

# Culture & Leisure Services

## Service Overview

The Council's Public Services obligations relating to Adult Learning; Archives; Arts; Leisure Facilities; Libraries; Museums; outdoor Education; Sport Development; and Youth Work are delivered by High Life Highland (HLH). There are a number of different providers of Culture and Leisure Services in the Highland Area. Council funded leisure facilities are mainly provided through High Life Highland with some being run by other charitable organisations. High Life Highland operates the 40 public libraries in the Highlands, some of which are joint school and community libraries, and also delivers secondary school libraries.

Museums are generally operated by local community groups with High Life Highland running the two regional museums in Inverness and Newtonmore. Parks and open spaces are delivered directly by the Council.

## Council Performance

Leisure facilities have become more efficient as customer numbers have grown and income has increased with the cost per attendance being £2.57 in 2012/13 and £1.64 in 2013/14. Attendances at High Life Highland Leisure Facilities rose from 753,503 in 2012/13 to 806,840 in 2013/2014.

The cost per visit to libraries is below the Scottish average and in the top quarter of library services in Scotland and was £2.00 in 2012/13 and £2.44 in 2013/14.

The cost per visit for Council funded museums was £0.95 in 2012/13 and £2.32 in 2013/14. Total attendances for the two regional museums operated by High Life Highland rose from 135,790 in 2012/13 to 139,590 in 2013/2014.

Libraries were ranked first for customer satisfaction in the Council's annual survey with swimming pools having been ranked ninth, other sports facilities, tenth and museums fourteenth. This is similar to the satisfaction surveys carried out as part of the SPI return where: the percentage satisfaction rate for Libraries was 78% on 2012/13 and 72% in 2013/14; for museums and galleries was 68% and 69% respectively; whilst leisure facilities rose from 80% in 2012/13 to 87% in 2013/14.

## What the Council is doing to improve services

The Council is continuing with its policy of building swimming pools, sports facilities and libraries into new secondary schools and will continue with this in Wick and Tain. Recent additions to services have included sports facilities associated with Aviemore and Maryburgh/Conon Primary schools. There has been investment in improved facilities at the Highland Folk Museum, Newtonmore, Dingwall Leisure Centre, Invergordon Leisure Centre, Nairn Swimming Pool and Inverness Botanic Garden. There is work underway on a complete refurbishment of Thurso Library and work programmed for Thurso Swimming Pool.

The High Life leisure facility access scheme continues to provide excellent value for money for families and has been recognised as being unique in Scotland for this and for providing access for people who are income deprived for 50 pence per attendance. In addition to being good value for money, the High Life scheme has enabled Highland leisure facilities to be amongst the most successful in Scotland at increasing user numbers and therefore contributes well to helping people to lead healthy lifestyles.

## How the public can get involved

High Life Highland has over 1000 volunteers which deliver and support the delivery of services. It provides training in sports and outdoor activity coaching to its volunteers and others. Participation in Museums and Library services is free to the public and in Libraries there are a range of physical and on-line resources.

Theme	Indicator Code	SPI - Benchmark	FY 12/13	12/13 Rank	FY 13/14	13/14 Rank
Culture & Leisure Services	C&L1	Leisure Facilities - cost/attendance - C&L1	£2.57	10	£1.64	3
	C&L2	Cost per visit to Libraries - C&L2	£2.00	1	£2.44	7
	C&L3	Cost per museum visit - C&L3	£0.95	4	£2.32	7
	C&L4	Cost of parks & open spaces per 1,000 population - C&L4	£26,572.50	11	£16,119.34	6
	C&L5a	% adults satisfied - libraries - C&L5a	78%	24	72%	29
	C&L5b	% adults satisfied - parks & open spaces - C&L5b	86%	17	86%	17
	C&L5c	% adults satisfied - museums & galleries - C&L5c	68%	21	69%	21
	C&L5d	% adults satisfied leisure facilities - C&L5d	80%	16	87%	6

For more information about our service plan and performance or further information on getting involved in helping to improve our services, please contact us on:

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Or contact us by email: [www.highland.gov.uk](http://www.highland.gov.uk)