

## MEASURES OF THE CABINET MEMBER FOR HOUSING, CULTURE AND LEISURE - ECONOMY & COMMUNITY DEPARTMENT

### 1. Healthy Living and Sports Programmes

Measure	Performance 2015-16	Performance 2016-17	Performance 2017-18	Performance 2018-19	Performance 2018-19 (Quarter 2)	Performance 2018-19 (Quarter 3)	Observations on the performance
% of 11 year old children who have attained the National Curriculum Standard	82% July 2015  75% Wales	78% July 2016  (will not be shared on Wales level from now on)	83% July 2017	85% July 2018	-	-	No statistics will be gathered until July 2019
% who improved their quality of life score with support from the Exercise Referral Team	59%	66%	68%	56%	71%	64%	

## 2. Healthy Living Centres

Measure	Performance 2015-16	Performance 2016-17	Performance 2017-18	Performance 2018-19 (Quarter 1)	Performance 2018-19 (Quarter 2)	Performance 2018-19 (Quarter 3)	Observations on the performance
Number of leisure centre visits per 1,000 of the population	10,278	11,010	9,968	2,402	4,624	7,163	Performance is now slightly better than the 17/18 profile. A hot summer led to a fall in Q2 visits.
Customer Satisfaction with the provision and quality of the leisure centres	-	89.36%	88.15%	89.54%	n/a	n/a	Positive outcomes from the first survey showing a slight improvement. Quality of staff continues to generate the best results. The outcomes of the second survey will be available in Q4.

## 3. Archives Service

Measure	Performance 2015-16	Performance 2016-17	Performance 2017-18	Performance 2018-19 (Quarter 1)	Performance 2018-19 (Quarter 2)	Observations on the performance
Customer Satisfaction			96%	94%	97%	449 users completed the slips, 437 (97%) were very satisfied, 11 (3%) were satisfied: "Excellent, everyone more than happy to help"

						“Extremely fast document retrieval and staff were really friendly and helpful”
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#### 4. Libraries Service

Measure	Performance 2015-16	Performance 2016-17	Performance 2017-18	Performance 2018-19 (Quarter 1)	Performance 2018-19 (Quarter 2)	Observations on the performance
Number of items loaned out	-	-	<b>473,255</b>	<b>113,389</b>	<b>130,295</b>	<p>We have been successful in standing our ground. After a 25% cut to the books fund in 2016, our performance has started to stabilise. Any further cuts would affect our user offer, i.e. having a range of books that the people of Gwynedd want to read - this is our bread and butter.</p> <p>Encouragingly, Penygroes Library recorded the 6th highest borrowing rates - 7801 loans in Quarter 2. Quarter 2 is also unusual in reflecting an increase in use by children and young people, which is reflected in the increase materials for children and young people loaned out.</p>
Number of visits	-	-	<b>346,567</b>	<b>5386</b>	<b>6902</b>	<p>Visitors to each library are counted via a mechanical method (staff counting) four times a year. The reliability of the method of recording must be considered, especially where there are more</p>

							than one entrances and where users use self-service when using PCs and kiosks - traffic does not come via the front desk.
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## 5. Youth Service

Measure	Performance 2015-16	Performance 2016-17	Performance 2017-18	Performance 2018/19 (Quarter 1)  (end of academic year)	Performance 2018/19 (Quarter 2)	Performance 2018/19 (Quarter 3)	Observations on the performance
The number of individuals who are members of the Youth Service	-	-	5638	5638	No data collected during the re-modelling phase	1107	We engaged with a very high number of young people on the street, in leisure centres etc. but did not record those numbers. We worked on projects with fewer numbers and this is the number that appears
Number of accreditations that young people receive through the service	-	-	991	991	No data collected during the re-modelling phase	311	