

11 January 2018**Agenda Item: 12****REPORT OF THE SERVICE DIRECTOR, PLACE AND COMMUNITIES****CULTURAL SERVICES UPDATE****Purpose of the Report**

1. To provide Committee with an update on key cultural services activity, seek approval for the parking charges proposed for Sherwood Forest Country Park for 2018/19, and ratify the contract sum to be paid to Inspire Libraries and Learning for 2018/19.

Information and Advice

2. A range of the Council's cultural services are managed and commissioned through various partnership and contracting arrangements. Holme Pierrepont Country Park and the National Watersports Centre is currently managed on behalf of The Council by Holme Pierrepont Leisure Trust (with operational services provided by Serco Leisure). Rufford Abbey Country Park's commercial services offer is managed by Parkwood Outdoors, with landscape management and rangering provision also due to be managed via Parkwood from January 2018. The operational management of Bestwood Country Park was recently taken on by Gedling Borough Council, and Sherwood Forest Country Park will be managed by the Royal Society for the Protection of Birds (RSPB) from summer 2018 once construction of the new visitor centre is completed. The Council's libraries, archives, adult learning, music teaching and arts provision has been managed by Inspire since April 2016.

Sherwood Forest Country Park

3. Culture Committee approved in July 2015 an agreement for the Council to partner with the RSPB to design, build and operate a new visitor centre at Sherwood Forest Country Park, to decommission the existing facilities, and to manage the Country Park thereafter. The new centre is on track to open in summer 2018.
4. Fees and charges at Sherwood Forest Country Park are reviewed annually and currently set by the County Council. The site will remain under the direct management of the County Council until summer 2018, when the RSPB will assume management of the Park and new visitor centre. For the period from April – August 2018 it is therefore proposed that parking charges remain as currently:
 - £3 charge per car
 - £5 during major special events
 - Motorcycles £1 (or if taking up a full space, charged as cars)
 - Coaches and minibuses free
 - Car park season ticket £25 per year.

5. Charges are levied daily from Easter until the end of October and daily through Nottinghamshire schools' half term weeks, weekends and Bank Holidays through the winter.
6. The RSPB has agreed to honour season tickets so these will continue until they expire or until the end of March 2019 – whichever date is earliest.

Rufford Abbey Country Park

7. As part of the Council's aim to achieve a long-term, sustainable future for Rufford Abbey Country Park, to conserve (protect and enhance) the heritage of the historic abbey buildings and the surrounding parkland, and to develop a modern and attractive visitor offer, the Council is completing work to invest £1million at the site in partnership with Parkwood. The final phase of development work is focusing on expanding the current car park capacity and developing a new, high quality children's play area. Plans for the play area can be found at **Appendix 2**, but in brief the redesign and development of the car park will deliver 100+ additional car park spaces, and the new play area will significantly improve visitor dwell time, as well as adding a new, family focused visitor attraction to the Park.
8. Integral to the new car parking facilities being provided by Parkwood is the introduction of Automatic Number Plate Recognition (ANPR) car park charging arrangements and revised fees and charges that reflect current and anticipated future demand. These charges have been set by Parkwood as follows for 2018:

<i>Rate</i>	<i>Period</i>	<i>Charge 1st February 2018</i>
Peak	Weekends, School Holiday Periods, Public Holiday Periods	£3.50 per vehicle
Off Peak	Weekdays during term time	£1 per vehicle
Special Events	Large Event	£10 per vehicle
Annual Car Parking Pass	Provides all year round access with the exception of during special event periods	£35

9. The above charges reflect the improved visitor offer, and represent excellent value for money when compared with other visitor attractions in the area. A comparison of car parking charges is listed below:

<i>Venue</i>	<i>All Day Charge</i>	<i>Variance to Rufford</i>
Newstead Abbey	£6	+£2.50
Sherwood Pines	£6	+£2.50
Clumber Park	£8.75 (Family Ticket)	+£5.25

10. All changes will be communicated to customers on site in advance.

Inspire – Adult and Community Learning Provision: Ofsted Inspection Outcome

11. The Inspire Learning Service was formed in May 2015 following a merger of the Adult and Community Learning Service and the Skills for Employment Service, and is delivered on behalf of the council by Inspire. It is led by the Inspire Learning Manager, who acts as the council's designated nominee for Office for Standards in Education (OfSTED) inspections.
12. The Adult and Community Learning Service (along with Skills for Employment) was last inspected in May 2015, and previous to that in November 2012 and was on both occasions judged to be a 'Good' service. Ofsted inspections rate provision as: Grade 1 – "Outstanding"; Grade 2 – "Good"; Grade 3 – "Requires Improvement"; and Grade 4 "Inadequate".
13. The most recent Ofsted five day inspection was undertaken between 16 & 19 October 2017 and five inspectors were involved, including two HMIs (Her Majesty's Inspectors). Inspectors focused upon and graded:
 - I. the Study Programme (i.e. the Skills for Employment provision directly delivered for learners aged between 16 and 18 years);
 - II. the Community and Family Learning Programme (i.e. the Personal Community Learning and Development and Family Learning provision commissioned from a variety of local providers for adults aged over 19 years).

In addition, the Inspectors provided grades for:

- I. Outcomes for Learners;
 - II. The Quality of Teaching Learning and Assessment;
 - III. Leadership and Management;
 - IV. Personal Development Behaviour and Welfare;
 - V. A grade for the Overall Effectiveness of provision.
14. The governance of the service was assessed to have been strengthened following the establishment of the new model of delivery, highlighting that the governance provides a 'high standard of challenge and support for leaders and managers', whilst managers are held 'to account effectively for the performance of programmes.' The Ofsted inspection overall outcome was judged to be '**Good**' for overall effectiveness. A breakdown of the individual strengths and areas for improvement can be found at **Appendix 1**.
 15. The lead inspector, during the feedback meeting to staff at the end of the inspection, commented that: "Some areas of the provision are outstanding – there is really good provision out there and the learners are getting a good deal". Inspire Learning was recognised as providing learning of a consistently good (or better) standard. This is an excellent platform on which to move the Service from Good to Outstanding. The inspection recognised that the quality of provision had been maintained even though the Service has grown and diversified).

16. An improvement plan is in development following the inspection with the aim of moving the service to “Outstanding”. A copy of the full report is available at the link below and previous reports are also available on the Ofsted website <http://reports.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/ELS/53674>.

Inspire Contract Sum

17. The contract price being paid to Inspire for its services in 2017/18 is £9,419,672.
18. The contract price for 2018/19 has been agreed by officers with Inspire as £9,276,672. This is a reduction of £143,000, which reflects savings agreed by the Council through the Options for Change process. The reduction will not impact upon volume or quality of the range of services delivered by Inspire on behalf of the Council.

Other Options Considered

5. None.

Reason/s for Recommendation/s

6. To ensure Committee is aware of current progress on projects and to enable delivery partners to implement operational plans and activity.

Statutory and Policy Implications

7. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) That the Committee approve the parking charges proposed for Sherwood Forest, and ratify the contract sum to be paid to Inspire for 2018/19.

Derek Higton
Service Director, Place and Communities

For any enquiries about this report please contact: Mark Croston, Cultural Services Commissioning Manager, 0115 9932712, mark.croston@nottsc.gov.uk

Constitutional Comments [SMG 12/12/2017]

8. The Communities and Place Committee is the appropriate body to consider the content of this report.

Financial Comments [RWK 07/12/2017]

9. It is not proposed to change the car parking charges at Sherwood Country Park so there are no financial implications to the County Council arising from the proposal. Car parking charges at Rufford Country Park are retained by Parkwood so there are no financial implications for the County Council. Any contract payments made by the County Council in respect of Bestwood Country Park and to Inspire will be met from within existing revenue budget provisions.

Background Papers and Published Documents

None.

Electoral Division(s) and Member(s) Affected

All.

C1041

Inspire OFSTED Outcome

Strengths were outlined as follows:

- **Study Programmes –**
 - GCSEs English and maths pass rates are improving
 - Learner's understanding of British Values is good
 - Learners achieve well
 - Learners with High Needs are assessed and supported well
 - Learners' supported to stay safe on line
 - Learners' understanding of EDI (Equality, Diversity and Inclusion) is good and examples of volunteering via work experience
 - Learners' understanding of H&S (Health and Safety) is good
 - Majority of tutors use questioning effectively
 - Support for learners is good
 - The majority of learners progress
 - Work placements are relevant to learners' aspirations
- **Community and Family Learning:**
 - Effective integration of maths
 - Good individual feed-back and coaching
 - Good use of learning resources
 - Learners social and communication skills developed well
 - Learning effectively targets needs
 - Skilled and experienced tutors
- **Outcomes for Learners:**
 - Community and Family Learning attracts a high percentage of new learners each year
 - Good progression
 - High needs learners are retained and achieve above the main cohort
 - No significant achievement gaps between direct and sub-contracted provision
 - Non-accredited learners complete their main learning aims effectively
 - Study Programme learners have high achievement of their main study aim
- **Personal Development, Behaviour and Welfare**
 - All learners show pride in their work
 - Good embedding of English and maths
 - Learners on non-accredited courses have a range of opportunities to make new friends
 - Learners on non-accredited programmes develop good social skills
 - There is a good range of work experience for learners
 - Work produced by learners is of a consistently good standard and can be outstanding!
 - Young People on study programmes behave well

- **The Quality of Teaching, Learning and Assessment:**
 - Adult learners receive clear feedback
 - Good maths skills are developed
 - Good use is made of work books and other appropriate learning materials
 - Learners' additional needs are well supported
 - Learners are clear about their H&S (Health and Safety) and Safeguarding responsibilities
 - Learners develop their personal and social skills
 - Learners enjoy learning and make good progress
 - Learners learn a range of relevant work place and sector specific skills
 - Study Programme learners receive clear feedback on the quality of their written work
 - Tutors are highly qualified and experienced
 - Tutors encourage learners to treat each other with respect and behave maturely
- **Leadership and Management:**
 - Approach to the observation of teaching, learning and assessment is systematic
 - Courses are planned well
 - Detailed processes for selecting sub-contractors are in place
 - Equality, diversity and inclusion is promoted very effectively
 - The geographical location of provision is good
 - The governance of the provision is strong
 - The Leadership and Management Team are passionate about improving the quality of provision
 - The rationale for moving from 100% subcontracted to direct delivery of 19 + Community and Family Learning is clear
 - Safeguarding is effective
 - The tendering process for subcontractors is robust and rigorous
 - The transition from to Inspire model of delivery and from 100% sub-contracted to direct delivery didn't impact negatively on learning or learners
- **Overall Effectiveness:**
 - The achievement of qualifications generally high
 - The behaviour of learners is good
 - Constructive and helpful feedback is provided to learners by tutors
 - There is a good geographical range of provision
 - There is a good quality of teaching
 - Good use is made of data
 - There are systematic improvements to the learners' motivation, attitude and behaviours
 - Learners achieve their learning goals
 - Learners make good progress
 - The personal social development of learners is well supported
 - The skills development of all learners is encouraged well
 - The support for learners with High needs is effective
 - The breadth of the work produced is effective
 - The quality of the work produced is high
 - The support for the social cohesion of the County was clearly evidenced

- Inspectors judged that the Service is providing consistently well managed provision

Areas for improvement were outlined as follows

Study Programmes

- Attendance
- Information Advice and Guidance (IAG)
- Prevent

Community and Family Learning

- Insufficient use of assessments

Outcome for learners

- Retention on Study Programmes
- GCSEs (although Functional Skills achievements are high)

Personal Development, Behaviour and Welfare

- Attendance
- Need more independent IAG

The Quality of Teaching, Learning and Assessment

- Tutors don't always record initial assessments well enough in a small minority of cases
- Tutors don't consistently correct spellings

Leadership and Management:

- Actions identified in the observations of teaching, learning and assessment process are not followed up with sufficient urgency. This limits the effectiveness of quality improvement and impact on learners' outcomes

Overall Effectiveness:

- Assessment of learning impacting upon effectiveness of quality assurance arrangements to impact effective quality improvement
- Attendance
- Prevent

Please see attached Rufford Abbey Play Area PDF