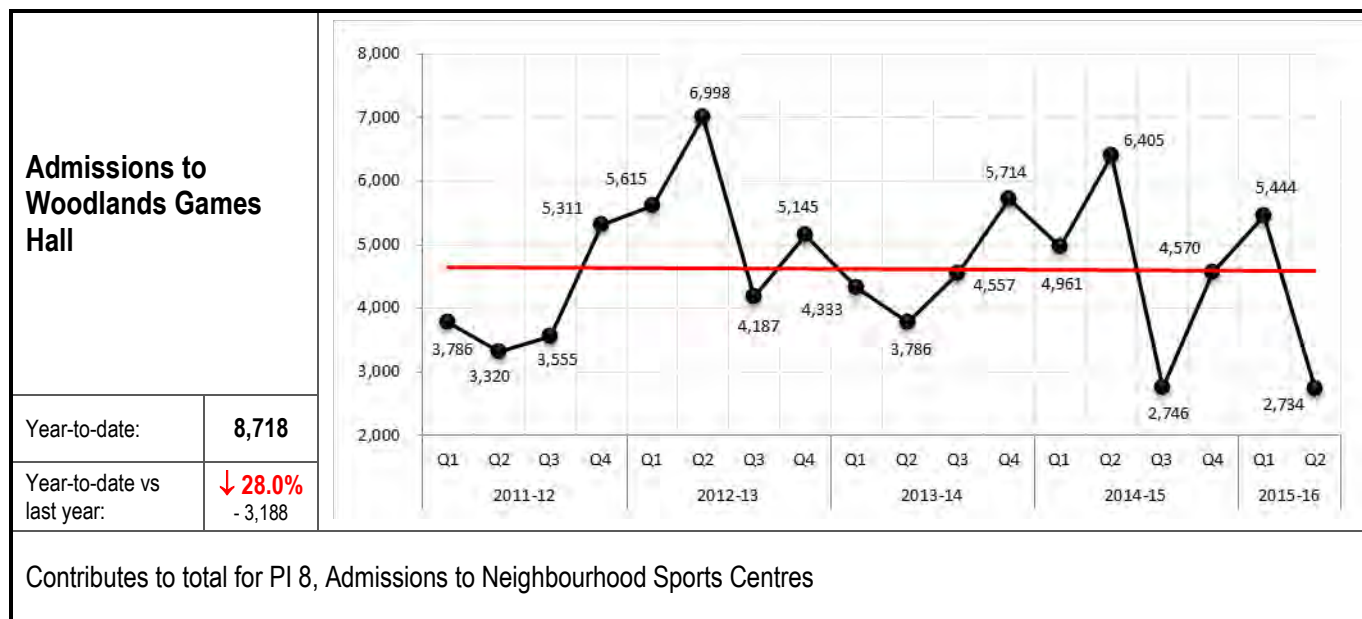
Year-to-date vs  
last year: **↑ 4.3%**  
+ 644



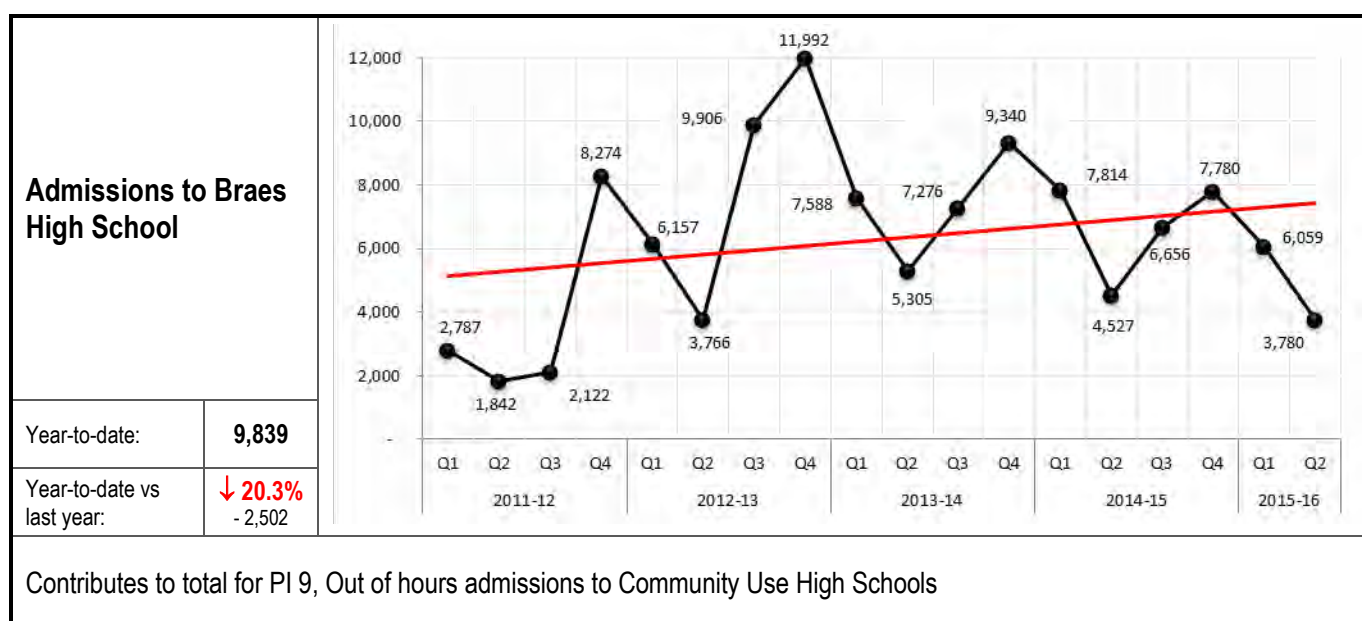
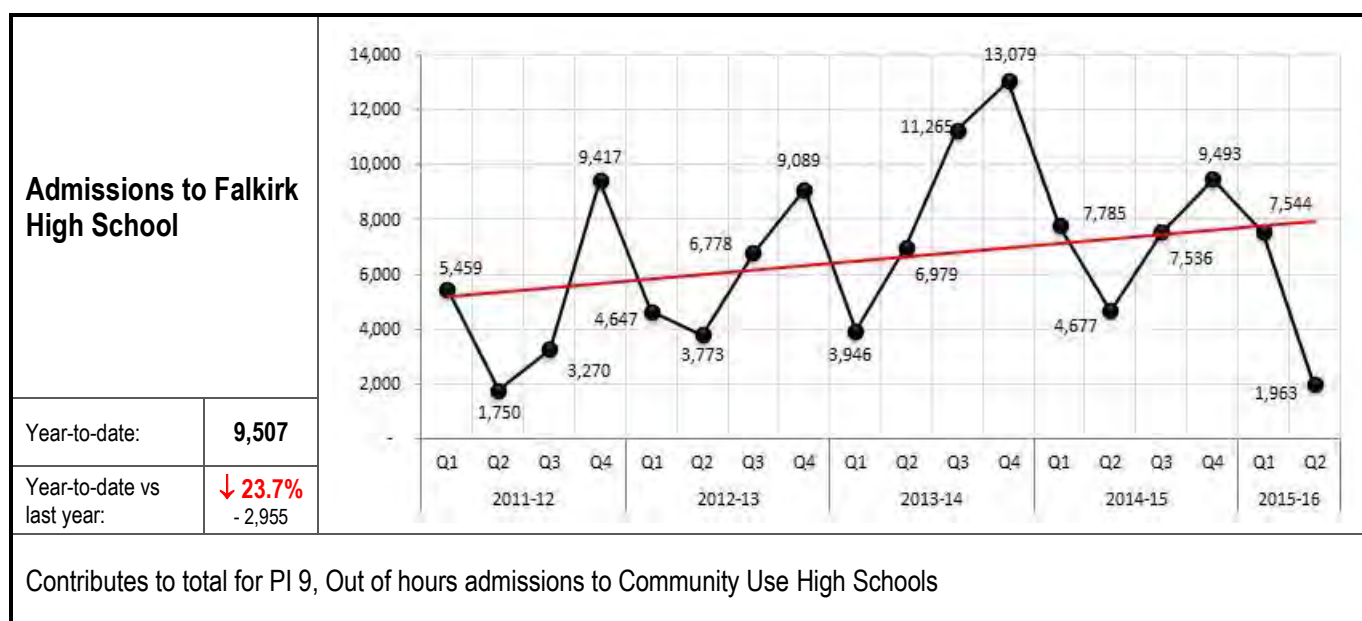
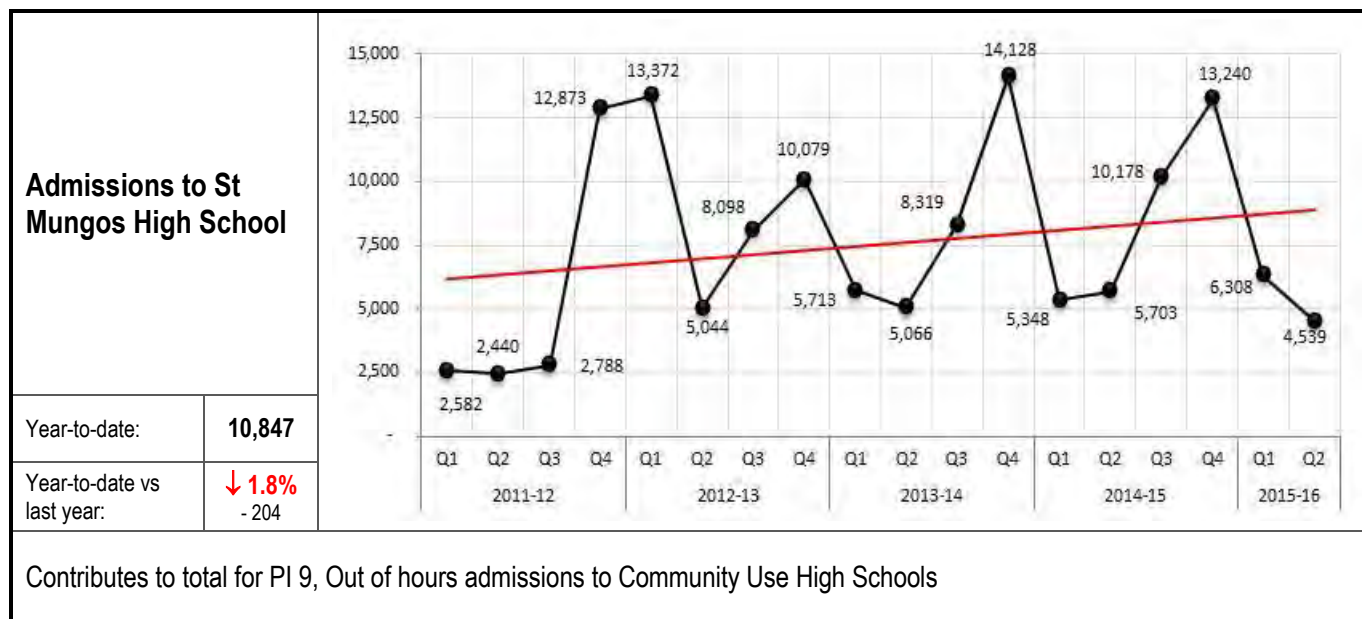
Contributes to total for PI 8, Admissions to Neighbourhood Sports Centres



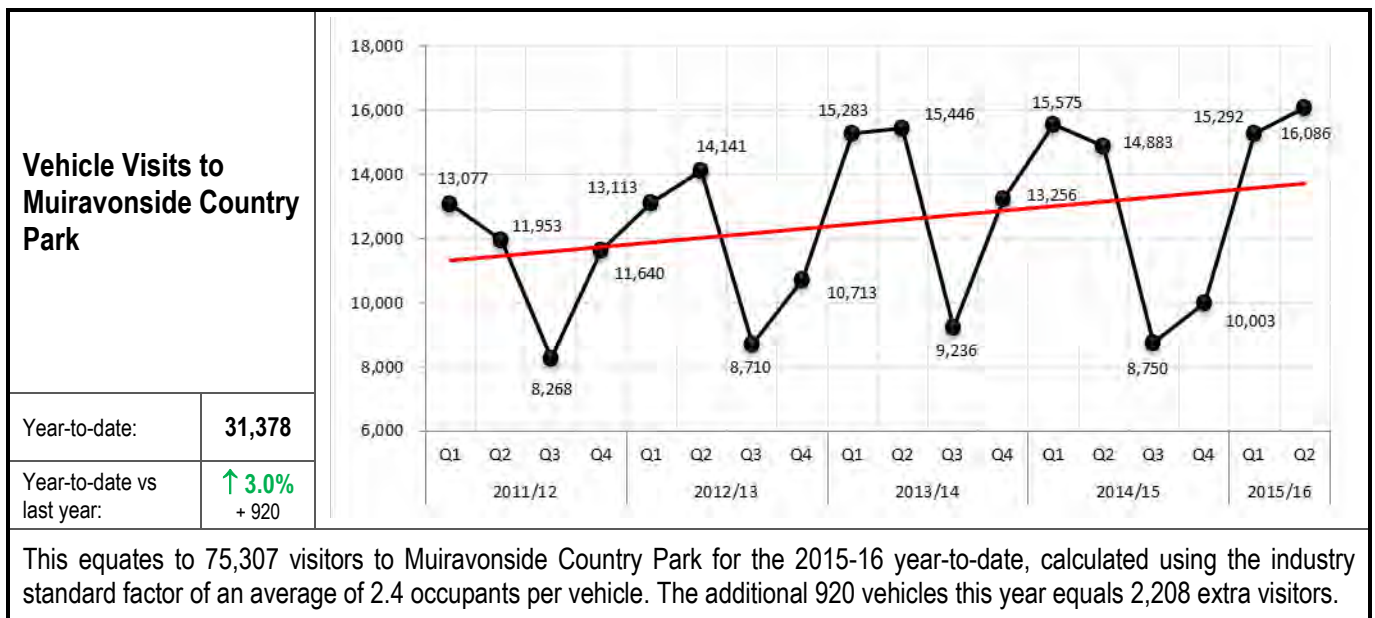
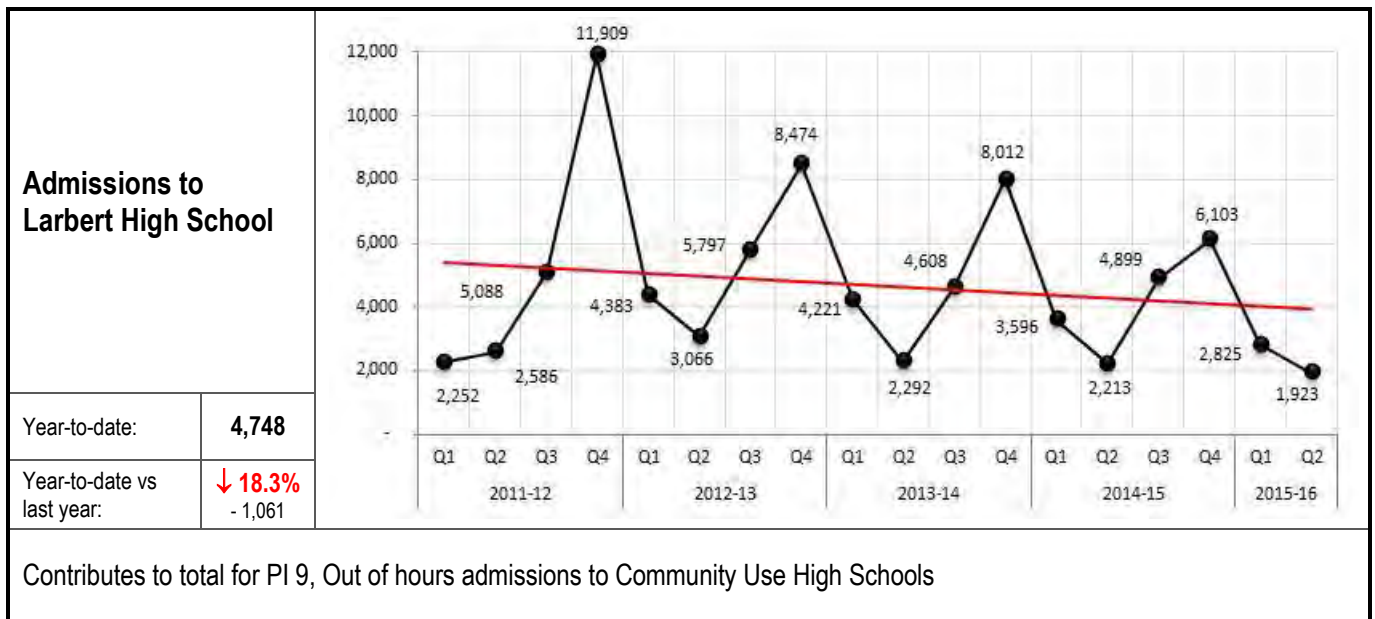
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**FALKIRK COUNCIL**

**Subject: FOLLOWING THE PUBLIC POUND (FPP): HEALTH AND OLDER PEOPLE**  
**Meeting: SCRUTINY COMMITTEE**  
**Date: 12 NOVEMBER 2015**  
**Author: HEAD OF SOCIAL WORK ADULT SERVICES**

**1. INTRODUCTION**

- 1.1 The purpose of this report is to update Members on the work of the external organisations which receive funding and provide services relating to health and for older people, and that fall within the 'Following the Public Pound' (FPP) reporting and monitoring arrangements. The reporting period is April 2014 to March 2015.
- 1.2 External organisations are often voluntary or charitable, non-profit making organisations, and generally will be able to provide a better range or quality of service, or are able to provide services that would not otherwise be provided. The common purpose is usually to offer a wider range of services, often in conjunction with other public organisations which encourage joined-up service provision.

**2. HEALTH & OLDER PEOPLE: STRATEGIC CONTEXT**

- 2.1 The Scottish Government's 2020 Vision is that by 2020 everyone is able to live longer healthier lives at home, or in a homely setting. The Public Bodies (Joint Working) (Scotland) Act 2014 formalises the requirement to work towards the 2020 Vision and legally requires NHS Boards and Local Authorities to establish Health and Social Care Partnerships. These Partnerships are required to work in an integrated way and are responsible for the delivery of nationally agreed outcome targets, termed National Health and Wellbeing Outcomes.
- 2.2 Across Scotland, during the past years, positive advances in health and social care have contributed to people being provided care that enables them to live for much longer with complex conditions. The challenges of an ageing population and growing numbers of people with multiple conditions and complex needs, mean that the demand for health and social care services has substantially increased, and is likely to continue to do so.
- 2.3 Health and social care systems have traditionally focussed on a crisis reactive approach, often resulting in an unnecessary, expensive and prolonged hospital admissions. This can occur with variable connection made to planning ongoing care and support. The integrated system must focus on actions which enable people to have ownership of their own wellbeing and care, and that support recovery and maintaining independence. The provision of health care within acute settings must be underpinned by co-ordinated, responsive community based health and social care services. The third sector agencies that we commission to deliver services make a substantial contribution in addressing the issues.

- 2.4 The Public Bodies (Joint Working) (Scotland) Act 2014 has required that NHS Forth Valley and Falkirk Council integrate the planning and delivery of adult health and social care services. From April 2016, the Integration Joint Board will have strategic and operational responsibility for all adult health and social care services. This will include the transfer of associated budgets to the new body.

### **3. HEALTH & OLDER PEOPLE: FALKIRK'S STRATEGIC CONTEXT**

- 3.1 There are a number of common themes that underpin national and local strategy and policy. These themes include:
- Prevention and early intervention;
  - Enabling and supporting rehabilitation and self-management of health and wellbeing; and
  - Enabling and supporting community based development to ensure that the right services are locally accessible, at the right time.
- 3.2 The third sector has a critical role in service delivery to support these themes. The contribution of the organisations presented within the appendices of this report links to the following local strategies.

#### **Reshaping Care for Older People**

- 3.3 Reshaping Care for Older People was a Scottish Government initiative, which included the introduction of Joint Commissioning Plans, which is the planning process now adopted for all integrated health and social care services. Partners within statutory, third and independent sectors were required to work together to develop and implement a Joint Strategic Commissioning Plan for Services for Older People (2014-2017), which describes how health and social care for older people should be developed within the Falkirk area.
- 3.4 The outcomes of included in the Joint Strategic Commissioning Plan are:
- Older people and their carers have control over their own health, care and well being through a range of community based services;
  - Older people live in a homely environment within a supportive community, in order to avoid unnecessary admissions to care homes or hospitals;
  - Older people, their carers and families will have control and choice over decisions about their care, particularly at times of transition;
  - Supports are in place to ensure that older people are not admitted to hospital where this is not appropriate and that discharge is not delayed.
  - An enabling infrastructure of integrated working practice across all partners and communities is in place to underpin and support the pathway of care.
- 3.5 Between September and October 2014 the Care Inspectorate and Healthcare Improvement Scotland carried out a joint inspection of Health and Social Work Services for older people in the Falkirk Partnership.
- 3.6 The focus of the inspection was on:
- How well the Partnership delivered good personal outcomes for older people and their carers;

- Whether services worked together in an effective manner to deliver high quality services for older people; and
  - How well Health and Social Work are prepared for Health and Social Care Integration.
- 3.7 The Partnership presented detailed evidence and the Inspectors scrutinised records, met with around 90 older people and carers and interviewed around 240 staff. The Inspectors used the evidence to assess the Partnership against 9 quality indicators.
- 3.8 The Inspection report rated all areas as good or adequate and made 9 recommendations for improvement and these have now been developed into a joint action plan.

### **Mental Health**

- 3.9 Forth Valley Mental Health Framework (2012-2015), again reinforces the importance of prevention, anticipation and self-management. The Forth Valley vision is “To co-ordinate and deliver the provision of a person centred, safe and effective Mental Health & Wellbeing service through partnership working. Supporting and promoting rights and recovery, addressing stigma and improving quality of life outcomes”.
- 3.10 The services needed to contribute towards this vision are beyond the scope of statutory agencies and therefore third sector agencies are critical to the partnership. Local partners are committed to achieving the following outcomes:
- The mental and wellbeing of the local population is improved;
  - The impact of mental health problems and/or mental illness on individuals of all ages, their families and carers, communities is better recognised and reduced;
  - Inequalities, stigma, and discrimination suffered by people experiencing mental health problems and mental illness are reduced;
  - Individuals have a better experience of the support and treatment they receive and have an increased feeling of control over related decisions; and
  - Access to and the quality of preventative measures, early intervention and treatment services improved and more people recover as a result.
- 3.11 Falkirk Council and NHS Forth Valley are currently undertaking a review of community mental health services. The review includes services provided by Caledonia Clubhouse and Falkirk Association for Mental Health. The outcome of this review will be reported to Members in due course.

### **Carers**

- 3.12 There are an estimated 657,000 carers in Scotland (Scottish Household Survey (SHS) 2007-08) caring for children, adults and older people with care needs. The SHS estimated 42,669 of these carers are resident in the Forth Valley area, of which approximately 21,929 live in Falkirk. Consistent with Scottish Government policy, in Falkirk, we strive to:
- Recognise and value unpaid carers as equal partners in care;
  - Support and empower carers to manage their caring responsibilities with confidence, in good health and enabled to have a life of their own outside of caring;



- Fully engage carers as participants in the planning and shaping of services required for the service user and the support for themselves;
- Ensure that carers are not disadvantaged, or discriminated against, by virtue of being a carer; and
- Recognise the needs of young carers as carers of adults are supported.

#### 4. OVERVIEW OF FUNDED ORGANISATIONS: HEALTH & OLDER PEOPLE

- 4.1 The table below shows the 6 External organisations that received Council support during 2014/2015, either via 'in kind' support or by direct financial support.

App.	Organisation	Total Support Received 14/15
1	Independent Living Association	29,604
2	Princess Royal Trust for carers	141,898
3	RVS – Meals on Wheels	10,400
4	Alzheimer's Scotland	63,219
5	Falkirk & District Association for Mental Health	177,777
	<b>Total Funding</b>	<b>£ 422,898</b>

#### 5. ASSESSMENT OF INDIVIDUAL ORGANISATIONS PERFORMANCE

- 5.1 An individual report is attached for all of the external organisations shown above. Each report provides an overview of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview.
- 5.2 As part of the support allocation assessment process, external organisations are allocated a risk rating based on governance arrangements, financial management and past performance. The ratings are low, medium or high and provide Monitoring Officers with an indication of the minimum level of monitoring and support which should be established. Monitoring is recommended to take the form of regular reports, which measure performance against outcomes and/or objectives and provide financial monitoring information. Monitoring Officers are also required to hold meetings with the external organisation throughout the year.

#### 6. CONCLUSION

- 6.1 Members are invited to consider each organisation's report and select from the following options for each external organisation:
- 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.



## **7. RECOMMENDATIONS**

**Members are asked to:**

- 7.1 Consider individual reports for external organisations and select an option from those presented in 6.1.**

.....  
**HEAD OF SOCIAL WORK ADULT SERVICES**

Date: 19 October 2015

Ref: ABC1211LM – FFP

Contact Name: Lesley MacArthur

### **BACKGROUND PAPERS**

Any person wishing to inspect the background papers listed above should telephone Falkirk 01324 506260 and ask for Lesley MacArthur.

<p align="center"><b>FALKIRK COUNCIL SOCIAL WORK SERVICES</b>  <b>FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT</b>  <b>2014/15</b></p>
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Organisation Name	Independent Living Association Forth Valley
Project	Forth Valley Self Directed Support Service
Agreement Dates	2014/15
Name of Lead Officer	Margaret Petherbridge

## **A OVERALL ORGANISATION AIMS**

### Summary of Key Aims & Objectives

- To foster a partnership commitment with Falkirk Council to work through the changes required for the implementation of the Social Care (Self Directed Support)(Scotland) Act 2013
- To offer and provide a service which will support those individuals who wish to arrange and manage their own care and support 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

- At least 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 (2010-20) states that support organisations for Self Directed Support, including direct payments, should ideally be independent, user-led, third sector organisations to maintain a level of independent support for individuals. It is also preferable that employment law and recruitment advice is provided externally as this greatly reduces the risk of the Council being cited in any employer/employee dispute. Falkirk Council has been able to adopt this approach.

<b>B</b>	<b>ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES</b>
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Summary of Key Achievements

In the financial year 2014-15, 62 people from Falkirk were in receipt of direct payments. Of the 62

- there were 5 new Direct Payment arrangements
- 26 individuals employed personal assistants only
- 28 individuals used agency support only
- 8 individuals used a combination of agency and personal assistant support
- 6 individuals purchased a short break.

In January 2015 the Support Service recruited an additional advisor to visit individuals and explain the nature and impact of the 4 SDS Options to help them make an informed choice about which Option they wanted. These visits often include joint visits with social work staff (and health staff where appropriate). This is in line with the legislation and guidance requirements and reduced the amount of time Falkirk Council staff needed to spend explaining the Options to service users/carers. The impact of this post will be evaluated after 1 year.

The service also support social work staff by visiting to explain the Direct Payment Agreement to service users to ensure they are full informed of their responsibilities before signing the Agreement.

(This additional work is currently funded using Scottish Government funding for SDS implementation).

The Support Service conducted

- 84 home visits
- received 749 contacts from service users/carers and professionals
- 347 contacts with a variety of local and national organisations

There were 48 new referrals resulting in on-going work with 6 people

The Pensions Act 2013 has placed additional responsibilities on employers, including those using direct payments to employ care staff, to enrol their staff in a Pension Scheme. The Support Service is working with the SDS lead officer and payroll companies to ensure that employers are aware of, and able to comply with, the new Regulations. This will continue through the staging dates over the next 2-3 years.

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 Support Officers attended a variety of different subject based events throughout the year to enhance their knowledge and skills.

Visits continue to other local organisations and include discussion/information giving and presentations.

The Service now has an accessible web site and is using social media e.g. Facebook to connect with people. They continue to work closely with the Council's lead officer and the Scottish Personal Assistant's Employer's Network to support Falkirk residents.

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

The service is recognised locally for its particular 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 positive.

#### Summary of Key Issues/ Challenges Facing Organisation

The Social Care (Self Directed Support) (Scotland) Act 2013, entered its implementation phase on 1<sup>st</sup> April 2014. This continues to present new challenges for the organisation as the numbers of people accessing SDS is expected to increase along with the emergence of different models for directing support. The Board members recognise the changing needs of the organisation and continues to work with Falkirk Council Officers and Self Directed Support Scotland to adapt to their changing role.

Following a staff review last year staff costs increased with no increase in budget. This makes it difficult to build the capacity of the organisation to a sustainable level. They continue to look at opportunities to reduce costs e.g. they have been able to access free accommodation for Board meetings.

The Lead Officer has discussed the possibility of looking at other funding options for the Service to supplement the funding received from the 3 local authorities it serves. An application for Lottery funding is being explored. The organisation also approached the Scottish Government to ascertain whether there is any possibility that they can access some of the capacity building funding which has been provided to other organisations across the country, however this was unsuccessful (The fund was oversubscribed in terms of applications).

#### How has Organisation Contributed to Council/ Service Priorities

The Social Work Service Plan (2013-16) states that

*In order to ensure our service focuses our activities to achieve the best outcomes we have two overriding commitments:*

*Improve the services we deliver to our service users; and  
Improve the way we manage our Service and support our staff.*

The Support Service contributes by supporting individuals who have chosen to direct or manage their own support, including employing their own staff or commissioning support from local organisations and services. The Service also provides support to staff carrying out Community Care and Children's assessments by working jointly with them to support individuals directing their own support.

This approach contributes to Falkirk Council's goals:

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 significant issues relating to performance.

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. With the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013, the service Co-ordinator and staff continue to work in partnership with the Council to develop joint approaches to assisting people to access Self Directed Support options. This has included attendance at a variety of meetings and events with staff, service users and carer organisations, and with local independent and Third Sector organisations. The Co-ordinator has also assisted with a review of the Direct Payments Agreement to make it easier for service users and carers to understand and to reduce the paperwork. This has been successfully updated.

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

The total on-going support currently provided is £41604. This amount is unchanged in the last 3 years and includes an estimated £12000 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 £8000 from the SDS implementation budget for 2015-16 to assist with building the capacity of the organisation to meet the demands of implementing the Social Care (Self Directed Support) (Scotland) Act 2013. A further £10,000 was provided from SDS implementation funding to conduct a pilot of support provision

- to assist people who want to use Option 2 of the Social Work (Self Directed Support) (Scotland) Act 2013 to direct the social work budget allocated to them for support
- to take a more active role in explaining Direct Payment Agreements to service users prior to them signing them.

The current Joint Working Agreement is annual. The organisation is managing within current funding but this is increasingly stretched. They continue to have £20,000 in reserve to cover costs if the organisation was wound up. The commitment to funding for 2015-16 is unchanged from the above. The funding for 2016-17 is subject to decisions relating to required savings in the Falkirk Council budget. The likelihood of a reduction in funding has already been discussed with the Co-ordinator of the service and reported to the Board.

Since the organisation works across Forth Valley they also receive funding from Stirling/Clackmannanshire Councils in line with the Agreement they have with them.

Last Period of Submitted Audited Accounts

A copy of the independently examined accounts for the period 1 April 2014 until 31 March 2015 was received in September 2015. These were independently examined by a qualified Accountant and have been accepted by the Office of the Scottish Charity Regulator (OSCR).

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

The implementation of the new SDS Act is increasing the demand for support by people, particularly those choosing Options 1 (Direct Payment) and 2 (directing the available budget). This will be monitored by the Lead Officer to establish potential impact for Falkirk and how this relates to demand within the 2 other partner local authorities that are served by the Service.

Current funding is expected to be sufficient during the period of the current Joint Working Agreement (2015-16) but the impact of increased demand for support means additional funding will be required. External funding will be sought for this. If external funding is not achieved it will lead to difficulties in meeting the demand for support. This could result in a reduced service or the service being maintained at current level with little or no capacity to increase access for new service users.

Two members of staff within the Support Service will be retiring in the next 2 years. The Co-Ordinator is already engaged in succession planning for these posts and it is hoped that successful funding applications will enable them to increase the staff compliment and secure the service for 3-5 years.

Given the health issues of current Board Members and Trustees the Board continues to seek new members.

If funding is withdrawn by Stirling or Clackmannanshire Councils it is anticipated that the organisation would be able to continue providing a service in Falkirk, though this may be reduced.

#### Overall Risk Rating (Low/Medium/High)

Overall risk rating has been calculated as low for this financial year.

## **D CONCLUSIONS**

### Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

This organisation has consistently provided a good level of service to Falkirk service users and to social work staff, as well as supporting other local organisations through presentations, participation in events etc. The Board of Directors continues to be proactive in meeting these challenges, despite the fact that most of them have significant health challenges or disabilities. They continue to develop new skills to meet the requirements of the Service and to embrace the changes which Self Directed Support 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 BY**

<u>Name</u>	<u>Margaret Petherbridge</u>
<u>Designation</u>	<u>Project Development Manager (Self Directed Support)</u>
<u>Date</u>	<u>20 October 2015</u>

<p align="center"><b>FALKIRK COUNCIL SOCIAL WORK SERVICES</b>  <b>FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT</b>  <b>2014/15</b></p>
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Organisation Name	<b><u>Central Carers Association</u></b>
Project	Falkirk Carers Centre
Agreement Dates	2014/2015
Name of Lead Officer	Nikki Harvey, Service Manager – Adult Services
<b>A OVERALL ORGANISATION AIMS</b>	
<p><u>Summary of Key Aims &amp; Objectives</u></p> <p>Central Carers Association (Falkirk and Clackmannan), the managing body of Falkirk &amp; Clackmannanshire Carers Centre (formerly The Princess Royal Trust Carers Centre (Falkirk &amp; Clackmannanshire)), provides information and support to carers and former carers in all age and care groups in Falkirk and Clackmannanshire areas. Central Carers Association also encourages the development of local services which improve the quality of life for carers, and those for whom they care.</p> <p>The Centre's aims are to:</p> <ul style="list-style-type: none"> <li>▪ identify carers, including young carers, and provide support and information</li> <li>▪ encourage mutual support through the establishment of carer's support groups</li> <li>▪ raise awareness of the needs of carers</li> <li>▪ promote services which will help carers</li> <li>▪ assist carers to liaise with all relevant agencies</li> <li>▪ collate and disseminate information relevant to carers, professionals and local organisations</li> <li>▪ promote good communication, collaborative working and partnerships with statutory voluntary and community organisations</li> <li>▪ encourage carers to contribute and participate in community care and health planning.</li> </ul>	
<p><u>List of Agreed Outcomes</u></p> <ul style="list-style-type: none"> <li>▪ Carers will have improved emotional and physical wellbeing</li> <li>▪ Carers will have increased confidence in managing the caring role</li> <li>▪ Carers will have the ability to combine caring responsibilities with work, social, leisure and learning opportunities and retain a life outside of caring</li> <li>▪ Carers will not experience disadvantage or discrimination, including financial hardship, as a result of caring</li> <li>▪ Carers will be involved in planning and shaping the services required for the service user and the support for themselves</li> </ul>	
<p><u>Why Service/Project is Funded Externally Rather than by the Council</u></p>	



## B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

### Summary of Key Achievements

#### **Individual Support**

- Carer Support Workers (CSWs) funded by Falkirk Council/NHS Forth Valley (Core), the Carer Information Strategy (CIS) and Re-Shaping Care for Older People (RCOP) provided support to individual adult carers at the Carers Centre, Forth Valley Royal Hospital, Falkirk Community Hospital and through home visits
- In total, CSWs dealt with 1361 support requests by 936 individual carers, including 593 carers who were new to the service, resulting in 4097 individual contacts with carers
- This includes the provision of more focussed support to 163 carers of people with autism who made 241 enquiries, resulting in 547 one to one contacts (Autism Strategy Funding)
- 177 Carer Support Plans and 67 Carer Support Plan Reviews were recorded indicating the percentage of carers who, as a result of support received, reported improvements in relation to issues they had initially identified within the given categories (see 'List of Agreed Outcomes' above):
  - Health and Wellbeing: 89%
  - Confidence in Caring: 94%
  - Economic Wellbeing: 85%
  - Life outside caring: 84%
  - Involvement: 93%
- 299 carers received information/support in relation to welfare benefits; 121 carers were referred on for help to access welfare benefits
- Partnership work with the CAB enabled the provision of a twice monthly welfare benefits clinic for carers at the Carers Centre
- 117 carers were given information about Carers Assessments; 18 carers were assisted to complete the Single Shared Assessment Carers Assessment form
- 105 carers were supported with hospital discharge/care planning
- Funding from donations enabled the provision of monthly pampering sessions for newly identified carers
- Funding from the Shorts Breaks Fund (Creative Breaks Programme) allowed the provision of grants of up to £300 to 47 carers to allow them to purchase a personalised short break
- There were 106 new referrals to the Young Carers Project
- 133 young carers regularly accessed support from the project
- 72 young carers received one to one support (24 through core funded posts) resulting in 262 individual sessions (79 through core funded posts)

#### **Group Support**

- 13 regular weekly/monthly groups provided throughout the year (7 core funded) were attended by a total of 157 carers
- There were 908 carer attendances at regular groups
- Regular groups included monthly community support groups in Bo'ness, Polmont and Slamannan and Larbert, funded by the CIS Fund

- Regular groups also included specialist support groups for those caring for someone with autism, funded by the Autism Strategy Fund
- In addition, a programme of activities was provided for carers during Carers Week and a Christmas lunch was provided for carers
- Using funding from the Short Breaks Fund (Better Breaks Programme), a programme of outings for children with additional support needs and their families was arranged during the Summer, October, Christmas and February holidays
- Funding from BIG Lottery Young Start funded a programme of varied activities and outings for young carers
- 116 young carers accessed the 117 term-time groups that were provided throughout the year

### Information

- 1490 carers received regular information through the Carers Centre mailing list
- 2300 copies 'Carers News', the Carers Centre 6 monthly newsletter, were distributed to carers and professionals in May 2014 and in November 2015
- 105 Carer Information Packs were distributed (pack currently pending review)
- 21 Carers Emergency Pack were distributed (pack currently pending review)
- 160 Carers Centre leaflets were given out to carers during one to one support
- 121 Carers Centre leaflets were given out to professionals
- 220 NHS leaflets were placed in various hospital and GP waiting rooms
- 285 NHS appointment cards were given out to health professionals
- 935 Hospital Support for Carers/Hospital Discharge leaflets were distributed
- 88 young carers applied for a Young Carers Authorisation Card
- A total of 4400 leaflets/flyers were disseminated (169 through core funded posts)
- Organisation re-branding process was started

### Carer Training - Care with Confidence

- Funded by Carer Information Strategy and Reshaping Care for Older People, 113 Care with Confidence sessions were delivered on 70 different topics including: Stress Management; Power of Attorney; Managing Incontinence; Dementia; Welfare Benefits; Telecare; Handling Anxiety and Agitation; Residential Care; Community Care Services; Palliative care; Sleep; Delirium; Wills and Trusts; and the Hospital Journey.
- As well as at the Carers Centre, sessions were delivered in Grangemouth, Falkirk Community Hospital, Bonnybridge, Polmont, Bo'ness, Denny, Dunipace, Laurieston, and Stenhousemuir
- There were 686 carer attendances at the sessions
- 2812 leaflets were disseminated containing details of the Care with Confidence programme
- 100 Young Carers Authorisation Card leaflets were distributed to young carers, families and professionals

### Carer representation and involvement

- Adult CSWs represented the needs of carers at 72 local events/planning groups (23 by core funded posts) including the following:
  - NHS Living With Cancer Group
  - REACH Team Meetings

<ul style="list-style-type: none"> <li>○ RCOP Planning Commissioning and Monitoring Group</li> <li>○ Falkirk Older Peoples Implementation Group</li> <li>○ Bo'ness Implementation Group</li> <li>○ Team Around the Child (TAC) meetings</li> <li>○ FV Carer Information Strategy Implementation Group</li> <li>○ Locality Partnership Working Events</li> <li>○ NHS FV Integrated Discharge Meetings</li> </ul> <ul style="list-style-type: none"> <li>▪ A range of local and national consultations were promoted to carers and carers took up opportunities to get involved and have their say by participating in, for example: <ul style="list-style-type: none"> <li>○ Carers Forum Meetings</li> <li>○ Focus Groups on: Carer Legislation; Self Directed Support; Forth Valley Adult Carers Card;</li> <li>○ Coalition of Carers in Scotland meetings</li> <li>○ The Carers Parliament</li> <li>○ Falkirk Council Budget Consultation</li> <li>○ Health &amp; Social Work Inspection</li> <li>○ Health &amp; Social Care Integration Consultation</li> <li>○ Carers Summit, Carers Scotland</li> <li>○ NHS Forth Valley Clinical Services Review</li> <li>○ Scottish Ambulance Service Review</li> </ul> </li> <li>▪ Young Carers Workers attended 84 meetings relating to individual young carers e.g. LAAC, TAC, MAG (31 by core funded posts)</li> </ul>
<p><b>Awareness raising</b></p> <ul style="list-style-type: none"> <li>▪ 46 awareness raising sessions sessions/events provided or attended</li> <li>▪ 9 young carer awareness raising sessions provided in schools (3 by core funded posts)</li> <li>▪ 15 events attended to raise awareness about the Young Carers Project (4 by core funded posts)</li> </ul>
<p><u>Summary of Key Issues/ Challenges Facing Organisation</u></p> <p>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 etc. A loss in this post would evidently reduce the invaluable work the CCA does and would contradict the empowerment of legislation of the current Carers Bill and GIRFEC.</p> <p>Most of the funding that CCA receives is time limited and therefore they rely heavily on Falkirk Council core funding. This funding has not increased for many years despite other revenue streams within the organisation increasing.</p>
<p><u>How has Organisation Contributed to Council/ Service Priorities</u></p> <ul style="list-style-type: none"> <li>• Continuing to improve the health, safety and wellbeing of our citizens and communities</li> <li>• Increasing our efforts to tackle disadvantage and discrimination</li> </ul>
<p><u>List any Areas where there has been Shortfall in Performance</u></p> <p>None</p>

How often are Review Meetings held with Lead Officer

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

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**Total Support Provided (Financial & In- Kind Contributions)

A Joint Working Agreement is in place from 1 April 2015 – 31 March 2016.

Funding from Falkirk Council is summarised as follows:

2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
£141,898	£141,898	£141,898	£141,898	£141,898	£141,898

Audited accounts for each year have been checked by the Falkirk Council Finance section and no issues were identified.

Last Period of Submitted Audited Accounts

2014/15

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

If the Council reduces core funding there is likely to be a reduction to in the work that the organisation will be able to provide. There is also uncertainty around other funding streams.

Overall Risk Rating (Low/Medium/High)

Low.

**D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year

The organisation has provided good services during the past year in an important area of work. The responsibilities of the Council in relation to carers are likely to increase under the Carers (Scotland) Bill. The work of the organisation is likely to be important in supporting the implementation of these responsibilities.

**E COMPLETED BY**

<u>Name</u>	Nikki Harvey
<u>Designation</u>	Service Manager – Adult Services
<u>Date</u>	14/10/2015

<p align="center"><b>FALKIRK COUNCIL SOCIAL WORK SERVICES</b>  <b>FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT</b>  <b>2014/15</b></p>
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Organisation Name	WRVS
Project	Meal on Wheels
Agreement Dates	2014/15
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

The challenge of being able to continue to support this provision with current funds being continually reduced.

#### 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.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Annually

## **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

Annual amount paid per year, previous years sum £10,400 plus VAT.

Discussion currently underway concerning the reduction of 15% over the next two years as per the council's savings targets.

Discussion and options appraisal also taking place regarding the pulling together of a new service that would incorporate this project with a shopping / befriending service to provide a Shopping and Well at Home Service, as an outcome of the council's budget proposal to outsource the current in house shopping service.

Last Period of Submitted Audited Accounts

2013/14

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

Work continues with the local co-ordinator in identifying areas where currently there are no volunteers and targeting recruitment in those areas.

Overall Risk Rating (Low/Medium/High)

Low

## **D CONCLUSIONS**

Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

WRVS assist in the provision of a delivery of approximately 26000 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.

The main aims of the input are to

- 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.

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.

E COMPLETED BY	
<u>Name</u>	Liz McGhee
<u>Designation</u>	Service Manager Community Care
<u>Date</u>	02/10/2015



<p align="center"><b>FALKIRK COUNCIL XX SERVICES</b>  <b>FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT</b>  <b>2014/15</b></p>
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Organisation Name	Alzheimer Scotland
Project	Alzheimer's Scotland Day care provision
Agreement Dates	2014/15
Name of Lead Officer	Susan Nixon

## **A OVERALL ORGANISATION AIMS**

### Summary of Key Aims & Objectives

This service aims to provide a wide range of specialist services for people with dementia and their carers. Personalise support services, community activities and advice are offered to help support people with dementia to live at home, independently for as long as possible.

### List of Agreed Outcomes

People with dementia supported to remain in their own home independently.  
 Carer Supported and able to care for longer.  
 Income maximisation for person diagnosed with dementia enabling them to live independently with appropriate financial support...  
 Post diagnostic support for up to one year.

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

This is a voluntary agency with a nationwide reputation for supporting people with dementia.

## **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

There are a number of key achievements particularly in the last two years with Change Fund monies they were able to recruit additional Link Workers to support people post diagnosis for up to one year. This is joint work with health in that when a person receives a diagnosis of dementia they are appointed a link worker who helps the person come to terms and understand their diagnosis, meet other people with the same diagnosis and help link with community and peer support. This work is part of the Scotland's National Dementia Strategy and uses Alzheimer's Scotland's Five Pillar Model of Support.

The day care continues to thrive and has a waiting list for a service. Education courses for carers are offered giving them confidence and information to help them in their caring role.

Home support is offered to help the person with dementia with daily living tasks enabling them to remain at home.

### Summary of Key Issues/ Challenges Facing Organisation

Alzheimer Scotland faced the challenge of sustaining the additional service provision funded by Change Fund however this has been extended through Integration Fund. In addition the service is delivering support to individuals with extremely challenging needs.

How has Organisation Contributed to Council/ Service Priorities

Alzheimer Scotland as an organisation provides both care and support to people with dementia and their carers. It offers education for carers as well as income maximisation. Collectively this support enables people with dementia to remain at home as long as possible and for carers to continue in their role with the correct support.

The one to one support in particular enables the person with dementia to take responsibility for their own health and well being, giving them confidence to live independently for as long as possible.

They ensure their workforce receives regular support and training to help them deliver person centred care.

List any Areas where there has been Shortfall in Performance

I am unaware of any shortfalls in the service.

How often are Review Meetings held with Lead Officer

Meetings are organised quarterly.

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

Alzheimer Scotland receive grant funding from Falkirk Council of £57 768. This funding was previously £63 219 however they no longer provide training for carers as this is now undertaken by Carer's Centre.

Last Period of Submitted Audited Accounts

2013/14

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

The number of people diagnosed with dementia continues to rise significantly therefore any reduction of funding would have a significant impact on service delivery. Reduction in service delivery could mean that people with dementia become very isolated and become less able to continue living in their own home and could increase the number of people being admitted to long term care.

Overall Risk Rating (Low/Medium/High)**D CONCLUSIONS**Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

The service continues to work very much in partnership with health and social work in offering support to people with dementia and ensure the delivery of local service provision.

They support carers in their role which then enables them to continue caring for the person in

their own home.

**E COMPLETED BY**Name

Susan Nixon

Designation

Service Manager

Date

16 October 2015

**FALKIRK COUNCIL SOCIAL WORK SERVICES**  
**FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT.**  
**Period – April 1<sup>st</sup> 2014 – 31<sup>st</sup> March 2015**

Organisation Name	<b>Falkirk and District Association for Mental Health (FDAMH)</b>
Project	<b>Core Funding</b>
Agreement Dates	<b>1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016</b>
Name of Lead Officer	Gail Fuller, Mental Health Development Worker

**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. The Association is governed by a Board of Trustees who meets every two months. At time of reporting there were 8 Trustees, 2 patrons and one advisor to the Board.

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.

The Association provides support to individuals experiencing or recovering from mental illness or reduced mental wellbeing. They also provide support to the family members of people using the various services. Services provided are: Individual Counselling Service (part funded by NHS Forth Valley), a Mental Health and Well Being Drop-in project, a Befriending Service, a Link Service, and Family Support Service (part funded by Falkirk Council) a Social Prescribing Service (funded until January 2016 by a grant from Alliance, Scotland), a Service User and Carer Involvement project (funded by NHS Forth Valley), an Immediate Help Service (part funded by NHS Forth Valley), a Women's Group and a host of activities e.g. yoga class, craft, drama and creative writing classes, Mindfulness classes, (all unfunded), and a Bereaved by Suicide group (part funded from Choose Life monies). Services are provided by a mix of paid employees and, at time of writing, 98 volunteers.

NB This report will focus on those services that are part funded by Falkirk Council. However, details of the other services provided by FDAMH can be found on their website at [www.fdamh.org.uk](http://www.fdamh.org.uk)

**The Family Support Service**, (previously known as the Carers Support Service) receives **£18K** from Falkirk Council. Some additional funding has been given by NHS in 2013/14 and 2104 / 15 but this cannot be assured in the next financial year. Due to demand (see below) FDAMH sought funding for an additional part time post (2 days per week) and received same for one year (until Oct 2015) from a local legacy fund.

The project offers 3 key elements of support – one to one support in person or by telephone / email (dependent upon individuals preferred method of communication and frequently a mix of all three), 4 support groups per month, a coffee afternoon each Friday and a minimum of 2 carers education courses per year. In addition to the above, the Family Support project lead facilitates a **Bereaved by Suicide** group which takes place on the last Monday of each calendar month.

A revised service level agreement (SLA) between FDAMH and Falkirk Council (FC) was agreed for this reporting period. Covering all of the services funded by FC the outcomes for this particular project have been exceeded and are as follows:

**Bereaved by Suicide Group:** 28 individuals have used this service throughout the year. Average monthly attendance at the group is 9.

**Carers Education Course:** 2 courses (8 X 2.5 hour sessions) attended by 24 people held during this reporting period.

**Support Groups:** Held on alternate Tuesday and Wednesday evenings and alternate Friday afternoons – collectively the groups were attended by average of 9 people on Tuesday and 16 on Wednesday evenings and 6 on Friday afternoons. A total of 37 different people attend the aforementioned groups.

258 different households used the Family support services during the reporting period. All receive regular newsletters and information bulletins. 113 families received direct individual support i.e. home visits, face to face contact within the Victoria Centre.

In addition, 2 Mindfulness Courses were provided during this period. 21 people benefitted from this addition to the array of options open to people who need support whilst living with an individual who is experiencing mental health problems.

FDAMH have requested that consideration be given to providing the Association with a more equitable proportion of Carers budget.

**The Befriending Service:** (managed by one coordinator, one part time (10 hours per week) support worker, 2 sessional staff and 31 (28 active) volunteer befrienders) is one of FDAMH's longest running services. The aim of the service is to support people to improve relationship skills, reduce social isolation and help to reintegrate people into community activities. Individuals can have a befriender for a maximum period of one year. This time limit is imposed for several reasons: demand on service provision and to reduce the likelihood of people becoming dependent upon their befriending relationship, a crucial factor when working with people with reduced mental wellbeing. In addition, this method of working encourages both befriender and befriender to work towards their collective goal.

The SLA for this reporting period set a range of targets, all of which have been exceeded. It was agreed that a minimum of 36 people would be referred to the service. In fact 85 referrals were received.

The SLA also set out that a minimum of 25 volunteers would be supporting the service. At end of reporting period there were 31 volunteer befrienders, 28 of whom are 'active' volunteers at present.

In general: 80 people used the service throughout the period. 42 new matches were made and 45 ended. Approximately 37 people are benefitting from a befriending relationship at any given period. 748 one-to-one befriending sessions were attended throughout the reporting period. This

equates to an 87% attendance at all arranged meetings between befrienders and befriendees. Referrals are received primarily from General Practitioners, NHS Mental Health services and Social Work Services.

Clients are assessed using the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS). The average score for the Scottish population is 51 and the Scottish Health Survey (Wilson et al. 2014) uses a cut off of 42 and below to indicate below average mental wellbeing. Clients referred to the Befriending Service scored an average of only 34. However, this increased to 44.5 by the end of their befriending relationship demonstrating significant positive improvements in mental wellbeing. FDAMH asserts that the befriending service contributes to that improvement.

FDAMH recruits and trains all volunteers (at present there are 98 volunteers supporting FDAMH's work). The training comprises 7 x 2 hour sessions. All befriending volunteers are members of the PVG Scheme. Detailed records of all of the above are available for inspection.

Several years ago, due to the complexity of the mental health issues of some of the people referred to the service, FDAMH recruited a qualified, and experienced, psychiatric nurse to a part time post as a befriender. Without this member of staff FDAMH would not be able to offer some clients a service. Two sessional workers were also recruited during this reporting period because of the demand for service provision. No additional funding has been secured for any of these posts. FDAMH meets the cost from reserves, a situation which cannot continue beyond 2015/16 as can be seen from most recent accounts. Without additional financial support FDAMH will be required to 'restrict' referral criteria, a highly undesirable situation as this will put pressure on more costly statutory services.

**The Mental Health and Well Being Drop-In Service** (one project lead, one part time group worker and 4 volunteers) offers a friendly, supportive and safe environment for people to socialise and interact with others. The aim of this project is to assess, support and encourage people to attend the project whenever they feel that they need the support of others to improve their self-confidence, self-esteem and self-worth, to support and encourage service users to access other community services when they are ready to do so i.e. re-establish links with the community, friends and family and to reduce the social isolation that is frequently associated with mental health problems.

The SLA set out the following outputs:

A **minimum of 109** different people will use the service during the reporting period. In fact **201** different people attended: **92% more than agreed figure.**

SLA output: **Minimum number of accumulated visits will be 5000.** Actual number of visits was **8425**, an average of **162 per week. 68.5% more than agreed figure.**

A **minimum of 3** different activities will be offered: This output was also exceeded as **4 different activities were offered:** yoga class, film appreciation group, women's only group and games tournament afternoon. In addition, people were offered the opportunity to participate in the Branching Out project. 8 people took part and received the John Muir Award.

**The Link/ Social Prescribing Service** (one full time project worker) aids recovery by supporting people who have become isolated or who are at risk of isolation as a result of experiencing mental health problems. Referrals to this project are primarily from General Practitioners, NHS mental health professionals and social work staff. Those referred are assessed by project lead and, where applicable, are supported and encouraged to re-engage with a range of services offered in the wider community. However, the project lead also runs a minimum of 2

anxiety management courses per year to a maximum of 8 people. This popular course always has a waiting list.

At the time of revising the SLA it was agreed that this project would be known as the Link/Social Prescribing Service. This was to facilitate amalgamating a GP practice based social prescribing service with the Link Service for this reporting period only.

SLA outputs indicated that a **minimum of 28** people would be referred to the service. In fact **81 people were referred** by NHS Mental health staff and social work staff – **189% more than anticipated**.

As above at befriending service report, this service uses the WEMWBS. At point of starting intervention the average score for clients was very low at 31.2. Upon completion of intervention this had risen to 43.9, a significant increase.

In addition to the above 2 Mindfulness Courses and 3 Anxiety Management Courses were held specifically for people referred to the service.

#### List of Agreed Outcomes

To provide support and services to individuals experiencing or recovering from a mental health problem and to support family members as requested.

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

Despite the Service Level Agreement between FDAMH and Falkirk Council for provision of the above services, funding received (£177,777) does not cover the cost of service provision. Several years ago, from its reserves, FDAMH recruited a fundraiser. Whilst successful in securing funding for specific projects that benefit the people of Falkirk, it has proved more difficult to attract unrestricted funding that would offset the deficit between 'commissioned' services and the corresponding funding. FDAMH has used £62K of its reserves this year to make up that deficit. This is not a sustainable position and consideration has to be given to increasing the funding given to the Association if Falkirk Council wishes to continue to offer the above services to the local community.

### **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

#### Summary of Key Achievements

FDAMH continues 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	2013/14	2014/15
Befriending	30 volunteers 81 referrals	34 (28 active) volunteers 85 referrals 80 individuals supported
Link Service	65 referrals	81 referrals



	2 volunteers 2 anxiety management courses	2 volunteer 'peer support' workers
Family Support Service	202 families in contact (mix of support group attendance, individual support etc.)	258 families in contact 113 families received direct, individual support.
Mental Health and Well Being Drop In	8033 visits in the year –	8425 individual footfalls to project. 210 people used the service Average number of visits per week = 162.

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. Moreover, FDAMH's building, The Victoria Centre, purpose built for FDAMH and completed only six years ago, is now too small for all of the activities that the Association offers. This is limiting development opportunities.

The ever increasing demand for service provision across all of the services is an additional problem insofar as pressure on staff to cope with demand. However, introducing restrictive criteria in order to cope with this increase in demand is not an option that FDAMH wishes to consider because it is evident that there is a tangible need for all of the services offered by the organisation.

#### 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. Moreover, FDAMH strives to respond to identified need for service provision and to create capacity in other areas where service provision is stretched i.e. NHS Forth Valley, Social Work Service Provision and within GP practices.

#### List any Areas where there has been Shortfall in Performance

None. FDAMH significantly exceeds expectations.

#### How often are Review Meetings held with Lead Officer

Bi monthly on a formal basis. However, additional support is offered on a 'needs' basis and FDAMH manager is in regular contact to discuss issues as they arise.

## **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

### Total Support Provided (Financial & In- Kind Contributions)

In the Financial year 2014/2015 FDAMH received grant funding from Falkirk Council Social Work Services of £177,777.

£139,167 for the core service  
 £2,640 towards Service User Support Worker  
 £18,000 Carers' strategy monies  
 £5,000 for information database  
 £12,970 for befriending service

It was agreed that this funding will be for 2 years.

Audited Accounts have been submitted for the financial year 2014/2015.

Grant payments are monitored and authorised quarterly.

FDAMH is compliant with OSCR regulations.

FDAMH year on year has demonstrated robust financial management and as such is deemed a low risk organisation.

Year on year FDAMH have actively worked to address a shortfall in funding and have streamlined resources to provide as effective and efficient service as practically possible. Demand for their service has increased significantly over the years.

The limit has been reached in terms of service that can be provided within the existing resources and FDAMH are advising of a projected shortfall again in their funding for this financial year 2015/2016. Should the grant funding award remain the same or is cut then there will need to be discussion as to which service area needs to stop or be reduced. This will not be an easy task as all the services that FDAMH provide a high level of social return. Any reduction will not only affect that service which is directly funded but the additional social return. All of FDAMH's services are valued and offer excellent value for money. All services meet Falkirk Council priority areas. There is no doubt that any reduction will have a direct impact on Mental Health service users and their quality of life.

### Last Period of Submitted Audited Accounts

2014/2015

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

Increased demand on service. FDAMH works closely with DWP, Social Services and Health, and is a recognised and much valued resource for mental health service users, in a variety of ways. The impact of Welfare Reform and the shifting of balance to more care in the community is evidenced by the increased footfall in all FDAMH's services.

Overall Risk Rating (Low/Medium/High)

Low

**D CONCLUSIONS**

Summary/ Opinion of Organisations Overall Progress During Year

FDAMH provides significant value for the grant funding it receives. The service continues to expand in innovative and creative ways. It continues to be an efficient and effective service in all areas, an independent review confirmed this to be the case. FDAMH actively pursues additional and alternative grant funding resources. It has clear and robust performance reporting, and provides evidence based reports and is an outward looking service that is focussed on community needs.

**E COMPLETED BY**

Name

Gail Fuller

Designation

Mental Health Development Worker/Mental Health Officer

Date

16 October 2015

**FALKIRK COUNCIL**

**SUBJECT: FOLLOWING THE PUBLIC POUND: SERVICES TO CHILDREN & YOUNG PEOPLE (FPP) - 2014/2015 MONITORING REPORT**

**MEETING: SCRUTINY COMMITTEE**

**DATE: 12 NOVEMBER 2015**

**AUTHOR: DIRECTOR OF CHILDREN'S SERVICES**

**1. INTRODUCTION**

- 1.1. The purpose of this report is to update Members on the work of the external organisations that receive funding, provide services to children and young people, and fall within the Following the Public Pound reporting and monitoring arrangements. The reporting period is April 2014 to March 2015. It should be noted that organisations were previously reported by service, however, in order to provide Members with strategic context, organisations will now be reported by category as outlined to Members during the April 2014 Scrutiny Committee.
- 1.2. External organisations are often voluntary or charitable organisations that have been provided with funding on the basis that they are able to provide services which could not readily be provided within the Council. Services are, however, provided in a way that compliments those provided by the Council and other statutory partners.
- 1.3. Whilst the long term value of input from the voluntary sector is acknowledged, challenging fiscal restraints may require organisations to operate with reduced funding in future years.

**2. SERVICES TO CHILDREN & FAMILIES STRATEGIC CONTEXT**

- 2.1. In Falkirk there are a number of factors which impact on the demand for services to children and young people and their families.

**2.2. Rising Population**

Falkirk has a growing population which, according of the preliminary results of the 2011 census, is now 156,000, making Falkirk the 11<sup>th</sup> largest Council in Scotland. The population has grown by over 10,000 since the last census in 2001, or 7.4% compared to the national increase across Scotland of 4.6%. The annual birth rate in Falkirk between 2002 and 2012 was, on average, 7.1% above the national rate. While the overall under 18 population has been pretty static over this period, we are now seeing rising numbers of under 11s as the increasing birth rate throughout the 2000s begins to impact. The growth of this infant population, when combined with other pressures within communities, is likely to impact directly on demand for services for the most vulnerable children.

In 2012/2013, relative child poverty in Scotland increased by 4 percentage points compared with 2011/2012 (poverty and income equality in Scotland 2012/2013). For households and employment, reduced entitlement to tax credits has contributed to a fall in household incomes for those with lower earning who are unable to increase the number of hours worked. At April 2013 there was a 26% decrease in the number of children in households in Scotland in receipt of

work tax credits compared with April 2012. This will have broadened vulnerability to the stresses that poverty brings to family life beyond the more traditional deprived areas and groups. In Falkirk, the Scottish Welfare Fund spending increased from £6,144 in April 2013 to £109,991 in March 2014. Referrals to Falkirk foodbanks have increased year on year since their inception in 2011. In 2011/2012, 1,861 young people aged 18 and under accessed the foodbank. This rose to 4,572 young people in 2012/2013 and a staggering 22,387 in 2013/2014, Of the above, 321 young people were referred by Social Work in 2014.

Of the 24,000 children in schools and nurseries in Falkirk, 13% have additional support needs which require to be provided for and managed through specialist staff from a variety of agencies.

### **2.3. Increase in Vulnerability**

The factors outlined above, when considered alongside other factors such as substance use and mental health difficulties amongst the adult population, result in higher levels of vulnerability within the population of children and young people. The Council's approach to preventative services has been strong and this has mitigated against the increases in numbers of children looked after and accommodated and children on the Child Protection Register being as high as has been experienced in other parts of Scotland. However, in the last year there has been a significant increase in the numbers of children who require to be accommodated by the Council for their own care and protection, and trends are now closer to the national average.

At the end of March 2015, 252 children were looked after away from home, 114 children were looked after at home and 71 children were on the Child Protection Register.

In light of the above, it is all the more important that the Council is able to maintain a focus on prevention, much of which is achieved through partnerships with the third sector, as outlined later in this report.

### **2.4. National Policy Context**

#### **2.4.1 GIRFEC**

National policy is delivered in the context of Getting It Right For Every Child (GIRFEC). The GIRFEC approach requires every child and young person to have a named person who will be the first point of contact if a child or young person's wellbeing is of concern. The requirement of a named person is now enshrined in law under the Children & Young People (Scotland) Act 2014. The GIRFEC approach is intended to ensure that children get the right help at the right time in their lives.

#### **2.4.2 Early Years Framework**

In addition, for children aged 0-8 years the Early Years Framework, published in 2008, set out the elements that need to come together to improve outcomes for early years, emphasising a cohesive approach and using the strength of universal services to deliver preventative and early intervention services.

#### **2.4.3 The objective of the Early Years Collaborative (EYC) is to accelerate the high level principles set out in GIRFEC and the Early Years Framework into practical action. It is designed to make Scotland the best place in the world to grow up by improving outcomes and reducing inequalities for all babies, children, mothers, fathers and families across Scotland to ensure that all children have the best start in life and are ready to succeed.**

## **2.5 The Children and Young People (Scotland) Act 2014**

The Act received its Royal Assent in March 2014 and covers a variety of areas relating to the wellbeing of children and young people. The legislation comes into force incrementally over the next two years. Some of the key areas covered are:-

- Increasing the amount and flexibility of free Early Learning and Childcare from 475 to a minimum of 600 hours per year for 3 and 4 year olds, and 15% of Scotland's most vulnerable 2 year olds. From August 2015, this was extended to 27% of the most vulnerable 2 year olds.
- Free School Lunches were provided to all children in Primary 1–3 by January 2015.
- Ensure better permanence planning for looked after children by giving all 16 year olds in care the right to continuing care until the age of 21; extend the support available to young people leaving care for longer (up to the age of 26); and support the parenting role of kinship carers.
- Enshrine elements of the Getting it Right for Every Child (GIRFEC) approach in law, ensuring there is a single planning approach for children who need additional support from services, providing a single point of contact for every child and providing a holistic understanding of wellbeing.
- Create new duties in relation to the UNCRC children's rights and strengthen the Children's Commissioner role.
- Strengthen existing legislation that affects children, including a number of amendments to the process for school closure proposals under the Schools (Consultation) (Scotland) Act 2010.

## **2.6 Local Policy Context**

At a local level, our Single Outcome Agreement has as one of its aims supporting children in early years so that they become young people who are confident and successful. Falkirk's Children's Commission oversees the planning and delivery of children's services and, in doing so, reports directly to the Community Planning Leadership Group. The Integrated Children's Service Plan sets out the collective ambition of the Community Planning Partnership to achieve the vision that every child and young person should have an enjoyable, fulfilling life in a nurturing healthy and safe environment. The Integrated Children's Service Plan sets out ways in which services will work together in order to achieve this vision for Falkirk's children. Services provided by the third sector are key partners in the delivery of these services.

## **3. OVERVIEW OF FUNDED ORGANISATIONS WHICH CONTRIBUTE TO THE INTEGRATED CHILDREN'S SERVICE PLAN**

- 3.1. The table below shows the external organisations that received Council funding during 2014/2015, either in kind or by direct financial support, in order to enable them to contribute to the Council's goal of increasing our efforts to tackle disadvantage and discrimination.

<b>Name of Organisation</b>	<b>Funding</b>
<b>Barnardo's</b> Axis Service	£110,952
<b>Barnardo's</b> Cluaran Service	£327,329 Grant Funding £34,290 Direct Funding £330,010 In Kind staff support  <b>£691,629 Total</b>
<b>NHS Forth Valley</b> CAMHS Clinical Psychologist for Looked After Children	£64,904
<b>Quarriers Scotland</b> Falkirk Children's Rights Service	£86,200
<b>Signpost Recovery</b> Time 4 Us	£30,000
<b>"Who Cares?" Scotland</b> Children's Rights Service	£27,970
<b>TOTAL</b>	<b>£1,011,655</b>

#### 4. ASSESSMENT OF INDIVIDUAL ORGANISATIONS' PERFORMANCE

- 4.1. An individual report is attached for all of the external organisations shown above. Each report provides an overview of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview. It should be noted that not all of the audited accounts for 2014/2015 are available as yet. This is largely due to the timing of the Annual General Meetings of each organisation.
- 4.2. As part of the assessment process, external organisations are allocated a risk rating based on governance arrangements, financial management and past performance. The ratings are low, medium or high and provide monitoring officers with an indication of the minimum level of monitoring and support which should be established. External organisations deemed as low risk are monitored at least annually, medium risk or external organisations should be monitored at least quarterly, and high risk at least monthly. Monitoring is recommended to take the form of regular reports which measure performance against outcomes and/or objectives and provide financial monitoring information. Monitoring officers are also required to hold meetings with the external organisation throughout the year.

#### 5. CONCLUSION

- 5.1. Members are asked to consider each organisation's report and select from the following options for each external organisation:-



- a) Approve report and acknowledged progress by the external organisation in meeting Council priorities.
- b) Request further information on specific aspects of the service provided.
- c) Request action with follow-up for subsequent Scrutiny Committee consideration.

## **6. RECOMMENDATIONS**

**Members are asked to**

- 6.1 **consider individual reports for external organisations and select an option from those presented at 5.1.**

.....  
**Robert Naylor**  
**Director of Children's Services**

**Contact Officer: Kathy McCarroll, ext. 506695**



**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2014/15**

Organisation Name	Barnardo's
Project	AXIS Service
Agreement Dates	2014-15
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 six to eight 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 indicators and tracks progress made over a sequence of reviews with approximately twelve weeks between 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 (target of 200 referrals).

Axis also provides support to young people in relation to employability and training opportunities.

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

Axis has developed significant expertise relating to working with vulnerable young people with problematic substance misuse issues. The Service shares its Management Structure with Barnardo's Cluaran Service and consequently receives some funding from Barnardo's.

## B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

### Summary of Key Achievements

**Core Service:** During the period 01 April 2014 to 31 March 2015 **thirty** young people received a programme of support from the Service. The nature of the Core Young People means that the work will be long-term and intensive, with a low turnover rate.

**Twenty seven** Young People have had outcomes measures set, of the three young people with no outcomes, two were in Aftercare during this period and their outcomes predated the time frame with the remaining one being a new case with no outcomes set as yet.

In addition, the outcomes shown below include on-going work with Young People where often arresting risk and maintaining stability can be considered progress.

### **Outcomes achieved through the Core Service.**

	Improvement	Maintained Same Level	Deterioration
1.1.01 Receives necessary health care	3	1	0
1.2.01 Enhanced parent/carer/adult - child relationships	1	0	0
1.2.13 Improved mental health & well-being	7	3	3
1.3.02 Knowledge of sexual health strategies	3	2	1
1.5.01 Reduced/safer consumption of controlled substances	12	6	4
1.5.04 Knowledge of alcohol/drug misuse risks	10	4	0
2.1.08 Reduction in level of risk/harm	11	8	3
4.1.15 Access to information on housing, health, benefits, rights or support needs	0	1	1
5.2.01 Satisfactory school/college attendance	1	0	0
6.1.04 Positive socialisation with peers	6	2	1
6.1.05 Increased choice of activities/opportunities	1	0	0
8.1.03 Reduction in anti-social behaviour	3	0	2
9.1.02 Access to employment, education or training	4	3	3

### **Outcomes for Young people receiving an early doors service.**

During the period 01 April 2014 to 31 March 2015 **sixty-eight** young people received or are still receiving a service from Early Doors. Of these young people twenty seven received information and advice only, twenty five have completed full programmes; ten are currently engaged in programmes or at the early stages of assessment and six remain on Maintenance Monitoring. Seventeen young people decided against working with the Service, two referrals were withdrawn and three referrals were signposted.

For young people participating in the Early Doors programmes, outcomes are agreed at the beginning and the end of the programme, therefore young people at the early stages of their programme will not be included in the outcome reporting. Given that the Early Doors Programme is early intervention, the range of desired outcomes is usually narrower than the Core Service, focussing on: reduced consumption; reduced risk of harm and increased knowledge outcomes.

## Outcomes achieved through the Early Doors programme.

Outcome	Improvement	Maintained Same Level	Deterioration
1.2.13 Improved mental health & well-being	1	0	0
1.5.01 Reduced/safer consumption of controlled substances	18	5	0
1.5.04 Knowledge of alcohol/drug misuse risks	17	6	0
2.1.08 Reduction in level of risk/harm	19	4	0
8.1.03 Reduction in anti-social behaviour	6	0	0
9.1.02 Access to employment, education or training	4	0	1

### Employability support:

Of the **fourteen** young people receiving support in this area, the majority have shown progress either in relation to engagement with education, employment/training or have shown an improvement in their attitude to, and readiness for, employment. This progress has usually come about as a result of greater stability in their lives due to a reduced/safer consumption of 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 provided support to engage with other services aimed at employment or training. One young person has recently obtained a permanent job as a trainee chef in the kitchens at Gleneagles Hotel after working successfully with Axis over a period of two years. The following sets of outcomes are a sample of five young people evidencing their progress whilst being supported by Axis in the area of employability.

Case ID	Outcome	First score	Last score	Change
1	1.5.01 Reduced/safer consumption of controlled substances	2	1	1
	1.5.04 Knowledge of alcohol/drug misuse risks	1	1	0
	2.1.08 Reduction in level of risk/harm	1	1	0
	9.1.02 Access to employment, education or training	3	2	1
2	1.1.01 Receives necessary health care	3	3	0
	1.2.13 Improved mental health & well-being	4	3	1
	1.3.02 Knowledge of sexual health strategies	5	3	2
	1.5.01 Reduced/safer consumption of controlled substances	5	3	2
	2.1.08 Reduction in level of risk/harm	4	3	1
	4.1.15 Access to information on housing, health, benefits, rights or support needs	3	3	0
	6.1.04 Positive socialisation with peers	5	3	2
	8.1.03 Reduction in anti-social behaviour	2	3	-1
	9.1.02 Access to employment, education or training	4	4	0
3	1.1.01 Receives necessary health care	3	1	2
	1.2.13 Improved mental health & well-being	4	2	2
	1.3.02 Knowledge of sexual health strategies	3	2	1
	1.5.01 Reduced/safer consumption of controlled substances	4	2	2
	1.5.04 Knowledge of alcohol/drug misuse risks	3	2	1
	2.1.08 Reduction in level of risk/harm	4	2	2
	6.1.04 Positive socialisation with peers	4	2	2
	6.1.05 Increased choice of activities/opportunities	5	3	2

	9.1.02 Access to employment, education or training	4	3	1	
4	1.2.13 Improved mental health & well-being	3	3	0	
	1.5.01 Reduced/safer consumption of controlled substances	3	3	0	
	2.1.08 Reduction in level of risk/harm	3	3	0	
	9.1.02 Access to employment, education or training	3	3	0	
5	1.2.13 Improved mental health & well-being	4	4	0	
	1.5.01 Reduced/safer consumption of controlled substances	4	3	1	
	1.5.04 Knowledge of alcohol/drug misuse risks	5	4	1	
	2.1.08 Reduction in level of risk/harm	5	3	2	
	9.1.02 Access to employment, education or training	3	3	0	

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.

As stated above, 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 some of our work in this area:

- Axis has attended CLD and Falkirk Trust events for young people as part of their summer programme in Airth, Larbert, Camelon and Tamfourhill
- Axis provided an input to a group of Young Carers as part of a summer programme at Falkirk Stadium.
- Axis continues to develop links across schools in Falkirk. The service is currently developing a peer mentoring programme in partnership with Graeme High School.
- Axis has been able to link up with Police Scotland in Falkirk who have agreed to provide Axis information to young people arrested and in cells. Signpost have agreed to formalise links with Axis to ensure their arrest referral service signposts young people to Axis appropriately.
- Axis is working closely with Falkirk and Forth Valley ADP and Falkirk Council to embed Social Influencing in Falkirk High schools. The project is currently underway in Falkirk High School and will be rolled out to Grangemouth High in 2016/17.

Axis has taken a lead in raising awareness and supporting Falkirk Council Services following the increase in use of “legal highs” or New Psychoactive Substances. Axis has worked with many of Falkirk Council’s Children’s Services teams across both Education and Social Work, including FK1 LGBT Youth Project, Tremanna Residential Unit and the Community Wardens. Axis is also active in working alongside other Alcohol and Drug Partnership services in Forth Valley to identify more effective ways to tackle this concerning issue.

#### Summary of Key Issues/ Challenges Facing Organisation

The Axis Service is funded on a year to year basis. This impacts upon long term planning and staff recruitment and retention. Two years consecutive 3% reduction in funding followed by a standstill budget in 2013/14 has resulted in a review of the management and support functions within the Service. Continued budget cuts or a standstill budget will impact on service delivery with consequences for this vulnerable group of children.

With the loss of £33,724 Corporate and Neighbourhood funding for employability from April 2016, this will have an impact in the longer-term on Service Delivery. In the short-term, this will be mitigated and the Service has been enhanced by 2 year funding secured from Falkirk Alcohol and Drug Partnership from April 2015 - March 2017. This secures the Early Doors Early Intervention Service Delivery and enhances the Service with a post specifically to support the most vulnerable young people in Falkirk, who are or have been Looked After.

How has the Organisation Contributed to Council/ Service Priorities:

The Service forms part of the tiered approach to Substance Misuse Service Delivery and is represented at Falkirk's Alcohol and Drug Partnership. The Service sits on the Youth Justice Referral Group and delivers Services to Children and Young People coming to the attention of that Group as a result of substance related offending behaviour. The Service is aligned to Falkirk Council's goals of "Continuing to improve the Health, Safety and wellbeing of our citizens and communities".

The Service delivers interventions which are consistent with the Children and Families Social Work goals of providing support to "Children in Need", dealing with young offending and anti-social behaviour", and providing support for children and young people affected by drug or alcohol misuse".

List any Areas where there has been Shortfall in Performance

None.

How often are Review Meetings held with Lead Officer

Six monthly

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**

Total Support Provided (Financial & In- Kind Contributions)

The total Falkirk Council contribution to Axis in 2014-15 was £144,676, £110,952 from Social Work Services and £33,724 from Corporate and Neighbourhood Services.

Last Period of Submitted Audited Accounts

2014-15

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

Risk to operational delivery of services resulting from potential further 15% reduction in budget.

Overall Risk Rating (Low/Medium/High)

Medium

**D CONCLUSIONS**

Summary/ Opinion of Organisations Overall Progress During Year

The Axis Service continues to perform well and in line with its Service Specification. The Service is able to provide detailed outcomes information in relation to individual Service Users using its developed Outcomes Framework. These demonstrate positive outcomes for the



majority of its Service Users. Continued cuts in funding will impact on service delivery however.

**E COMPLETED BY**

Name

Matthew Davies

Designation

Children's Services Manager

Date

21 September 2015

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2014/15**

Organisation Name	Barnardo's
Project	Cluaran Service
Agreement Dates	2014-15
Name of Lead Officer	Matthew Davies; David Mackay

**A OVERALL ORGANISATION AIMS**

**Summary of Key Aims & Objectives**

1. The 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. The outcomes in relation to these interventions are described below.
3. The Service will support the development of professional skill and ability across Services to support young people with emotional and behavioural difficulties. This includes the development of programmes devised with Partner Agencies with a view to disseminating effective practice and improving outcomes for young people

The Service also participates in a range of groups within Falkirk aimed at developing good practice and improving outcomes for young people. These include Depute Chair of the Corporate Parent and Vulnerable Groups Workstream; membership of the Children's Commission and Voluntary Sector Children's Services Steering Group.

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 Wellbeing Indicators. This would mean identifying the 2 -5 five most significant and specific outcomes for each young person and family that would make the greatest difference. A programme of support would then be based around an Action Plan targeting these areas. For the purpose of this Report these outcomes have been presented in a way which shows an aggregate of the young people and families' progress across the range of outcomes rather than identify the specific outcomes for each young person and family.

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

The Cluaran Service has developed specialist knowledge and skills relating to the target Service User Group. Barnardo's have expertise in this area of Service Delivery and also joint fund the Service. This ensures added value and value for money.

## **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

**1** Between April 2014 and March 2015, **53** young people and their families received a Service from Cluaran. Of the young people who have received support to date, **27** were girls and **26** were boys. During this period **twenty-four** young people completed programmes or left the Service. Of these, at the point of closure, **twenty** remained in the community (**83%**) (**twelve** remained at home (**60%**) **four** remained in local Residential Units (**20%**), **three** remained in a Foster Care Placement (**15%**) and one was placed in Supported Accommodation (**5%**). **Four** young people were placed out with Falkirk, **one** in a Residential School and **three** in a Residential Unit (**17%**).

Whilst individual programmes of support can vary significantly and can include a combination of Individual Support, Family Work, Group Work and Educational Support, there seems to be an increase in the number of young people receiving more comprehensive levels of support. The average monthly occupancy of the Service for the period under consideration was 29.

The average yearly cost of a placement at Cluaran, based on an average monthly occupancy of 29 for 2014/2015 was £26,142, Barnardo's contribution to this cost was £2,408 per placement with Falkirk contributing £23,734 per placement. (Although not like for like, these costs compare favourably to the cost of Residential School Placements used by Falkirk which are often in excess of £200,000 per year.)

**2** Specific outcomes for young people and their families receiving support from Cluaran, (other than those stated above), are detailed in section 4 below.

**3** The Service has a role in disseminating good practice and improving the outcomes for young people across Partner Agencies. With this in mind, 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 alongside 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 and is being rolled out for all Looked After children.

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. These include Practitioners' Forums; Learning and Development Steering Group and Forth Valley Child Sexual Exploitation Project Board.

#### 4 Specific Outcomes for young people and Families

	Improvement	Maintained Same Level	Deterioration
<b>Healthy</b>			
1.2.01 Enhanced parent, carer or adult-child relationships	1	6	1
1.2.02 Improved parent or carer confidence, resilience or health	1	4	0
1.2.04 Increased resilience	3	17	2
1.2.05 Increased confidence	3	7	0
1.2.14 Improved Parenting	0	1	0
1.2.19 Improved self esteem	7	15	0
<b>Safe</b>			
2.1.08 Reduction in level of risk/harm	2	2	0
2.1.13 Reduced association with risky peers/adults	1	3	0
2.3.02 Able to solve conflicts constructively	1	4	0
<b>Nurtured</b>			
4.1.04 Positive, improved family relationships	1	10	2
4.1.07 Family has access to support	1	1	0
4.1.10 Improved family routines	0	3	0
4.1.16 Stable Family Placement	0	2	0
<b>Achieving</b>			
5.2.01 Satisfactory school or college attendance	4	3	0
5.2.02 Positive student attitude towards learning	8	12	2
5.2.03 Remain in or return to mainstream education	7	7	2
5.2.04 Improved behaviour in school	4	4	1
5.2.06 Access to alternative education	0	1	0
5.3.01 Satisfactory progress in learning/developmental goals	5	5	1
5.3.02 Satisfactory Academic Performance	1	0	0
<b>Active</b>			
6.1.01 Social skills gained/improved	2	4	1
6.1.04 Positive Socialisation with Peers	8	2	0
<b>Responsible</b>			
8.1.03 Reduction in anti-social behaviour	0	2	0
8.3.06 Assume age appropriate responsibilities	0	1	1

#### Summary of Key Issues/ Challenges Facing Organisation

There has been no increase in grant funding from Falkirk Council for the past three years. However the Service is still managing to meet demand, respond to need and capacity has remained the same. By realigning Services and creating efficiencies in Management Structures, including the co-location of two Services, the Service has effectively managed a reduction in income. Being a Key Partner in establishing and co-ordinating the SSRG, was in direct response to the development of Education Services Mariner Support Service and the IFSS and to ensure that Cluaran is still relevant and meeting the needs of its Services Users.

### How has Organisation Contributed to Council/ Service Priorities

The Service is aligned to the Council's goals of:

- Continuing to improve the health, safety and well-being of our citizens and communities
- Tackle disadvantage and discrimination in all of its forms

In terms of the Children and Families Service Plan goals:

- To support children in need.

In terms of Education Services' priorities:

- Increasing our efforts to tackle disadvantage and discrimination
- Track, monitor and intervene to support vulnerable groups, especially Looked After Children

### List any Areas where there has been Shortfall in Performance

None.

### How often are Review Meetings held with Lead Officer

Six monthly.

## **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

Falkirk Council contributed £361,619 in cash terms for the period 2014-15 which comprised £327,329 in grant funding and £34,290 towards the costs of a Barnardo's employee. In addition Falkirk Council also contributed £326,670 in kind to meet the costs of three Social Work staff and five Teachers.

The total Falkirk Council contribution to Cluaran in 2014-15 was £688,289 made up of £361,619 from Social Work and £326,670 from Education Services.

### Last Period of Submitted Audited Accounts

2014-15

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

A standstill budget over the past three years and prior to the two years consecutive reduction in budget by 3% has resulted in increasing pressure on the Service which has threatened to impact on the level of Service Delivery. To date, this has been managed through restructuring and management efficiency. In the longer term however, a standstill budget or imposed cuts of 15% will impact on Service Delivery to children and young people.

### Overall Risk Rating (Low/Medium/High)

**Overall risk – Medium, due to pressures to save additional 15% over next 3 years.**

**D CONCLUSIONS**

Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

The service has continued to perform well throughout the year and effects a spend to save in terms of reducing the costs associated with the placement of children in external resources. The service continues to contribute to a wide range of strategic and developmental forums and has made a significant contribution to child protection as the result of the assistance provided relating to the roll out of the outcomes Framework.

**E COMPLETED BY**

Name

David Mackay/ Matt Davies

Designation

Children's Services Manager

Date

21 09 15





**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2014/15**

Organisation Name	CAMHS, NHS Forth Valley
Project	Clinical Psychologist, Looked After Children
Agreement Dates	January 2014 - January 2016
Name of Lead Officer	Kathy McCarroll

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

To provide a specialist clinical psychology assessment and therapy service for:-

- Children and young people who are looked after by Falkirk Council, either at home or away from home, and who are the responsibility of Falkirk Council, even when living outwith the area.
- Children and young people residing in the Falkirk Council area whose family placement is at high risk of breakdown, leading to them becoming accommodated whether or not they are at that point looked after by the Local Authority.

List of Agreed Outcomes

- To provide highly specialist psychological assessment and therapy to the above noted specific group of children.
- To provide advice, consultation, support and training to social workers and other professionals working with looked after children and young people, including foster carers, residential staff and voluntary agencies, where appropriate.
- To contribute to care planning for children and young people who are the responsibility of Falkirk Council by way of the provision of specialist advice to Falkirk social work staff.
- To participate in multi-agency planning forums, e.g. Health of Looked After Children meetings and Corporate Parenting Agenda.
- To facilitate access to CAMH services when appropriate.

### 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 Children's Services would be unable to provide.

The establishment of this post reflects the recognition that looked after children often have key mental health needs that may not meet the criteria for a service from CAMHS. Looked after children often experience difficulty in engaging with formal mental health services and there can be differing criteria and variability in access to mental health provision for children who are placed out with 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.

A trainee Clinical Psychologist has also been in post on a 2 day per week basis from September 2013. This is fully funded by the NHS and only possible because the current post holder is able to provide the necessary supervision. The trainee has been able to increase provision, and has completed a number of cognitive and neuropsychological assessments. NHS also funded a one day a week assistant Psychologist for a 6 month period, who focused on neuropsychological assessment.

NHS FV also funds the Link-up Service which provides support to vulnerable children and young people with less severe needs.

### **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

#### Summary of Key Achievements

#### Core Activity-direct clinical care

Over the last year, 80% of the post holder's time has been spent on direct clinical care/core tasks. This includes:-

- Direct patient contact
- Clinical meetings
- Complex case discussion
- Report writing
- Scoring clinical tests
- Correspondence
- Records
- Providing reports for Court cases in permanence cases (this continues to be a more prominent feature than last year relating to the higher number of young children going forward for permanence)

During the period 2014/2015, there has been contact with 90+ young people and current ongoing involvement, at varying levels of intensity, for direct work with 60+ young people. 30 young people have been seen on a multi-consultation basis including their foster carers/adoptive carers/parents or staff. 12 neuropsychological assessments have also been completed.

LAC Psychology involvement in one case resulted in the young person being admitted to a specialist NHS resource funded wholly by NHS. The alternative would have been secure accommodation arranged and funded by Falkirk Council.

This was a substantial saving to the Council over a 2 year period of approximately £572,000.

The neuropsychological assessment service for looked after children whose cognitive abilities are in question is crucial. Without such assessments, access to learning disability services becomes extremely difficult or impossible. Filling this gap is absolutely essential for future planning for Falkirk's looked after population. Within the last year, a number of young people have been diagnosed with a learning disability as a result of these assessments. These young people are now eligible for learning disabilities support services.

### **Strategic Engagement/Commitment**

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

### **Service Development**

- Input to foster carer support groups- bi-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 basis with the agreement being renewed every 2 years. This impacts on long term planning and has implications for the young people currently engaged with the service.
- Members took a decision in February 2015 to cease funding this post from 1 April 2016 on the basis that NHS FV should be providing the service. However, as can be seen from this report, NHS FV provides funding for other parts of the overall service. I am concerned that there may be an unintended impact of increasing costs elsewhere.
- Issues arise in relation to, for example, multiple young people in the same placement being referred to the service and the challenges this brings in relation to respecting their confidentiality.

- 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 wellbeing of our citizens and communities (SOA).
- Increasing our efforts to tackle disadvantage and discrimination (SOA).
- Improving health and wellbeing (ICSP/GIRFEC).
- Young people are safe and their wellbeing is paramount (Children's Services Plan, Social Work Performance Outcome Framework).

#### List any Areas where there has been Shortfall in Performance

N/A

#### How often are Review Meetings held with Lead Officer

This service has been reviewed at regular intervals, with the most recent review having taken place in June 2015.

The Team Manager of the Intensive Family Support Service oversees allocation of workload on a monthly basis.

### **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

#### Total Support Provided (Financial & In- Kind Contributions)

£64,264 for Clinical Psychologist office accommodation and equipment  
£9,000 for admin support

#### 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 wellbeing 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. Withdrawal of the service is likely to increase the number of young people who require to be accommodated.

Overall Risk Rating (Low/Medium/High)

Low financial risk.

**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 looked after 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 proving to be very effective in improving outcomes for children and young people as well as assisting with efficiency savings to avoid purchasing more expensive residential placements.

**E COMPLETED BY**

Name

Kathy McCarroll

Designation

Head of Service (Children & Families and Criminal Justice)

Date

30 September 2015



**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2014/15**

Organisation Name	<b>Quarriers Scotland</b>
Project	<b>Quarriers Falkirk Children's Rights</b>
Agreement Dates	<b>2014 - 2015</b>
Name of Lead Officer	<b>Vivien Thomson</b>

**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 within the Falkirk area 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 maintain a service profile and target marginalised children and young people.
- To facilitate the "Have 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 developments.

Evidence of addressing themes from across services 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. OBJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

- Year on year increase in referrals to Falkirk Children's Rights Service.
- Employment of a care leaver as a graduate trainee and subsequent employment of the young person.
- 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 e.g. via corporate parenting events, individual advocacy and proactive advertising.
- Quarriers Falkirk Children's Rights Service has successfully recruited volunteers to provide Information/Advocacy to children and young people.
- The Children's Rights Officer is co-facilitating the "Have your say" work, a key aspect of the Corporate Parenting Strategy.
- After successfully piloting drop-in surgeries within two High Schools, the Children's Rights Service has now successfully rolled this out to other schools.
- The Children's Rights Officer regularly liaises with young people in Falkirk Council residential units and foster placements.
- The Children's Rights Officer actively contributes to a number of strategic groups including the Corporate Parenting Action Group and the Children and Families Continuous Improvement Group, and reports, in conjunction with Who Cares? to the Children's Commission.
- The CRO is involved in developing the response to the new legislation alongside Who Cares? and the council. The service will form the core approach to how the council meets our new duties.
- The service, alongside Who Cares? and the council has reviewed the working protocol and will focus on the most vulnerable groups of young people.

### 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. The challenges of establishing a consistent approach to this joint work have been significantly overcome, with current monitoring arrangement and greater cohesion within the services. Roles are clearly outlined, and priorities jointly agreed to focus on the most vulnerable. The service has a more established approach to recruiting volunteers, but numbers remain low. The focus on particular groups is hoped to give impetus to this, a key aspect of the contract to provide a wide and flexible service.

The service is also vital in assisting the Council to develop our response to the Children and Young people (Scot) Act 2014. This includes undertaking important scoping work with young people and provision of exit interviews for families removed from the child protection register and children leaving foster care. The service is also assisting in looking at how the council can best and most flexibly respond to the new legislation allowing young people to remain in care until the age of 21 years; developing work on advocacy with Who Cares, and contributing to identifying gaps in services.

### 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.

The service is also vital in assisting the Council to develop our response to the Children and Young people (Scot) Act 2014. This includes undertaking important scoping work with young people to assist in establishing how the council can best and most flexibly respond to the new legislation allowing young people to remain in care until the age of 21 years; developing work on advocacy with Who Cares, and contributing to identifying gaps in services. The Children and young people (Scot) Act 2014 also increases the corporate parenting duties on local authorities and strengthens the rights base of our work. The Children's rights Service will be crucial in enabling Falkirk to meet those additional requirements.

### List any Areas where there has been Shortfall in Performance

There continue to be challenges in recruiting and retaining volunteers. The service and council are actively working together in this area.

### How often are Review Meetings held with Lead Officer

Joint Who Cares? and Quarriers monitoring meetings take place quarterly, with a Steering Group of key stakeholders which directs focus also meeting quarterly. The Service report twice yearly to the Children's Commission.

C FINANCIAL / RISK ASSESSMENT OVERVIEW	
<u>Total Support Provided (Financial &amp; In- Kind Contributions)</u>	
£86,200	
<u>Last Period of Submitted Audited Accounts</u>	
September 2014 due September 2015	
<u>Future Risks (Financial, Operational or Structural) Faced by Organisation</u>	
None	
<u>Overall Risk Rating (Low/Medium/High)</u>	
Low	
D CONCLUSIONS	
<u>Summary/ Opinion of Organisations Overall Progress During Year</u>	
<p>The service continues to meet a key priority in the Council's Corporate Parenting Action Plan. Feedback from services and 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 developments across the council, and particularly those related to the new legislations, take account of the rights and needs of children in Falkirk.</p>	
E COMPLETED BY	
<u>Name</u>	Vivien Thomson
<u>Designation</u>	Service Manager
<u>Date</u>	10th October 2015

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2014/15**

Organisation Name	<b>SIGNPOST RECOVERY</b>
Project	<b>TIME 4 US</b>
Agreement Dates	<b>1 APRIL 2014 – 31 MARCH 2015</b>
Name of Lead Officer	<b>MATTHEW DAVIES</b>

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

The Aims of Time 4 Us are to increase the capacity and resilience of families affected by substance misuse, improving parenting skills, family relationships and wellbeing.

Time 4 Us has been developed in line 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.

List of Agreed Outcomes

The principle 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.**

- Parents experiencing issues of substance misuse have improved parenting capacity, skills and understanding, and are better able to meet the needs of the child.

*Indicator 1* Parents will have improved parental capacity and abilities

*Indicator 2* Families will stay together in the interest of the child whilst reducing statutory involvement

*Indicator 3* Parents will have increased motivation, confidence and feelings of self worth

- Children affected by parental substance misuse will have improved self-esteem, resilience and social functioning.

*Indicator 1* Children will show improved self-esteem and resilience

*Indicator 2* Children will have improved attendance, attainment and achievement in nursery/school/relevant groups.

*Indicator 3* Children will have improved wellbeing in accordance with SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included.

- Children and families affected by substance misuse will have improved family relationships and will be better able to make positive and healthy choices.

*Indicator 1* Families will have improved family and social functioning

*Indicator 2* Families will demonstrate improved structure, routines and boundaries.

*Indicator 3* Families will have improved outcomes in accordance with the ‘outcomes star’.

Time 4 Us interventions and activities for working with family issues can include:

- Addressing Substance Use.
- Improving parenting capacity and parental skills.
- Improving general and mental health issues.
- Maximising family income, budgeting.
- Advising on healthy diet and cooking.
- Reducing impact on the local community.
- Reducing debt and Housing advocacy and support.
- Appropriate communication with the relevant partners supporting individual families.

Time 4 Us interventions and activities for children can include:

- Activities that enable children will have a better understanding of their emotions and to verbalise this.
- Activities, contacts and structures that enable children to have fun and present as happier both physically and emotionally.
- Interventions to ensure children will have improved coping skills.
- The Children’s Worker having a better understanding of each child’s self-esteem and educating parents on its importance.
- Work and routines to improve child engagement in activities within nursery/school settings.
- Appropriate communication with the relevant partners supporting individual children.

Recipients of the service include those who misuse substances to a level in which parental capacity is severely affected, their children, their families and any other relevant carer in the life or circumstances of the child, for example kinship carers.

The service operates from locations in each of the three local authority areas of Falkirk, Stirling and Clackmannanshire. The service also offers specialist advice to other Addiction Service providers and delivers outreach where a need is identified and will work in partnership accordingly.

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

Time 4 us is funded by a combination of external funding from The Big Lottery Fund, Forth Valley Alcohol and Drug Partnership, Signpost Recovery and Falkirk Council. The external funding supports Time 4 Us to deliver an enhanced service to families across Falkirk and the wider Forth Valley.

## **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

During the period from 1<sup>st</sup> April 2014 – 31<sup>st</sup> March 2015 Time 4 Us have received **55 referrals from Falkirk comprising of 37 referrals for adult support and family work and 18 referrals for children requiring support.**

The project has a good profile and referrals for Falkirk families were received from:

- Signpost Recovery 25
- Falkirk Children & Families Social Work 7
- Falkirk Criminal Justice Social Work 1
- Falkirk Addiction Recovery Service 2
- Addiction Support & Counselling 1
- Braes Families Centre 1
- Self-Referrals 12
- Community Alcohol and Drugs Service 4
- Public Health Nurse 1
- Hospital Addiction Team 1

The service undertook a self-evaluation in October 2014 on its impact on Children, Young People and Families, this subsequently contributed to a Forth Valley Substance Misuse Services Joint Action Plan to improve provision in terms of the impact on these groups. The evaluation process provided the team with an opportunity to assess practice and identify strengths and areas for improvement. The service recognises the need to increase referrals from partners within substance misuse services and therefore, Time 4 Us have delivered presentations to colleagues in addiction services to update their knowledge of the service. The service has used this as an opportunity to provide information and develop an increased understanding of the impact of substance use on Children and Young People. Attending team meetings has allowed the service to speak to staff, provide information, prompt discussion and answer questions. Referrals will be closely monitored to ensure the service continues to offer the high level of support to children and families.

Karen Campbell, Senior Children & Families Worker, was recently approached to join the training for trainers programme in the Graded Care Profile and National Risk Framework, 2012. Due to the high level of child protection Time 4 Us work with on a daily basis, the service needed to consider a new approach with partner agencies and feel these new tools would be beneficial. The service use the 'outcomes star', which enables it to identify areas for improvement, however the Graded Care Profile and National Risk Framework will allow it to identify areas of improvement and strengthen its ability to identify and act on risk using a unified approach.

Jackie Gallacher, Senior Addiction Worker, completed Gender Based Violence and Routine Enquiry training for trainers in June 2014. The training is aimed at all staff within addiction services including Signpost Recovery, Substance Misuse Service, Addiction Recovery Service and the Hospital Addiction Team and seeks to highlight the prevalence and impact of gender based violence on families and children. A particular focus of the training is to upskill the workforce in identifying and responding to the disclosure of gender based violence. An initial training session for substance misuse staff took place in March this year with a further 4 dates are scheduled throughout the year.

Joanne Rankine, Children's Worker attended the Emotions, Addictions and Bodies: *exploring accounts of self-harm among young people aged 13-16* Seminar at the Centre for Research on Families and Relationships in Glasgow. Amy Chandler from The University of Edinburgh presented her findings and explored the young people's accounts of self-harm, including drugs and alcohol use. This is a topic that arises regularly with the young people in Time 4 Us.

Staff also attended a 2 day training course in February 2015 on Thinking About the Impact of Trauma, facilitated by Suzanne Zeedyk which concentrated on how professionals can help themselves to help children. This training explored the insights around the impact of trauma on child development.

Foetal Alcohol Spectrum Disorder (FASD) training was undertaken in January 2015 by all Signpost staff. This training was co-facilitated by Karen Campbell. Karen Campbell and May Rookes, Children & Families Worker attended the Child Sexual Exploitation Conference October 2014. The conference was organised by Falkirk, Stirling and Clackmannanshire Child Protection Committees to raise awareness of child exploitation.

The service moved to premises in Falkirk and in January 2015. The new premises include a family room and have allowed the service to provide a welcoming and safe environment for children to complete work. It also allows the service to provide a comfortable environment for parents to discuss challenging issues. The service has had good feedback from both children and parents about the benefits of this new space.

Time 4 Us regularly use Talking Mats which is a communication resource used for consulting with children and young people. The tool focuses on essential words and omits non-essential language, therefore helping the young people process concepts by breaking information down into small, manageable chunks using visual, auditory and tactile methods, thus enabling the young person time to process information and allows time to process information and respond in their own time. Talking Mats gives control to the young person being interviewed, provides a structured framework for open questions, avoids direct confrontation and helps the young person to say "no". Each session is conducted in a relaxed fashion, strengthening existing communication and is tailored to the young person using relevant and motivating topics

The service facilitated a day out at Blairdrummond Safari Park in August. Despite poor weather, over 100 parents and children (& staff members) attended and had an enjoyable day.

The service arranged a Hamper Appeal at the end of last year and received donations from a wide range of partners throughout Forth Valley. In total the service provided over 100 hampers to local families. Families commented that they were overwhelmed by the kindness shown to them. In addition to the food hampers, 90 children received a Santa sack each containing 5 – 6 gifts each personalised to the individual child's interests.

#### Summary of Key Issues/ Challenges Facing Organisation

Time 4 Us operates with a growing waiting list which presents challenges to ensure that adults and children receive a timely service according to their priority. Over the next year the service will explore ways of ensuring the waiting list does not negatively impact on families requiring a service.

A stand still budget and potential 15% further cut in funding over the next three years will impact on service delivery to this vulnerable group.

How has Organisation Contributed to Council/ Service Priorities

Time 4 Us aims are congruent with Falkirk Council's goal of "Continuing to improve the Health, Safety and Wellbeing of our citizens and Communities". The Service is also aligned with the Social Work, Children and Families aim of "providing support to children in need" and "providing support to children and young people affected by drug or alcohol misuse.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

6 Monthly

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**

FC funding, in £s and also as % of organisation's income, (Financial & In- Kind Contributions) provided in past three years, and £s FC funding committed to next two years

Total Funding provided by FC for Time4Us = £45,000 for the year 2014/2015. This is 33% of the total annual income for Time 4 Us.

Last Period of Submitted Audited Accounts

Year Ending 31<sup>st</sup> March 2015.

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

There are risks to the operational delivery of services associated with potential 15% reduction in funding over three years.

Overall Risk Rating (Low/Medium/High)

Medium



**D CONCLUSIONS**

Summary/ opinion of organisations overall progress carried forward from last report, and also during this year

Time4Us continue to deliver high quality services which complement statutory, adult and child protection services. The services move to Falkirk, the accessibility and quality of this accommodation is proving beneficial to service delivery. The integration of Time4Us within Signpost and its representation and contribution to the Falkirk Alcohol and Drugs partnership further enhances the services impact.

**E COMPLETED BY**

<u>Name</u>	Matthew Davies
<u>Designation</u>	Service Manager Children's Services
<u>Date</u>	01-10-2015

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2014/15**

Organisation Name	“Who Cares?” Scotland
Project	Children’s Rights Service
Agreement Dates	2014 - 2015
Name of Lead Officer	Vivien Thomson

**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 and particularly to work alongside the Falkirk CRO.
- 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. 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. These duties are increased in the provisions of the Children and Young People (Scot) Act 2014.

**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 and various corporate parenting and Have Your Say events.
- 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. This has included joint service development work, jointly monitoring the services and reviewing and updating the protocol agreement.
- "Who Cares?" Is a key partner in the work to consider the development of a Champions approach to corporate parenting and are partners in a funding bid related to this.

**National Achievements**

- "Who Cares?" were part of the consortium to fight discrimination of children and young people in and from care. Falkirk Council signed up in 2013 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 'have your say' groups for looked after young people making sure that corporate parents listen to the views of young people and do their best to take action". "Who Cares?" have been involved in facilitating and taking forward this work locally.
- Young people from Falkirk have continued to assist presenting at national and local events to ensure the voice of care experienced young people is heard.
- Young people from Falkirk have continued to be part of the consultations related to the Children and Young peoples (Scot) act 2014, particulars continuing care, after care and corporate parenting.
- .Young people from Falkirk participate in the participation and consultation forums covering the central belt.
- Phase 3 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 and to partners as part of the new corporate parenting duties.

**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 budget constraints 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 and CLD (10 hour post) 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

There are no areas of shortfall.

How often are Review Meetings held with Lead Officer

Joint "Who Cares?" and Quarriers monitoring meetings take place quarterly, with a Steering Group of key stakeholders which directs focus also meeting quarterly. The Service report twice yearly to the Children's Commission. Additional meetings take place to review the protocol and develop the funding bid.

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**

Total Support Provided (Financial & In- Kind Contributions)

£27,970

Last Period of Submitted Audited Accounts

September 2014 – due September 2015

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 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 service is valued and significantly assists young people to express their views. This is increasingly important with the new legislation and recent changes in the Children's hearing system. "Who Cares?" Will play a key role in assisting us to meet the new corporate parenting duties.

E COMPLETED BY	
<u>Name</u>	Vivien Thomson
<u>Designation</u>	Service Manager
<u>Date</u>	10th October 2015