

DUNDEE CITY COUNCIL

REPORT TO: POLICY AND RESOURCES COMMITTEE – 27 APRIL 2015

REPORT ON: THIRD PARTY PAYMENTS FOR 2015-2016

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 143-2015

1.0 PURPOSE OF REPORT

To submit to the Committee a request for the approval payments to various organisations in the city plus report on the performance of Leisure & Culture Dundee and their complaints statistics.

2.0 RECOMMENDATIONS

It is recommended that the Committee:

- 2.1 remits the Chief Executive, on behalf of Dundee City Council, to update the Management Agreement with Dundee Contemporary Arts Ltd.
- 2.2 remits the Chief Executive, on behalf of Dundee City Council, to enter into a Service Contract with Dundee Science Centre, Dundee Industrial Heritage Ltd, Dundee Repertory Theatre Ltd - Main House, Creative Learning Team and Scottish Dance Theatre.
- 2.3 remits the Chief Executive, on behalf of Dundee City Council, to award grants to Dundee International Women's Centre and Grey Lodge Settlement.
- 2.4 agrees that the existing Service Level Agreements are changed to a standard Council Service Contract to be agreed during 2015 with each organisation effected.
- 2.5 notes Leisure & Culture Dundee's performance.
- 2.5 agrees the proposed changes to the monitoring framework for Leisure & Culture Dundee in the future.
- 2.6 notes Leisure & Culture Dundee's complaints statistics

3.0 FINANCIAL IMPLICATIONS

- 3.1 The payments recommended are as listed below:-

£251,363 Dundee Contemporary Arts Ltd - Management Fee
£15,000 Dundee Science Centre – Annual payment
£28,787 Dundee Science Centre - Revenue payment
£59,850 Dundee Industrial Heritage Ltd - Revenue payment
£334,774 Dundee Repertory Theatre Ltd Main House - Revenue payment
£18,198 Dundee Repertory Theatre Ltd Creative Learning Team - Revenue payment
£21,453 Dundee Repertory Theatre Ltd - Scottish Dance Theatre - Revenue payment
£59,604 Grey Lodge Settlement - Revenue payment
£7,761 Dundee International Women's Centre Revenue payment

totalling £796,790 and are available in the Chief Executive's Department Revenue Budget for 2015-2016.

- 3.2 The terms and conditions of the payments will be contained within a Management

Agreement, Service Contracts or grant applications for 2015-2016 between Dundee City Council and the various organisations

4.0 MAIN TEXT

- 4.1 Reference is made to the Special Policy and Resources Committee of 12 February 2015 Report Number 68-2015, where the Committee approved the Third Party Payments from the Chief Executive's Department Revenue budget.
- 4.2 Reference is also made to the Policy and Resources Committee of 23 June 2014 Report Number 267-2014, where approval was given for updating of the Council's guidance on Following the Public Pound. This report complies with this updated procedural guidance in providing an annual report to Committee covering financial and performance information on organisations that receive substantial funding grants from the City Council.
- 4.3 Reference is made to the 2015/2016 Revenue Budget that was approved by Special Policy & Resources Committee on 12 February 2015 Report Number 68-2015, awarding the revenue payment of £7,056,000 to Leisure & Culture Dundee.
- 4.4 For each of the organisations that receive a substantial funding grant from the City Council an agreement exists. A Management Agreement for Dundee Contemporary Arts where the City Council owns the facility the organisation functions out of, or a Service Level Agreement for Dundee Science Centre, Dundee Industrial Heritage and Dundee Repertory Theatre Ltd. Dundee Voluntary Action Ltd has a Third Sector Interface Work Plan that is agreed each year and Grey Lodge Settlement, Dundee International Women's Centre and Volunteer Centre Dundee all have grant agreements. It is proposed that the Service Level Agreements are changed to conform with the Council Standard Service Contract. This will be discussed in detail with each of the organisations that presently have a Service Level Agreement and finalised during 2015 for use in future years.
- 4.5 The various attached appendices provide a resume of each organisation's activities over the last year covering the period of their previous revenue payments and a projection of their activities over the period of their next revenue payments. There are also financial break downs of their annual accounts and the number of full time equivalent jobs they provide in Dundee.
- 4.6 The Committee is asked to note the various organisations activities over the previous revenue payment period 2014-2015 and their proposals for 2015-2016 and the wide range of cultural and community activities that have, and are happening in the city, supporting its on going rejuvenation as a Cultural City. Also supported is the provision of over 290 full time equivalent posts in the city from these various organisations.
- 4.7 In accordance with the terms and conditions of the Service Agreement between Dundee City Council and Leisure & Culture Dundee, a Service Agreement – Specification of Services was drawn up with performance indicators and targets agreed which would reflect the organisation's outputs and charitable status. Appendix 9 to this report is the performance indicators for Leisure & Culture Dundee for the twelve months of the financial year to 31 March 2014 and their Complaints statistics.
- 4.8 Committee Members are asked to note that Leisure & Culture Dundee's performance levels for the twelve months of the financial year reported upon have in the majority been improved or maintained and all initiatives to improve performance have been kept within existing budgets. Overall Leisure & Culture Dundee has shown an increase in visitor/user numbers

The Leisure and Sports Service were instrumental in the opening of the new Olympia which opened on the 27 June 2013 and has proved a success with patrons. Visitor

number for the first complete year being 351,700 (July 2013-June2014). The other sports facilities within the SCIO have overall either maintained or improved their visitors/user numbers

The Library & Information Services customer feedback forms for 2013/14 had a 98% satisfaction level. Of 367 forms returned, 359 rated their experience as excellent or good, and 8 as fair or poor.

The Cultural Services shows a small overall decrease in their visitor numbers but this can be attributed to the "Honeymoon Effect" of the opening of the fully refurbished McManus Galleries in February 2010 and the exceptional number of visitors through its doors in the first year of its re-opening.

- 4.9 Committee members are asked to note that Leisure & Culture Dundee are presently developing their internal reporting mechanism, which will be utilised for future Dundee City Council reporting requirements. These reports will include facility and activity statistics as well the impact the services have on the citizens of Dundee, with these reports becoming outcomes and quality based rather than the purely outputs.

5.0 POLICY IMPLICATIONS

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, and Risk Management.

An Equality Impact Assessment is attached to this report.

6.0 CONSULTATION

- 6.1 The Director of Corporate Services, Director, Leisure and Communities and Head of Democratic and Legal Services have been consulted on this report and are in agreement with its contents.

7.0 BACKGROUND PAPERS

- 7.1 None.

DAVID MARTIN
CHIEF EXECUTIVE
8 APRIL 2015

APPENDICES

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DUNDEE CONTEMPORARY ARTS

During 2014/15, Dundee Contemporary Arts (DCA) sustained its very full programme for 7 days a week, 12 hours a day, with brief closures at Christmas and Hogmanay plus a scheduled maintenance closure during January. Over the year the centre once again welcomed over 350,000 people through the doors and brought in over £1.7m of external investment and trading income into the City over and above the investment from Dundee City Council.

Review of 2014-15

2014/15 was the eighth year in which DCA was working within the context of Creative Scotland 'Foundation' status and the final year of this form of funding commitment prior to Creative Scotland switching to a new system of 'Regular Funded Organisations'. Partnership working with Dundee City Council continued with work on reviewing and refreshing the cultural strategy for the Dundee Partnership to create a new document for the period 2015-2025. DCA also played a very active role in the Culture and Learning Group of the Partnership as well as the sectoral network groups, the Cultural Agencies Network and the Cultural Events group (a group which provides an interface between cultural and community organisations in the city). Following the disappointing failure to win the nomination of City of Culture for 2017, DCA played an active role in the subsequently successful bid process for 'UNESCO City of Design'.

2014-15 also saw the launch of a completely new website that uses dynamic formatting, enabling it to be viewed on both desktop and handheld devices. This website was implemented alongside a new integrated ticketing system which allows the purchasing of a full digital ticketing service, both of these being paid for through the organisation's own resources.

During the year, the DCA Galleries featured a carefully selected series of exhibitions designed to appeal to broad and specialist audiences. The new opening hours that were introduced the previous year were sustained; this has had a very positive effect on access in general.

The year began with a highly successful exhibition by the Netherlands-based contemporary artist Navid Nuur. This was followed by DCA's contribution to the national 'Generation 25 years of Contemporary Art in Scotland' project which featured three Scottish artists: Raydale Dower, Tony Swain and Rob Churm. DCA helped steer a collaborative response from all Dundee visual arts venues to this national project, enabling Dundee to be one of three national launch events (Edinburgh, Glasgow, Dundee) as well as being the host body for the final project review in early 2015. DCA then presented newly commissioned work by the artist and poet Heather Phillipson for exhibition during the Discovery Film Festival. This show represented Heather's largest commission to date and it is believed she will be a name to watch in future years. They closed the programme for the year with one of the most successful shows ever – an exhibition entitled 'Indirect Imaging' by the US-based artist Jim Campbell. This breath-taking presentation of light-based artworks was a big hit with critics and visitors alike and DCA have now toured this work onto Madrid, confirming the venue's international reputation.

Community & Education Programme

The DCA Community and Education programme continued working to deliver both high-profile programme events alongside longer-term development of relationships with partner groups. In addition to sustaining their portfolio development workshops with 11-16yr olds and a strong range of CPD sessions for teachers in support of the Curriculum for Excellence, they also delivered a partnership project (with the McManus: Dundee's Art Gallery & Museum) as part of the 'Generation' project and maintained the innovative 'Code Club' computer workshops for 9-11yr olds.

Cinema

It was a strong year again for Cinema at DCA with audiences at a slightly lower level than the previous year, but showing less of a fall than many other venues for what was a disappointing year for cultural cinema titles. From foreign-language to quality independent filmmaking to a wide range of alternative content (including theatre, ballet, and opera), the cinema programme continues to attract

audiences from all across Dundee and further afield. Discovery, Scotland's International Film Festival for Children and Young People continued its great work, now augmented by production activity, including the making of one short film that was presented at the Odeon Leicester Square after being nominated for a UK national award. DCA continues to offer a range of extra value opportunities for the large audiences that use the centre including Focus On Film, a life-long learning opportunity, as well as Cine Sundays and the extremely successful Senior Citizen Kane club. DCA have also sustained their work on the development of the Scottish Film Hub who administers the BFI Film Audience Network in Scotland, helping to grow audiences for independent and specialised cinema.

Shop

DCA Shop had another successful year, managing a major refurbishment, while also achieving its highest ever turnover.

Print Studio

The DCA Print Studio continued its great work in mixing community-driven projects with very high level production activity with leading artists. Artists such as recent Turner Prize-nominees David Shrigley and Ciara Phillips both made new work at DCA during the year and the studio also played a major role in the national 'Below another sky' project. This project, which featured work by 10 artists from Commonwealth countries working in the print studios of Scotland alongside 10 Scottish artists who had visited other Commonwealth nations, was managed and coordinated by DCA and has led to the work produced being exhibited in Inverness, Aberdeen and Glasgow.

DCA continued to play a key role on developing new initiatives, including staging the third year of the 'Blue Skies Festival'. They also appointed their first 'Writer in Residence' who has worked to support writing projects across the venue and they have also delivered a number of successful 'Drop in and Play' events profiling local games design activity – one being programmed to link in with celebrations to mark the UNESCO City of Design success and featuring games for younger people.

Major Plans for 2015-2016

With clear and positive support from all its major stakeholders, DCA enters 2015/16 with a strong commitment to sustain its programme and its audiences during economically straitened times. Work continues in ensuring the organisation is doing all it can to deliver excellent value to audiences and artists and it is leading on partnerships both nationally and locally to ensure every opportunity to achieve this is explored. DCA continues to take a lead in developing collaborative working with Cultural Quarter partners in Dundee Rep Theatre and Dundee Science Centre.

The 2015/16 programme will sustain the national and international profile of the venue while also growing the pathways of access for local audiences. Exhibitions continue to be planned in partnership with other international venues to ensure value is maximised and newly commissioned work has as long a life as possible. For 2015/16 DCA will be working in partnership with Telefonica in Madrid; the Barbican in London; and the Venice Biennale. The organisation remains ambitious both in terms of the scope and scale of the programme and continues an active process aimed at further growing audiences. Work also continues on the development of the organisation itself and a process of board and staff development is underway.

The significant plans in place for 2015-16 build upon DCA's local, national and international reputation. Each exhibition programmed is devised with offering clear pathways of access to local audiences and to develop the profile of the venue. Exhibitions are delivered with the aid of external support in terms of grants from cultural bodies or with partnership working with other visual arts organisations. Talks, workshops, concerts and screenings and exhibitions, garner local and international press attention and bring visitors to the region.

DCA is committed to working with partners across the city to ensure the cultural life of the city remains rich and diverse and will continue to take a lead in the support and promotion of visual arts activity in the city as well as providing, wherever possible, platforms for a range of cultural experiences including literature, music and new media activities.

Employment and Income

DCA continues to be a major factor in the local economy in terms of both economic activity and employment, with the centre directly sustaining 72 full-time equivalent jobs as well as supporting 34 artists and creative practitioners with commissions to produce new work. They are projected to achieve 87 % of their income from non City Council sources in 2015-16.

DUNDEE CONTEMPORARY ARTS LTD

	Estimated Outturn 2014-2015 £	Draft Budget 2015-2016 £
Expenditure		
Core	146,381	96,084
Arts	895,026	895,202
Operations	627,520	647,264
Marketing	172,039	187,167
Community and Education	87,787	135,700
Depreciation	5,335	10,000
Web site, ticketing system, other projects	27,000	1,545
Irrecoverable VAT	10,000	10,000
Total Expenditure	1,971,088	1,982,962
Income		
Core	357,554	300,718
Arts	591,160	565,280
Operations	159,391	164,891
Marketing	1,000	1,000
Community and Education	15,500	31,500
Sub Total Income	1,124,605	1,063,389
Grants		
Creative Scotland	580,000	666,666
Dundee City Council	251,362	251,362
Drawn from Reserve to cover web site, ticketing (2014-15), other projects (2015-16)	27,000	1,545
Drawn from Reserves to cover depreciation of capital acquisitions	5,335	10,000
Sub Total Grants	863,697	929,573
Total Income	1,988,302	1,992,962
Surplus /(Deficit)	17,214	10,000

DUNDEE SCIENCE CENTRE

Review of 2014-15

In the last year, Dundee Science Centre engaged over 66,000 people through in-centre visits, 6,000 people through outreach activity and 54,000 people through festival coordination. By strengthening community and education links, establishing collaborative projects and delivering specifically-tailored activities, the centre continued to work towards embedding itself further into the community as a hub for lifelong science learning.

Lifelong Learning Initiatives

Science learning programmes were once again delivered for a wide audience from toddlers to adults. Additional initiatives were launched for families to visit the centre regularly throughout the year and to have the opportunity to learn and socialise together. A growing community engagement programme, including tailored activities to engage adult learners who would not usually engage with science and science learning, was delivered in-centre and on outreach in community centres and shopping centres across the city. This included a 6-week forensics programme for adult community groups in socio-economically deprived areas of Dundee, who participated in hands-on forensic workshops at community centres, visited University of Dundee for a panel debate with forensic experts, visited Abertay University's forensic laboratories and took part in mock court case at Dundee Science Centre.

Exhibitions and Public shows

Providing a diverse offering that reflects cutting-edge Science, Technology, Engineering and Mathematics (STEM) learning, a changing programme of temporary exhibitions, shows, workshops and meet-the-expert events was once again a key focus for the centre's exhibition and public programme. The centre hosted the headlining exhibition *Ice Station Antarctica* from London's Natural History Museum, and added in a local element by working with Discovery Point, University of Dundee Museum services and other local organisations.

Public Engagement with science

Dundee Science Centre worked with universities, colleges and industry to facilitate their engagement with the community – from providing science communication training and mentoring, to coordinating public engagement events in the centre and on outreach, to co-developing learning resources for schools.

Routes to Science Engagement

Science provides a source of lifelong learning and a topic with which the community can engage as both a social and cultural pursuit. Dundee Science Centre continued to integrate and work with local partners. Working relationships continued with the Rep, DCA, Mills Observatory, The McManus: Dundee's Museum and Art Gallery and the V&A Museum of Design Dundee, as well as others.

City of Science

Dundee Science Centre works to promote the scientific innovation of Tayside both nationally and amongst its own people – raising civic pride. Dundee Science Festival provides an annual celebration of local science for the city. Bringing together over 100 partners to deliver an events programme of over 120 events across the city, Dundee Science Festival engaged 40,000 people in November 2014 - making Dundee Science Festival the second largest festival in Dundee.

Supporting Curriculum for Excellence

The centre's 3-18 learning programme includes a wide range of hands-on workshops and 'meet-the-expert' events for children and young people. Activities are delivered to reflect cutting-edge research and development in STEM in a context which is relevant and meeting the needs of its learners. New workshops and interdisciplinary programmes were launched this year, including several new sessions for early years and the newly-introduced Senior Phase qualifications.

Supporting professional learning and development

Being a hub for science learning for Tayside, Dundee Science Centre creates and supports links, catalyses partnership working and builds capacity across the region. Established in 2009, the Science

Learning Institute integrates the services of Dundee Science Centre, University of Dundee, Abertay University, Dundee and Angus College, Scottish Schools Education Resource Centre, STEMNET, Scottish Council for Development and Industry (SCDI) and others, to provide professional learning and development opportunities for adults in the region. Over 1100 teaching practitioners, teaching students, science students and STEM professionals were supported in 2014.

Any Dundee Science Centre surplus is invested back into the Educational Charity.

Major plans for 2015-16

Dundee Science Centre will continue to build upon the success of 2014-2015 and previous years, as it aspires to realise its vision of a culture of curiosity, culture and engagement with science for the whole community. The centre will continue to expand the lifelong learning offering, lead two science festivals, operate nationally significant contracts and further embed the work it does with 'hard to reach' audiences.

Public exhibitions and shows

A changing programme of touring exhibitions will feature two planetology interactive exhibitions (from Edinburgh International Science Festival and AtBristol Science Centre) for March-June, as well as a hands-on music exhibition from Germany that will be a focal point for public and school engagement events in July-October. October to March will then see a major space-themed programme, which will include hands-on workshops, 'meet-the-expert' opportunities and a photographic exhibition from the National Maritime Museum, Greenwich.

Capital project – expansion of exhibition and learning zones

Dundee Science Centre has embarked upon a major project to re-develop the entire upper floor exhibition and learning zones. In March 2014, a large capital grant was awarded from the Wellcome Trust in support of this project, which includes a new medical technology exhibition, 80 seat lecture theatre, 30 seat learning zone, 20 seat learning zone and break out spaces. The fundraising campaign will continue in 2015 to raise the additional funds required to complete the £1.7million project. The buildings works are expected to commence in 2015, with completion of the learning zones and new exhibition by the end of 2016.

Dundee Science Festival

As the heart and mind behind Dundee Science Festival the science centre will continue to bring together and support a wide partnership to allow them to deliver an exciting and wide-reaching festival in November 2015. Community engagement and local science will continue to be the focus of the festival.

Curriculum for Excellence

Dundee Science Centre will continue to provide schools with a growing programme of activities and resources to support Curriculum for Excellence. New themes will include Advanced Higher Biology workshops, ICT and Engineering. The programme will be developed in close consultation with Education Scotland, local authority education departments and education practitioners.

Science learning Institute

This coming year will see development of new programmes that support nursery schools and early years parent/carers with STEM learning, as well as new programmes for supporting student and professional scientists with their public engagement activity – which is vital for setting the context of science learning in school, encouraging STEM careers and raising the profile of local science.

Dundee Science Centre will continue as the North East STEMNET contract holder - offering STEM advice to secondary schools and running the ambassador scheme, whereby STEM professionals go into secondary schools to support learning and teaching. Over 900 STEM ambassadors will be trained, supported and deployed in the region. The science centre will also continue to be regional coordinator for SCDI's Young Engineer and Science Clubs in Dundee, Angus and Perth, increasing the number and activity of clubs in schools.

Dundee Science Centre will work with the Institute of Medical Sciences and Technology (IMSaT) to deliver a year-long public engagement programme ahead of the launch of the new medical

technology exhibition. University of Dundee's Access and Participation Unit students will also work with Dundee Science Centre to support students with the opportunity to acquire new skills and experiences relevant to their CV and applications to medical school and dentistry.

Employment and Income

Dundee Science Centre employs 50 employees, 30 of which are full time. The remaining staff are casual and seasonal contacts. They are projected to achieve 95% of their income from non-City Council sources in 2015-2016.

DUNDEE SCIENCE CENTRE

	Estimated Out-turn 2014 £	Draft Budget 2015 £
Expenditure		
Staff cost	693,213	755,000
Operations	381,413	373,001
Rent, rates, fees	47,123	48,500
Total Expenditure	1,121,749	1,176,501
Income		
Tickets inc Gift Aid	161,810	185,293
Gift shop	44,683	49,000
Coffee shop	88,438	103,395
Car parks (ex Seabraes contract)	65,986	67,500
Other commercial	32,969	47,500
Project surplus from restricted project funds	96,226	120,000
STEMNET contract	90,310	72,400
Science learning/outreach	22,237	25,000
Sub Total Income	602,659	670,088
Grants and sponsorship income		
DCC Annual Revenue Support Grant	44,378	43,728
DCC Endowment	30,000	15,000
DCC Seabraes Car Park Income	80,000	81,000
Scottish Government	312,159	333,654
Sponsorship	42,500	35,100
Sub Total Grant Income	509,037	508,482
Total Income	1,111,696	1,178,570
Surplus/deficit	(10,053)	2,069

DUNDEE INDUSTRIAL HERITAGE

Dundee Industrial Heritage Limited (DIH Ltd) operates two of Dundee's premier tourist attractions – Discovery Point and Verdant Works. It is a charitable company and the trading arm of Dundee Heritage Trust. The Trust is the only independent charity in Scotland operating two five star rated museums.

The purpose of Dundee Heritage Trust is 'the guardianship, preservation, and portrayal of Dundee's Heritage in ways that educate, inspire and enlighten current and future generations'.

The Trust is responsible for the care and conservation of the RRS *Discovery*, one of the world's most important ships, part of the UK's National Historic Fleet. Verdant Works is an Anchor Point on the European Route of Industrial Heritage, one of only three in Scotland. Both Discovery Point and Verdant Works have full accreditation status as museums. The Trust's jute collections plus the RRS *Discovery* and the associated polar collections are Recognised Collections of National Significance. Verdant Works and Discovery Point both hold the prestigious Sandford Award for Heritage Education until 2018.

The Trust continues to play an active part in the city's cultural and community scene through membership of the Learning & Culture Strategic Group, the Cultural Agencies Network and the Cultural Partners group. The Trust has worked on partnership projects during the year with Dundee Science Centre, the University of Dundee and Dundee & Angus College to name just a few. Their organisation is very open to collaborative opportunities, subject to having the capacity to undertake them. The Trust's Heritage Director is a panel member of Industrial Museums Scotland, is the Scottish Representative for the Association of Independent Museums (a UK wide body) and is a member of the Museums Stakeholder Group, charged with the delivery of the National Strategy for the Museums and Galleries sector in Scotland. The Trust is also a member of Tayside Museums Forum, currently providing the secretariat function. The Trust's Operations Director is a member of the board of the Dundee and Angus Chamber of Commerce.

Review of 2014-2015

Verdant Works High Mill

The major project for Dundee Heritage Trust during 2014 was the High Mill Open Gallery project which will finally see the remaining 50% of the Verdant Works site restored and opened to the public. News of our HLF grant award of £1,895,800 (65% of the £2.9 million Delivery Phase) was received in March. The Trust has worked hard to raise the remaining funds and as well as the maximum £500,000 grant from Historic Scotland, the project is also being supported by a further 23 charitable trusts, companies and private individuals

Work began on site in June with the main contract worth £1.642 million awarded to the Dundee firm of George Martin Builders. As well as the complex architectural works, the project also involves new interpretation and displays and the creation of a learning pod for activities and events. A positive partnership has developed with Leisure & Culture Dundee to conserve and exhibit their 1801 Boulton & Watt steam engine within the building.

The project has also seen fantastic learning and training opportunities offered to over 30 students at Dundee & Angus College in the creative fields of 3D design and Interactive Media. It is hoped this invaluable work experience can be rolled out to students in future years.

New acquisitions

The Trust's jute and polar collections continue to grow and the museums have been fortunate to acquire a number of new and exciting artefacts over the last year. Highlights include the donation of a bronze plaque in memory of John Sime, First President of the Dundee District Union of Jute and Flax Workers and a painting of the clipper ship *The County of Inverness* that travelled between Dundee and Calcutta for the jute trade. The latter was purchased with the assistance of a 50% grant from the National Fund for Acquisitions.

3D Laser Scan of RRS *Discovery*

The exciting results of the 3D laser scanning project were launched to the press on 25 September. TV coverage was received from STV and the story was also covered by Radio Tay, Wave 102, The Courier and countless websites including the BBC who featured it prominently.

An AV film covering all stages of the project is now showing on a large plasma screen within Discovery Point just before people exit onto the quayside. There is also a dedicated website related to the project www.rrsdiscoveryscan.com.

MGS Heritage Horizons

Dundee Heritage Trust's application to Museums Galleries Scotland to host a Learning Trainee for a year from February 2015 was successful. The Heritage Horizons scheme aims to diversify the museums sector by providing excellent training opportunities to non-graduates.

Temporary Exhibitions

The Trust continues to run a diverse programme of temporary exhibitions at both museums, a total of 8 per year. Some are produced in-house to showcase our rich collections and others are on loan from outside organisations where we fulfil a vital role in providing exhibition space free of charge to other museums, community groups, artists and photographers.

Discovery Point Cafe Gallery

'Spirit of the place' by Ellis O'Connor, 5 April – 3 July 2014

A varied selection of lithography prints and photographs of the Highlands and Islands of North West Scotland by Fine Artist Ellis O'Connor.

Carse Art Group Summer Exhibition, 5 July - 2 October 2014

An eclectic mix of paintings and drawings by local artists. The Carse Art Group encompasses about 50 artists working in a variety of styles and media.

Bryan Alexander - 'Whisper of the Stars', 4 October 2014 – 8 January 2015

The work of British photographer Bryan Alexander who has spent more than 40 years documenting isolated native communities around the Arctic. Stunning images show traditional camps, transportation and dress as well as activities such as herding, hunting and fishing.

'Art125' - Dundee Art Society, 10 January - 9 April 2015

To celebrate 125 years since its formation, Dundee Art Society mounted an exciting temporary exhibition to showcase the society's rich variety of talent. Ranging from professional, student and amateur artists the show featured over 50 works with subjects including Dundee and its surrounding areas, wildlife and the sea.

Verdant Works

'Praise, Presents and Parties: Celebration in Dundee's Jute Mills', 29 March - 12 October 2014

Put together by our St. Andrews University Museum Studies placement student, this exhibition showed how the mills had tightly-knit communities which were keen to celebrate the achievements of their co-workers and to recognise important events such as weddings, coronations and anniversaries. Mills featured in the exhibition include Pitalpin Mill, Camperdown Works and Dudhope Works.

'The Silence of the Looms', 12 April – 13 July 2014

Evocative photographs by Alex Coupar of the last days of operation of Malcolm Ogilvie's Constable Works in 1972. On display courtesy of the Weaver Craft of Dundee.

Patrick Donachie - 'Visual Recollections', 19 July - 12 October 2014

A collection of paintings by Patrick Donachie, who studied at Duncan of Jordanstone College of Art as a mature student in the early 1970s, that look at Scottish landscapes both natural and industrial.

'Unleashing creativity at Dundee and Angus College', 18 October 2014 – 18 January 2015

This exhibition showcased the work of over 30 budding creative 3D designers and Interactive media developers from Dundee and Angus College who worked with Dundee Heritage Trust on an exciting range of projects for the new High Mill Open Gallery at Verdant Works.

Awards

Both Discovery Point and Verdant Works retained their Five Star awards under Visit Scotland's Quality Assurance Scheme with both museums scoring 88%, rating them as 'exceptional' and 'world class'. Dundee Heritage Trust retains its prestigious Sandford Award for Heritage Education Trust until 2018. Discovery Point holds a Silver Award in the Green Business Tourism Scheme in recognition of its commitment to environmental sustainability. Dundee Heritage Trust holds a Volunteer Friendly Award. This award recognises organisations that achieve best practice standards in their recruitment, training and supervision of volunteers.

Both Discovery Point and Verdant Works continue to receive excellent consumer reviews on Trip Advisor with both museums scoring 4 ½ out of 5 and being ranked the 1st and 2nd attractions in Dundee.

Visitor numbers

Discovery point museum had 55,628 visitors accessing the paid galleries and 161,284 visitors accessing the venue. This was an increase of 5% on the previous year. Scotland's Jute Museum at Verdant Works had 11,853 visitors which was a drop of 2% on the previous year.

Local visitors remain static at 10% for Discovery Point and 29% for Scotland's Jute Museum. Free visits account for 5% of overall visits and the vast majority were local.

Over 50% of visitors are from outside Scotland and there had been a 23% increase in foreign visitors over the year. Additional marketing and a sales drive saw a credible 6.8% increase over the last year but the business remains volatile.

Education

4,751 children visited Discovery Point and 1,791 visited Scotland Jute Museum at Verdant Works as part of organised school visits during 2014/2015. 123 workshop sessions from the standard programme were delivered to visiting schools, including Travel and Tourism for Secondary School level (which uses Dundee Heritage Trust (DHT) as a case study). Victorian Life and Toys and Games at Verdant Works and Polar Explorers and Setting Sail at Discovery point. In addition, science workshops on the theme for navigation were held at Discovery Point in November as part of the annual Dundee Science Festival. The annual Christmas workshops at Verdant Works were held during December with over 200 pupils taking part.

Outreach events and workshops were also delivered to pupils in schools, and loan boxes of resource materials related to either the jute industry, Victorians or Captain Scott and the Discovery were borrowed by schools for their own class learning. In addition, CPD and information sessions were provide for students and practising teachers. The Education Officer also took part in the Space School held in the University of Abertay for Dundee primary schools pupils, and participated in the BBC History WW1 event held at City Square and the Caird Hall on the 1st and 2nd August.

Major Plans for 2015-2016

Verdant Works High Mill

This exciting new development, which will almost double the size of the existing museum, will open to the public in late summer 2015. A vibrant associated programme of learning, heritage cultural events – many in collaboration with other Dundee organisations - will follow for the next two years, planned by the new post of Learning & Audiences Officer. The project will improve the quality of the city's built environment, will add further to the City's already rich cultural and tourism offering and help to make Verdant Works more sustainable going forward.

LED lighting project

Dundee Heritage Trust is beginning the process of replacing all the museum lighting within Discovery Point, Verdant Works and on board RRS *Discovery* with low energy LED systems to improve our environmental sustainability and reduce running costs and maintenance burdens. The total cost will be in the region of £60,000. It is hoped that funding support for some of this expense can be sourced but, due to the energy savings being so worthwhile, it has been decided that a small trial will be undertaken at their own cost, starting with those fittings that will see the greatest savings.

Mary Slessor Centenary

2015 marks the centenary of the death of missionary Mary Slessor. The Trust has been working in partnership with the Mary Slessor Foundation on plans to host a temporary exhibition celebrating her life, the centrepiece of a year long series of events in the city. The 'From Mill Girl to Magistrate' exhibition will run from 11 April - 1 November at Verdant Works to which admission is free.

Future Developments at Discovery Point

Proposals for a major £5m capital development at Discovery Point are progressing. Discussions with the Heritage Lottery Fund about support for the project resulted in recommendations that will be further developed over the next year.

Conference Investment Study

An options study into possible investment in the Conference business to help with the Trust's sustainability will be studied by the Board to consider the likely return on investment.

Web Development

The Trust has been working with Scottish Enterprise to improve the Trust's website and bring it to a mobile accessible audience. It is hoped a new website will be in place by the end of 2015.

Management and Conservation of RRS Discovery

Ship maintenance remains challenging. Remedial works to the Rig will continue for the next three years at an estimated cost of £40-50k. Further investigation work is required into rot in the bowsprit, bulwark and inner hull planking. The Trust is giving consideration to how annual maintenance work is funded to undertake essential maintenance on a regular basis. Works to the Dock Gate and pumping system for the dock are due to be completed in 2015.

Employment and Income

Dundee Industrial Heritage Ltd employs 28 full time equivalent employees, plus volunteer opportunities for 40 people. They are projected to achieve 95% of their income from non-City Council sources in 2015-2016.

**DUNDEE INDUSTRIAL HERITAGE
LIMITED**

	Estimated Outturn 2014-15 £	Draft Budget 2015-16 £
Expenditure		
Direct Costs	367,000	342,000
Indirect Costs	842,000	850,000
Sub Total Expenditure	1,209,000	1,192,000
Income		
Admissions	329,000	345,000
Lettings/Catering	323,000	226,000
Retail	186,000	190,000
Car Park	52,000	50,000
Corporate Support/Fundraising/events	47,000	51,000
Gift Aid Revenue	47,000	48,000
Cultural VAT Exemption	49,000	50,000
Sub Total Income	1,033,000	960,000
Grant Income		
Private Grant Funding	25,000	25,000
Dundee Heritage Trust Contribution	61,000	62,000
DCC - Revenue Support Grant	59,850	59,850
Friends Donations	0	
Sub Total Grants	145,850	148,850
Total Income	1,178,850	1,108,850
Surplus / (Deficit)	(30,150)	(83,150)

**The anticipated deficits will be part
funded from reserves**

DUNDEE REPERTORY THEATRE LTD - MAIN HOUSE**Major Plans for 2015-2016**

Dundee Rep continues to strive to provide a diverse and ambitious programme of work for their audiences, working to provide 'something for everyone' across the year. They endeavour to balance their programme through a mixture of commercial, popular work with more experimental pieces that strive to develop the form.

SPRING-SUMMER**Revenge Season**

Dundee Rep Ensemble's first themed season sees three world classics in new contemporary adaptations; developing the form by exploring new contexts and perspectives for stalwarts of the theatrical and literary canon.

BLOOD WEDDING by Federico Garcia Lorca in a version by David Ireland.

A co-production with Derby Theatre and Graeae Theatre Company, directed by Jenny Sealey MBE. This ground breaking production continues on its UK tour to Greenock, Edinburgh, Ipswich and Liverpool, branded 'Built in Dundee'. *David Ireland's brave and thrilling adaptation set in a roughly contemporary UK full of Scottish, Irish and estuary voices, noises up a series of issues around inclusion, exclusion and prejudice.* **** Joyce McMillan, The Scotsman

TITUS ANDRONICUS by William Shakespeare, adapted by Philip Howard.

A co-production with the Royal Conservatoire of Scotland, directed & designed by Stewart Laing. Part 2 of the REVENGE SEASON is an adaptation of what is, infamously, Shakespeare's bloodiest play, set in the world of gastro-restaurants and performed in a site-responsive setting within the main hall of Dundee Rep's Bonar Hall, converted into a working kitchen.

GREAT EXPECTATIONS by Charles Dickens, adapted by Jo Clifford

A co-production with Horsecross Arts, directed by Jemima Levick, designed by Becky Minto and Kat Smith. Their third and final offering for the Revenge season is a classic and popular tale of one woman's determined quest to revenge her own broken heart, taking this theme to a sad and poignant conclusion.

IN MY FATHER'S WORDS by Justin Young with Gaelic by Iain Finlay Macleod

First produced at the Rep in summer 2014, this production will be revived as part of the *Brits Off Broadway* season, at 59E59 Theatres, New York City, directed by Philip Howard

AUTUMN/WINTER**THE CHEVIOT THE STAG AND THE BLACK BLACK OIL by John McGrath**

Directed by Joe Douglas

Unseen on Scottish stages for many years, and considered by many to be one of the most important 'land mark' productions in the Scottish Theatrical cannon, *The Cheviot*. tells the story of economic change in the Highlands, from the Clearances to the oil boom of the 1970's. It explores tradition, innovation, language (Scots, Gaelic, and English) all with an untamed combination of humour, music and polemic – a fascinating play to be examined in post referendum Scotland.

MIDSUMMER (a play with songs) by David Greig and Gordon McIntyre, directed by Ros Phillips, touring to community venues across Dundee City and to new venues in Angus and North Fife. Opening the door of a new genre of work for their annual community tour, this 'mini-musical' or 'play with songs' demonstrates their capacity to present the highest quality work at all scales for different audiences, particularly those who are not regular theatre attendees.

THE WITCHES by Roald Dahl in a version by David Wood, in association with Dundee Rep Community Company, Dundee Rep Young Company and Dundee & Angus College. Directed by Jemima Levick

This popular title builds on the Rep's previous successes as a renowned producer of excellent shows for the Christmas season. The Christmas production is a tradition with families, connecting them to

members of the community who don't attend the theatre year round. Their commitment to excellence is always at the forefront of these productions, given the competition from other theatres, as their only time of year to produce.

WITNESS FOR THE PROSECUTION by Agatha Christie, directed by Kenny Miller

Following the commercial success of *And Then There Were None* in 2014, they are currently in negotiation with Agatha Christie Limited, discussing a new production of one of Christie's least performed pieces.

An ongoing programme of year round activity by our **Rep Creative Learning** Dept., includes their Onstage, Inspire and Enterprise events, Youth Theatre, Community Company and Illuminate Ensemble performances, as well as our new Open Stages event co-hosted with the RSC.

Our sister company **Scottish Dance Theatre** stage their bi-annual presentations of new and repertoire pieces, and this year increase their presence by adding further performances across the year.

Serving as A CREATIVE HUB for East Central Scotland they will host a series of residencies and research & development periods with the following artists and companies:

- A collaboration between the Rep, Abertay University and the National Theatre of Scotland
- Stellar Quines Theatre Company
- Rep Ensemble and DC Jackson, award winning playwright
- Rep and Poorboy Ensembles
- A Moment's Peace
- Rep Ensemble and artists Scott Gilmour & Claire McKenzie

They will continue to present a varied programme of INCOMING WORK by inviting some of the best work available on the UK's touring circuit selected to compliment and augment the in-house offer. These will include:

- Local Interest work from Mike Gibb and Gary Robertson
- Large scale commercial touring shows from The Original Theatre Company
- A week long Easter Festival of work for children and young adults, including a collaboration with Puppet Animation Scotland
- Our national company - The National Theatre of Scotland
- From Shakespeare's home on the South Bank - The Globe on tour
- Populist Dining Experience comedy shows
- Scotland's acclaimed women's theatre company – Stellar Quines
- A variety of contemporary and other dance companies, including Three's a Crowd combining ariel and circus skills, hip-hop dance events and international sensations Ballet Boyz
- Music one nighters presenting evenings of music showcasing artists with local, national and international roots
- Scotland's leading disability lead theatre companies - Birds of Paradise and Lung Ha's
- Comedy one nighters – across the seasons including Stewart Lee and Craig Hill
- One of the UK's leading companies presenting work by culturally diverse artists – Tamasha
- Dance artist and provocateur – Caroline Bowditch

Employment and Income

The Dundee Rep's Main House sustained 103 FTE jobs in 2014-2015 and is projected to achieve 88.8% of its income from non Council sources in 2015-2016.

DUNDEE REPERTORY THEATRE LTD - MAIN HOUSE

	Estimated Out Turn 2014-2015	Projected Budget 2015-2016
	£	£
Expenditure		
Staff and Production costs	1,952,443	2,145,099
Marketing	183,048	147,500
General overheads	752,555	764,333
Creative Learning contribution	88,590	64,258
Total Expenditure	2,976,636	3,121,190
Income		
Box Office, Co-productions	694,157	961,212
Trusts/Sponsors, central recharges	276,789	264,699
Creative Learning Income	123,710	149,585
Miscellaneous income	184,707	291,898
Sub Total Income	1,279,363	1,667,394
Grants		
Creative Scotland Annual	1,025,150	1,085,150
Creative Scotland Other	68,313	58,000
Dundee City Council	334,774	334,774
Others	242,377	4,000
Sub Total Grants	1,670,614	1,481,924
Total Income	2,949,977	3,149,318
Surplus (Deficit)	(26,659)	28,128

DUNDEE REPERTORY THEATRE LTD - CREATIVE LEARNING TEAM

Dundee Rep's Creative Learning Team's Mission Statement is to enrich the lives of local people through the highest quality artistic engagement. Using drama and theatre techniques, participants engage with the life of a working theatre within their building and at the heart of Dundee's schools and local communities. Rep Creative Learning (RCL) seeks to engage those who may face barriers to participation as a result of social, financial and/or health inequality.

Review of 2014/15

RCL and Tayside Health Arts Trust: In partnership with THAT, three drama projects were delivered throughout the year for participants living with a chronic health condition. One participant commented: *"I can't put into words how much we've enjoyed coming. It's great to come somewhere we just fit in".*

Enterprise @ the Rep saw 60 young people from every secondary school in Dundee work in 10 departments across the theatre on this 2-day project. Some feedback included:

'I enjoyed seeing an idea be gradually created and brought to life. It was great being able to make something from you and your friend's imaginations real'

[Stuart Burns @stuart621 #EnterpriseRep14](#) presentation [@dundeerep](#) was very impressive.

Youngsters achieved an amazing amount & gained fantastic experience in 2 days

15 members of the 16-18's youth theatre then spent the weekend at the National Festival of Youth Theatre in Fife. Alongside 300 young people from 9 different countries, they participated in a range of different workshops, saw 12 different youth theatre performances and performed themselves with their show *The Little Prince*.

3 members of Dundee Rep Youth Theatre were also selected to participate in the *Tin Forest* Commonwealth International Performing Company delivered through NTS and Scottish Youth Theatre and are currently in Glasgow on a 2 week residential making work to be performed at the end of the month as part of the Culture 2014 Programme.

Major Plans for 2015-2016

Two major new works will be created and performed by two of RCL's companies this year. In June, The Rep's Illuminate Ensemble, for actors with learning disabilities, will perform 'Masked Ball'. This work has been created by the company in collaboration with award winning composer and performer Greg Sinclair and critically acclaimed choreographer Joan Clevelle. In October, their new 60+ company will perform their new devised show 'the Beautiful People' as part of the Luminare Festival, Scotland's Arts Festival for older People.

From the beginning of 2015, Ballumbie Primary School, Longhaugh Primary School and St Luke's and St Matthews RC Primary School have embarked on a large scale arts project called **Whitfield Giants**. The project combines drama, music and puppet making on a giant scale. The pupils and their school teachers have worked alongside professional artists, developing new skills and introducing them to new art forms. In collaboration with artists from award-winning, Edinburgh based visual theatre company, Tortoise in a Nutshell, pupils will be making giant puppets that will stand over three meters high. This extraordinary arts project will conclude with a spectacular day of celebrations, Wednesday 17 June, when three gigantic puppets and their young creators will parade through the streets of Whitfield. They will make their way to The Crescent where they will be met by all participating local community groups including The Crescent's 'Hot Wheels' buggy group and local lunch club, Whitfield Community Choir *Voices in Harmony* who will be singing alongside Ballumbie Primary School Choir and drummers from Longhaugh Primary School. The giant puppets will oversee a fun day for all the participants and their families.

Employment and Income

Dundee Rep's Creative Learning Team sustained 7 full time job equivalents in Dundee during 2014-2015 and is projected to achieve 92% of its income from non City Council sources in 2015-2016.

DUNDEE REP CREATIVE LEARNING TEAM

	Estimated Out Turn 2014-2015	Draft Budget 2015-16
	£	£
Expenditure		
Staff costs, Education projects, Participation Dramatherapy, Youth Theatre and General Overheads		
Total Expenditure	283,795	255,722
Income		
Box Office, Community, Education Fees, Fund raising/sponsorship and Miscellaneous income	106,753	109,379
DRT Creative Learning contribution	92,143	80,240
Sub Total Income	198,896	189,619
Grants		
Dundee City Council	18,198	18,198
MIS Grant - Dramatherapy	29,410	29,410
Comic Relief	37,291	18,501
Sub Total Grants	84,899	66,103
Total Income	283,795	255,722
Surplus (Deficit)	0	0

SCOTTISH DANCE THEATRE

Review of 2014-2015

In 2014/15 Scottish Dance Theatre premiered two new works in Dundee and toured to a wide range of venues in Scotland and beyond playing to over 13,000 audience members. The company toured 11 works during the year, including two new works – Human Scale (now renamed Miann) by Fleur Darkin which premiered at the Marryat Hall in Dundee and featured live music from The One Ensemble. Dreamers by Anton Lachky premiered at Dundee Rep in early spring 2015. YAMA by Damien Jalet was extended to a full-length work and was performed at the Rep before touring to the Equilibro Festival in Rome in February 2015.

The culmination of the Glasgow 2014 culture programme saw them present PARK in Dundee City Square on Sunday 6 July 2014. Our Linbury Prize winning design transformed the Square into a lively and visually-stunning pop-up park to which approximately 5,000 people aged from 0-99 came and enjoyed a day-long festival featuring 15 performances from 20 exclusively commissioned artists and musicians.

The company played 9 performances of Miann as part of Made in Scotland at the Edinburgh Festival Fringe as well as undertaking performances of Innocence and running workshops and talks.

Scottish Dance Theatre continued to develop dance in Dundee with DDP partners to deliver the Creative Identities project funded by Creative Scotland. The Great Big Dance Show took place at the Rep in autumn 2014 and featured over 180 members of the community. The company continued to run a programme of dance classes at the Rep and continued to develop its creative learning programme in Dundee and on tour, including work for nursery children and older people.

Autumn 2014 saw the company undertake an eight week tour to India and China delivering performances in four Indian cities and four cities in China, reaching over 8,000 people. The company also delivered an extensive programme of outreach education work in both countries. The tour was supported by Creative Scotland, British Council India, British Council China, the Scottish Government and The Hindu Newspaper in India.

Staffing - During 2014/15 Scottish Dance Theatre maintained a company of 8 dancers plus a guest dancer position as and when required. Two of their dancers also took on the additional responsibility of joint rehearsal director. Two apprentice dancers worked with them via the London Contemporary Dance School graduate scheme. They replaced the General Manager position with a joint Executive Director position.

Major Plans for 2015-16

In April / May 2015 Scottish Dance Theatre will tour the UK with a double bill of Winter, Again (Jo Stromgren) and Dreamers (Anton Lachky). Miann, Fleur Darkin's full company work, with live music by the One Ensemble will tour to Southbank Centre in London and feature as part of Glasgow's new International Dance Festival at Tramway.

The company will commence a research period for Velvet Petal – a new dance theatre performance inspired by *Just Kids* – the story of Robert Mapplethorpe and Patti Smith's early relationship. The work will be directed by Fleur Darkin and co-direction by Stewart Laing. The work will be further developed and produced in 2016/17.

They will commence a research period for a new mid-scale work for early years children – with children's theatre maker Andy Manley to make a new collaborative work with Scottish Dance Theatre and the Tramway. Development will commence in 2015/16 with the work further developed in 2016 and presented at Tramway at Christmas 2016.

In August 2015 they will present the full length version of YAMA at the Made in Scotland showcase as part of Edinburgh Festival Fringe.

They will commission a new work by one of the world's leading choreographers Sharon Eyal (Israel). The work will be presented in February 2016 in Dundee and Tramway.

In autumn 2015 they will present YAMA across Europe and at Tramway, Glasgow as part of the Turner Prize associated programme.

Throughout the year they will tour *Innocence* to nurseries, venues and festivals in the UK and Europe. They have been awarded Big Lottery funding to deliver Innocence Early Years Dance Residencies to 3 nursery schools in the most deprived areas of Dundee and with the Just Play project in Angus. They plan to deliver activity for 6 weeks in each setting, working with up to 400 children.

In October they will collaborate with contemporary music ensemble Cepromusic and Anglo Arts, the cultural department of the Anglo Mexican Foundation, undertaking a residency and performances in Mexico. This will be followed with a potential tour to Brazil.

The Company will continue to run a programme of classes at Dundee Rep and deliver workshops in Dundee and beyond. They will also continue to be a very active member of Dundee Dance Partnership (DDP) delivering a comprehensive programme of dance activity in Dundee. DDP has been awarded Creative Identities Cashback funding of £160,000 to deliver a Dundee Young Artists project throughout 2015/16.

They will progress their plans to collaborate with members of Dundee's design community including Abertay University, Neon and the V&A Dundee.

Employment and Income

The company sustained approximately 22 full time job equivalents in 2014/15. They are projected to achieve 98.18% of income from non City Council sources in 2015/16.

SCOTTISH DANCE THEATRE

	Estimated Out Turn 2014-2015	Projected 2015-2016
Expenditure		
Staff and Production costs, marketing, Lottery projects and General overheads		
Total Expenditure	1,256,701	1,155,420
Income		
Box Office, Fees, Foreign Touring profit,	127,247	79,892
Trusts/sponsors, misc.	93,609	99,000
Education Income	15,920	17,000
Sub Total Income	236,776	195,892
Grants		
Creative Scotland Annual	868,000	896,520
Creative Scotland Project	116,644	18,000
Dundee City Council	21,453	21,453
Release D.Studio Def Inc	31,724	28,356
Sub Total Grants	1,037,821	964,329
Total Income	1,274,597	1,160,221
Surplus (Deficit)	17,896	4,801

GREY LODGE SETTLEMENT**Review of 2014-2015**

Perhaps it could be said – thus far, 2014/2015 has been the most difficult year for some 3 decades! For the Grey Lodge Settlement. Yet, there were many positive achievements:-

- (i) Young Adult Community Work Trainee – completed (August 2014) an 8 month Personal Development Placement, in Italy, with one of our partner agencies. Some of the work undertaken will be carried on, and developed in 2015 and 2016.
- (ii) June 2014 – very successful community groups' Fundraising Ball at the Apex Hotel.
- (iii) Youth Exchange Projects – Armenia – Outward – June 2014
 - Italy - Outward - July 2014
 - Eire - Hosting - August 2014
 - Slovenia – Outward - October 2014
- (iv) Rank Foundation – Confirmation of 3 Year Funding Support to Youth Health and Well-being Project – August 2014.
- (v) Increase in Partnership work (Youth) with Dundee & Angus College.
- (vi) H.R. Work Support Partnership with Fairways, Perth.
- (vii) January to March, 2015 – Beginning of discussions with local Primary Schools, with a view to a 2015/2016 Partnership Work Project.

Their participation/involvement numbers for Year 2014/2015 have increased slightly. One or two new groups have begun – notably, Indoor Bowling, Youth evening groups and Dancing.

There have been some difficult situations to contend with and there have been various financial implications for the organisation, but confidence is growing for a more secure 2015/2016.

Major Plans for 2015-2016

Grey Lodge Settlement has plans to set up a History/Heritage Project, involving local young people and older people within the Community. A funding application has been prepared, and submitted. If successful, this will include some paid sessional (and developmental) work for local young adult participants within the Settlement. They expect to begin regular weekly partnership work with 3 local primary schools, over the course of 2015/2016. This will involve collaboration between youth worker staff and teaching staff.

An additional 2 evening youth groups will be established over the course of the next year. This will mean an additional 12 to 16 young people's participation.

They also hope to extend their funding/project worker support with Rank Foundation. Paid G.A.P. Year Placement opportunities are being pursued. This will benefit our youth and children's work.

A Graffiti Arts Educational Project is being considered. This may lead to some paid position in 2016/2017.

Public Speaking/Presentation Skills development work for young adults has been commenced by their existing full-time paid Youth Worker. This will be enlarged throughout 2015/2016.

Further International Exchange work in 2015/2016 will include projects with Eire, Italy, France and possibly Armenia.

They hope to purchase a new Minibus in 2015/2016 and the Executive Committee

will be following plans to recruit new members to the organisation's governance.

Employment and Income

Grey Lodge Settlement sustained 8 full-time equivalent jobs in Dundee during 2014-2015 and they are projected to achieve around 63% of their income from non City Council sources in 2015-2016.

GREY LODGE SETTLEMENT

	Estimated Outturn 2014-2015 £	Draft Budget 2015-2016 £
<u>Expenditure</u>		
Staff Costs	130,000	102,000
Property Costs	30,000	50,000
Supplies and Services	60,000	35,000
Accommodation, Travel & Transport	20,000	20,000
Total Expenditure	240,000	207,000
<u>Income</u>		
Donations	10,000	15,000
Investment income and interest	1,300	1,000
Fundraising	15,000	15,000
Service Provision	70,000	70,000
Other Income	1,500	1,500
Sub Total Income	97,800	102,500
<u>Grants</u>		
DCC Grant	59,604	59,604
Other Grant income	70,000	50,000
Sub Total Grants	129,604	109,604
Total Income	227,604	212,104
Surplus /(Deficit)*	(12,596)	5,104

*If Required

The deficit will be covered by Grey Lodge reserves as declared in their end of year accounts

DUNDEE INTERNATIONAL WOMEN'S CENTRE

Review of 2014-2015

Dundee International Women's Centre (DIWC) continues to monitor the wants and needs of women in Dundee and makes changes and additions to services offered:

B1 English Class

Following changes to the immigration laws, there has been a demand for higher level ESOL classes to enable women to meet the requirements for achieving citizenship. They introduced a class to allow women to prepare for the Trinity Exam which covers this need.

Arabic Conversation Class

Women requested the need for Arabic conversation classes; we therefore identified and recruited a volunteer who was able to teach them. Six women are attending regularly.

Community/Cultural Integration Events

DIWC has delivered 25 cultural including community and cultural integration through the following events:

- DIWC Graduation Day
- Eid Party
- Chinese New Year Celebration
- East Fest – a cultural fayre to celebrate Christmas throughout the world
- Burns Lunch
- Celebration in the Park
- DIWC Open Day
- Diwali Celebration
- Picnic in the Park
- Visit to Scottish Parliament
- 9 events on 'Cooking from Around the World' as part of International Women's Festival
- Scotland Rich through Diversity – exhibition involving learners and youth group
- Visit to The McManus: Dundee's Museum and Art Gallery
- Home Safety Event
- Keep Well health checks
- Henna Workshop at Maxwelltown Information Centre
- Indian Culture and Traditions at St Mary's Primary

DIWC Knowledge-Exchange Projects

1. DIWC as a Service Delivery Role Model

Over the past 2 years DIWC has supported a number of knowledge-exchange workshops and opportunities with different agencies from around Dundee and Scotland. Through this work they have supported agencies, working with similar client groups, to grow and develop their services through learning from DIWC's expertise and many years of experience.

2. Migration Matters

DIWC assisted COSLA's research into immigrants' experience of using public services by identifying and recruiting service users to take part in focus groups. The participants were asked to reflect on their use or otherwise of provision around employment, housing, education, health and leisure and social connection.

3. DIWC's Cultural Knowledge Exchange

DIWC delivered tailored training involving role models from ethnic minority communities to raise awareness and provide experience of culturally specific health related issues to life and to improve communication for 3rd Year Nursing students. The project was hailed highly successful by volunteers

and practitioners alike. They supported nurses to gain knowledge and practical experience of communicating with BME communities and identifying health issues which effect BME communities.

4. Women in Sustainable Employment (WiSE Dundee and Glasgow)

DIWC partnership commenced with the Bridges Programme from Glasgow and the City of Glasgow College (through Scottish Government Funding) to gain from their knowledge of assisting Black and Minority Ethnic and/or migrant women, who are the furthest from the labour market. The project is working to find sustainable employment which is relevant to women's past education and experience or future desires through developing shadow work programmes in partnership with a range of different employment sector organisations. The Centre has provided sector specific ESOL classes containing job specific language as well as local dialect as a way of improving language skills and building confidence to work with employers. The Centre has run a course in Early Years Care which was attended by 12 women, 10 of whom have completed or are currently in placement at DCC or private nurseries we are now running a course in Customer Service which will lead to placements in shops and offices. The next course due in April will be in science with a view to placing women as laboratory assistants. Funding for the project finishes in September 2015 and we hope is that the project will be funded for a further year.

5 Outcome 1 Achievement: From April 2014 to 26 February 2015 DIWC has supported 523 women through its services, which included 364 continuing service users and 159 new service users. A total of 480 individual women attended classes and groups. Information and advice support sessions – 152 individual one-to-one sessions. 3 Work Placement opportunities provided for women lasting at least 10 weeks from agencies such as University of Abertay and University of Dundee

6. Outcome 2 Achievement 47 women involved in volunteering opportunities in a range of skill areas. The Centre has provided 47 women with formal volunteering opportunities in different areas of work (excluding the 15 women on the board of directors). 27 new volunteers within the current year. Eight women are expected to achieve the NPA in Play Work and Childcare; in addition two have completed individual units as part of the course. Another 12 are taking the course in the 2014-15 academic year. They have supported 7 learners to complete the Volunteer Skills Award including them undertaking work placements in various areas as part of the programme. These women have now received formal SQA qualification and a further 3 women are currently working on their VSA qualifications.

7. Outcome 3 Achievements 21 women benefited from opportunities to gain experience and work place training; 7 new staff members, of whom 3 had never worked or had been long-term unemployed, gained employment opportunities and 20 women worked in Rise and Shine Childcare during the year. The Centre supported 31 women to gain work/employment related experience through a variety of methods.

Major Plans for 2015-2016

Continue to manage the delivery a weekly programme of social, educational, recreational and employment related activities for all women with a specific focus on those from diverse black ethnic minority and migrant communities. Target - 150 new women and 400 women overall to participate in a range of social, educational, training and employment activities.

Support and manage volunteering opportunities, which contribute to women developing their personal skills and experience for jobs. Target - 35 women involved in volunteer opportunities.

Continue to develop our social enterprise business in a manner that directly links participation in activities, volunteering within the Centre and potential training/employment opportunities. Target - minimum of 5 women who have never been employed or have been long-term unemployed gain opportunities to earn a source of income and 10 women gain experience and work-place training through work placements.

DUNDEE INTERNATIONAL WOMEN'S CENTRE

	Estimated Outturn 2014-2015	Draft Budget 2015-2016
Expenditure		
Staff Costs	221,503	314,778
Property Costs	21,821	24,800
Direct SU Costs	7,390	13,000
Administration	5,382	7,200
Professional Fees	13,325	9,250
IT	13,883	10,000
Depreciation	1,525	
Total Expenditure	284,829	379,028
Income		
Self Generated income	43,000	50,000
Grants		
Dundee City Council	7,761	7,761
Dundee Partnership	43,268	43,268
Equalities Grant – Scottish Government	59,768	62,726
People and Communities		135,776
Hendry Smith Charity	24,500	0
Lankelly Chase	9,000	0
Esmee Fairbairn	16,172	0
Robertson Trust	5,500	0
Garfield Weston	5,000	0
Bank of Scotland	9,991	0
Mathew Trust	10,000	0
Dundee Partnership small grants	7,013	7,000
ESOL Strategy	4,858	5,000
WISE	16,468	17,000
Community Innovation		22,219
Comic Relief		16,102
Sub Total Grants	219,299	316,852
Total Income	262,299	366,852
Surplus(Deficit)	-22,530	-12,176

Current year deficit will be met by restricted reserves and they have funding applications in and are waiting responses to cover most of the shortfall for 2015-2016

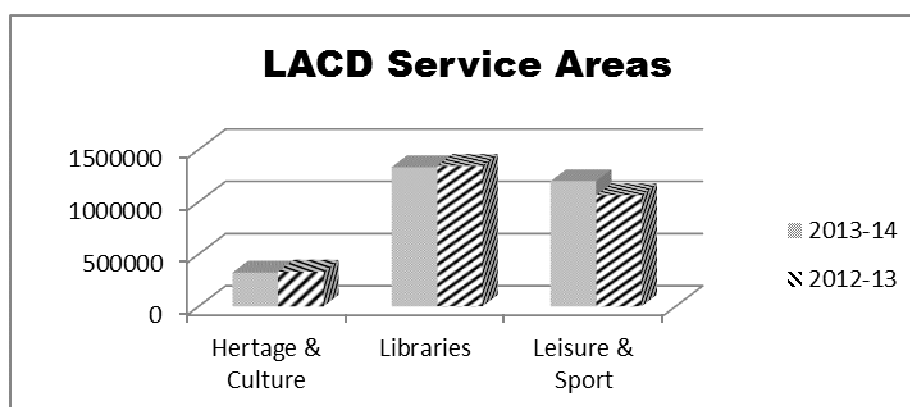
APPENDIX 9

LEISURE & CULTURE DUNDEE
SERVICE AGREEMENT INDICATORS

LIBRARY AND INFORMATION SERVICE				
Library and Information Provision	Baseline	2011-12	2012-13	2013-14
Description - Provide a Library and Information Service				
<i>lis1: Provision of a network of libraries across the City</i>				
Visits per 1,000 population	9,675	9,691	9,350	9,017
Library Service Membership	65,954	77,150	76,211	70,781
<i>lis2: Provision of a Library and Information Service to meet the needs of customers</i>				
Customer Feedback	None	New	325	370
% satisfied or very satisfied	None	New	98%	98%
<i>lis3: Provision of a comprehensive selection of books and other material</i>				
Borrowers as % of the population	17%	16.80%	16.40%	15.70%
Total number of issues	655,485	658,156	591,822	564,190
Resources for Reading and Learning				
Description - Provide access to high quality resources for reading and learning				
<i>rrl1: Provision of a dynamic library website</i>				
No. of hits to library web pages	249,848	636,345	627,072	622,500
<i>rrl2: Request service for items in stock, out of print or recently published</i>				
No. of requests for specific items	20,298	23,008	22,131	20,636
Information Services				
Description - Provide access to services which promote inclusion				
<i>is1: Provision of an extensive information and enquiry service through a comprehensive selection of reference books, newspapers and online databases</i>				
No. of enquiries	171,739	151,514	136,621	129,687
<i>is2: Provision of ICT training, support and equipment to members of the public</i>				
No. of times public access PCs are used per 1,000 population	1,278	1,307	1,178	1.137
No. of users as % of population	12.50%	12.90%	12.10%	12%
Total ICT based adult learning sessions attendee hours in year	24,273	23,495	25,624	23,989
<i>is3: Provision of materials and support for genealogical and local history research</i>				
No. of enquiries to genealogy & local history	24,439	22,580	22,976	22,262
Services which Promote Inclusion				
Description -				
<i>pi1: Housebound and Sheltered Housing Service and Mobile Library Service</i>				
No. of housebound readers	313	291	330	315
<i>pi2: Provision of targeted services to meet the needs of individuals and groups who are socially excluded</i>				
% of participants and their carers who agree that support sessions for vulnerable groups are beneficial	90%	90%	95%	95%
Outreach Activities				
Description - Deliver outreach activities				
<i>loa1: Events to stimulate enjoyment of reading and learning for adults</i>				
No. of reading related events for adults	510	399	554	468
<i>loa2: Deliver the Bookbug programme for children aged birth to five and their families, in partnership with the Scottish Book Trust</i>				

No. of Rhyme Time sessions	537	602	661	620
No. of children attending session	8,074	8,896	9,641	10,916
loa3: Events to stimulate enjoyment of reading and learning for children				
No. of 4 to 12 year olds who start the challenge	805	720	622	1040
No. of children aged 12 and under who are library members	11,580	15,644	11,197	11,853
No. of reading related events for children	3,025	3,751	4,142	4,306
Partnership Activities				
Description -Deliver Partnership Activities				
lipa1: School Library Service				
No. of issues	29,317	66,092	61,075	63,325
No. of project requests	992	1,105	872	1,018
lipa2: Out of hours telephone service for all Council Departments from 5.00 pm-8.00 pm on weekends and 9.00 am-5.00 pm Saturdays				
Provide Service	Yes	Yes	Yes	Completed
lipa3: Support the content management, quality control and development of the Dundee City Council Website				
SOCITM Better Connected Survey (Number of Stars)	2	3	2	2

Comparison of Visitor Numbers to City Libraries



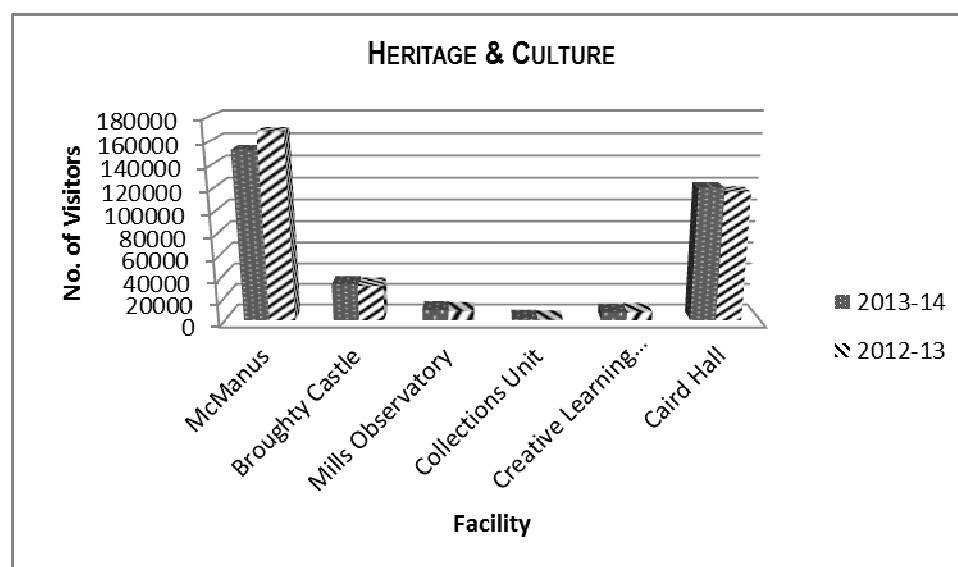
CULTURAL SERVICES				
Cultural Facilities	Baseline	2011-12	2012-13	2013-14
Description -Provide a network of cultural facilities throughout the City				
csr1: Provide access to and engagement with the City's Fine & Decorative Art, Archaeology, History, Natural Sciences and World Cultures object collections.				
The McManus	Achieved	Achieved	Achieved	Achieved
McManus Collections Unit	Achieved	Achieved	Achieved	Achieved
Broughty Castle Museum	Achieved	Achieved	Achieved	Achieved
Mills Observatory	Achieved	Achieved	Achieved	Achieved
Caird Hall Complex	Achieved	Achieved	Achieved	Achieved
Burgh Halls	Achieved	Achieved	Achieved	Achieved
Camperdown House	Achieved	Achieved	Achieved	Achieved
St. Mary's Tower	Achieved	Achieved	Achieved	Achieved
csr2: Provide high quality arts and entertainment events through the ticketing service of the Dundee City Box Office system.				
Audience numbers across Arts & Heritage venues per 1,000 of population	1,775	1,414	1,455	1,340
csr3: Provide high quality arts and entertainment events through the ticketing service of the Dundee City Box Office system.				

No. of Box office ticket sales	63,201	63,201	116,000	119,762
csr4: Provide retail facilities at The McManus: Dundee's Art Gallery and Museum, Broughty Castle Museum and Mills Observatory.				
The McManus	29p	27p	35p	26p
Broughty Castle Museum	12p	9p	9p	8p
Mills Observatory	69p	84p	75p	62p
csr5: Strengthen the permanent collections through acquisition.				
Donated	37	62	200	1,191
Purchased	19	6	11	7
csr6: Visitor journey managed efficiently with visitor having a challenging and enjoyable experience				
Customer Feedback % satisfied or very satisfied				
Mills Observatory	None	New	94%	98%
Broughty Castle Museum	None	New	97%	93%
The McManus	None	New	97%	95%
Cultural Heritage				
Description - Provide and promote access to the cultural heritage of Dundee in a national and international context.				
ch1: Ensure the City's collections of Museums and Art Galleries maintain standards to retain their fully accredited status.				
Accreditation in Place	Yes	Yes	Yes	Yes
ch2: Ensure that the Fine & Decorative Art and Whaling Collections continue to be recognised as collections of national significance.				
Fine and Decorative Art and Whaling Collections currently recognised as collections of national significance under current Museums and Galleries Scotland definitions	Yes	Yes	Yes	Yes
h3: Provide a high standard of collections, management and care, conservation, and collections storage				
Storage and display conditions meet conservation and preservation standards.	New	Storage and display conditions meet conservation and preservation standards.	External Funding Received of £6,335 and Art Storage Completed	Complete
ch4: Provide access to the collections through loans that meet conditions for lending and research access.				
Objects loaned during the year	Objects loaned during the year in line with loans policy	Objects loaned during the year in line with loans policy	Objects loaned during the year in line with loans policy	57
Number of research opportunities		5	5	5
ch5: Ensure professional support for cultural providers through artists and musicians funding				
% of Grant Awarded DVAA and Craft Makers	100%	87.90%	74.40%	58.08%
% of Grant Awarded Music Grants	100%	100%	100%	96%
Venues and Programmes				
Description - Provide venues and associated cultural programmes to support and promote cultural and creative learning activities, improving people's quality of life.				
vap1: Deliver a professionally managed Caird Hall for the staging of a high profile programme of arts and entertainment events and conferences.				

No. of events at Caird Hall	330	391	380	373
Audience numbers at Caird Hall per 1,000 of population	865	927	1025	773
vap2: Provide a comprehensive programme of music development activities.				
No. of participants	New	New	1,270	2,707
No. of activities and events	New	New	29	96
vap3.: Continue to offer and develop cultural and creative learning programme activities at cultural venues through: School Programme, Youth Action Programme, Community Programme and Public Engagement Events				
No. of participants	New	6,366	5,205	8,756
No. of guided tours	New	60	66	184
No. of workshops	New	276	205	181
No. of CPD sessions	New	4	7	4
No. of public engagements	New	21	56	51
vap4: Develop a Science Engagement programme at Mills Observatory in partnership with Dundee Science Centre, Dundee Astronomical Society and University of Dundee				
No. of Astronomy events	100	100	107	145
No. of participants	New	1,837	2,645	3,222
Information to Support and Promote				
Description - Provide information to support and promote cultural and creative learning activities, improving people's quality of life.				
isp1: Deliver a formal Arts and Heritage enquiry service.				
No. of formal Arts & Heritage enquiries		894	1,117	720
% enquiry response met on time	None	Being Developed	84%	84%
isp2: Provide a range of volunteer and placement opportunities.				
No. of Volunteers	8	8	8	8
No. of placements	2	7	8	8
Cultural Partnership Activities				
Description - Work in partnership to offer cultural services to the public.				
cpa1: Support Friends Groups (No. of meetings)				
Caird Hall Organ (FOCHO)	None	9	9	4
Mills Observatory (MORAG)	None	4	3	3
Camperdown House (FOCH)	None	4	4	3
Dundee Art Galleries and Museums Association (DAGMA)	None	7	8	8
cpa2: Support the development of the Dundee Museum of Transport Group's bid to submit a creditable Heritage Lottery application.				
	None	Work with the Dundee Museum of Transport Group to determine feasibility of project	On going support working towards Heritable Lottery bid	Regular meetings with the Museum Transport in order to support them to open the Market Mews facility to the public. Support ongoing.
cpa3: Work in partnership with cultural organisations including National Museums Scotland, National Galleries Scotland, Museums Galleries Scotland, V&A, and Creative Scotland as well as				

Dundee based cultural organisations and universities				
	None	Partnership work undertaken but not collectively reported or reviewed	Partnership work reviewed and considered for following year but not reported to Trustees	Partnership working with cultural org currently includes National Museum of Scotland, Museums Galleries Scotland and the British Museum

Comparison of Visitor Numbers to Cultural Facilities



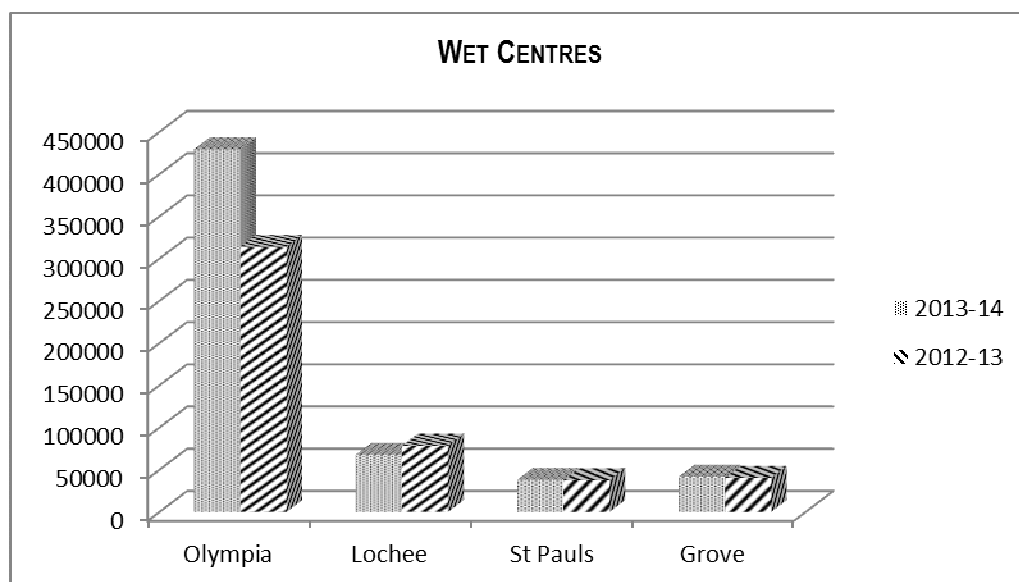
LEISURE AND SPORT SERVICES				
Leisure Facility Management	Baseline	2011-12	2012-13	2013-14
Description - Provide leisure facility management				
lfm1: Swimming Facilities (including PPP Schools)				
Total Admissions	469,473	455,303	470,103	577,123
Leisure Active admissions	88,738	122,663	109,075	156,401
Swim Lesson attendances:	69,775	68,769	93,264	98,372
COPD	334	341	0	781
Cardiac programmes	424	693	647	544
Days lost due to maintenance*	16	16	16	0
Days lost due to emergency *	0	0	0	0
lfm2: Dry Sports Centres				
Pay and Play Admissions	351,056	351,679	305,907	339,439
Leisure Active Admissions	68,412	71,656	75,954	71,126

COPD	81	81	1289	2043
Cardiac Programmes	2,827	3,344	3,264	3,127
Customer Feedback (New Indicator)	None	New	New	10
% satisfied or very satisfied	None	New	New	100
lfm3: Health and Fitness Facilities				
Total Admissions	186,032	196,384	196,913	196,179
Pay and Play Admissions	72,871	56,424	54,148	48,570
Leisure Active Admissions	113,161	139,960	142,761	147,609
GP Referrals	2,809	618	2,731	2,606
COPD	415	425	1,564	2,824
Cardiac Programmes	3,251	4,034	3,911	3,671
lfm4: Provide a balanced programme of sports halls and synthetic pitches and swimming pools usage to advance public participation in sports, education and citizenship and community development				
Sports Centres % use broken down in categories:				
schools	20	20	35	35
casual	45	45	35	35
club	0	0	13	13
sports development	15	15	10	10
NGB	2	2	3	3
other	18	18	4	4
lfm5: Provide a programme to advance health and relieve those in need by reason of age, ill health, disability, financial hardship or other disadvantage.				
GP referral programme attendances	2,809	4,014	2,731	2,606
COPD programme attendances	415	415	1,544	1,902
Cardiac programme attendances	3,251	4,034	3,911	3,671
Sports Development				
Description - Provide Sports Development services				
Key Work Area				
sd1: Provide a programme of activities to increase participation and encourage healthy lifestyles				
No. of attendances at sport and physical activity				
Sessions	151,528	148,053	157,380	131,750
No. of classes weekly	257	253	40	41
No. of classes holidays	168	164	7	8
No. of sessions targeting young people	9808	10226	32	17
No. of sessions targeting adults	497	583	1	1
No. of charged sessions	None	New	6	16
No. of free sessions	None	New	60	31
sd2: Advance public participation in sports through establishing a sustainable club infrastructure and network				
No. of clubs with ClubDundee accreditation level status	2	6	13	16
No. of clubs with ClubDundee development level status	114	16	16	15
Number of clubs joining scheme	None	New	Being Developed	1
Number of clubs leaving scheme	None	New	Being Developed	1
sd3: Empower the local sporting community and assist with the development of infrastructure, policies and governance				
No. of associations affiliated to SportDundee	6	6	7	5
No. of clubs affiliated to SportDundee	59	66	71	42
No. of individuals affiliated to SportDundee	8	5	5	5

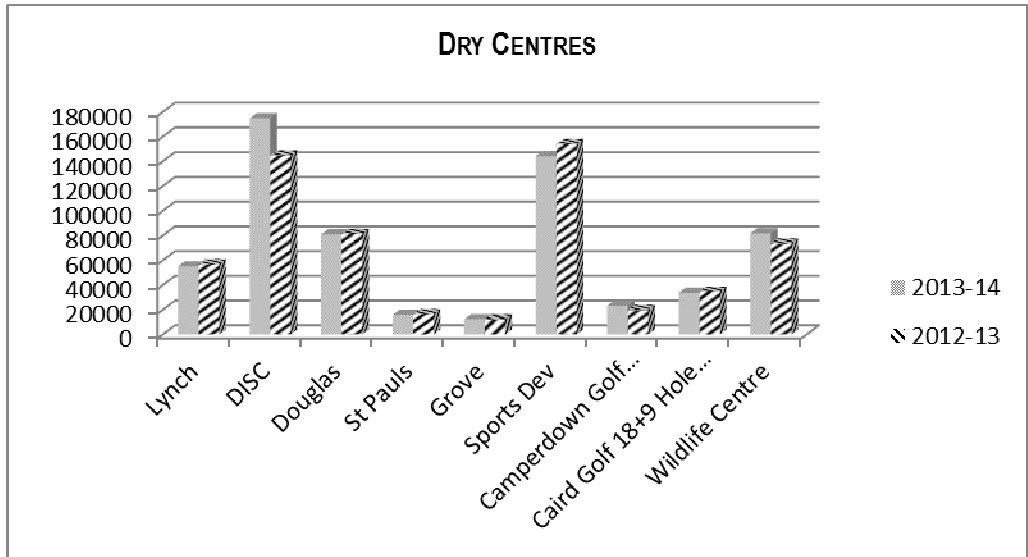
No. of grant applications received by SportDundee	48	125	139	144
No. of grant awards made by SportDundee	44	115	126	139
Amount of grant funding distributed by SportDundee	76%	102%	131%	167%
No. of nominees for Sports Awards	8	90	76	64
Attendance at Coach Education courses as a result of Section input	648	1137	473	212
sd4: Provide sporting pathways and development programmes to nurture and develop talented coaches and athletes				
No. of events and competitions as part of the pathways	None	New	49	40
No. of participants at pathway events and competitions	None	New	5,767	3,096
Golf Course Management and Maintenance				
Description - Provide public 18 and 9 hole golf courses at Caird Park and 18 hole golf course at Camperdown Park ensuring the availability of a comprehensive range of golf services from booking to completion of round				
gcm1: Maintain playability of courses.				
<i>Camperdown</i>				
Days closed due to weather	None	40	50	2
Days closed due to other reasons	None	0	0	0
<i>Caird</i>				
Days closed due to weather	None	40	47	3
Days closed due to other reasons	None	0	0	0
gcm2: Promote the diversity of courses.				
<i>Camperdown</i>				
No. of rounds per course as a % of total rounds	34%	34%	41%	41%
No. of pay and play rounds per course as a % of total rounds	12%	11.7%	4%	5%
<i>Caird</i>				
No. of rounds per course as a % of total rounds	66%	66%	59%	59%
No. of pay and play rounds per course as a % of total rounds	9%	9.60%	3%	3%
gcm3: Manage courses to advance public participation.				
<i>Camperdown</i>				
No. of rounds played by members	1,826	21,225	17,743	20,926
No. of rounds played by pay and play customers	2,774	2,810	2,068	2,367
No. of rounds played by juniors	89	135	89	66
No. of concessionary rounds played	105	24	9	7
<i>Caird</i>				
No. of rounds played by members	31,536	35,766	26,830	30,343
No. of rounds played by pay and play customers	3,227	3,820	2,328	2,764
No. of rounds played by juniors	189	220	89	84
No. of concessionary rounds played	245	80	51	22
<i>Members</i>				
Camperdown	69	72	77	74
Caird	219	236	208	206
Caird 9	None	None	New	82
Dual	1,388	1,409	1,380	1,263
Total	1,676	1,717	1,665	1,625
Wildlife Centre				

Description - Manage the City's Wildlife Centre at Camperdown Park				
wc1: Maintain and present the Centre and collection in keeping with industry standard and animal husbandry practices.				
No. of attendances	61,525	90,159	73,615	81,884
Retention of Visit Scotland 4 Star rating	Yes	Yes	Yes	Yes
% satisfied or very satisfied	None	75%	N/A	80%
No. of planned open days to the public	None	360	360	360
No. of days not open to the public due to a facility maintenance issue	None	0	0	0
No. of days not open to the public due to an animal related issue	None	0	0	0
wc2: Develop and deliver educational and conservation programmes				
No. of people taking part in the education programme	4,092	3,205	4,130	5,683
Retention of zoo license	Yes	Yes	Yes	Yes
Retention of BIAZA membership	Yes	Yes	Yes	Yes

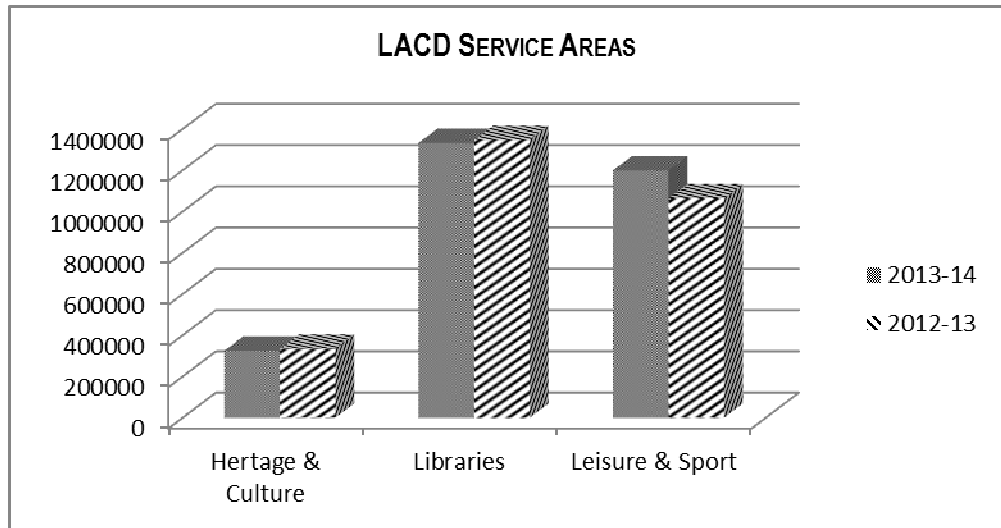
Comparison of Leisure and Sports Wet Facilities



Comparison of Leisure and Sports Dry Facilities



Comparison of Visitor Numbers for All Service Areas



LEISURE & CULTURE DUNDEE, COMPLAINTS STATISTICS: 1 APRIL 2014 – 31 MARCH 2015

22 complaints were closed.

40.9 % of complaints at the frontline stage were closed within the target of 5 working days and a further 45.5% within the extended target time. 66.7% of complaints at the investigation stage were closed within the 20 working days target.

36.4% of complaints were upheld at the frontline stage, and a further 31.8% were partially upheld. At the investigation stage, 33.3% were upheld and 66.7% were partially upheld.

The average number of working days taken to close complaints was 7.6 days at the frontline stage and 14.9 days at the investigation stage.

The percentage of complaints recorded in each category is shown below:

- Delay in responding to enquiries and requests 13.6%

- Failure to meet our service standards 27.3%
- Treatment by, or attitude of, a member of staff 45.5%
- Failure to provide a service 9.1%
- Dissatisfaction with our policy 4.5%
- Failure to follow the proper administrative process 0%
- Refusal to give advice or answer questions 0%

The numbers of complaints recorded by Service were Leisure & Sports (16), Cultural Services (4) and Library & Information Services (2).

**DUNDEE CITY COUNCIL
EQUALITY IMPACT ASSESSMENT TOOL**

Part 1 Description/Consultation

Is this a Rapid Equality Impact Assessment (RIAT)?	<input checked="" type="checkbox"/> YES NO Please circle
Is this a Full Equality Impact Assessment (EQIA)?	YES <input checked="" type="checkbox"/> NO Please circle
Date of assessment	Title of document being assessed Third Party Payments 2015-2016
Committee report number 143-2015	
1) This is a new policy, procedure, strategy or practice being assessed (If yes please tick box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please tick box) <input checked="" type="checkbox"/>
2) Please give a brief description of the policy, procedure, strategy or practice being assessed.	The annual provision of revenue payments to third party organisations in the city to deliver services beneficial to the city and its residents
3) What is the intended outcome of this policy, procedure, strategy or practice?	Increased/improved cultural and educational provision to the residents of Dundee.
4) Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Following the Public Pound Organisations Audited Accounts
5) Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	No It is proposed to work with the Third Party Organisations over the next year to start to collect equality monitoring information that can be used to direct service delivery.
6) Please give details of council officer involvement in this assessment. (E.g. names of officers consulted, dates of meetings etc.)	Merrill Smith
7) Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	With the move to a Standard Council Contract away from Service Level Agreements there will be a higher level of monitoring introduced that will include equality monitoring. This will incorporate evidence gathering of any potential negative impacts on protected characteristic groups and how more people from these groups can be encourage to become active in the cultural, community and sporting life of the City.

Part 2 Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.
If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	√	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	√	<input type="checkbox"/>
People with a disability	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	√
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	√	<input type="checkbox"/>
Socio-economic	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	√	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	√

Part 3 Impacts/Monitoring

1) Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)	If yes please give further details Part of the funding will assist in the delivery of targeted programmes to protected characteristic groups.
2) Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)	If yes please give further details N/A
3) What action is proposed to overcome any negative impacts? eg. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. see Good Practice on DCC equalities web page	Please give further details N/A
4) Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)	If yes please give further details N/A

<p>5) Has a 'Full' Equality Impact Assessment been recommended? (If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required) Seek advice from your departmental Equality lead.</p>	<p>If yes please give further details</p> <p>No</p>
<p>6) How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>Please give details</p> <p>Annual monitoring process in place. Following the Public Pound. Audited accounts</p> <p>Council Members and Officers as Board members in the major organisations</p>

Part 4 Contact information

Name of Department or Partnership: Chief Executives Department

Type of Document

Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	√
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input type="checkbox"/>

Contact Information

Manager Responsible		Author Responsible	
Name	David Martin	Name	Merrill Smith
Designation	Chief Executive	Designation	Head of Corporate Communications and Policy for Leisure & Culture
Base	City Square	Base	City Square
Telephone	01382 434201	Telephone	01382 307489
Email	david.martin@dundeecity.gov.uk	Email	merrill.smith@dundeecity.gov.uk

Signature of author of the policy:
Merrill Smith

Date 8 April 2015

Signature of Director/Head of Service area:
David Martin

Date 8 April 2015

Name of Director/Head of Service: David Martin

Date of next policy review: April 2015