

About your Cultural and Community Services 2009 – 2010

The Cultural and Community Services Department is at the heart of Derbyshire's local communities, delivering services for all.

They include:

- Libraries
- Arts
- Buxton Museum & Art Gallery
- Derbyshire Record Office
- Trading Standards
- Animal Health and Welfare
- School Library Service

The vision of the Libraries and Heritage Division is:

To improve access and encourage participation in leisure, recreation, information, learning and culture

The vision of the Trading Standards Division is:

To improve life for local people by supporting business, helping consumers and tackling unfair and unsafe trading practices

What we achieved last year (2008-2009)

Libraries & Heritage Division

INDICATOR	DESCRIPTION	OUTTURN 31 st March 2009	REMARKS
NI9	Use of Public Libraries – The percentage of the adult population who say they have used a public library service at least once in the last 12 months.	46.1%	These are baseline results from the national Active People Survey carried out between October 2007 and October 2009.
NI10	Visits to Museums and Galleries – The percentage of the adult population who say they have attended a museum or gallery at least once in the last 12 months.	49.6%	
NI10	Participation in the arts - the percentage of the adult population that have engaged in the arts at least three times in the past 12 months.	41.5%	
CCS093	Number of physical visits to libraries per 1,000 population	4,218	Visits to branch libraries are monitored using automatic people counters. Visits to mobile libraries are calculated from a manual sample count.
CCS166	Number of active library borrowers per 1,000 population	215	An Active borrower is someone who has borrowed one or more items from a library within

			the previous 12 months.
CCS172	Number of people receiving an “at home” library service per 1,000 population	2.28	These library users receive up to 12 home visits a year from library staff or volunteers
CCS182	Percentage of Bookstart packs, Stage 1, delivered to children in the relevant age group	97.15%	The library service participates in the national Bookstart programme which aims to provide library packs to all parents of young children at 9, 18 and 36 months old.
CCS183	Percentage of Bookstart packs, Stage 2, delivered to children in the relevant age group	100%	
CCS184	Percentage of Bookstart packs, Stage 3, delivered to children in the relevant age group	100%	
CCS185	Available ICT time (hours) per 1,000 population	700	Available ICT time is calculated by adding together the number of hours each public computer is available during the year
CCS208	Take up of 24 hour library service (visits to on-line subscription resources)	35,449	On-line subscription resources are Internet-based reference and information products paid for by the library service and made available to library users via their membership card numbers.
CCS209	Number of registered library members per 1,000 population	275	A registered library member is anyone with a valid library card, regardless of usage.

- A wide variety of events around the National Year of Reading, contributed to the recruitment of 30,000 new library members, which was a significant increase over previous years.
- Headspace was launched in Buxton Library, providing a facility run by and for young people.
- A new learning and training centre was opened at Eckington Library, which is being used extensively by the local community.
- The 'Liberace' project, part of Derbyshire's Public Service Agreement, saw the Library Service working with the Adult and Community Education Service to attract new learners into libraries. In the final year of this three-year initiative over 1,200 people gained a qualification at level 1 or 2.
- The new national concessionary travel card, branded Gold Card in Derbyshire, was also launched as a library membership card and resulting in 27,000 card holders over the age of 60 registering their cards for library use in the first year.
- The Museums Service led a successful bid to the Heritage Lottery Fund which attracted funding of £200,000 for the Enlightenment programme, which will enhance the experience of visitors to the Derwent Valley Mills World Heritage Site.
- Resolution of collections management issues at Elvaston Castle.
- Completion of refurbishments to libraries in Bolsover, Borrowash, Clay Cross, Cresswell and Holmewood.

Trading Standards Division

Indicator	National Standard	How we did in 06/07	How we did in 07/08	Our Targets for 08/09	How we did in 08/09	Our Targets for 09/10
Consumer Satisfaction with the service	NA	87.9%	85.0%	80%	83.8%	80%
Business satisfaction with the service	NA	NA	NA	Baseline Year #1	78%	80%
% inspection to premises risked as High	NA	79.2%	100%	100%	100%	100%
% of businesses inspected and found to be compliant	NA	98.8%	95%	95%	96%	95%

Indicator	National Standard	How we did in 06/07	How we did in 07/08	Our Targets for 08/09	How we did in 08/09	Our Targets for 09/10
with TS legislation at the year end						
Requests for advice or service responded to within 3 days (prior to 07/08 the target had been 5 days)	NA	98%	95%	90%	95%	92%
Inspection of new businesses	NA	432	84	70	74	NA
Activity at businesses rated as priority for Underage Sales activity	NA	NA	NA	51	51	41
Underage Sales test purchases carried out	NA	343	379	NA	406	NA
Talks Displays	NA	80	122	NA	65	NA
Number of contacts in support of businesses	NA	5876	5131	4500	4724	NA
Weighbridges	NA	69	62	69	69	72
Sampling Programme	NA	1070	969	650	732	NA
Percentage of consumers using the Derbyshire Trusted Trader Scheme who rate the customer	NA	NA	NA	Baseline Year	94%	82%

Indicator	National Standard	How we did in 06/07	How we did in 07/08	Our Targets for 08/09	How we did in 08/09	Our Targets for 09/10
service (from the trader) as very good.						
Educational and promotional projects carried out*	NA	NA	33	34	12	10
Enforcement projects carried out*	NA	NA	12	12	34	33
Service development and improvement projects carried out*	NA	NA	8	10	7	4
Farm Audits	NA	563	383	600	574	600
Upheld complaints about the service	NA	3	7	NA	10 (2 upheld, 8 partially upheld)	NA

#1 Business satisfaction has been collected in previous years but the new national indicator has a different calculation that weights the overall satisfaction based on the strength of satisfaction. When calculated based those expressing a level of satisfaction then the figure is in fact 98%.

* Summaries of some of these projects can be found on our website at http://www.derbyshire.gov.uk/council/meetings_decisions/meetings/cabinet_member_portfolio/community_safety/default.asp

- In partnership with Older Adults and Community safety we launched a 'Trusted Trader Scheme' attracting over 350 local businesses who guarantee to do a good job at a fair price. Not only does the Scheme provide a boost for legitimate local businesses, but it also ensures that local people can be confident that they can trust the trader providing the service.
- We provided targeted advice and information to all local retailers of age-restricted products identified as 'high priority' following previous illegal sales, resulting in compliance rates of over 90% when retested. Reducing illegal sales of alcohol, knives, cigarettes and other age-restricted products helps protect young people from harm and reduce anti-social behaviour in local communities.

- We successfully prosecuted a rogue farmer resulting in a prison sentence of some 17 months following 7 years of investigation into cattle identification fraud and animal welfare issues. The vast majority of Derbyshire farmers are compliant with animal welfare and disease control requirements, but the minority of non-compliant farmers put the entire community at risk from disease outbreak.
- We checked some 700 food samples and all 'high risk' food premises inspected. A quarter of claims checked that food on sale in Derbyshire was 'home made' or 'local' was found to be incorrect. It is important that consumers wishing to support local businesses can be confident that such claims are correct so that informed choices can be made.
- We provided over 5,000 Derbyshire residents with advice and information to help resolve problems with unsatisfactory goods or service – an increase of some 10% from the previous year, the target of responding to 90% of requests for help within 3 days was exceeded.

What we aim to do this year (2009-2010)

Libraries & Heritage Division

- £2 million redevelopment of Victoria Hall in Glossop.
- Plan for a 3% increase over three years in the proportion of the population who use libraries, measured through the Active People survey (2008 baseline: 46.1%)
- Develop and promote the provision of on-line information resources (the 24 Hour Library) and the telephone and email enquiry service
- Implement self service issue and discharge in twelve libraries
- Identify opportunities to develop new service offers and improve access to services through partnership working with partner organisations on the LAA Culture Board (district councils, PCT, third sector)

Trading Standards Division

- During the forthcoming year the Trading Standards Division will work closely with Police, Community Safety and other regional enforcement colleagues to tackle the most serious offenders who operate throughout the region. Counterfeit goods, illegal money lending, doorstep crime and cattle identification fraud have been identified as regional priorities.

- Counterfeit tobacco sold in our local communities undermines the Government strategy of reducing smoking prevalence and the Trading Standards Division will work with Customs and Public Health colleagues to tackle this issue. Not only will this help reduce crime and the fear of crime – and in particular help safe guard vulnerable people, it will also help promote health and well being and reduce health inequalities.
- The Division will continue to prioritise a reduction in illegal sales of alcohol, cigarettes, knives, fireworks and other age restricted goods. As well as targeted advice to traders in ‘hot spot’ areas, it will be using the full range of sanctions from fixed penalty notices, to license reviews and prosecution for the minority of traders who contribute to the problem of antisocial behaviour in our local communities as a result of illegal sales of alcohol. This will help reduce Alcohol Harm and help Children and Young People be healthy and stay safe.
- The Division will continue to promote the popular Derbyshire Trusted Trader Scheme so that local people can have confidence that local traders will provide a fair deal. It will also prioritise complaints from older and vulnerable people who have been the victim of doorstep crime and in partnership with the Police continue to raise awareness about this issue.
- This should help reduce crime and the fear of crime, help safe guard vulnerable people and increase independent living.
- The Division will continue to support local businesses by providing them with advice and information about the requirements of trading standards legislation. It is important that businesses to get it right first time and to take swift action to correct mistakes that could otherwise have an adverse impact on local consumers. It is equally important to ensure that local businesses compete on a fair and equitable basis and that consumers are able to make informed choices about what they buy. The Division is conscious that during economic downturn there will be an increase in both businesses and consumers needing support.
- Fewer routine inspections will be carried out and it is intended to prioritise support for consumers most in need by dealing with fewer complaints about goods of low monetary value.

You can access many of our services via the Internet:

www.picturethepast.org.uk

a database of over 60,000 historic images from libraries in Derbyshire, Derby, Nottingham and Nottinghamshire

www.peaklandheritage.org.uk

a wealth of resources on the history of the Peak District

www.derbyshire.gov.uk/libraries

to search the catalogue, reserve and renew items and access a huge range of online library resources

www.derbyshire.gov.uk/recordoffice

the archive service for the County of Derbyshire, City of Derby & Diocese of Derby.

www.derbyshire.gov.uk/buxtonmuseum

plan ahead to make the most of your visit

www.derbyshire.gov.uk/tradingstandards

the best place for information and advice on all consumer and trading issues

www.derbyshire.gov.uk/arts

to find information about all the arts projects we support and for funding application forms

www.artsderbyshire.org.uk

the best place for all information and advice about arts activities and artists in the county

You can always contact us by phone on **01629 580000 ext 6500**, or by e-mail at:

derbyshire.libraries@derbyshire.gov.uk

or

trading.standards@derbyshire.gov.uk

Derbyshire County Council's customer contact centre, Call Derbyshire, will be happy to pass on your enquiries

tel: **08456 058058** or text: **86555**

The full text of the service plan can be seen on the Derbyshire County Council Website: www.derbyshire.gov.uk

It can also be made available in other formats, such as Braille, on computer disk or in large print, and in other languages on request from Call Derbyshire

Thank you for your interest in the work of the Cultural and Community Services Department.