

PERFORMANCE REPORT - Report by Chief Executive

Summary

The purpose of this report is to present performance information for the period October to December 2015.

It is recommended Directors:-

- i. comment on the report and agree that the overall health check on the company for the period is assessed as green;
- ii. note that the delivery of the business plan is assessed as green; and
- iii. note the positive contribution made by HLH to the Council's annual survey of performance and attitudes.

1. Business Plan Contribution

1.1 This report supports the highlighted Business Outcomes from the High Life Highland (HLH) Business Plan:

- 1. To advance sustainable growth and financial sustainability**
- 2. Deliver the Service Delivery Contract with THC**
- 3. Improving staff satisfaction**
- 4. Improving customer satisfaction**
- 5. A positive company image**
- 6. Services designed around customers and through market opportunities**
- 7. Sustain a good health and safety performance**
- 8. A trusted partner**

2. Background

2.1 At its meeting held on 19 March 2015, the HLH Board agreed to remit the task of developing new performance indicators based on the work by the Board at its ten year strategy workshop to the Finance and Audit Committee. At its meeting held on 26 March 2015, the Finance and Audit Committee set the performance indicators; and agreed that reporting on the delivery of the business outcomes would be by exception (i.e. reporting where managers had RAG rated the actions "red – no significant progress"). At its meeting held on 20 August 2015 the Board requested trend information for numeric performance indicators.

3. Summary of performance

- 3.1 **Appendix A** contains a summary of performance against the performance indicators along with trend information for numeric PIs. There are eleven performance indicators scheduled for assessment at the March Board meeting and they have all been assessed as being “green – on target”.

4. Delivery of business outcomes

- 4.1 The Business Plan 2015-19 was agreed by the Board at its March 2015 meeting. The Business Plan identified eight business outcomes and the approach which the company would take to deliver them. Operational plans were then developed for each of the nine HLH areas of work which have the same 22 actions which are RAG rated every quarter.
- 4.2 The RAG ratings of the operational plans has identified that delivery of the business plan is on target. For two areas of work all of the actions are RAG rated “green – on target”, for five areas of work one action is RAG rated “amber – some slippage” one area of work has two actions which have been RAG rated “amber – some slippage” and one area of work has five actions RAG rated “amber - some slippage”. The board has agreed that reporting on the delivery of the business outcomes would be by exception (i.e. reporting where managers had RAG rated the actions “red – no significant progress”) and there have been no actions which have been RAG rated “red”.

5. THC’s annual survey of performance and attitudes

- 5.1 THC’s annual survey of performance and attitudes is carried out independently by the UHI Centre for Remote and Rural Studies. It surveys the Citizen’s Panel which in 2015 was made up of 2,346 individuals selected to be representative of the Highland population. In 2015 there were 1,021 responses to the survey.
- 5.2 The 2015 survey assessed satisfaction ratings for 46 Council services. As can be seen in **Appendix B**, the survey placed all of the HLH services which form part of the survey in the top 24. Three of HLH’s service areas achieved an increased net satisfaction rate compared with 2014.

5.3 The table below extracts the information most relevant to the areas of work which HLH delivers which are:

- libraries;
- swimming pools and other sports facilities (there are some leisure facilities operated by other organisations);
- museums (of the 20 Council funded museums HLH provides the two regional museums);
- community learning/adult education (there are other providers of community learning/adult education).

Rank	Service	<i>Respondents Using Service</i>	Year				
		2014/15 %	2015 %	2014 %	2013 %	2012 %	2011 %
6.	Libraries	52	77	84	84	81	89
9.	Other sports facilities	29	75	70	62	69	72
11.	Swimming pools	38	72	71	65	64	62
13.	Museums	34	69	64	74	64	79
24.	Community learning/adult education	17	40	51	39	47	41

5.4 The most surprising change in net satisfaction rating between 2014 and 2015 was for libraries which reduced from 84% to 77%. It is unclear why this is the case. As was reported at the 18 June 2015 HLH Board meeting the HLH libraries customer survey indicated that customer satisfaction ratings were high with the key findings relating to customer satisfaction from the survey being:

- People like their libraries, (how good is this library? – 98.4% satisfaction rate).
- Customers believe that High Life Highland have high quality library staff, (helpfulness - 99.8%, knowledge - 99.5% satisfaction ratings).
- Libraries play an integral part in many people’s lives, (70% of customers visit libraries at least once a week).

5.5 There was no change at the time of the survey which would have contributed to a reduced net satisfaction rating and since the survey (summer 2015) there were a number of improvements including Libraries having achieved the Customer Service Excellence standard, the introduction of Wi-Fi and Thurso Library reopening. Having considered the Council’s report, the Libraries staff will continue with planned service developments such as: improving and increasing the activities programme; improving digital/on-line resources (enabled by the introduction of a new library management system); improving the libraries social media presence and undertaking a further Customer Service Excellence external assessment in June 2016. There will also be two customer surveys to further assess customer satisfaction levels:

- Children and teenage customer survey - March 2016

- Survey of customers of digital resources - August 2016

5.6 **Appendix C** shows rankings where respondents were invited to prioritise the five services from the list of 46 they regarded as being the most important to them. **Appendix D** provides further information from the report on the services surveyed which relate to the work of HLH.

6. Implications

6.1 Resource Implications – There are no additional resource implications arising from this report.

6.2 Legal Implications - There are no new legal implications arising from this report.

6.3 Risk Implications – There are no new risk implications arising from this report.

Recommendation

It is recommended Directors:-

- i. comment on the report and agree that the overall health check on the company for the period is assessed as green;
- ii. note that the delivery of the business plan is assessed as green; and
- iii. note the positive contribution made by HLH to the Council's annual survey of performance and attitudes.

Signature:

Designation: Chief Executive

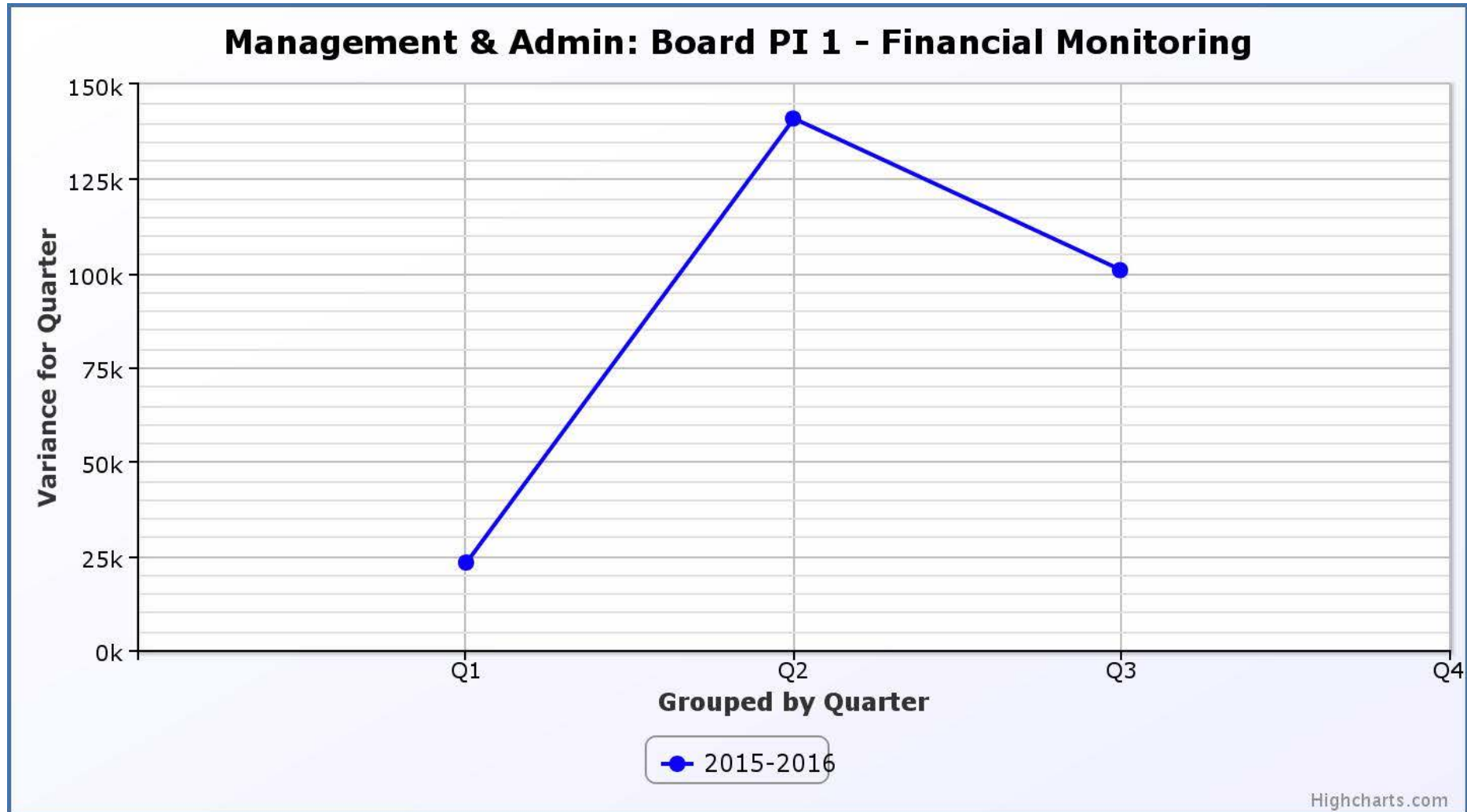
Date: 3 March 2016

Appendix A
HLH Performance Indicators

Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG* Rating Definition (*Red/Amber/Green)	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
1. To advance sustainable growth and financial sustainability	1. Financial monitoring.	Quarterly.	<p>An assessment of the year end outturn where:</p> <ul style="list-style-type: none"> i. Red = delivery of the SDC over budget above 2%. ii. Amber = delivery of the SDC between break-even and 2% over budget. iii. Green = delivery of SDC within budget. 	Green	Green	Green		It is projected that the SDC will be delivered at or within budget. See finance report elsewhere on this agenda for further details.

Performance Indicator 1. Financial monitoring.

The graph below shows that there has been a positive variance against the budget for all three quarters of financial year 2015/16.

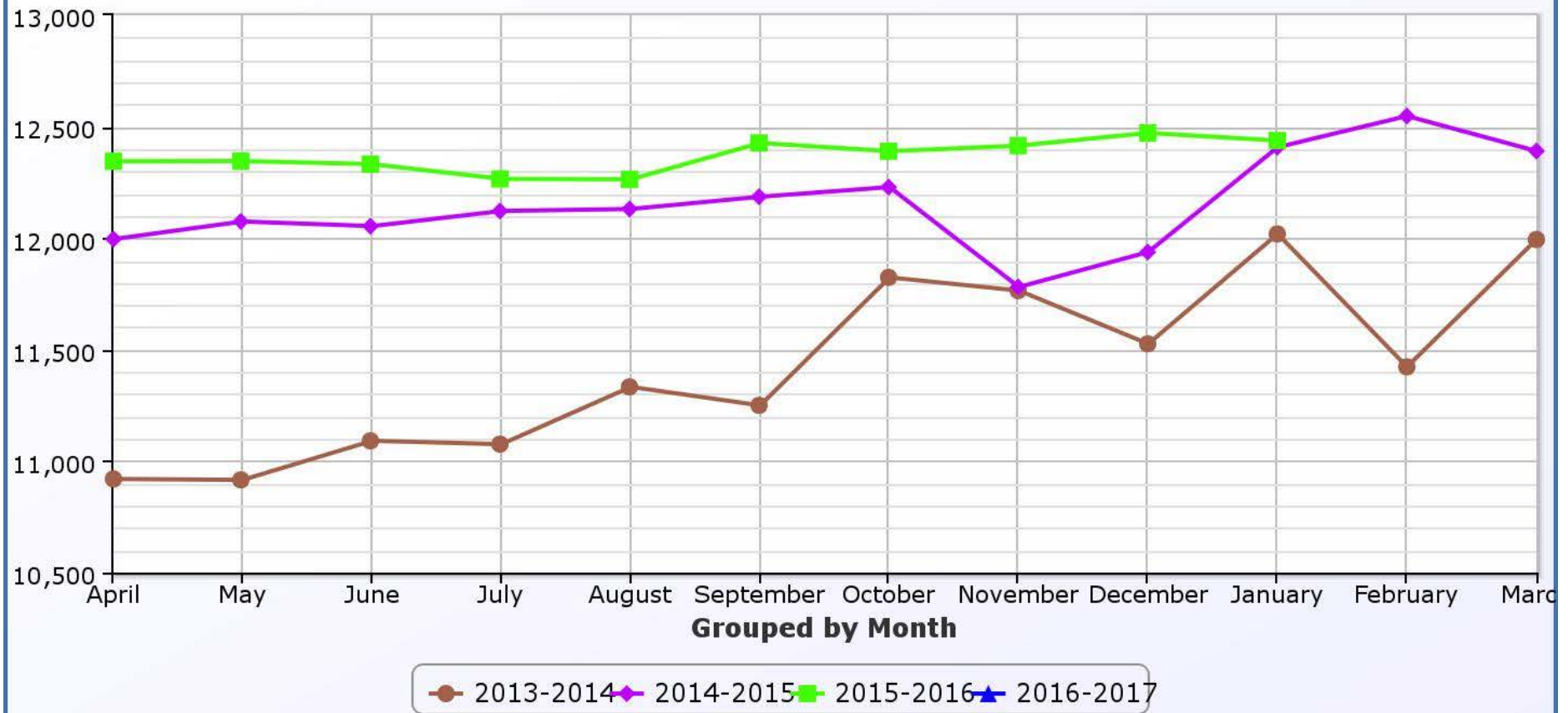


Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
1. To advance sustainable growth and financial sustainability (cont)	2. Number of High Life subscriptions.	Quarterly	<ul style="list-style-type: none"> i. Red = more than 5% below target. ii. Amber = up to 5% below target. iii. Green = on or exceeds target. 	Green	Green	Green		The average number of subscriptions per month for Q3 was 12,426.

Performance Indicator 2. Number of High Life Subscriptions.

The trend for High Life subscriptions continues to be positive.

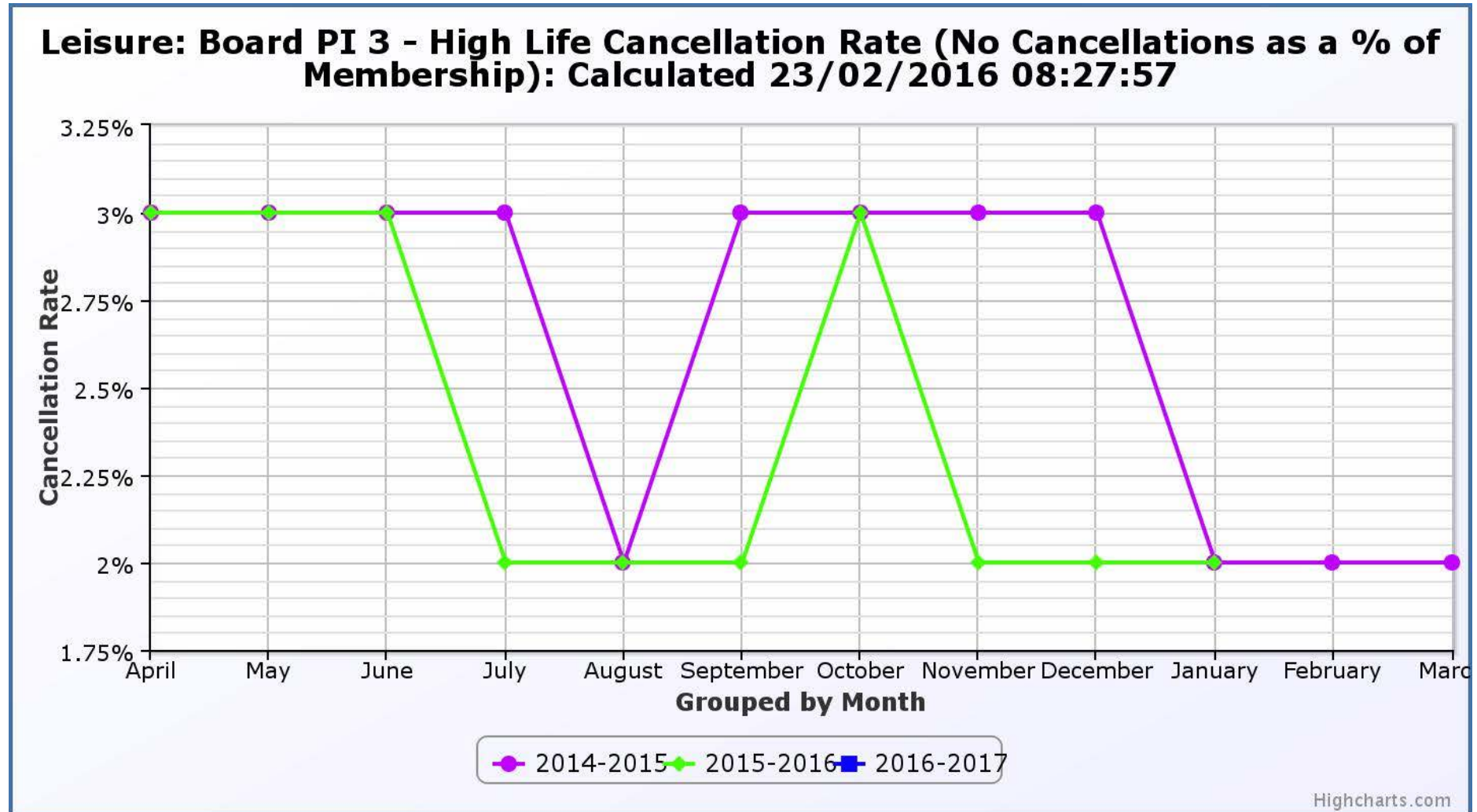
Leisure: Board PI 2 - Number of High Life Subscriptions: Calculated 16/02/2016 14:02:23



Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
	3. High Life cancellation rate.	Quarterly	<ul style="list-style-type: none"> i. Red = cancellation rate above 6% of High Life memberships. ii. Amber = cancellation rate is 3% - 6% of High Life memberships. iii. Green = cancellation rate is up to 3% of High Life memberships. 	Green	Green	Green		The average High Life Direct Debit cancellation rate per month for Q3 was 2.33%.

Performance Indicator 3. High Life Cancellation Rate.

The graph below shows that the High Life subscriptions have remained constantly low at 2-3% for the current financial year and that this is consistent with the previous financial year.



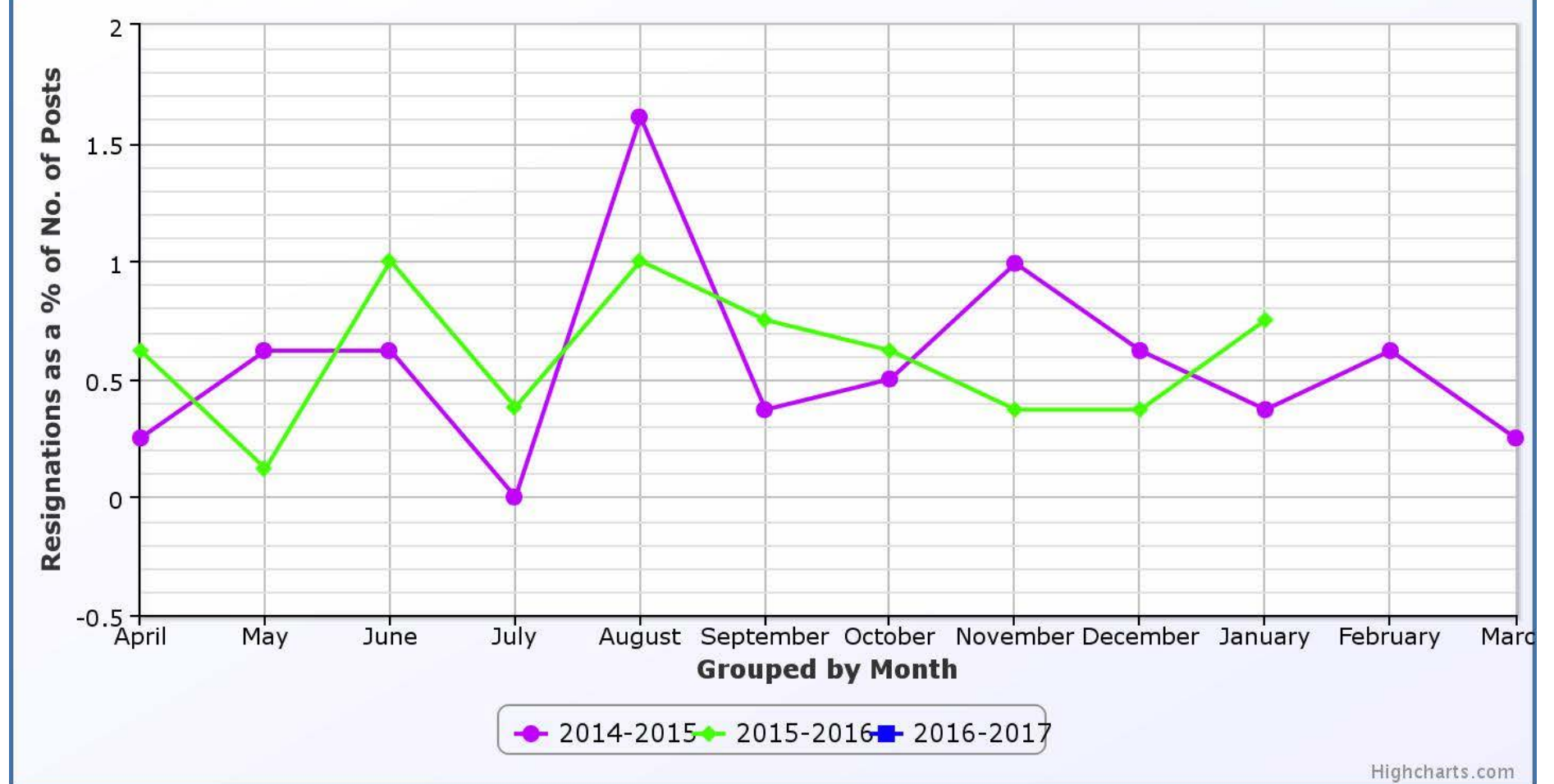
Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
2. Deliver the Service Delivery Contract with THC	4. Delivery of the Service Delivery Contract (SDC) with the Highland Council (THC).	Six-monthly.	<ul style="list-style-type: none"> i. Red = agreement of THC's ECAS Committee that HLH has not met the terms of the SDC. ii. Amber = agreement of THC's ECAS Committee that HLH has met the terms of the SDC but has set some improvement targets. iii. Green = agreement of THC's ECAS Committee that HLH has met or exceeded the terms of the SDC. 	Green	Green			<p>THC's Education, Children and Adult Services Committee at its meeting held on 11 November 2015 agreed that HLH had met or exceeded the requirements of the Service Delivery Contract.</p> <p>It is anticipated that the next HLH progress report to THC will be in May 2016.</p>

Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
3. Improving staff satisfaction	5. Staff turnover (resignations as a percentage of posts).	Quarterly.	<ul style="list-style-type: none"> i. Red = more than 2% ii. Amber = 1.7 to 2% iii. Green = 1.6% or less 	Green	Green	Green		The average number of resignations per month as a percentage of posts in Q3 2015 was 0.45%.

Performance Indicator 5. Staff Turnover (resignations as a percentage of posts).

The graph below shows resignations as a percentage of the number of posts and resignations have continued to be low for the current financial year (1% equates to eight staff).

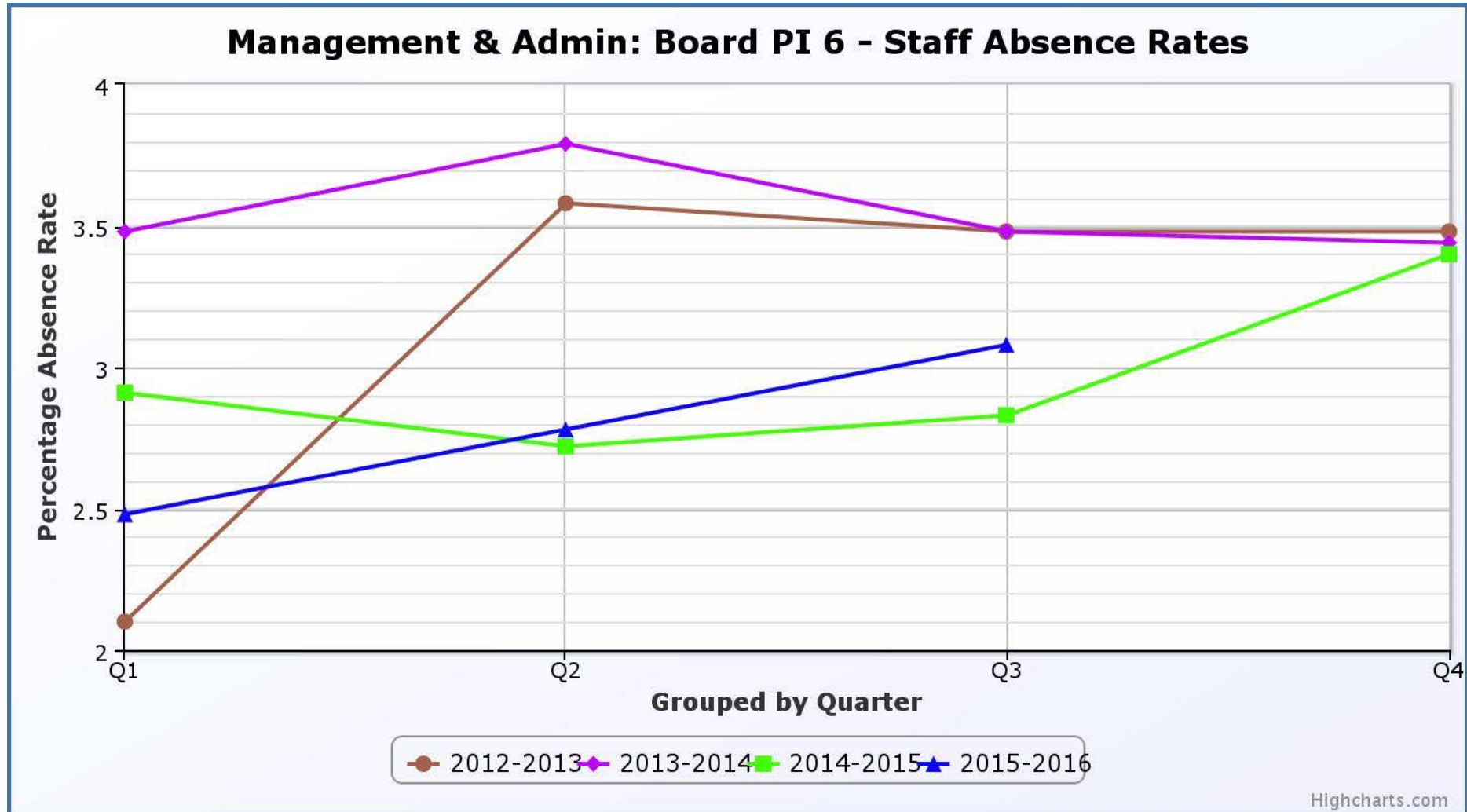
Management & Admin: Board PI 5 - Staff Turnover (No. Resignations/No. Posts)



Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
3. Improving staff satisfaction (cont.)	6. Staff absence rates.	Quarterly.	<ul style="list-style-type: none"> i. Red = absence rate greater than 3.6%. ii. Amber = absence rate between 3.4% and 3.6%. iii. Green = absence rate 3.3% or less. 	Green	Green	Green		The absence rate for Oct-Dec 2015 was 3.08%.

Performance Indicator 6. Staff Absence Rates.

The graph below tracks absence rates which continue to be low for the current year.



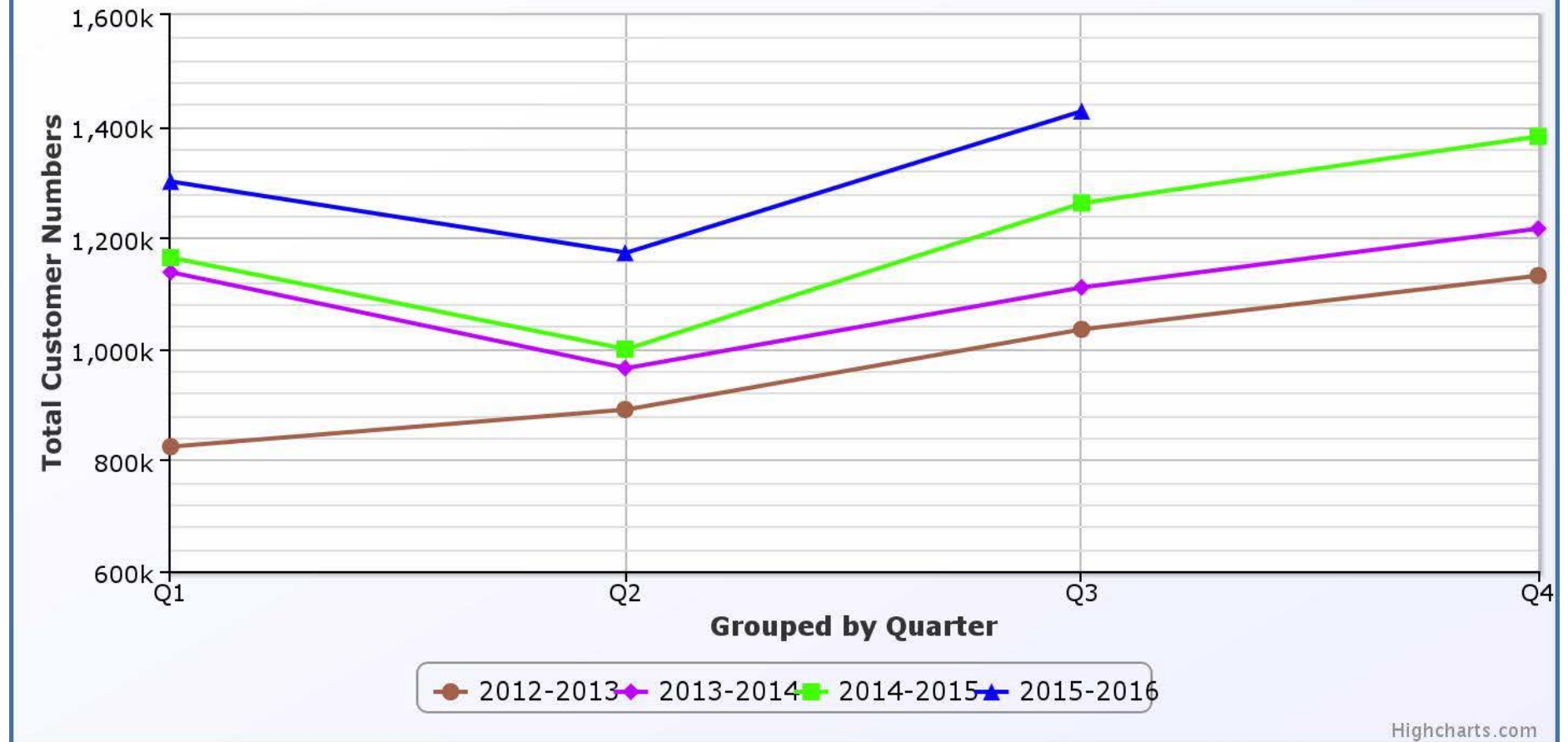
Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
4. Improving customer satisfaction	7. Customer surveys.	Quarterly.	<ul style="list-style-type: none"> i. Red = no staff surveys have been completed or scheduled. ii. Amber = 4 to 8 of the HLH areas of work have completed or scheduled customer surveys. iii. Green = all areas of HLH work have completed or scheduled customer surveys. 	Green	Green	Green		All areas of work have included customer surveys in the operational plans for 2015/16.

Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
4. Improving customer satisfaction (cont)	8. Customer Numbers.	Quarterly.	<ul style="list-style-type: none"> <li data-bbox="931 344 1223 639">i. Red = customer numbers are more than 5% lower than the corresponding quarter in the previous year. <li data-bbox="931 644 1223 895">ii. Amber = customer numbers are less than the corresponding quarter in the previous year. <li data-bbox="931 900 1223 1300">iii. Green = customer numbers are the same as or have increased compared with the corresponding quarter in the previous year. 	Green	Green	Green		Customer Numbers have increased from 1,262,030 in Q3 2014/15 to 1,427,647 in Q3 2015/16.

Performance Indicator 8. Customer Numbers.

The graph below shows a consistent increase in customer numbers which are holding steady or increasing across all areas of HLH work.

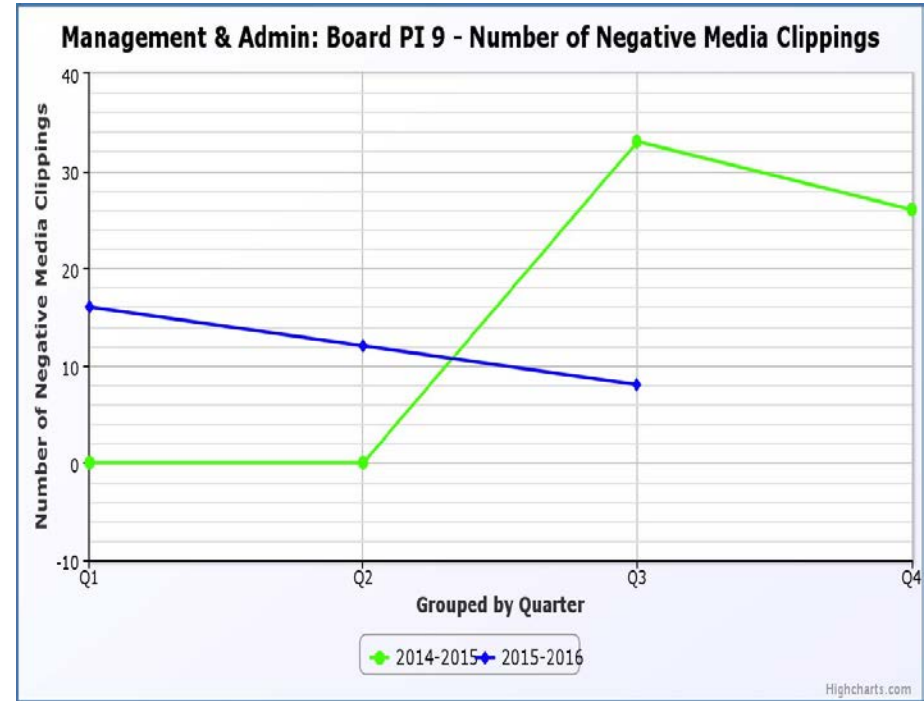
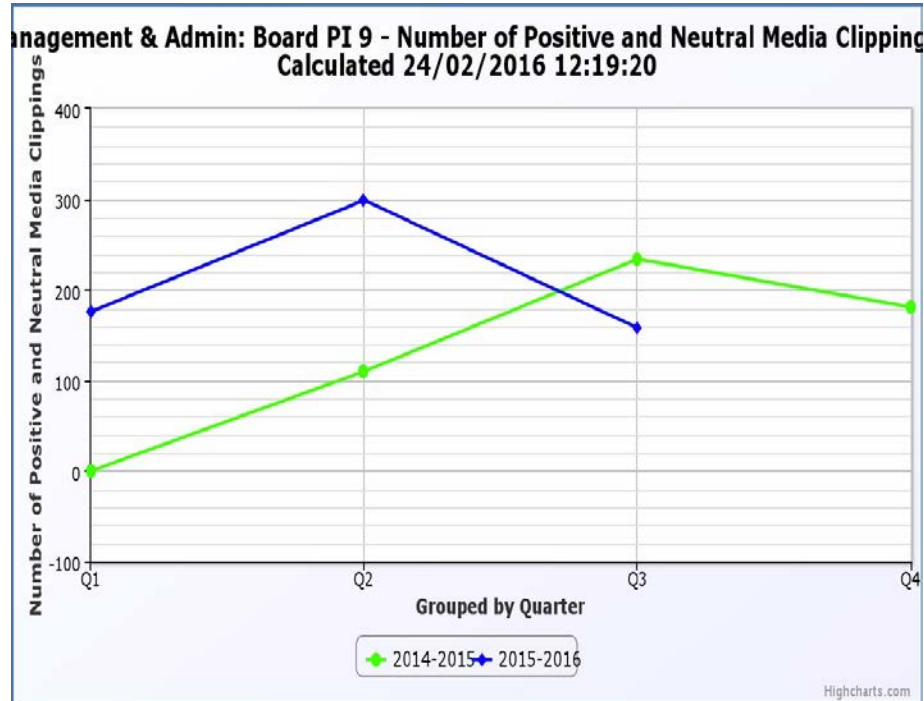
Management & Admin: Board PI 8 - Customer Numbers: Calculated 16/02/2016 16:14:47



Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
5. A positive company image	9. Media clippings.	Quarterly	<ul style="list-style-type: none"> i. Red = number of negative press clippings outweigh neutral and positive. ii. Amber = number of negative and neutral press clippings outweigh positive. iii. Green = number of positive and neutral media clippings outweigh negative. 	Green	Green	Green		Positive media clippings totalled 155 with there being 3 which were neutral and 8 which were negative.

Performance Indicator 9. Media Clippings.

The following two graphs show the numbers of positive and neutral media clippings compared with negative. The positive and neutral significantly outweigh the neutral.

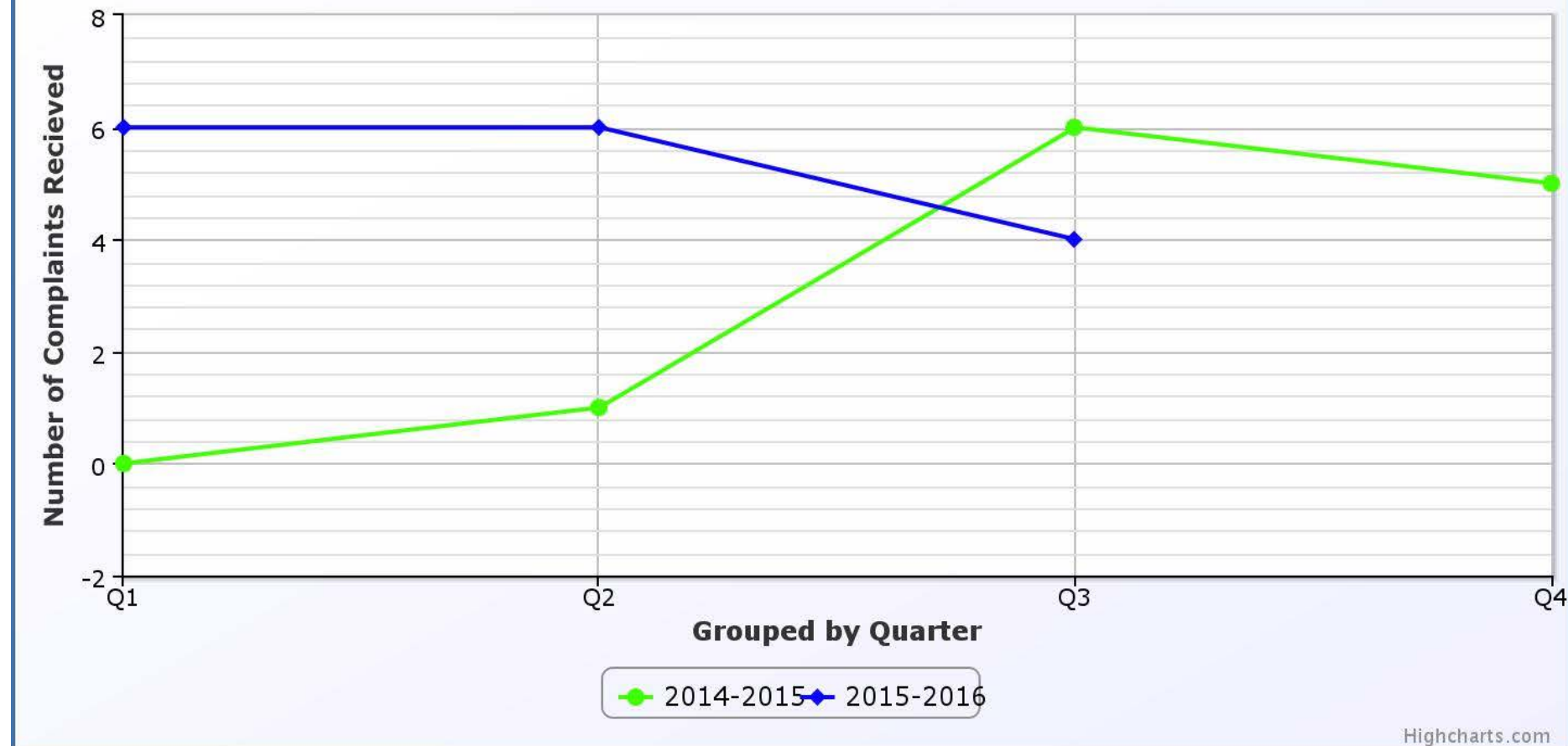


Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
5. A positive company image (cont.)	10. Formal complaints	Quarterly	<ul style="list-style-type: none"> i. Red = 21 or more complaints per quarter. ii. Amber = 11 to 20 complaints per quarter. iii. Green = 10 complaints or fewer per quarter. 	Green	Green	Green		There were four complaints received during Q3 2016.

Performance Indicator 10. Formal Complaints.

The graph below shows the number of complaints which continue to be very low in relation to customer numbers. (Note, reporting began Q2 2014/15).

**Management & Admin: Board PI 10 - Number of Complaints Recieved: Calculated
16/02/2016 16:14:27**

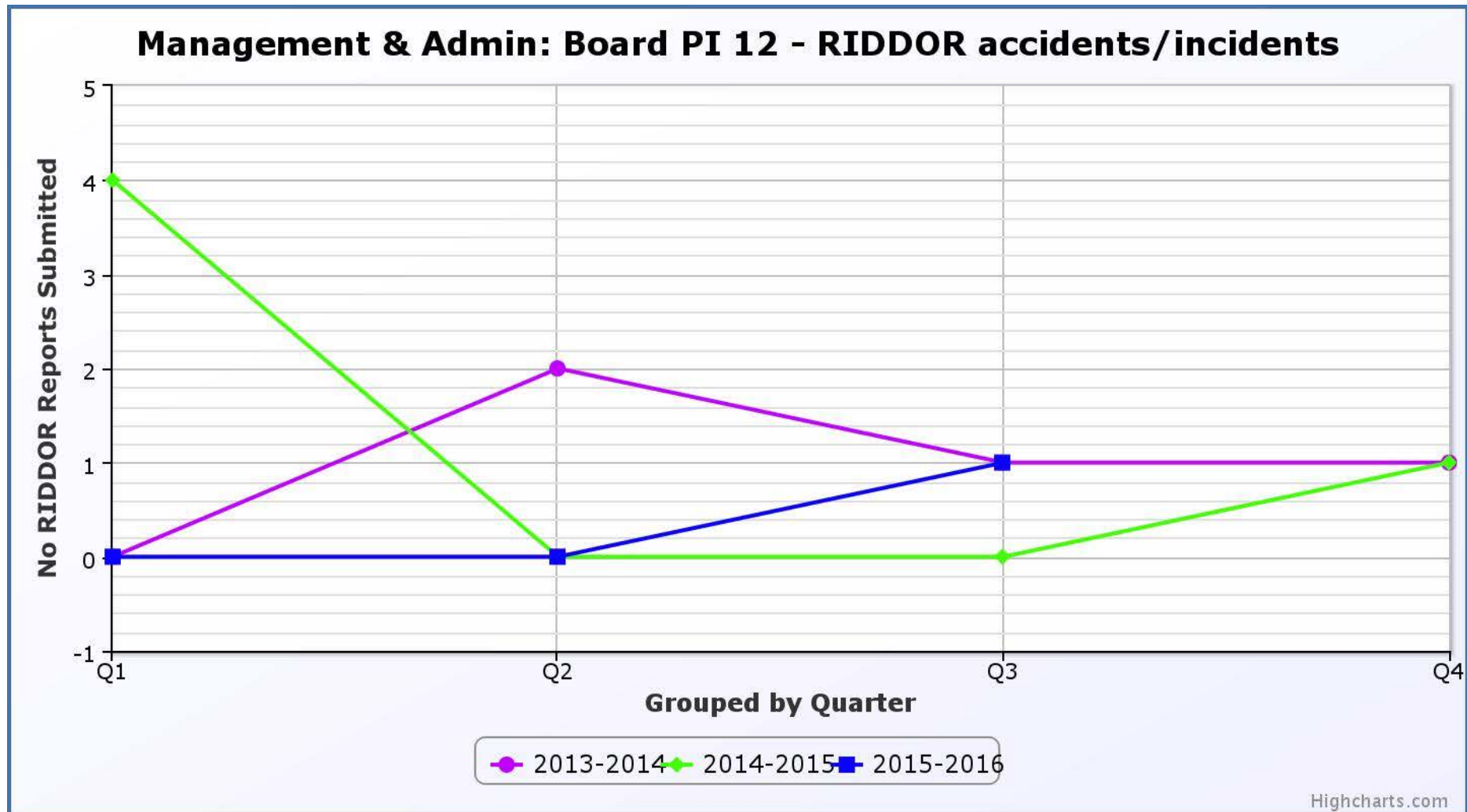


Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
7. Sustain a good health and safety performance	11. Health and safety audit.	Annual.	<ul style="list-style-type: none"> <li data-bbox="936 347 1218 635">i. Red = the external audit raises systemic (i.e. applying across multiple sites) H&S issues. <li data-bbox="936 643 1218 930">ii. Amber = the external audit highlights common actions to be addressed across the company. <li data-bbox="936 938 1218 1121">iii. Green = the external audit does not raise systemic issues. 					Not applicable this quarter – Annual indicator.

Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
	12. RIDDOR accidents/incidents.	Quarterly.	<ul style="list-style-type: none"> i. Red = number of RIDDOR reports per quarter is above 20. ii. Amber = number of RIDDOR reports per quarter is between 10 and 20 iii. Green = number of RIDDOR reports per quarter is less than 10. 	Green	Green	Green		There was one RIDDOR accident during Q3 2015.

Performance Indicator 12. RIDDOR Accidents.

The graph below tracks the number of accidents and incidents reported under the RIDDOR regulations. There have been none so far in 2015/16.



Business Plan Outcome	Performance Indicator	Reporting Frequency	RAG Rating Definition	RAG Rating Q1 15/16	RAG Rating Q2 15/16	RAG Rating Q3 15/16	RAG Rating Q4 15/16	Summary of Quarter Two Performance
8. A trusted partner	13. THC's annual survey of performance and attitudes.	Annual.	<ul style="list-style-type: none"> <li data-bbox="831 248 1126 539">i. Red = all HLH areas of work represented receive lower net satisfaction ratings than the previous year. <li data-bbox="831 544 1126 834">ii. Amber = two or more areas of HLH work receive lower net satisfaction ratings than the previous year. <li data-bbox="831 839 1126 1233">iii. Green = net satisfaction ratings are maintained or improved for three or more areas of HLH work compared with the previous year. 			Green		Please see session five of this report for further details.

Extract from THC's Annual Survey of Performance and Attitudes 2015

web link (opens .pdf file):

http://www.highland.gov.uk/downloads/file/15412/annual_survey_of_performance_and_attitudes_2015

	Service	Respondents Using Service	Year				
		2014/15 %	2015 %	2014 %	2013 %	2012 %	2011 %
1.	Council Service Points	39	83	73	79	74	83
2.	Walking routes e.g. Great Glen Way	34	83	84	84	80	83
3.	Payment of Council Tax	66	83	81	87	82	82
4.	Refuse/bin collection	92	78	75	78	72	73
5.	Public Parks and other open spaces	67	78	80	76	73	82
6.	Libraries	52	77	84	84	81	89
7.	Recycling facilities	91	76	76	75	72	66
8.	Primary education	21	75	68	59	65	64
9.	Other sports facilities	29	75	70	62	69	72
10.	Registrars for Births, Deaths & Marriages	23	74	73	67	73	80
11.	Swimming pools	38	72	71	65	64	62
12.	Countryside ranger service	18	72	69	69	67	71
13.	Museums	34	69	64	74	64	79
14.	Street lighting	78	68	67	67	64	69
15.	Burials and cremations	20	66	63	61	68	68
16.	Secondary education	20	64	61	60	57	63
17.	School meals	20	64	57	54	45	60
18.	Council Service Centre	24	53	58	n/a	n/a	n/a
19.	Pre-school services	13	53	54	58	62	65
20.	School transport	16	53	54	41	33	45
21.	Environmental Health Service	20	50	52	54	55	53
22.	Cycling paths	28	47	45	44	50	65
23.	Street cleaning	78	43	44	47	43	37
24.	Community learning/adult education	17	40	51	39	47	41
25.	Public conveniences	60	36	30	28	19	38
26.	Services to protect children from harm	13	35	39	42	28	37
27.	Trading Standards	16	32	38	46	41	42
28.	Dealing with flooding	50	30	34	27	18	28
29.	Economic development / business support	16	29	30	31	35	27
30.	Services to protect adults at risk from harm	13	28	36	30	28	25
31.	Advice on Benefits	11	27	35	35	30	34
32.	Community Occupational Therapy	15	23	39	32	30	28
33.	Breakfast and after school clubs	10	23	39	40	24	46
34.	Planning applications & building warrants	32	21	23	19	-2	2
35.	Gaelic Primary education	9	20	17	14	24	n/a
36.	Housing information and advice	16	17	40	43	30	30
37.	Gaelic Pre-school services	8	15	20	27	21	n/a
38.	Planning for future land use (Local Plan)	31	13	8	14	3	3
39.	Pavement maintenance	78	10	15	21	16	8
40.	Gaelic community learning/adult education	9	9	12	1	15	n/a
41.	Gaelic Secondary education	8	5	8	7	14	n/a
42.	Care at home services	18	4	11	33	23	25
43.	Residential homes for disabled/elderly people	18	0	19	24	21	32
44.	Services to reduce offending	11	-7	18	7	-13	-9
45.	Winter road maintenance	83	-8	17	14	0	-9
46.	Road repairs and pot holes	87	-65	-56	-61	-59	-55

Extract from THC's Annual Survey of Performance and Attitudes 2015

Importance of Services to Respondents: Appearance in Respondents' Top Five Services

web link (opens .pdf file):

http://www.highland.gov.uk/downloads/file/15412/annual_survey_of_performance_and_attitudes_2015

	Services	2015 %	2014 %	2013 %	2012 %	2011 %
1.	Road repairs and pot holes	63	57	57	61	63
2.	Winter road maintenance	50	43	48	50	54
3.	Refuse/bin collection	45	47	41	48	50
4.	Recycling facilities	28	30	32	32	39
5.	Primary education	21	19	19	22	24
6.	Public Parks and other open spaces	20	21	19	18	17
7.	Libraries	17	20	19	16	18
8.	Secondary education	17	18	18	18	20
9.	Pavement maintenance	15	16	12	14	15
10.	Swimming pools	15	16	15	14	16
11.	Other sports facilities	15	13	13	11	11
12.	Street cleaning	14	15	16	17	16
13.	Council Service Points	10	11	6	7	9
14.	Public conveniences	9	11	8	11	10
15.	Cycle paths	9	9	10	9	8
16.	Street lighting	9	9	10	8	9
17.	Care at home services	9	8	9	10	9
18.	Walking routes e.g. Great Glen Way	9	8	8	8	8
19.	Residential homes for disabled/elderly people	7	6	8	7	8
20.	Payment of Council Tax	7	6	8	6	8
21.	Pre-school services	7	6	8	6	7
22.	Services to protect children from harm	6	5	7	6	8
23.	Planning applications and building warrants	6	5	5	6	6
24.	School transport	5	5	4	6	5
25.	Dealing with flooding	5	5	6	6	4
26.	Planning for future land use (Local Plan)	5	8	7	10	8
27.	Museums	4	4	6	4	4
28.	School meals	4	5	3	6	4
29.	Countryside ranger service	3	1	2	1	2
30.	Advice on Benefits	3	4	3	2	4
31.	Breakfast and after school clubs	3	2	2	1	1
32.	Services to protect adults at risk of harm	3	3	3	3	4
33.	Housing information and advice	3	3	4	4	5
34.	Council Service Centre	3	3	n/a	n/a	n/a
35.	Economic development / Business Gateway	2	2	2	2	3
36.	Community learning/adult education	2	3	4	3	4
37.	Community Occupational Therapy	2	2	1	2	2
38.	Trading Standards	2	2	1	1	1
39.	Environmental Health Service	2	4	3	3	3
40.	Registrars for Births, Deaths and Marriages	2	2	1	1	1
41.	Services to reduce offending	1	2	2	2	3
42.	Burials and cremations	1	2	2	0.9	1
43.	Gaelic primary education	1	1	1	0.7	n/a
44.	Gaelic secondary education	0.4	0.6	0.7	1	n/a
45.	Gaelic pre-school services	0.8	0.5	2	0.8	n/a
46.	Gaelic community learning/adult education	0.4	0.5	0.7	1	n/a

**Extracts from THC's Annual Survey of Performance and Attitudes 2015
for services surveyed with relate to the work of High Life Highland**

web link (opens .pdf file):

http://www.highland.gov.uk/downloads/file/15412/annual_survey_of_performance_and_attitudes_2015

Note: The services most directly attributable to HLH are libraries, swimming pools and other sports facilities but there are some leisure facilities operated by other organisations, of the 20 Council funded museums HLH provides the two regional museums and there are other providers of community learning/adult education.

Libraries

Of the entire sample 52% (535 people) answered this part of the question and gave their

views on this service as follows:

- 58% are "very satisfied"
- 25% are "fairly satisfied"
- 11% are "neither satisfied/dissatisfied"
- 5% are "fairly dissatisfied"
- 1% are "very dissatisfied"

These figures result in a net satisfaction rate of 77% which is down on the results of recent surveys (84% in both 2014 and 2013; 81% in 2012; 89% in 2011). The highest net ratings by category are found amongst people who are: council tenants (95%); aged 65 + (93%); retired (90%); resident in the Highlands less than 5 years (88%).

Other Sports Facilities

Of the entire sample 29% (299 people) answered this part of the question and gave their views on this service as follows:

- 42% are "very satisfied"
- 39% are "fairly satisfied"
- 13% are "neither satisfied/dissatisfied"
- 4% are "fairly dissatisfied"
- 2% are "very dissatisfied"

These figures supply a net satisfaction rate of 75% - the highest figure in recent surveys (70% in 2014; 62% in 2013; 69% in 2012; 72% in 2011).

**Extracts from THC's Annual Survey of Performance and Attitudes 2015
for services surveyed with relate to the work of High Life Highland**

Swimming Pools

Of the entire sample 38% (389 people) answered this part of the question and gave their

views on this service as follows:

- 43% are "very satisfied"
- 39% are "fairly satisfied"
- 8% are "neither satisfied/dissatisfied"
- 7% are "fairly dissatisfied"
- 3% are "very dissatisfied"

These figures result in the highest net satisfaction rate yet recorded for this service of 72%

(71% in 2014; 65% in 2013; 64% in 2012; 62% in 2011).

Over half of the respondents who are aged 65+ (57%), retired (also 57%) and disabled (52%)

say they are "very satisfied" with this service.

Museums

Of the entire sample 34% (352 people) answered this part of the question and gave their

views on this service as follows:

- 41% are "very satisfied"
- 33% are "fairly satisfied"
- 19% are "neither satisfied/dissatisfied"
- 6% are "fairly dissatisfied"
- 1% are "very dissatisfied"

These figures supply a net satisfaction rate of 67% (64% in 2014; 74% in 2013; 64% in 2012; 79% in 2011). People aged 65+ returned a net satisfaction rate of 89% which is notably higher than the 67% rate for the whole sample.

Community Learning / Adult Education

Of the entire sample 17% (173 people) answered this part of the question and gave their views on this service as follows:

- 28% are "very satisfied"
- 26% are "fairly satisfied"
- 32% are "neither satisfied/dissatisfied"
- 12% are "fairly dissatisfied"
- 2% are "very dissatisfied"

These figures result in a net satisfaction rate of 40% - dropping from last year's high of 51% and returning to the levels of 2013 and 2011 (39% in 2013; 47% in 2012; 41% in 2011).