



<b>Report to:</b>	Development Committee
<b>Subject:</b>	Community Centres Quality and Performance Management
<b>Date:</b>	19 November 2013
<b>Reporting Officer:</b>	John McGrillen, Director of Development, ext 3470
<b>Contact Officers:</b>	Cate Taggart, Community Development Manager, ext 3525

<b>1</b>	<b>Relevant Background Information</b>
1.1	Members will recall that our Community Centres received the prestigious PQASSO quality kite mark in March 2013. This was the first time PQASSO had been awarded to a Public Authority and represents a huge vote of confidence in the management , staff and work of the Community Centres.
1.2	Building on its continued service improvements particularly in relation to Community Centre usage, attendance and volunteer involvement, which have been increasing year on year, Community Services have piloted a new performance management and information system.
1.3	The pilot involved two elements; 1. A review of Community Centres usage focusing on an analysis of the centre user groups, the services provided and programmes delivered by council staff and 2. A customer satisfaction survey.
1.4	The pilot was carried out to aid the design and testing of a management information system which will provide the data required to measure service outputs and performance targets.
1.5	The purpose of this report is to provide members with information on the key findings of the Community Centre analysis and customer satisfaction survey and to outline how the information is being used to progress service delivery.

<b>2</b>	<b>Key Issues</b>
2.1	The review of Community Centre's usage was carried out in May 2013. The research focused on organisations which have a regular/block booking in a Community Centre. Organisations which booked for one-off activities or short-term use were not included in this initial study.

2.2	<p>In May, across our 22 Community Centres there were 407 regular user groups block booking the facilities. A summary of the results is attached in Appendix 1. Some of the key results include:</p> <ul style="list-style-type: none"> <li>- The 407 groups provide services for 31,913 individuals on a recurrent basis.</li> <li>- 21% of groups were organised by council officers</li> <li>- 77% of groups meet the community development eligibility criteria for free centre use as outlined in the pricing policy (appendix 3)</li> <li>- 47% of groups had volunteers: 1,111 people.</li> <li>- 44 groups provide crèche and other services for 0-4 year olds (1,106 places)</li> <li>- 185 groups provided services for children and young people.</li> <li>- 82 groups provided services for older people</li> <li>- 47 groups provided services for unemployed people</li> <li>- 59 groups provided services for people with a disability and</li> <li>- 32 groups provided services for minority ethnic communities.</li> </ul>
2.3	<p>In June a customer satisfaction survey was administered to the 407 regular user groups with 326 (80%) surveys were returned.</p>
2.4	<p>The survey focused on four areas: the building, resources and equipment, the booking system and staff. The summary of the survey is contained in Appendix 2. Some of the key results include;</p> <ul style="list-style-type: none"> <li>- 98% satisfaction with the building</li> <li>- 99.7% satisfaction with resources and equipment</li> <li>- 99.7% satisfaction with the booking system</li> <li>- 100% satisfaction with service staff.</li> </ul>
2.5	<p>The area which received the highest dissatisfaction rating of 9% was the external appearance of the centres. The rating mainly related to four facilities: Concorde, Hammer, Markets and Suffolk. We are currently working with colleagues in Property and Projects to identify the main issues and how these might be addressed.</p>
2.6	<p>A new database and recording process have been developed which provide the main components of a comprehensive management information system with a detailed data profile for each centre.</p>
2.7	<p>Community Services are currently building on the outcomes framework agreed for the Belfast Community Investment Programme in order to provide a performance framework for the service. The MIS will be used to generate the data and evidence required to measure the impact of the services.</p>
2.8	<p>On a practical level, we have used the information generated by the system to help design, deliver and co-ordinate a series of events in our Community Centres which focus on Health &amp; Wellbeing, Employment, and Benefits and Welfare.</p>

<b>3</b>	<b>Resource Implications</b>
3.1	There are no resource implications to this report.

<b>4</b>	<b>Equality and Good Relations Considerations</b>
4.1	No specific equality or good relations considerations attached to this report.

<b>5</b>	<b>Recommendations</b>
5.1	Members are asked to note the contents of this report and the progress made by the service toward improving customer satisfaction, quality service delivery and enhanced performance management.

<b>6</b>	<b>Decision Tracking</b>
Reporting Officer: Cate Taggart	

<b>7</b>	<b>Key to Abbreviations</b>
PQASSO - Practical Quality Assurance System for Small Organisations is a quality kite mark awarded by the Charities Evaluation Service BCIP - Belfast Community Investment Programme MIS - Management Information System	

<b>8</b>	<b>Documents Attached</b>
Appendix 1 - Community Centre Services Aggregated Report Appendix 2 - Community Facilities Satisfaction Survey- Composite Report Appendix 3 - Community development eligibility criteria for free centre use	