



Title of meeting: Cabinet Member for Culture, Leisure & Sport
Subject: Community Centres Report 2012
Date of meeting: 8 February 2013
Report by: Head of City Development and Cultural Services
Wards affected: All

1. Requested by

1.1 Cabinet Member for Culture, Leisure and Sport.

2. Purpose

2.1 To inform the Cabinet Member for Culture, Leisure and Sport on the key findings of the Community Centre Report 2012 and to provide a performance review of 2012.

3. Information requested

3.1 Major Successes in 2012

- A new community café and activity space which has transformed Milton Village Hall into a thriving and sustainable centre.
- Work has started on the replacement for the Southsea Community Centre within the Somerstown Hub with completion due June 2014.
- Work has also started on the replacement for Wymering Community Centre with completion due the end of 2013.
- The cultural content of centre programmes was enhanced this year with theatre with support from New Theatre Royal and cinema in partnership with Portsmouth Film Society.

3.2 Service Description

Community Support lies within the Cultural Services and aims to provide a comprehensive range of opportunities and activities to the people of Portsmouth through support to 14 local community centres (see Appendix A for list). The service also provides some support to The John Pounds Centre & Crookhorn CC (Housing), Landport Community Centre (First Wessex) and the Charles Dickens Centre.

The service also plays a major role in supporting other services with many centres acting as Emergency Relief Centres, Children's Centres, hosting health services and youth activities etc.

3.3 Aims and Impact of the Service Mission

Community Support seeks to enhance the quality of life of people in local communities through the development and delivery of cultural, leisure & learning opportunities and social opportunities. This is achieved through the provision of a broad spectrum of activities and opportunities within a range of locally based community centres. This provision is particularly targeted at vulnerable citizens, children & young people, older people and people with disabilities, those from minority ethnic groups, disabled people and those on low incomes, and seeks to contribute to health & well being, community cohesion and informal educational opportunities.

Community management of community centres is encouraged to enable communities to take control of their own resources, identify local priorities, deliver local programmes, and to access a broad range of funding to support this.

3.4 Service Aims

As well as contributing to the Culture's Strategy, Community Support also has six specific aims:

- Empowering communities to manage and deliver local services.
- To improve the health and well-being of local people through a wide and varied programme.
- To deliver Value for Money / Quality of Service.
- To help build communities where people feel safe & confident and have mutual respect.
- To contribute to the Learning targets of the City.
- To specifically target groups who face barriers to participation.

4. Measures of Success

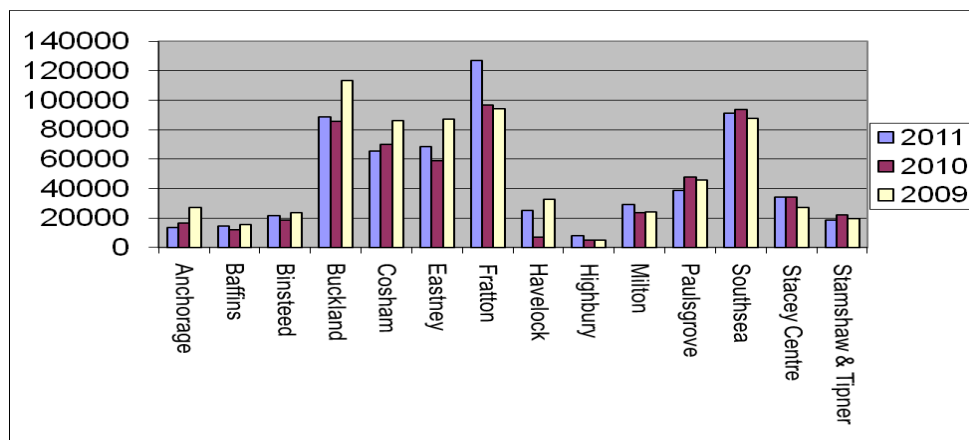
- 4.1 The Service continues to assess itself through two annual surveys which capture the actual use of centres and information about the people that use each centre and customer satisfaction with the Service. This report relates to 15 community centres range of programme opportunities across Portsmouth. The data is drawn from the actual usage of the Centres in 2010 and a spot survey of users (5300 responses) Sept 2012. The data is not scientifically accurate but does give a snapshot of the centres, what they are offering to their communities and who is using them. (There were very low responses to the user survey from Landport and Highbury so please treat their figures as indications only).

The working measures of success are therefore:

- Attendance numbers
 - Percentage of users from target groups – including localised use
 - % Utilisation of the space available in the building
 - Satisfaction rating
 - Cost per visit
- 4.2 Associations operating community centres work under a Service Level Agreement with PCC. This agreement is subject to a monitoring process that seeks to ensure legal and good practice compliance, agreeing action plans with each association.

5. The Centres Overall

Attendance

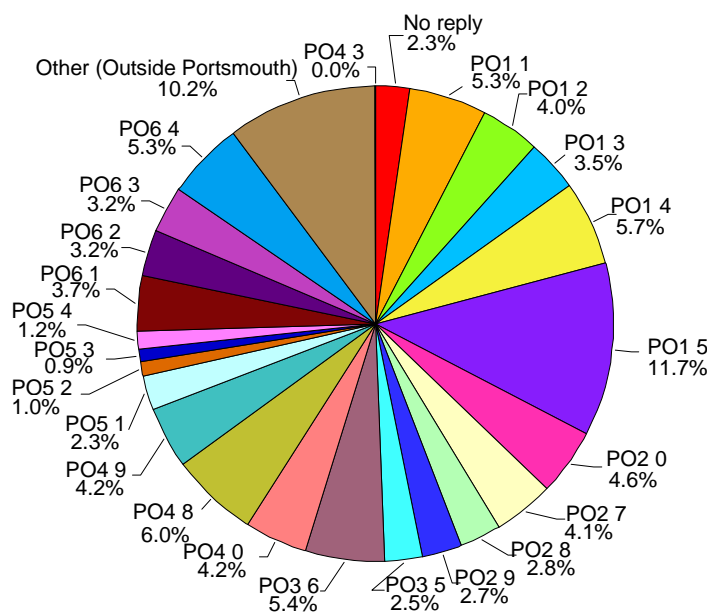


Overall there was an increase of 55,000 users across the city which reverses the drop that happened in 2011. Centres have begun to adopt strategies to make up for the decline in booking by funded agencies and Buckland, Stamshaw and Paulsgrove are all gaining extra help with developing the use of their buildings.

5.1 Demographics \ Target Groups (Statistical error + or – 10%) Spread of Centre use by Post

Code

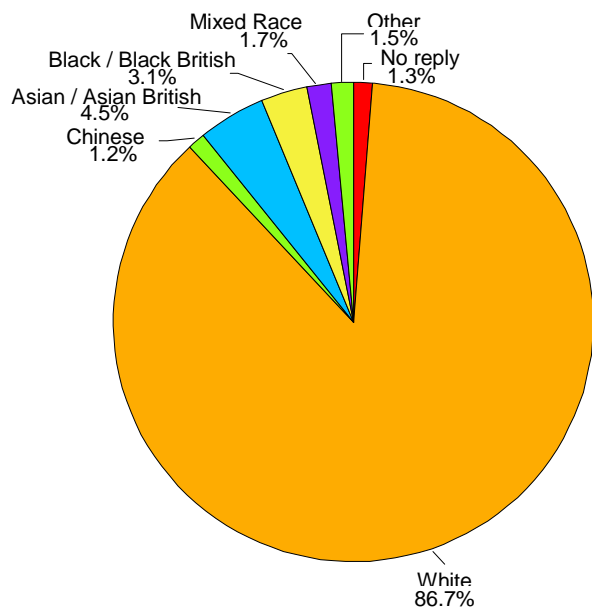
Q3 – Which Post Code Area do you live in ?



There is a good spread of use across the cities Post Code areas with some centres hosting specialist groups that draw clients in from all over and outside the city e.g. the Arts café at Eastney Community Centre and BME usage of Buckland Community Centre.

5.2 Ethnicity

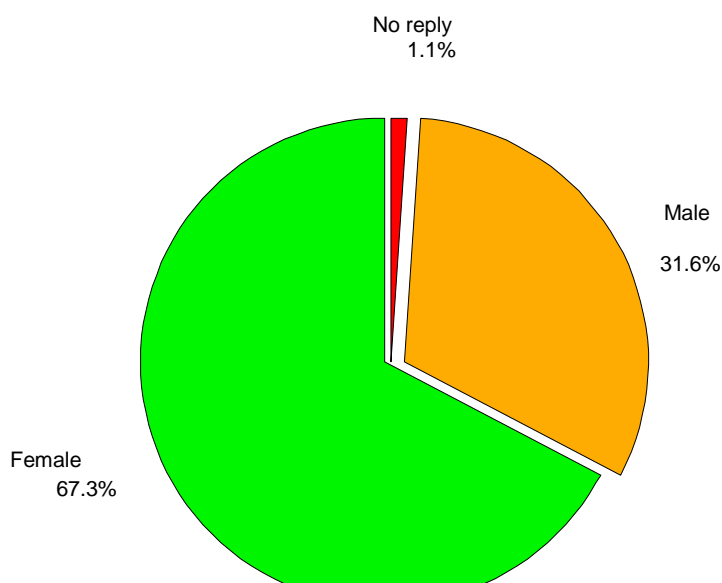
Q6 – To which of these groups do you consider you belong?



The figures for BME usage of centres remains constant from 2011– the percentage is parallel to the general BME population in Portsmouth (12%). Some centres, where there is under representation, have been asked to consider their programmes and how they are advertising themselves particularly representation of the regular programme rather than events and functions.

5.3 Gender

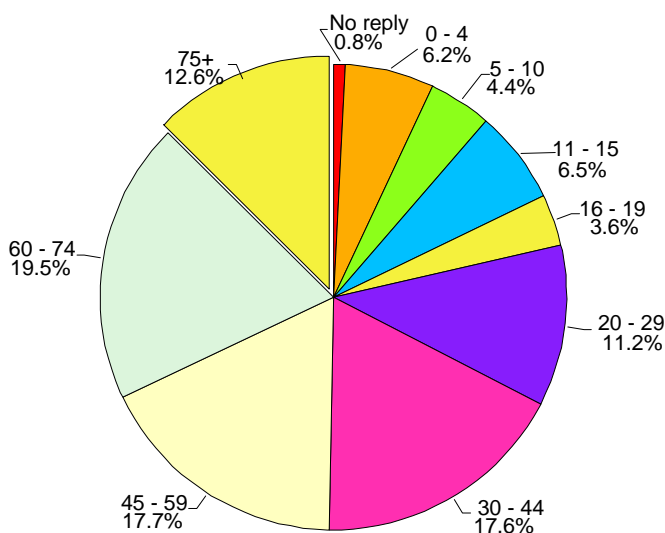
Q4 – Are you Male or Female?



There continues to be a gender imbalance of use across centres. Some committees are asked to consider their programmes where this is deemed excessive. Although this relates to the life expectancy of males versus females this is not the sole reason for the imbalance.

5.4

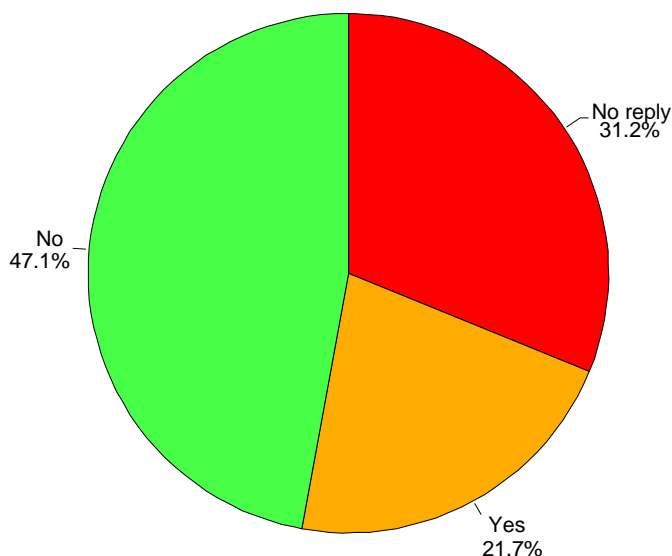
Q5 – How old are you?



Centres continue to attract a good range of adult users but Community Support is working with specific centres to increase the opportunities available to the 5-19 age group. There have been improvements in the numbers of 5 – 19 year olds and a significant growth in the number of under 5s with the joint Children’s Centres at Highbury and Havelock.

5.5 Income

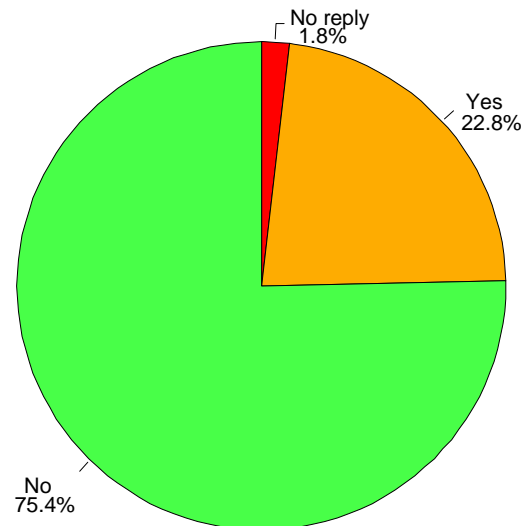
Q9 – Is the main source of income for your household from State Benefits?



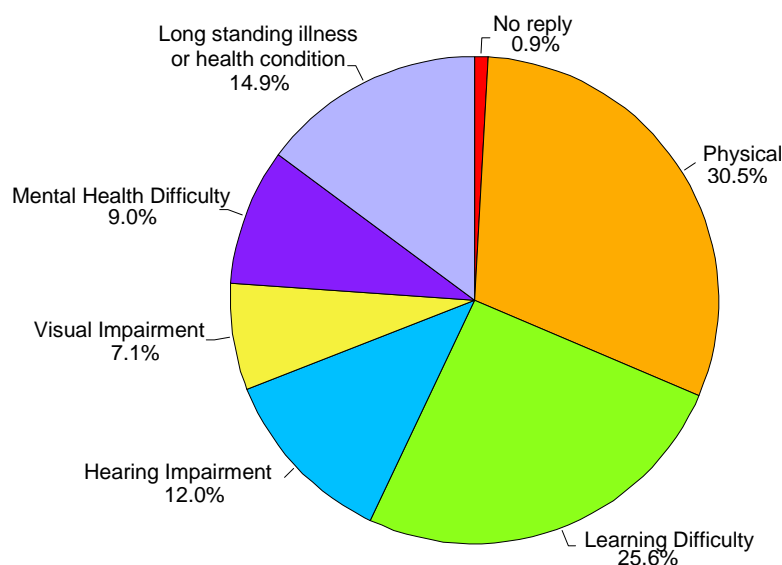
Centres continue to cater for those less well off with 22% of the users stating state benefits to be their main source of income

5.6 Disability

Q7 – Do you have a disability?



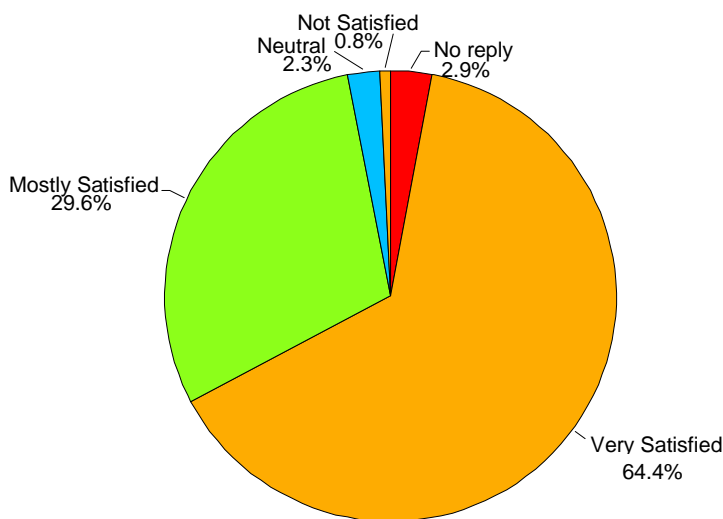
Around 22% of centre users declare a disability. These are broken down into category and used to consider the physical building and programs with each centre's individual profile.



The most significant change is the increased use by those with a learning disability from 13.2% of users in 2011 to 26% of users in 2012. This is being complimented with specific training for front line staff organised via Radian.

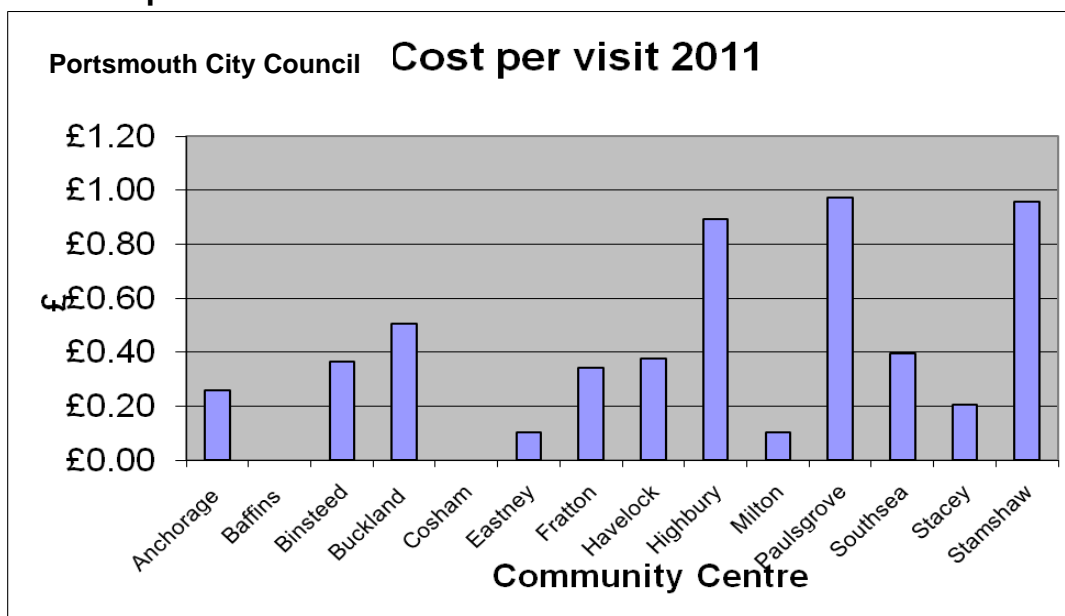
6. Satisfaction

Q2 – Overall, how satisfied are you with your experience of these centres?



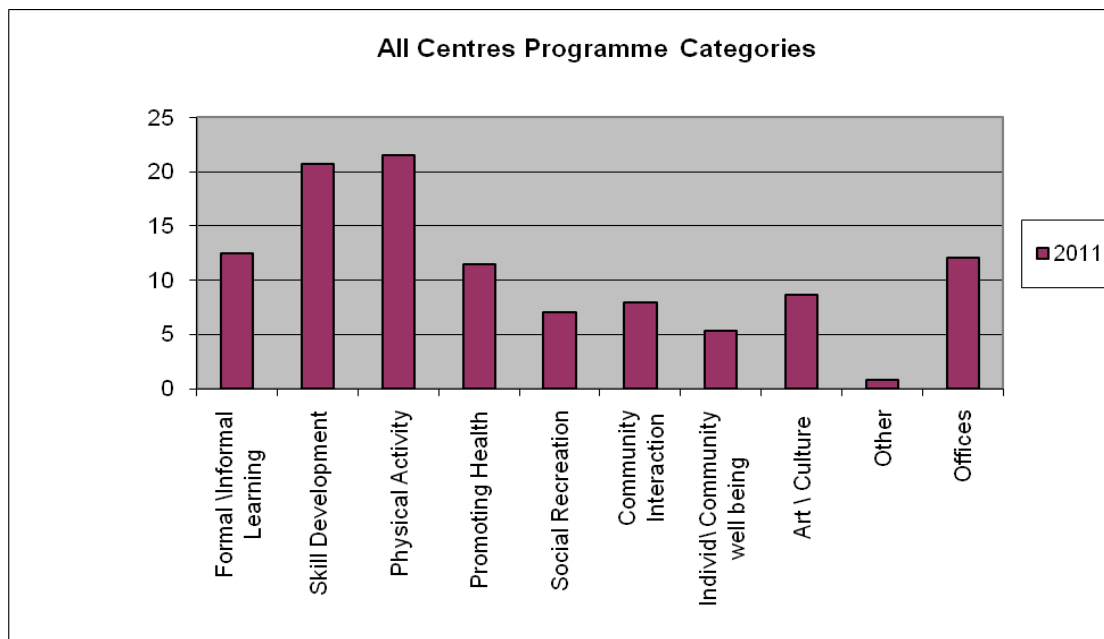
Overall there was a 1% drop in satisfaction from 2011 to 94%, and considering the economic climate this is a good figure. Individual centres are asked to look into their own satisfaction rating as part of the Service Level Agreement process which can include drilling down to find out the rates of satisfaction for *Building, Programme and Welcome*.

7. Cost per visit



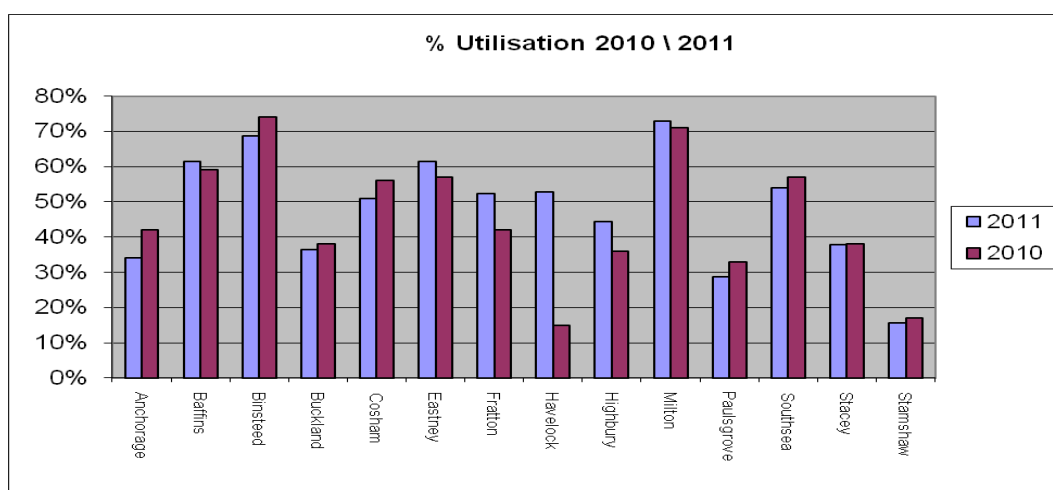
These relate to direct costs from Community Support Budget only and ignore the cost of Landlord Maintenance and responsibilities. Work with Stamshaw Community Centre has seen a significant reduction in the cost per visit from around £1.80 per visit to under £1. Work on utilisation with Stamshaw & Tipner, Paulsgrove and Buckland will also help reduce these unit costs this coming year.

8. Programme



The programme is monitored across the Service by annual analysis of activities at each centre. Activities are broken down into type and these give a flavour of how varied each individual centre's programme is. While we use individual centres profiles are used to work with their committees to develop new activities, the profile above gives an impression of the offer available right across the city (as percentage of programme). There is clearly a healthy mix of activities and services available across the city

9. Utilisation of Building



This is another important indicator of the effectiveness of each building. The use over the previous year is analysed to produce a utilization % for each building. 100% would not be really possible so anything over 50% would be considered fair use of a building. Above is each centres Utilisation in 2011.

The significant changes from last year are the quick growth (from effects of closure in 2010) of Havelock and Highbury while most other centres just about sustain from last year.

Buildings that are under-utilised are encouraged through the Service Level Agreement process to develop more use and activity.

Individual Centre Profiles

Individual centre profiles are used to work with their Management Committees on aspects of their use and programme, as part of the SLA monitoring and subsequent action planning.

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Signed by
Stephen Baily
Head of City Development and Cultural Services

Appendices: Appendix A (List of Centres)

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
None	

List of Centres

Centre Name	Who runs	Staff *	No of spaces to hire	Building responsibility
Anchorage Lodge	Directly Run	No Staff	2	AMS
Baffins Community Centre	Association	No Staff	2	AMS
Binsteed Community Centre	Directly Run	No Staff	2	AMS
Buckland Community Centre	Association	Staffed	10	HRA
Cosham Community Centre	Association	Staffed	5	AMS
Eastney Community Centre	Association	Staffed	5	AMS
Fratton Community Centre	Association	Staffed	14	HRA
Havelock Community Centre	Association	No Staff	4	AMS
Highbury Community Centre	Association	No Staff	3	AMS
Milton Village Hall	Association	Staffed	3	AMS
Paulsgrove Community Centre	Association	Staffed	11	HRA
Southsea Community Centre	Association	Staffed	8	HRA
Stacey Centre	Association	Staffed	5	AMS
Stamshaw & Tipner Community Centre Association		Staffed	5	AMS

**= staffed including PCC staff*