

4 April 2019**Agenda Item: 4****REPORT OF THE SERVICE DIRECTOR, PLACE AND COMMUNITIES****CULTURE, LEARNING AND LIBRARIES – INSPIRE: DEVELOPMENT
UPDATE AND 2018-2019 REVIEW****Purpose of the Report**

1. To update Committee on the development of Inspire in the delivery of cultural, learning and library services across Nottinghamshire and its achievements in its third year of operation, and identify any actions Committee may require from the report.

Information**Context**

2. Inspire Culture, Learning and Libraries (Midlands) was established as an independent Community Benefit Society with charitable status in June 2015 and commenced the delivery at a range of libraries, cultural and learning services on behalf of the County Council from 1st April 2016. The change in operating model was part of the Council's 'Redefining Your Council' strategic vision and identified as part of the 'Strategy for Nottinghamshire's Libraries' approved by full Council in December 2011.
3. Inspire has a contractual arrangement with the Council which outlines the scope and range of services to be delivered on the Council's behalf. A detailed services specification and performance mechanism has been established and is jointly reviewed and monitored on a regular basis.
4. Staff transferred to Inspire on 1st April 2016 and are members of the new Society and have an elected staff member on the Inspire board.
5. In addition to the smooth transfer of staff, senior staff of Inspire have established systems and policies to enable the new organisation to be financially robust, be compliant with legislation, maintain its charitable status and ensure it can meet its contractual agreements and required levels of performance.
6. This report and an accompanying presentation by the Chief Executive Officer of Inspire will inform the Committee of progress since April 2018.

Review of Year Three

Performance and Quality Assurance

7. Inspire has met the range of performance requirements laid out within the service – <https://www.inspireculture.org.uk/whats-on/news/inspire-annual-review-2016-17-and-forward-plan-2017-22/>
8. Inspire has also achieved several external accreditations and awards to validate its performance. These include:
 - **Customer Service Excellence (CSE)** – Inspire wide accreditation
 - **Family Arts Campaign** – Winner of the Best Family Welcome Award 2018
 - **MATRIX** – Inspire wide accreditation to the national Information, Advice and Guidance (IAG) standard
 - **OfSTED** – Inspire Learning Services inspected to be a Good provider
 - **OHSAS** – Inspire inspection by the British Standards Institute met the ISO 18001 health and safety standard.

Finance

9. Inspire achieved £1m savings as it went live in April 2016 including £500,000 from the change to charitable status of the new organisation.
10. The initial 5 year contract period (2016 – 2021) will deliver a total of £1.3m (estimated) revenue savings for the Council. These comprise:
 - Reduction in contract price £343k
 - Absorbed inflation pressures - staff - £706k
 - Absorbed inflation pressures - £251k
11. Inspire as an independent organisation and employer has been able to drive through significant efficiencies and has been flexible enough within the first contract period to manage growing financial pressures without reduction of service provision.

Entrepreneurial Dividend / Grants / Continuous Improvement

12. Inspire applied to Arts Council England (ACE) to become a National Portfolio Organisation (NPO) to deliver cultural programmes through the library network aimed at children and young people. Inspire was awarded £1m between 2018 – 2022. Inspire is one of only 6 library-based organisations to be awarded this prestigious status.
13. Bidding for further grants will be pursued within the framework of the strategic aims of Inspire and the Council. The following additional funding amounts have been secured by Inspire:
 - (i) Heritage Lottery Fund Miner 2 Major learning activity 2019-2023 - £850k
 - (ii) Heritage Lottery Fund Home Cooked Heritage - £10k
 - (iii) Heritage Lottery Fund Black Cultural Heritage of Nottingham – TBC

- (iv) Flexible Learning Fund (Carers into Caring) Project (Jan 2018 to July 2019) – via consortium across D2N2

Governance

14. The independent Inspire Board has been operating since April 2016. The Board has established sub-committees to support the development of the organisation. These include: Music; Culture and Heritage; Learning and Skills; Finance and Audit; Staffing and Standards and Development.
15. Inspire will continue to gain from the wide-ranging skills and experience of board members.

Achievements / Highlights

16. Some operational highlights of the last 12 months include:
- The Able Orchestra performing with Halle and Next Door Dance
 - The Adventures in Music Programme for under 5's being delivered in 12 libraries
 - The Access to Higher Education course – 28 places taken up
 - The Affordable Theatre Programme launched at the Old Library Theatre
 - The Annual Readers Day – sold out
 - The further development of ASK Inspire – a single contact point for information and bookings
 - Bookstart – a 96% gifting rate, amounting to a value of over £353k in terms of annual investment
 - The Christmas celebration 2018 that saw 350 Nottinghamshire young singers perform to an audience of over 850 at the Royal Concert Hall Nottingham
 - The commissioning of the rural touring 'Village Ventures' Programme and 'Earth and Fire' ceramics fair
 - The Adult Learning Course guide published termly with an expanded learning offer
 - 10 supported community partnership libraries
 - Grant funding to deliver 40 children's theatre productions in libraries with over 1,800 attendances
 - A range of Great War commemorations and events
 - The 2nd Inspire Awards which celebrated the achievements of learners, partners, volunteers and staff
 - Delivery of a Fun Palace at Worksop Library with over 4,000 visitors
 - Growing Inspire Membership – over 62,00 people are now members of the Society
 - The Inspire poetry festival with over 1000 attendances
 - Jazz in Libraries - 40 live performances presented in association with Jazz Steps across four library venues, with many sell out performances over the year.
 - The Innovative 'Voices' project, featuring poets working with groups of adults with learning disabilities, dementia sufferers, adults with mental health issues and young refugees (an exhibition of the project will tour libraries during 2019/20)
 - Mobile libraries – 2 new vehicles were put into operation
 - The Music Hub maintained its successful partnership delivery of music education including the Big Sing / National Youth Choirs of Great Britain (NYCGB)
 - The Music Teaching Service launched its accredited music grading scheme

- New external partners – Nottingham Playhouse helped deliver NPO funded theatre work
- The new Library at Cotgrave opened as did the refurbished library at Edwinstowe
- Study skills programmes (16-19) achieved improved GCSE pass rates and opened provision in Hucknall and Worksop
- The Summer Reading Challenge – 9,427 children took part
- Inspire's website received 351,895 visits from 199,081 unique users during 2018

Customer and Learner satisfaction

17. Across all services areas there is a regular process of gaining satisfaction levels and feedback. Complaints are very low and outnumbered by compliment. Both are reported to the Council monthly.
18. During the third year of operation the following satisfaction levels have been achieved:
 - Community Learning - 94.6%
 - Education Library Service - 99%
 - Instrumental Music Teaching Service – 98%
 - Libraries – Adult users satisfaction survey - 96%
 - Study Programme 16-19 - 96%

Staff Feedback

19. During the transition process staff were highly engaged in developing the new organisation and its values.

A staff survey was undertaken in late 2017 and achieved a 50% response rate. The survey provides a benchmark for future years and enables senior leaders to focus on areas highlighted by staff. A bespoke Inspire Learning and Knowledge pool is now available to all staff and can be accessed on a range of mobile devices. This provides a e learning platform and intranet platform to ensure staff are well informed and able to access a range of training, developmental tools and information sources.

A staff forum has been established with representation from across all Inspire services. The forum meets as a group and with the leadership team, this enables the staff voice to be heard and to ensure staff ideas and views are taken into account.

Relationship with the Council and Stakeholders

20. The Council has a good working relationship with the new organisation and maintains two nominated places on its main board. The Council also has board observer status for senior officers.
21. An agreed communications protocol between the Council and Inspire was approved by the former Culture Committee and is working well.
22. Other funders, Arts Council England, Education Funding Agency and Skills Funding Agency, continue to engage in a positive way with Inspire.

23. New working relationships have been developed with a range of organisations including, Nottingham Playhouse, Lakeside Arts University of Nottingham, Nottingham Trent University, First Arts Creative People and Places, The Royal Concert Hall Nottingham, The Harley Foundation, UNESCO City of Literature, Broadway Cinema, BBC Radio Nottingham, Business in the Community, Fun Palaces, York Explore, LibrariesUnlimited and Suffolk Libraries.

Other Options Considered

24. This report provides an update to Committee on the development of Inspire during the 2018/19 financial year, and members of the Committee are asked to consider if there are any further actions and options they would like to take in respect of the report.

Reason/s for Recommendation/s

25. This report highlights the continuing excellent services provided by Inspire to the communities of Nottinghamshire.

Statutory and Policy Implications

26. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

27. There are no direct financial implications arising from this report.

RECOMMENDATION/S

- 1) That Committee accepts the update on the development of Inspire in the delivery of cultural, learning and library services across Nottinghamshire and its achievements in the third year of operation, and identifies any actions required arising from the report.

Derek Higton
Service Director, Place and Communities

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Constitutional Comments (CEH 07/3/19)

28. The recommendation falls within the remit of the Communities and Place Committee under its terms of reference.

Financial Comments (SES 05/03/19)

29. There are no specific financial implications arising directly from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Launch of Inspire – report to Culture Committee 19 April 2016

Inspire communications and marketing activity protocol – report to Culture Committee 1 November 2016

Culture, Learning and Libraries – Inspire development update and first year review – report to Communities and Place Committee 22 June 2017

Inspire review and Forward Plan 2020 - October 2017
www.inspireculture.org.uk/uploads/documents/IAR_for_web.pdf

Culture, Learning and Libraries – Inspire development update and second year review – report to Communities and Place Committee 14 June 2018

Electoral Division(s) and Member(s) Affected

All.