

**Cultural Services Inspection
Action Plan – November 2004**

Action/ Task	Timescale	Responsible Officer	Reference to other Plans
1. Prepare a long term strategic overview for the delivery of cultural services beyond the current five year strategies			
<ul style="list-style-type: none"> ▪ Identify within the Economic Vitality Theme of the revised Community Strategy the high level vision for culture within Middlesbrough. In particular addressing the significant change over the next decade as an outcome of the council's regeneration ambitions. 	March 2005	Rob Mitchell/ Sandra Carlidge Juliet Farrar/ Performance & Policy	<ul style="list-style-type: none"> ▪ the Vision ▪ Community Strategy ▪ Cultural Strategy ▪ Corporate Performance Plan
Revise the Cultural Strategy to identify: <ul style="list-style-type: none"> ▪ The role of the borough in the regional context ▪ the provision of services in a climate of local change – including consideration of alternative methods of service delivery ▪ the significant change over the next decade in the profile, volume, location and demand of Middlesbrough residents ▪ cultural contributions to all community strategy themes ▪ priorities across cultural services and within individual cultural services, ▪ non cultural priorities ▪ prioritisation in relation to contributing to corporate objectives - ensuring priority is given to issues such as community safety and the education and care of young people and support to vulnerable people 	December 2004	Juliet Farrar	<ul style="list-style-type: none"> ▪ Corporate Performance Plan ▪ Community Strategy ▪ Cultural Strategy
Ensure the range of cultural strategies and action plans: <ul style="list-style-type: none"> ▪ are cross referenced and harmonised with each other and with the overall Cultural Strategy ▪ identify consistent culture priorities and non priorities 	March/ April 2005 – or when strategy to be reviewed	Lead Cultural Officers	<ul style="list-style-type: none"> ▪ Cultural Strategy ▪ Community Strategy ▪ Corporate Performance Plan ▪ Individual Plans and Strategies
2. Focus on actions and activities to increase user numbers and to improve levels of resident's satisfaction within service provision			
<ul style="list-style-type: none"> ▪ Identify actions and activities within service plans that focus on increasing user numbers and improving levels of resident satisfaction ▪ Increase visitors to libraries to 6,300 for 2004/05 (BVPI 117) ▪ Increase by 2006/07 the percentage of residents satisfied with: <ul style="list-style-type: none"> ▪ Leisure Centres to 70% (BVPI 119a) ▪ Libraries to 75% (BVPI 119b) ▪ Museums to 60% (BVPI 119c) ▪ Arts activities and venues to 52% (BVPI 119d) 	March/ April 2005	Lead Cultural Officers	<ul style="list-style-type: none"> ▪ Cultural Strategy ▪ Corporate Performance Plan ▪ Individual Plans and Strategies
<ul style="list-style-type: none"> ▪ Ensure cultural services are considered within the council's strategy and project proposal being prepared to address access issues in response to the access to service inspection report. 	January 2005	Cultural Lead Officer Group/ Martin Shepherd/ Carol Taylor	<ul style="list-style-type: none"> ▪ Access to Services Inspection Action Plan

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Prepare a report for the e-Government Management Board that investigates the feasibility of developing the benefits which the use of IT systems can bring to service users including: <ul style="list-style-type: none"> ▪ Online reservations for cultural services ▪ Cross service linkages between user facing elements of IT systems ▪ IT solution to gather information for service users 	March 2005	Cultural Lead Officer Group/ Chrys Mellor (e-government board representative)	<ul style="list-style-type: none"> ▪ Public Electronic Access Strategy
3. Establish criteria to measure the outcomes of the cultural services in relation to corporate objectives and impacts on the local population			
Establish a set of local indicators that measure and monitor the outcome and impact of cultural services in relation to: <ul style="list-style-type: none"> ▪ The extent they are contributing to the achievement of national, corporate and local objectives and priorities - including the Raising Hope agenda ▪ The impact on the local population –including the care of young people and the impact on the BME community. 	March 2005	Performance & Policy/ Cultural Lead Officer Group	<ul style="list-style-type: none"> ▪ Community Strategy ▪ Corporate Performance Plan ▪ Cultural Strategy