

**APPENDIX 6**

	Performance Indicator	Target	Outcome
Access and Participation	<ul style="list-style-type: none"> <li>• Attendances - per facility (year on year comparison) - detailed analysis by activity - by target groups</li> <li>• Income - total income per facility (year on year comparison) - analysis by activity</li> <li>• Achievement of Equality Standards</li> <li>• Compliance with DDA requirements – analysis per facility</li> <li>• Accreditation of clubs and organisations within the borough providing ‘quality’ opportunities for cultural activities</li> <li>• Audit of facilities and activities available within the public sector</li> </ul>		
Quality, Diversity and Value for Money	<ul style="list-style-type: none"> <li>• Service Accreditation - Quest - Green Flag - Museums</li> <li>• Customer Surveys - Cleanliness/hygiene - Staff attitudes/aptitudes - Activity/Event/Show</li> <li>• Number of qualified coaches, leaders and volunteers supported (analysis by gender, ethnicity)</li> <li>• Number of complaints received (analysis by service; complaint type and resolution)</li> <li>• Net cost per visit/subsidy per head of population (analysis by facility type)</li> <li>• Staff sickness levels - certified - uncertified</li> <li>• Staff survey results (key indicators to be selected).</li> </ul>		
Social and Economic Regeneration	<ul style="list-style-type: none"> <li>• Attendances recorded - social groups D/E - managed neighbourhoods Analysed per facility and project (where the stated objective relates to either learning and skills development, reducing crime and anti-social behaviour or health improvement).</li> <li>• No of pre-school age children involved in cultural activities (facilities and projects)</li> <li>• Number of volunteer hours provided to support service delivery.</li> <li>• External funding levered into support cultural facilities, activities and events.</li> </ul>		