



**Notice of a public meeting of
Learning & Culture Policy and Scrutiny Committee**

To: Councillors Craghill (Chair), Fenton (Vice-Chair),
S Barnes, Brooks, Dew, Jackson and Wells
Dr Dickinson (Co-opted Statutory Member) and
Mr Hagon (Co-opted Statutory Member)

Date: Wednesday, 10 May 2017

Time: 5.30 pm

Venue: The Auden Room - Ground Floor, West Offices (G047)

AGENDA

1. Declarations of Interest

At this point, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda

2. Minutes (Pages 1 - 8)

To approve and sign the minutes of the meeting held on 22 March 2017.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Tuesday 9 May 2017**. Members of the public can speak on agenda items or matters within the remit of the committee.

To register to speak please contact the Democracy Officers for the meeting, on the details at the foot of the agenda.

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The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at http://www.york.gov.uk/download/downloads/id/11406/protocol_f_or_webcasting_filming_and_recording_of_council_meetings_20160809.pdf

- 4. Attendance of Chair of Learning City** (Pages 9 - 24)
The Chair of Learning City will be in attendance at the meeting to provide an update on how the organisation has been working with the Council and other partners to deliver joint services.
- 5. York Theatre Royal: 2016/17 End of Year Performance Update** (Pages 25 - 36)
This report is to inform the Scrutiny Committee of the progress and performance of the York Theatre Royal.
- 6. Explore Libraries and Archives Mutual: Bi-annual Performance Update 2016/17** (Pages 37 - 84)
This report updates Members on the performance of Explore York Libraries and Archives Mutual Ltd (Explore) during the second 6 months of 2016/17.

7. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officers

Catherine Clarke and Louise Cook (job share)

Contact details:

- Telephone – (01904) 551031
- Email catherine.clarke@york.gov.uk and louise.cook@york.gov.uk

(If contacting by email, please send to both Democracy Officers named above).

For more information about any of the following please contact the Democratic Services Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 **(01904) 551550**

City of York Council

Committee Minutes

Meeting	Learning & Culture Policy and Scrutiny Committee
Date	22 March 2017
Present	Councillors Craghill (Chair), Fenton (Vice-Chair), S Barnes, Brooks, Jackson, Wells, Mercer (Substitute) and Dr Dickinson (Co-opted Statutory Member)
Apologies	Councillor Dew and Mr Hagon (Co-opted Statutory Member)

42. Declarations of Interest

Members were asked to declare, at this point in the meeting, any personal interests not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda.

Cllr Brooks declared a personal non prejudicial interest in agenda item 7 (Standing Advisory Council for Religious Education (SACRE) Annual Report) as a Council appointed representative on SACRE.

43. Minutes

Resolved: That the minutes of the meeting of the committee held on 11 January 2017 be approved as a correct record and then signed by the Chair.

44. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

45. Attendance of Chair of York@Large

The Chair of York @ Large attended the meeting to present a briefing paper on the work of York @ Large. He updated Members on how the organisation had been working with the Council and other partners to deliver joint services during the past 12 months

He drew Members attention to a list of priorities for York @ Large stating that emphasis would be given to priority 4 (to develop a new York narrative with Arts Council England). He advised Members that a Green Paper on industrial strategy had been issued by the Business Enterprise and Industrial Strategy department in Whitehall and that creative industries was one of the priority sectors mentioned in that strategy. He stated that a paper about culture and the creative sector was being prepared by the outgoing chair of the Arts Council, who had visited York on numerous occasions, and that this could be quite influential on the eventual reception of that green paper by government, therefore his view of culture and creative industries and the role culture could play in improving quality of life was important to consider.

He advised Members that he would like to see the words “cultural wellbeing” used in documents moving forward which would reflect its use in planning documents from government and the fact that wellbeing was an important issue locally.

He responded to particular issues raised by Members during discussion of the report and provided further relevant information.

Resolved: That the report and update be noted.

Reason: To ensure that Members are kept updated on the work of York@Large

46. 2016/17 Third Quarter Finance & Performance Monitoring Report

Members considered a report which analysed the latest performance for 2016-17 and forecasted the financial outturn position by reference to the service plans and budgets for all of the services falling under the responsibility of the Director of Children, Education and Communities.

The Finance Manager, Adults, Children and Education, was in attendance to present the report with the Director of Children, Education and Communities. They drew Members’ attention to a typing error in paragraph 4 of the report and stated that the figure in relation to the projected under spend within Special Educational Needs on out of city education placements should read £441k and not £548k as stated.

They provided further information to Members in response to queries raised in relation to schools funding and assets, the attainment gap for FSM (free school meal) pupils and the Make York Home initiative.

Resolved: That the report be noted.

Reason: To update the committee on the latest financial and performance position for 2016-17.

47. York Safeguarding Board Bi-annual Update

Members considered a report which provided an update on the progress of City of York Safeguarding Children Board, highlighting the outcome of the recent Ofsted inspection and the ongoing development of the Children and Social Work Bill.

The Corporate Director, Children, Education and Communities reported that, in November, Ofsted had undertaken an inspection of services for children in need of help and protection, children looked after and care leavers and a review of the Local Safeguarding Children Board (LSCB). He advised that City of York Safeguarding Children Board had been judged as outstanding and was only the second Board in the country to be judged as such. Members asked that their congratulations be passed on to the Board and its partners acknowledging that the result was due to good partnership working.

In relation to the Children and Social work bill currently passing through parliament, the Director advised that this would include changes to current safeguarding children legislation including the abolishment of the current LSCB statutory requirement and its replacement with a statutory framework for local safeguarding arrangements. He explained that it would be up to individual local authorities to determine how this would work and it would give them freedom to decide how to carry out the arrangements. He advised that a senior board would oversee arrangements in future but care would need to be given not to deviate too far from current arrangements which worked well for York.

He provided further information in relation to queries raised by Members in relation to: support for, and funding of, new arrangements; and ensuring that existing wider engagement of

other partners and relevant agencies could be sustained. Members commented that it would be useful to be able to see a forward plan for how some of the issues highlighted as requiring consideration by statutory partners (in paragraph 9 of the report) would be tackled. It was agreed that Members would continue to receive twice yearly updates in order that they could continue to challenge and scrutinise arrangements going forward.

Resolved: That the report be noted.

Reason: To update the committee on the progress of the City of York Safeguarding Children Board over the past 6 months.

48. SACRE (Standing Advisory Council for Religious Education) Annual Report

Members considered the annual report of the City of York Standing Advisory Council for Religious Education (SACRE) which provided them with details of work undertaken during 2016.

The Chair of SACRE and the Council's School Effectiveness and Achievement Adviser attended the meeting and provided additional information during discussion on the annual report including:

- The new agreed syllabus was launched summer 2016 – this provided a comprehensive framework for teaching and learning and assessment of pupils' knowledge and understanding of religions.
- Church of England Schools and Roman Catholic Schools have their own syllabus and way of teaching.
- Guidance would be reissued to all schools on acts of collective worship at next SACRE meeting.
- There had been a slight fall in the number of pupils taking RE accreditation at end of KS4. In York RE is treated as humanities subject but not classed as EBacc subject although it did count as the Progress 8 Measure
- There was a national requirement to teach RE in all schools. Up to now all schools have been recommended to teach an accredited course in RE but this is now compulsory.

- The agreed syllabus would apply to fewer secondary schools but all schools would still need to comply with national requirements.

Resolved: That the SACRE annual report be noted.

Reason: To update the committee on the work of SACRE and the outcomes in religious education in York's schools, in line with the statutory requirement to report annually to elected members.

49. Update on Implementation of Local Area Teams

Members considered a report which provided an update on the implementation of local area teams (LATs) which brought together a range of pre-existing services to form a new set of preventative arrangements for families, following their launch in January 2017.

The Head of Early Years Help and Local Area Teams presented the report which provided detail on the early work of local area teams and responded to issues raised by Members. He advised that the service had been launched in January but that a transition plan had been put in place and transitional arrangements would operate over the next 12 – 18 months.

He advised that the Early Years Board had provided a draft of the Early Help Strategy and suggested it would be useful for the committee to look at this strategy as local area teams were an integral part of how early help was developed in the city. It was agreed that the committee look at the role of local areas teams within the Early Help strategy at a future meeting.

During discussion, it was suggested that in relation to paragraph 17 and forming strong relationships with key partners, "Elected Members" should be added to the list of key partners, and that Members should be well informed about changes taking place and that opportunities for working at ward level with ward budget should not be forgotten.

Officers expressed the view that better engagement with Elected Members on ongoing basis would be beneficial to both sides in order that ward priorities could be aligned alongside the priorities of LATs. It was agreed that this be discussed further at

a future meeting along with an update on progress in relation to Local Area Teams in six months time.

The work of staff was commended by officers and Members as it was recognised that the implementation of local area teams had been a significant change to how they worked and what they were expected to do.

Resolved: (i) That the report be noted.

(ii) That further updates be provided as detailed above.

Reason: To keep Members updated on the implementation of Local Area Teams.

50. Update on Implementation of Recommendations from previously completed 'Disabled Access to York's Heritage & Cultural Offer' Scrutiny Review

Members considered a report which provided them with a further update on the implementation of the outstanding recommendations arising from a previously completed scrutiny review on Disabled Access to York's Heritage and Cultural Offer, having previously signed off some of the review recommendations at previous meetings in March and September 2016.

The committee discussed the four outstanding recommendations and made the following comments:

Recommendation 5 - Members noted that liaison had taken place and was ongoing with bus operators. They acknowledged that the Quality Bus Partnership would continue to strive for improvements with regard to disabled access so agreed that this recommendation should be signed off.

Recommendation 6 - Members noted the update provided but felt that this did not address the recommendation. They expressed concern that the recommendation had been approved but no funding provided to allow implementation, and were concerned this was not the only recommendation arising from a scrutiny review where this had happened. They agreed that this recommendation should be left outstanding and that the Chair should write to the Executive Member for Culture, Leisure

and Tourism to remind him of the endorsement the Executive gave to this recommendation, and officers should seek clarification whether the current website was a suitable substitute for an app (therefore making an app unnecessary), or whether the app might better support the public and improve their access to the city's heritage and cultural offer.

Recommendation 7 - It was agreed this recommendation be left outstanding as Members recognised this was dependent on recommendation 6.

Recommendation 13 - Members welcomed the new award entitled "Cultural Equality and Diversity Award" introduced in 2016 but expressed concern that this was more focused on cultural identity and did not address accessibility (specific tangible measures to make buildings and cultural offers more accessible). Members agreed to sign off this recommendation but agreed that the Chair should write to the Chair of Make it York to remind him of the intention of the recommendation i.e. to encourage city centre venues to improve access for people with disabilities, and to ask that they investigate this further and re-consider the possibility of including an 'Access for All' award or similar award in the annual Tourism Awards the following year.

- Resolved:
- (i) That the report be noted.
 - (ii) That recommendations 5 and 13 be signed off as being fully implemented but that the Chair of the Committee be requested to write to the Chair of Make it York as detailed above.
 - (iii) That recommendations 6 and 7 remain outstanding and that the Chair of the Committee be requested to write to Executive Member for Culture, Leisure and Tourism as detailed above.
 - (iv) That a further update on the outstanding two recommendations be provided in 6 months time.

Reason: To raise awareness of those recommendations which are still to be fully implemented.

51. Work Plan 2016-17

Members considered the committee's work plan for the remainder of the 2016-17 municipal year.

Members were reminded that the next meeting would take place on 10 May rather than 24 May as originally scheduled.

With regard to the draft workplan for the new municipal year, the Scrutiny Officer suggested that the following reports be added, in view of suggestions made by officers during the meeting.

- June 2017 – Update on Early Help Strategy
- November 2017 – Update on Local Area Teams and the new service at Sycamore House
- January 2018 - Update on take-up of school meals

Resolved: That the suggestions for the 2017-18 municipal year be noted.

Reason: To keep the committee's work plan updated.

Cllr D Craghill, Chair

[The meeting started at 5.30 pm and finished at 7.40 pm].

Learning City York
Report to Scrutiny – May 2017

A) York Skills Plan – 2017 – 2020

(Approved by CMT & in final consultation with city-wide partners before presenting to Full Exec for final approval)

York's second all age Skills Plan, focuses on how City of York Council and its partners will work together over the next four years to contribute to two key priorities for the city as set out in the York Economic Strategy, 2016 – 2020 and City of York Council Plan 2015 - 2019:

- **Developing, Retaining and Attracting Talent in York**

To support the growth of local businesses as well as those within commuter distance of York across the wider city region.

- **A Prosperous City for All**

Where local businesses can thrive, residents have the opportunity to get good quality and well paid jobs and everyone in York is supported to achieve their full potential, **making sure 'no-one' is left behind.**

The Skills Plan has been developed at an important time for the city as it sets out to deliver an ambitious economic growth vision to 2030 and beyond. It is also a time of major change for employment and skills support in England, with real shifts in policy and funding at a national, Local Enterprise Partnership and city level. To realise the vision and maximise the impact of these shifts, now more than ever, we need effective collaboration between employers and all engaged in education, skills and employment activity as well as partners supporting the city's economic development. We need to ensure that talent supports business growth and business growth delivers benefits for all residents.

The Skills Plan sets out **5 'Essential To-Dos'** to 'developing, retaining and attracting talent' – 'making sure no-one is left behind':

1. **Support the transition of all young people from learning to earning**
 - Ensuring that great education is better connected to business
2. **Connect more adults to jobs & career progression**
 - Targeting integrated ways of working with more disadvantaged and vulnerable adults

3. **Grow the Apprenticeship Offer**

- Creating jobs for young people and developing skills of existing staff in SMEs and larger businesses

4. **Make better use of HE talent, resources & learning**

- Developing graduates to access graduate level jobs within local businesses and ensuring access to higher level learning for residents

5. **Tackle Skills Shortages**

- Harnessing the employment and career opportunities across all sectors for the benefit of all residents, with an immediate focus on:
 - ✓ Health & Care
 - ✓ Construction & Infrastructure (including Rail)
 - ✓ Digital, Technology & General IT Skills
 - ✓ Hospitality and Tourism

B) Progress to Date

1. **Support the transition of all young people from learning to earning**

CYC continues to make sense of policy and funding programmes to maximise the benefits for schools, colleges and young people in York.

There are several European, National and LEP funded programmes, delivered by a variety of partners, that CYC is ensuring that York secondary schools are engaged with, including:

- **Improve Your Prospects** (Prospect Services – with various delivery partners) – supporting 6 York schools with young people aged 15+ in Y10/11 at risk of disengagement, as well as supporting 16-19 year olds who are already NEET
- **Enterprise Co-ordinators** – linking schools with volunteer business Enterprise Advisers to drive business-education links (in partnership with both LEPs)
- **Better Careers Education and Future Jobs** – two ESF LEP contracts to better support CEIAG-related activity in schools & colleges (Prospect Services & Aspire-i)
- **Career Ready Programme** – DHL sponsored Business & Logistics programme for 15 x Y12 sixth form students at Fulford and Archbishop Holgate's seeking to progress to local employment (including apprenticeships), not HE
- **#TechGoals** – Digital Skills in Schools programme, commissioned by LCR

Shape Your Future Careers Event (Fulford School) – January 2017

Co-ordinated by City of York Council, Education & Skills, in partnership with Fulford School, Archbishop Holgate's and Millthorpe, local employers, NCS and JCP. 300 young people and parents attended from Y10-13 to talk with employers and staff from all the key sectors for York to help inform their career aspirations and next steps. This included a focus on advanced and higher level apprenticeships.

2. Connect More Adults to Jobs & Career Progression

York (all age) Jobs Fairs have taken place in September 2016 & March 2017 (coordinated by York Learning, in partnership with JCP and supported by funding from CYC), with strong attendance from employers, training providers and residents.

The LCR funded 'Head Start' programme, commissioned through Learning City York to York Learning. CYC supported circa 100 x 18-24 year longer-term unemployed olds, with 47 into employment by end March 2017.

There are 5 new European funded programmes now available in York (via LCR and YNYER LEP) to support different adult resident client groups and service users into work to July 2018 or March 2020.

In brief:

- **Action Towards Inclusion** (Your Consortium is the Prime + 10 delivery partners, including York Learning – Big Lottery co-funded) – 400 residents to 2020 who are furthest away from the labour market; 80% inactive; longer term unemployed (12 months+)
- **Moving Forward** (Ixion is the Prime, with i2i as delivery partner) – 26 weeks (6 months unemployed)
- **Access to Employment** (APM) – unemployed residents closest to the labour market (any length of unemployment)
- **Open Doors** – Skills Support for Redundancy (Interserve)
- **Step up to Construction** – York College has supported 3 groups of 15 unemployed residents to benefit from training, site visits, work experience and acquiring their Green Card for applying to jobs in construction. A small number have been successful in gaining employment locally.

Other European funded programmes have been awarded to support the skills, training and career progression of those already in work, dependent on in-work benefits, as well as developing higher level skills.

- **Skills Support for the Workforce and on In-work Benefits**
- **Higher Level Skills**

Key priorities moving forward:

- New DWP Work & Health programme
- DWP pilot activity to target 'supported employment opportunities' for those residents with learning disabilities, autism & mental health barriers

3. Grow the Apprenticeship Offer

The **Council-led 'York Apprenticeship Hub'** has continued to work closely in partnership with employers (large and small), training providers, schools and LEPs to raise the awareness and take-up of apprenticeships for young people (16-24) and to develop existing staff with apprenticeship training.

The 30% growth in all age apprenticeship 'starts' in 2014-15 to 1700 (ranking York has the 6th highest ranking LA in the UK for growth) has been maintained in 2015-16 with an all age start level at 1720.

The council-led, LCR funded SME Brokerage Service created 250 apprenticeship jobs for 16-24 year olds by the end of the contract last October 2016 (highest performing district against original targets). This independent service has now been contracted through European funding to Interserve across LCR and sub-contracted in York to APM.

A second European funded SME service to support employers upskill their existing workforce through apprenticeship training, has been awarded to Grimsby Institute and a consortium of FE colleges and training providers.

The work of the **Council-led York Apprenticeship Hub** has more recently turned to supporting and maximising the benefits of the apprenticeship reforms and levy for CYC (core staff), Locally Maintained schools and supporting Apprenticeship Levy discussions with groups of larger employers across the city.

Recent activity, led by the council-led York Apprenticeship Hub includes:

- York Apprenticeship Recruitment Events – last August 2016 & March 2017 (with record attendance from employers, training providers, young people and parents)
- York Apprenticeship Graduation & Awards Ceremony – November 2016 (record number of graduates & attendance)

- School workshops, Facebook & weekly E-vacancy bulletins
- Development of an approach and support package for maximising the benefits of the Apprenticeship levy for CYC, LA maintained schools and larger employers across the city

4. Making Better Use of HE Talent and Resources

Higher York are keen to support both the York Economic Strategy and York Skills Plan. Following a recent restructure to the partnership (Uni of York; York St John University; York College, Askham Bryan College and City of York Council), the Board is currently reviewing the Skills Plan to assess how individual HEI partners can contribute and align with the skills demands of both local and national employers.

5. Tackling Skills Shortages

5.1 Health & Care Sector

Through the council-led Adult Care Workforce Development Strategy Group (Recruitment, Retention and Careers sub-group) we have worked with the NHS York Teaching Hospital and Skills for Care to host the first sector specific Health & Care Recruitment Event on Saturday 25 March at York Hospital. This was well attended by 300 residents and appointments to clinical and non-clinical jobs across the two sectors were made on the day and after.

The Council (on behalf of Learning City partners) has now joined the wider STP for the Humber and Vale of York to investigate the potential to develop a dual Health & Care Apprenticeship programme that would enable new entrants to gain experience in both sectors before specialising.

5.2 Hospitality & Tourism

The Hotelier network facilitated a sector specific recruitment event at the end of September 2016 on a Sunday, as part of the York Food & Drinks Festival. Attendance was low.

JCP, in partnership with local training providers, has run several successful Sector Based Work Academy programmes with individual large hotels, such as The Hilton and The Grand to fill vacancies.

The Council, York College, JCP and Make it York are meeting again with the Hotelier Group and HR Network to review what action to take next.

5.3 Construction

CYC continues to embed Employment and Skills Plans into our capital procurement contracts with targets for local employment, apprenticeships, education and training opportunities. The latest being the tender for The Guildhall.

Positive outcomes have been achieved, linking programmes for unemployed residents to move into the sector delivered by York College and supported by European Funding (Step up Into Construction).

The Council is working closely with CITB, York College and the YNYER LEP to look at more ways to raise awareness with young people about the opportunities available and to encourage more SMEs to take on apprentices.

5.4 Digital, Technology & IT Skills

#TechGoals – Digital Skills in Schools programme, commissioned by LCR
Digital skills in the community – delivered by York Learning.

Post 16 Education Area Based Reviews

Over the last two years the Department for Education have conducted a series of post 16 area based reviews. These reviews were delivered in five waves with the review for the area covered by York, North Yorkshire, East Riding and Hull local authorities taking place in the fourth wave between September 2016 and March 2017. The focus of the review activity was on GFE (General Further Education) colleges and sixth form colleges. Across our review area this meant that eleven colleges in total were in scope with Askham Bryan College and York College included from York. The purpose of the reviews was to ensure colleges are financially secure, resilient and able to respond to skills priorities as set out by local authorities and local enterprise partnerships. Published reports from the earlier waves did recommend a number of college mergers in other parts of the country.

The council played an active part in the review especially in the co-ordination of the education data analysis resulting in each local authority setting out their priorities along with those from the two local enterprise partnerships early in the review. Subsequently the council was represented at all five steering group meetings and we have supported the final recommendations.

The final recommendations will be published in a report in the first week in May 2017. This will indicate no change to the status of Askham Bryan College and York College ie: they will remain as stand-alone institutions.

Local authorities and Local Enterprise Partnerships will continue to have a role in supporting and challenging and ensuring colleges are responding to local priorities.

Report Provided by:

Alison Birkinshaw (Chair of Learning City York, Principal of York College)

Julia Massey (Learning City Partnership Manager, City of York Council)

Abbreviations:

CEIAG – Careers, Education, Information and Guidance

CITB – Construction Industry Training Board

CMT – Council Management Team

CYC – City of York Council

DWP – Department for Work and Pensions

ESF – European Social Funding

FE – Further Education

GFE – General Further Education

HE- Higher Education

HEI –Higher Education Institute

HR – Human Resources

i2i – Inspire to Independence

JCP – Job Centre Plus

LA – Local Authority

LCR – Leeds City Region

LEP – Local Enterprise Partnership

NCS – National Careers Service

NEET – Not in education, employment or training

SMEs – Small and medium sized enterprises

STP – Sustainability Transformation Partnership

YNYER LEP – York, North Yorkshire, East Riding Enterprise Partnership

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YORK'S

SKILLS PLAN 2017-2020



Developing, Retaining & Attracting Talent
Making Sure No-one is Left Behind

INTRODUCTION

York's Skills Plan 2017-2020, the city's second All Age Skills Plan, focuses on how we and our partners will work together over the next four years to contribute to two key priorities for the city as set out in the York Economic Strategy, 2016 – 2020 and City of York Council Plan 2015 - 2019:

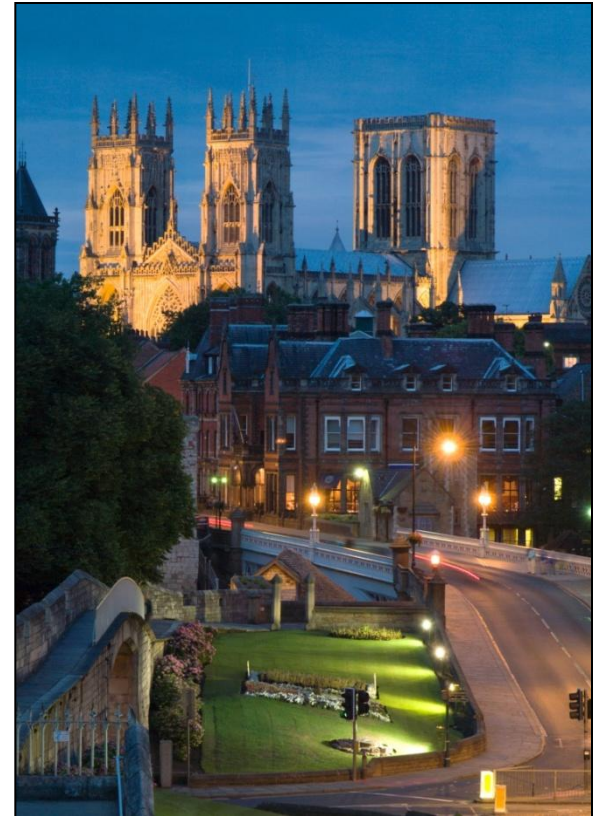
Developing, Retaining and Attracting Talent in York

- to support the growth of local businesses as well as those within commuter distance of York across the wider city region

A Prosperous City for All

- where local businesses can thrive, residents have the opportunity to get good quality and well paid jobs and everyone in York is supported to achieve their full potential, **making sure 'no-one' is left behind**

The Skills Plan has been developed at an important time for the city as it sets out to deliver an ambitious economic growth vision to 2030 and beyond. It is also a time of major change for employment and skills support in England, with real shifts in policy and funding at a national, Local Enterprise Partnership and city level. To realise the vision and maximise the impact of these shifts, now more than ever, we need effective collaboration between employers and all engaged in education, skills and employment activity as well as partners supporting the city's economic development. We need to ensure that talent supports business growth and business growth delivers benefits for all residents.



YORK'S HEADLINE SKILLS PLAN

Ambition...

Top 10 UK city:

Employment rate, skills & qualifications

Wages above national average

(Economic Strategy)

Vision

Skilled people

Working in thriving local businesses with good quality & well paid jobs for all

Priorities

Developing, Retaining & Attracting Talent

Making Sure 'No-one' is Left Behind

Essential To-Dos

1. Support the transition of **all** young people from learning to earning
2. Connect **more** adults to jobs & career progression
3. Grow the Apprenticeship offer to create jobs & develop staff
4. Make better use of Higher Education talent, resources and learning offer for businesses & residents
5. Tackle skills shortages

2017 - 2020

Ambition...

Biggest

improvements:

For disadvantaged & vulnerable young people and adults

- Young people eligible for free school meals, with special educational needs, leaving care, young offenders, at risk of disengagement or Not in Education, Employment or Training (NEET)

- Adults with learning disabilities, significant health difficulties and longer term unemployed people; as well as those not working, not claiming benefits but wanting a job and those in low skilled - low paid jobs seeking progression

YORK'S SCENE IS SET

Summary of where we are now; strengths, weaknesses, opportunities and threats

York is already considered to be a UK hotspot for talent for businesses, due to the strong outcomes of York secondary schools, colleges and two universities alongside the high resident qualification levels and low levels of unemployment.

This strong skills profile has helped York to become a successful and resilient city, securing strong economic growth and employment rates above national average over the last decade. The city's economy has restructured towards higher value sectors (financial and professional services, the location of national headquarters in rail and the city's internationally competitive science, research and creative, digital and technology clusters), as well as continuing to develop a vibrant visitor and tourism economy and reputation as a centre for learning and innovation.

As the city sets out its vision for 2030 and beyond, there are exciting new opportunities for further growth and employment presented by major schemes including the 120,000 m2 development of York Central Enterprise Zone and High Speed Rail Hub at York Station; a £50mn agri-tech Centre of Excellence at FERA, Sand Hutton; a dynamic and growing small business base, particularly in the Creative & Digital Sectors as well as new housing developments, improvements to the Outer Ring Road and low carbon, sustainable transport initiatives around electric vehicles, Park and Ride and cycling, as part of the **One Planet York** initiative. We have to work hard together to ensure that all residents develop the right skills to benefit from these opportunities.

'Developing, Retaining and Attracting Talent'.

The York Economic Strategy recognises, in particular, the importance of York's pipeline of graduate and apprenticeship talent as an essential element to secure economic vibrancy for the city and to help deliver the vision to be a **Top 10 UK City** for employment, skills and connectivity, with high value sector growth, wages above national average and business space and housing requirements met.

'A Prosperous City for All - making sure no-one is left behind'.

The Council Plan wants all residents to have the opportunity to get good quality and well paid jobs and, in particular, to increase employer's involvement with education and communities so that all children and young people can achieve good outcomes and make the most of their talents and skills.



YORK'S SCENE IS SET

Developing, Retaining & Attracting Talent – Making Sure 'No-one' is Left Behind

Young people need support to develop skills and knowledge of the changing job market and gain experience of the workplace to ensure they get the best possible start to their working lives. Some groups of vulnerable young people need targeted support to improve their outcomes and employment prospects. With 50% at age 18 currently not entering Higher Education and seeking employment locally, along with a proportion of the 5000 graduates from the two local Universities, we need to ensure that there is closer alignment between their understanding of the actual jobs available in York and the surrounding area, the routes to access these careers, including apprenticeships and the development of their broader employability skills.

Working age adults and families with additional barriers to work such as disabilities, mental health problems, low level skills and inter-generational worklessness need tailored support, both pre-employment and in-work. With large numbers of unfilled vacancies and 80% of the workforce to 2020 already having left compulsory education, the challenge in York is not about a shortage of jobs, rather how we help working age residents develop the right skills for recruiting businesses and how we challenge and support recruiting employers to provide the right environment for adults seeking employment. With high levels of part-time employment (38%), especially amongst women, in lower skilled, lower paid jobs, York has a second challenge that whilst being in work, many people remain dependent on in-work benefits and fall into the trap of in-work poverty. We need to work with employers and support people to access the right training to develop their skills so they can progress to higher skilled and higher paid employment.

Businesses, large and small, also need support in helping them to find the right talented, skilled and motivated people. We know that many companies, particularly smaller businesses within high value sectors such as Digital and IT are experiencing skills shortages and that growth isn't matched by the number of people applying for jobs who are properly qualified and experienced. Furthermore, we have unfilled vacancies, at every level, in key employment sectors such as health and care, construction and hospitality and tourism as well as IT related jobs across all sectors.

In summary, this plan seeks to foster a collaborative responsibility **to developing and retaining talent** with York's partners – businesses, employer networks, business support agencies, public sector, voluntary sector, education and training providers, residents - and create a local commitment **to making sure no-one is left behind** by putting everyone in a position to successfully gain employment and make progress in their working life.



FIVE ESSENTIAL TO-DOS

Developing, Retaining & Attracting Talent
Making Sure 'No-one' is Left Behind

1



Support the transition of all young people from learning to earning
Ensuring that Great Education is better connected to business

2



Connect more adults to jobs & career progression
Targeting integrated ways of working with more disadvantaged and vulnerable adults

3



Grow the Apprenticeship Offer
Creating jobs for young people and developing skills of existing staff in SMEs and larger businesses

4



Make better use of HE talent, resource & learning
Developing talent for graduate level jobs within local businesses and ensuring access to higher level learning for businesses and residents

5

Tackle Skills Shortages
Harnessing the employment and career opportunities across all sectors for the benefit of all residents



Health & Care



Construction & Infrastructure
(including rail)



Digital, IT & Technology



Hospitality & Tourism

YORK'S HEADLINE SKILLS PLAN – ESSENTIAL TO-DOs 2017 - 2020

1

Support the transition of all young people from learning to earning

Ensuring that Great Education is better connected to business

- Raise awareness of the changing jobs and career opportunities via a consistent and progressive Careers, Enterprise and Employability Offer, enriched by business and linked to curriculum
- Raise the bar on Higher Level Skills that employers are seeking
 - Develop stronger 14-19 technical and professional pathways
- Grow the Apprenticeship Offer in schools, including recruiting apprentices as an integral part the education workforce
- Target support to narrow the gap and improve outcomes for disadvantaged and vulnerable young people

2

Connect more adults to jobs & career progression

Targeting integrated ways of working with more disadvantaged and vulnerable adults

- Offer more supported work experience and employment opportunities for young people and adults with learning disabilities, autism and mental health issues
 - Support residents to access information about local jobs, careers and 'business start-up' information, including services offered through National Careers Service, Jobcentre Plus and Make it York
- Develop more innovative 'second chance' employability and re-training opportunities in non-traditional settings and supported by employers
- Provide clear routes for referrals into skills and employment programmes for city-centre and community-based front-line services working with adults
- Create better signposting to higher level learning and vocational provision
 - Ensure access to financial advice for those affected by welfare reform changes

3

Grow the Apprenticeship Offer

Creating jobs for young people and developing skills of existing staff in businesses

- Support businesses to better understand and make the most of apprenticeships, particularly in the context of the new apprenticeship levy and reforms
 - Develop a co-ordinated 'Apprenticeship Offer for SMEs'
- Support people to access traineeships and apprenticeships as a pathway into and progression through rewarding careers, ensuring that the talent supply meets employer demand
 - Increase the provision and take-up of higher and degree apprenticeships
- Continue to celebrate and give a high profile in the city to the business and individual benefits of apprenticeships

4

Make better use of Higher Education talent, resources and learning

Developing talent for graduate level jobs and ensuring access to higher level skills and learning for businesses and residents

- Develop a Graduate programme for SMEs
- Promote York career opportunities to York higher education students
 - Develop the higher learning skills offer to support local businesses
- Continue to create innovative programmes to widen participation in higher learning by local residents

5

Tackle Skills Shortages

Harnessing the employment and career opportunities across all sectors for the benefit of all residents

- Set up employer-led sector specific task and finish groups - to target activity and interventions across Essential To-Dos 1-4, with a focus on
- Health & Care
 - Construction & Infrastructure (including Rail)
 - Digital, Technology & General IT Skills
 - Hospitality and Tourism

YORK'S SKILLS PLAN 2017-2020

GET INVOLVED – MAKE IT HAPPEN

If you'd like to work with us on delivering York's Skills Plan to:

- Develop, retain and attract talent, to support the growth of local businesses
- Making sure 'no-one' is left behind, by putting everyone in a position to successfully gain employment and make progress in their working life

Contact us on:

skills@york.gov.uk

or

yorktalent@york.gov.uk

Or

01904 xxxxxx





Learning & Culture Policy & Scrutiny Committee

10 May 2017

Report of the Assistant Director (Communities and Equalities)

York Theatre Royal: 2016/17 End of Year Performance Update**Summary**

1. This report is to inform the Scrutiny Committee of the progress and performance of the York Theatre Royal.

Background

2. In 2016/17 the Council provided the theatre with a one-off capital grant of £770k. This grant represents the Council's financial support to the theatre for the 4 year period to 2020/21. The purpose of the Council's financial support is to enable the theatre to:
 - Maintain and develop York Theatre Royal as a local, regional and national theatre provider, creating productions of quality, daring, delight and accomplishment for the citizens of York and the region, and for visitors to the city.
 - Continue to develop local and nationally significant programmes of work with partnerships across the UK and internationally, that contribute to making York a vital and vibrant city and extending our reputation for world class culture.
 - Encourage creative expression and engagement with the community, through a diverse programme of work, both on and off stage, that offers a cultural mix of entertainment, innovation, participation and enjoyment.
 - Develop work and activities that promotes the enjoyment of Theatre with older people and diverse communities.
 - Work in active partnership with business, education, community and arts organisations, and local authority service providers to extend both the range and reach of the Theatre's work.
3. The theatre has committed to continue reporting on its work against these outcomes. Reports are brought to Scrutiny Committee twice a year. Annex A sets out in detail the work undertaken in the second 6 months of 2016/17 and the plans in development for the future.

Consultation

4. This report is for information only and there is no consultation to consider.

Options

5. This report is for information only and there are no options to consider.

Council Plan

6. York Theatre Royal contributes to a number of corporate objectives including “visitors, businesses and residents are impressed with the quality of our city”.

Implications

7. **Finance:** In 2016/17 the Council provided a one off capital grant of £770k to cover a four year period.
8. The report has no additional implications relating to:
 - Human Resources
 - Legal
 - Crime and Disorder
 - Information Technology
9. **Equalities.** Annex A sets out the contribution the Theatre makes to support our Equalities agenda.

Risk Management

10. In compliance with the Council’s risk management strategy there are no risks associated with the recommendations of this report.

Recommendations

11. The Scrutiny Committee is asked to note the report and comment upon the progress that the Theatre has made in the last 6 months.

Reason: To fulfil the Council’s role as a funding body.

Contact Details

Author and Chief Officer responsible for the report:

Charlie Croft
Assistant Director
(Communities and
Equalities)

Report Approved



Date

26 April 2017

Wards Affected:

All

For further information please contact the author of the report

Background Papers: None

Annexes

Annex A: York Theatre Royal Performance report

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York Theatre Royal: Biannual Update Report

May 2017

This report will give an update of delivery against the Service Level Agreement (SLA) between the City of York Council and York Citizens' Theatre Trust Ltd.

The report covers the period from November 2016 to April 2017.

PARTNERSHIP DELIVERY 2012/2018

SLA conditions are noted in bold with the details of how the theatre has been working to achieve them underneath.

- 1. Provide a year round programme of work which shall include in-house productions, including a pantomime, youth theatre productions, touring drama productions, and hires to local amateur companies**

The last 6 months in the main theatre has included a range of theatre work including theatre made in York and toured into the city from around the UK.

The biggest production during this period was the annual pantomime. This year, in the newly re-furbished theatre, it was **Cinderella**. An audience of 46,000 enjoyed a spectacular return to the theatre following the pantomime that we presented in the Signal Box Theatre.

Our theatre work that was made in York included a new play about the relationship between Agatha Christie and Margaret Rutherford called **Murder, Margaret and Me**. This was a gem of a production and starred Susie Blake as Margaret Rutherford and Nichola McAuliffe as Agatha Christie. The theatre has plans to tour this production nationally in 2018.

And at the end of April 2017 we opened a new production of Anne Bronte's **The Tenant of Wildfell Hall**. A new script of this classic novel that was written while Anne Bronte was a governess in York, it was commissioned by York Theatre Royal and our co-producers Bolton Octagon Theatre.

Productions that toured to the theatre during this period included the classic psychological thriller, **Night Must Fall**, the acclaimed Matthew Bourne Dance Company with **Early Adventures**, Sandi Toksvig's newest play, **Silver Linings**, and the award-winning musical **RENT** in a 20th anniversary production. Other highlights in the season included English Touring Opera with a double bill and Northern Broadsides new production of the classic, **Cyrano de Bergerac**.

Productions from our community partners in the main theatre included **The King and I** by York Light Opera and **Turandot** by York Opera.

York Theatre Royal played host to two city-wide Festivals. **Aesthetica Short Film Festival** used spaces in the theatre to show films and to hold masterclasses and industry events in November. York Theatre Royal was the hub for this year's **York Literature Festival** in March. Across the organisation we held speaker events, performances, workshops and advice surgeries for writers. As part of the programme Sue Perkins played to a packed house for an evening of wit and anecdote from her best-selling memoir **Spectacles**.

2. Provide sign language interpreted and audio described performances and touch tours

All of the York Citizens Theatre Trust productions and many visiting companies have had sign interpreted, audio-described and captioned performances.

Overall the access facilities in the new theatre have improved radically. With a step-free ground floor, new access to the dress circle and theatre bar via a lift and much improved wheelchair positions in the dress circle and stalls.

We also now programme relaxed performances as part of our produced work.

3. Provide a regular Youth Theatre for at least 250 young people annually

York Theatre Royal Youth Theatre comprises of 370 young people who take part in weekly sessions within 16 youth theatre groups split by age,

Access all Areas(referral only) and two new groups in Theatre-Making at York St John University.

In the last 6 months the youth theatre has performed a newly commissioned play, **Forward to Victory**, within the Castle Museum. This play followed 5 York lads through the First World War. They also produced a play called **Fugee** at York St John University that followed the story of unaccompanied minors who arrive in London and are abandoned on the streets of the UK.

Outreach and Community Youth Theatres

Access All Areas is the referral only theatre group that meets every week. We are working with young people from The Island Project, York Young Carers, All Together Active Youth Club, young people who have been referred to us by personal social inclusion officers and Applefields School students. The aim of this group is to make friends, build confidence and self-esteem whilst learning about theatre. Members of this group are being supported to take part in the large-scale community play, **Everything's Possible**, in June 2017.

Project Q is a weekly youth theatre session for young people aged 8-13 with learning difficulties and additional needs.

4. Provide educational activities related to each main house production, including special matinees, talks, teachers' packs, workshops and visits to schools

As always we are working with schools on many different projects.

We have continued our ongoing long-term cross-curricula relationship with seven York schools including, Knavesmire, Joseph Rowntree and St Olave's.

And we have been working with a cohort of eight schools as the York Shakespeare Cluster. This is a partnership project with York High and the **Royal Shakespeare Company** Learning and Performance Network. Schools in this network also include Applefields, Westfield Community Primary, Poppleton Road Primary, Clifton Green Primary, Heworth CE Primary, Fulford School, Joseph Rowntree School and Acomb Primary School. All schools in the network will be performing at York Theatre

Royal in the **York Regional Associate Schools Festival** in early May 2017 in a piece of theatre that explores the themes of migration, separation and identity.

5. Provide a range of activities to engage older people in activities connected with the Theatre

York Theatre Royal is producing a large-scale community production called **Everything's Possible – The York Suffragettes**. This community collaboration is for all ages, but includes a substantial number of older people in acting, costume-making, photography, marketing and all other roles back and front of house. The community cast of 150 has been meeting for performance skills sessions since January 2017 and the first read through of the script with all parts cast took place on 3 April 2017. Rehearsals now take place 3 times a week at the Methodist Church Hall in St. Saviourgate. The community costume-making team has been meeting since December in the De Grey Rooms. They meet several times a week and will be making around 500 costumes for the production. The production will take place in June 2017. It will open on the Minster piazza and then the audience will come into York Theatre Royal. Our partners in this production are Pilot Theatre Company and BBC Radio York.

The York Theatre Choir is for all ages including older people. Meeting every two weeks it works with a professional Musical Director/Conductor who curates a number of choral events within the theatre programme. In the last six months the YTR Choir were part of the Christmas celebrations at the theatre including a carol concert in the De Grey Rooms Ballroom and they contributed to a unique event in the Studio Theatre in April in a partnership with St. Leonard's Hospice called **Nine Lives**. Many of the YTR Choir members are also part of the Community Choir that has been formed for **Everything's Possible**.

We have a new sewing group that supports the development of skills in dress-making and helps the theatre in maintaining its costume stock. Over 30 people, mostly older women, meet regularly to make and mend and brush up their skills in a relaxed and social environment that is also a great asset to the theatre. Many of these women are part of the larger

community costume-making team who have been formed to costume the community play.

The theatre has been working with a group of women within the Kyra Women's Project in the city. They are working with one of the theatre's drama practitioners to develop new skills and confidence and be part of the community cast for the next large scale Community Play about the suffragette movement in York.

The Friends of York Theatre Royal continue to offer opportunities for older people to volunteer to be involved in the work of the theatre. The Friends is an important and inclusive social club for older people. It continues to expand its activity with opportunities to be creative as well as support the theatre in fundraising and looking after audiences. It has a very active mixed gender group of older people who meet every week to make crafts to sell.

We have a team of volunteers, mostly older people, who lead the monthly Theatre Tours that give visitors the opportunity to learn more about the history of the theatre and the site.

We continue to offer two Adult Acting classes on a termly basis that are consistently over-subscribed. Our Adult Acting class members perform a new play each term. This is a mixed-age group.

6. Develop The Studio programme promoting new and culturally diverse work: using the space to provide opportunities for local voluntary arts organisations and to develop the creative infrastructure of the city.

The Studio Theatre programme gives the theatre an opportunity to produce and present work in a more intimate setting and offers a very different experience to audiences of what theatre can be. In addition York Theatre Royal is producing work in other less traditional settings to support theatre-makers who produce work that is more immersive and more interactive.

Across this period we presented 25 different productions in spaces other than the main theatre auditorium.

In the last 6 months the theatre has produced a show for 3-7 year olds that was a promenade performance across the public foyers in the

theatre. **The Mischief Before Christmas** ran throughout the Christmas season and delighted young audiences in a unique performance experience in the new front of house spaces at the theatre. We also supported two local theatre companies to produce work that used the city of York as their setting, this included **The Great Gatsby** and **Frankenstein**.

The Studio Theatre played host to both professional and community theatre projects and performances.

Community Theatre partners Settlement Players produced a production of Sheridan's **The Rivals** and Jessica Swale's **Blue Stockings**. The first production fitted the brief to show theatre from across York Theatre Royal's 270 year history as part of the opening season and the second production fitted the brief for 2017 to be a year at York Theatre Royal that concentrated on women's stories.

We also worked with the community theatre company Out of Character on a new piece of theatre called **Objects of Terror**. Out of Character is a community of actors in York who have used mental health services.

York Theatre Royal was the hub for York Literature Festival and as part of the 10 day festival we presented storytelling from **Story Pocket Theatre** and the **Crick Crack Club**, talks from authors and journalists in the Studio Theatre as well as a programme of free events across all parts of the theatre foyers.

Other diverse work in the Studio included **Made in India**, a new play about a surrogacy clinic in India, **Maiden Speeches**, an evening of theatre and debate about women working in politics and **Nine Lives**, a newly translated German play with audience discussion about death and dying that we produced in partnership with St. Leonard's Hospice.

Our production of **The Machine Stops** which was so successful in the opening season in 2016 was revived in February 2017 and then went on a national tour.

7. Provide student placements and careers advice to support the development of a strong local creative sector

Our major placement opportunity for students continues to be the TakeOver project for 13 – 25 year olds. In this period we recruited a new

senior management team for the Festival who have been bringing together the artistic programme for the next Takeover Festival in October 2017.

We continue to work with schools in York to highlight careers in the theatre and we work across the curriculum to use theatre and the theatre business to support learning in schools.

8. Develop the De Grey Complex, along with the Theatre, as a creative production hub for the city

The De Grey Complex has been very busy during this period.

York College performing arts students continue to be based in the De Grey Rooms for dance and drama sessions each week during term time.

There was a programme of public dance events including Big Band Dance nights with a live band and a Burns Night Ceilidh.

The De Grey Rooms hosted Murder Mystery events during this period.

The Rooms hosted the York Society of Artists annual exhibition and the Art Print Fair.

Costume Hire and the theatre's Costume makers are based in the De Grey Rooms. They are now joined weekly by the sewing group and the community costume makers.

Permanent residents in De Grey House include Pilot Theatre Company and The Society of Ticket Agents and Retailers, a national agency.

The De Grey Rooms and House continue to offer creative production facilities for both the professional and voluntary arts. Companies using the spaces included tutti frutti, The Flanagan Collective, Telling Tales Theatre Company, Pilot Theatre, Rich Seam Theatre, Mud Pie Arts, Open Clasp Theatre, Theatre Mill and Four Shadows Theatre.

We launched a new artist development network, IGNITE, which is seeking to support artists and theatre makers in the city.

9. Work with key stakeholders on the Cultural Quarter developments as well as other developments as appropriate

York Theatre Royal re-opened following a £6 million capital investment earlier in 2016.

We have now had a full year of trading in the newly re-furbished theatre. Attendance by audiences has been buoyant and the turnover of the theatre café, restaurant and bars is up by 40%.

Liz Wilson Chief Executive York Citizens Theatre Trust

2 May 2017



Learning & Culture Policy & Scrutiny Committee

10 May 2017

Report of the Assistant Director (Communities and Equalities)

Explore Libraries and Archives Mutual: Bi-annual Performance Update 2016/17**Summary**

1. This report updates Members on the performance of Explore York Libraries and Archives Mutual Ltd (Explore) during the second 6 months of 2016/17.

Background

2. Explore was set up on 1 May 2015 as a Community Benefit Society with exempt charitable status, jointly owned by staff and the community, with the aim of delivering a comprehensive and efficient public library service, increasing access to library services by providing excellent services, encouraging everyone to be a library member from birth, and giving York residents universal membership of all public libraries in England and Wales. Explore's vision is *to enable people to live fuller, more connected and engaged lives*.
3. Explore is tasked with making a major contribution to helping the Council engage with its communities, facilitating adult learning, getting people on line, promoting the health and wellbeing agenda, and supporting vulnerable people, e.g. housebound people and people with mental health issues.
4. £450k savings were made in establishing Explore. This was achieved whilst maintaining paid staff in every library, ensuring no closures, and driving service improvement.
5. The report from the Chief Executive of Explore (see Annex A) sets out performance issues in the period from November 2016 to date.

Options

6. This report is for information and there are no options to consider.

Council Plan 2015-19

7. Explore contributes to a number of the council's corporate objectives including developing opportunities for residents and visitors to experience York as a vibrant and eventful city, improving opportunities for learning, and in strengthening York's economy through investment in the tourism infrastructure.

Implications

8. **Finance:** The contract sum for the full year in 2016/17 is £2,107,510.
9. The report has no implications relating to: Human Resources, Equalities, Legal, Crime and Disorder, Information Technology, Property.

Risk Management

10. This report is for information and there are no risks to consider.

Recommendation

11. That Members comment upon the performance of Explore.

Reason: To help monitor the service received under the contract.

Contact Details

Authors:

Melanie Carr
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Scrutiny Services
Tel: 01904 552054

Chief Officer Responsible for the report:

Charlie Croft
Assistant Director (Communities and Equalities)

Report Approved **Date** 19 April 2017

Wards Affected:

All

For further information please contact the author of the report

Background Papers: None

Annexes

Annex A – Report of the Chief Executive of Explore

Explore York Libraries and Archives

May 2017 Bi-annual Update

Strong and Sustainable Organisation

Explore's vision is:

"To enable everyone to lead fuller, more connected and engaged lives"

Our key objectives in delivering that vision are:

- To be a strong and sustainable organisation
- To share the joy of reading with everyone
- To be the focal point of communities, building resilience and engagement
- To contribute to everyone's health and wellbeing
- To be places of learning, creativity and discovery

Performance

We have been focusing on measuring our actual performance and benchmarking that against the national picture. Annex 1 shows the trends from 10/11 to 16/17 for visits and book issues.

The national picture shows a decline in both these areas. Explore is reporting a more positive picture of rising visits alongside a rising population and a beginning of an increase in book issues. We are very ambitious to continue this trend and are setting up two new Advisory Groups to focus on Reading and York Explore. These will be chaired by Board members with the support of staff and we will invite a range of partners to attend. The York Explore group will work on how to increase visits; the Reading one on how to share the joy of reading.

90th Birthday celebrations

York Explore was opened for the first time in 1927 and so we are celebrating its 90th birthday. There will be a programme of activity and events, looking at how libraries are even more relevant and important than they were then. We are also challenging staff to read 1,927 books in a year.

Share the joy of reading

The 2016 Big City Read book was Pat Barker's *Regeneration*. This event has now become one of the key cultural highlights of York's year with thousands of people taking part across the whole city. This year's programme was one of our best ever. Wendy Kent, our Reading Development Librarian worked with a wide range of partners to develop a programme that encouraged people to learn about some of the different aspects of the First World War such as pacifism and mental health. Topics that are especially relevant to York.

Pat Barker was very generous with her time and gave thought provoking talks, encouraging people to consider how fiction allows us to tackle complex issues. This is especially relevant in today's world where people are searching for easy solutions.

The full report is in annex 2. For 2017, we have chosen Helen Cadbury's *To Catch a Rabbit*. Helen lives in York and is very involved in the cultural and literary life of the city and we are absolutely delighted that she has accepted our invitation to be our Big City Read author. The project will launch on 14th September and continue to 10th November and we will be distributing 5,000 free copies of the book as usual.

1984

On 6th June the Orwell Prize will be doing a livestream of a reading of George Orwell's book *1984*. It will be at the Senate House, University of London and the readings will be done by a range of actors and journalists. To celebrate this event, we are holding 2 events in partnership with the University of York and York St John University.

Focal point of communities

We have undertaken a large amount of work to learn more about our communities and how they use us, as well as what might encourage them to use us more.

Public Library User Survey (PLUS)

PLUS is run by CIPFA and surveys who is visiting and why. We last did one 10 years ago and it is interesting to compare the results. The survey is delivered at libraries using a paper questionnaire. The resulting data is very rich and detailed and will inform how we move forward. There are also free

text questions which cover all aspects of the service. We have asked each library to respond to these questions and comments so people can see that we are listening and making changes. A large percentage of the comments reflect the value that the public place on library staff that they know and engage with. Reading through all the comments brings home to you how important libraries are and what a difference they make to communities and all ages. See annex 3 for a summary of the results.

We worked with **The Audience Agency** to understand who our audiences are and how to develop and grow them. The work was focused on York Explore, but reports were also run for all libraries.

The data is based on Audience Spectrum, which is a population profiling tool which describes attendance, participation and engagement with the arts, museums and heritage as well as behaviours, attitudes and preferences towards such organisations. They haven't been working with libraries for very long and so it was an innovative approach for us. For further information on the approach see: www.theaudienceagency.org.uk

For York Explore, they took postcodes for active borrowers from the whole service and information from our PLUS survey. We did this to include as many of our users as possible as active borrowers counts only those who have borrowed a book or used the PCs over the last year. The results are being used by York's staff to match events to potential audiences.

The reports run for all the other libraries are slightly different. There we just used the audience segmentation for the library's catchment area. It is really interesting to see how this equates to our knowledge of areas and the two together are helping us to focus our marketing and events.

Toy Library

Our Board have voted to make this service free of charge at point of delivery from 1 June 2017. This is to encourage as many families as possible to take part, reducing barriers to services is very important to us and we have a long term ambition to stop charging overdue charges.

We are looking for grants to replace and buy new items, especially for more toys for children with disabilities. These are often expensive and so we help parents to "try before they buy", or just to add variety for their children. We also want to buy Fidget toys to help children with autism with concentration and anxiety. Play is important to gain essential skills, such as reading, writing and numeracy. It helps with motor skills and can also help a child

deal with emotions or a traumatic situation e.g. if a family member has been hospitalised due to illness, it may benefit the child to play with a toy hospital. Play also assists social development, helping tolerance, sharing and problem solving. This is particularly important for disadvantaged children.

Police Drop In

At Acomb Explore we are trialling a Police “drop in” every Friday. We were approached by the Police as they are looking for somewhere in Acomb to be available to the public. They find that people are reluctant to be seen going into the Police Station and that a popular community space is ideal to encourage people to talk to them about their concerns.

Haxby Mobile

The new mobile is nearly ready to launch. The livery has been completed and we are now waiting on the IT network work. We anticipate the launch at the end of May. It will be able to offer a better service to Haxby and Wigginton as we wait for the new building to be ready.

Contribute to Everyone’s Health & Wellbeing

Boccia at Acomb Explore

Working with the Council’s Wellness Team, we are running some Boccia sessions at Acomb Explore. It has been hugely successful and we had to add a second session. Last week there was a tournament and people came from all over York to take part. The library was very lively and the visit count was double its usual Friday number. We already have another one planned for September. This shows how successful our Explore Centres are at encouraging lots of different people to come together, meet new people and take part in activities. We are investigating whether other libraries want to hold sessions.

Everyday support

Libraries support people in many ways every day. It is this area of our work which is difficult to measure as we don’t always know the outcomes of our interaction and often people speak to us because they know they can trust us with their information. Here is just one example of the difference we make.

“We have a lady who comes in everyday. After introducing myself to her, I speak to her everyday I am in, to see if she is ok and how she is getting on, and if there is anything we can help her with. We now know each other very well, she has told me a lot about herself such as the mental health issues she has had recently to which I have found her some information (printed so she can take it away) and BOP books, she really appreciated the help and it has now motivated her to get help. She was also having trouble at her Church with another parishioner harassing her, I looked into the Churches safeguarding policy as she is a vulnerable adult and found the contact details for the safeguarding officer and offered to contact them if she did not want to. Everytime I speak to her she always says 'thank you for listening' I enjoy talking to her and seeing if we can do anything to help such as a referral to CYC housing or finding information on where she can get some clean clothes. At the start of the Year we both made New Years Resolutions together, I think being able to support the homeless by just being a friendly face and a bit of conversation is so important.”

Information and Advice Team

We have been invited to sit on the Information and Advice Task and Finish Group that has been set up by the Health and Wellbeing Board. We have much to contribute in this area and we welcome the opportunity to support the new strategy.

Places of Learning, Creativity & Discovery

Digital Inclusion

We are working with the council's revenue and benefits team to train Explore staff to answer first level benefits enquiries and to support individual's applications to Universal Credit. This is part of a wider area of work where our staff can support a range of Council departments by freeing them up to deal with more complex enquiries. It makes sense as libraries are local and people trust us to provide accurate information. This type of work is called assisted digital. The majority of the population is digitally literate and increasingly all aspects of life are conducted online, but this is leaving behind people who can't or won't become digitally literate. Our work focuses on showing people the benefits to being online and supported people who have difficulty through disabilities with it. Our staff are increasingly supporting people so they are not left behind. This may mean that we work with them to access services as well as training them to do it themselves.

Media Arts

The media arts programme funded by the Arts Council is moving forward with Maker Mondays. Digital making is about getting people back to making things, taking things apart, seeing how they work and use this knowledge to create new and more interesting things. We have a 3D printer and raspberry pi and robots. People can learn how to code and can experiment with support available if needed. This emphasises the role of libraries in bringing people together to learn, share ideas and create. We have partnered with DC Labs@York University (digital creativity lab) to deliver this part of the project.

Explore staff were involved in Layers upon Layers, a multi-art form storyhacking project in partnership with the International Centre for Arts and Narrative (ICAM), Catherine Heinemayer who is a storyteller, Emily Harvey, artist and Jane Fulton, musician. Staff were able to choose an art form in which to tell their story. This was a chance to learn something new and to rethink how to tell stories. A film is being produced to record the events. We want staff to be very involved with the project and they really enjoyed having the opportunity to discover hidden talents and share expertise.

The Archive

It has been a very successful year in the Archive, progressing the backlog of cataloguing, making more collections accessible.

End of Year Performance

The headlines are that we are continuing to increase both our onsite research visits and the number of archival encounters year on year. We had 544 reading room researchers last year, plus 2660 onsite encounters and 1131 offsite encounters. We hosted 90 onsite events, from community archive workshops to class visits.

We catalogued 7080 new items into the archives catalogue last year, including 3748 files from the Council's archive. Major collections catalogued (or partly catalogued) this year so far include:

- City of York Education Committee and Sub-Committees, 1880s-1974
- City of York Civil Defence, 1897-1986
- York Poor Law Union and Workhouse, 1837-1950s
- Ouse and Foss Navigation (company and City of York Council records), 1727-1968

Upcoming priorities in 2017 include the archives of the Medical Officer of Health, the Department of Health and the Department of Environmental Health and post-1974 Council minutes. We are also beginning to work on our significant collections of ephemera and 'orphaned' photographs, which will be catalogued in a weeklong volunteer 'Blitz-It' project in the summer as part of the Festival of Ideas.

Children and Young People

In 2016/17 we hosted archive and local history events with over 1200 children and young people and their families across the city. Half of these events took place in our Gateway libraries or other community venues, bringing the archives to families in local areas. Our highly successful Map Attack event at York Explore during the York Resident's Festival attracted 400 people over two days. Families were challenged to reconstruct historic buildings in York using Lego prompted by using maps and photographs of the city.

Work Placements and Work Experience

We supported over 20 York St. John University and University of York students with work placements and experience in 2016-17. These students supported our cataloguing work as well as working on research projects to develop education packs and story boxes for children.

We also provided weekly work placements for two residents from Askham Grange prison, helping them to develop skills and experience prior to their release.

Find My Past – York archives go live

The York Electoral Registers, Trade Directories, Freeman's Registers and other records will go live on the Find My Past website on 12th May. These records have been digitised and indexed as part of a project to make them fully name searchable for the first time. Free access will be available in all Explore libraries, either via the public computers or wifi.

Supporting City of York Council, the Coroner and the Courts

We have been working with CYC officers to catalogue and transfer 2260 boxes of records from the Guildhall to the archives for permanent preservation. These critical business records will then be managed by

Explore as part of the civic archive. Our civic archivist continues to work closely with Council officers to provide access to property, legal and democratic services records on a weekly basis. She has also provided specialist advice to the North Yorkshire Police, the York Coroner and the Magistrates Court on outstanding cases and queries, as well as the transfer of records under the new 20 year rule of the Public Records Act.

York-Munster Twinning Anniversary

Our civic archivist is working in partnership with the Council on the celebration of the 60th Anniversary of the York-Munster twinning. York Explore will host a reception for a civic party from Munster in June, inviting representatives from organisations across the city who have benefited from the relationship since 1957. In September we will host an exhibition co-produced with the York Munster Association and the Council sharing memories and stories from the last 60 years.

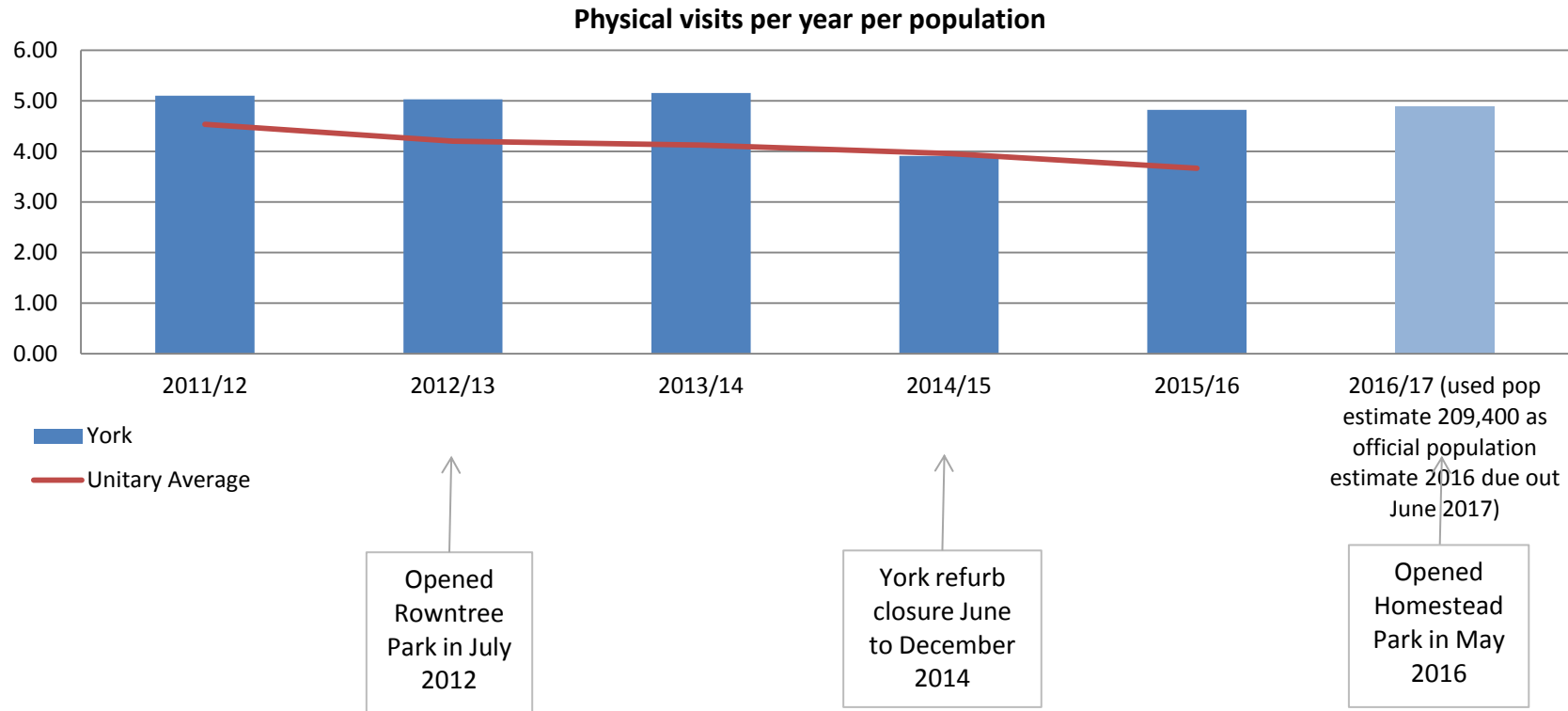
Exhibition at Fairfax House

Made in York: Inventing and Enlightening the Georgian City, which opens on 5th May, will contain a number of treasures on loan from the archive collections including the 18th century Astronomical Notebook of John Goodricke and the letters of William Etty.

Past Caring Project

Annex 4 contains the latest update from this project funded by the Wellcome Trust and Annex 5 gives an example from the records.

Footfall



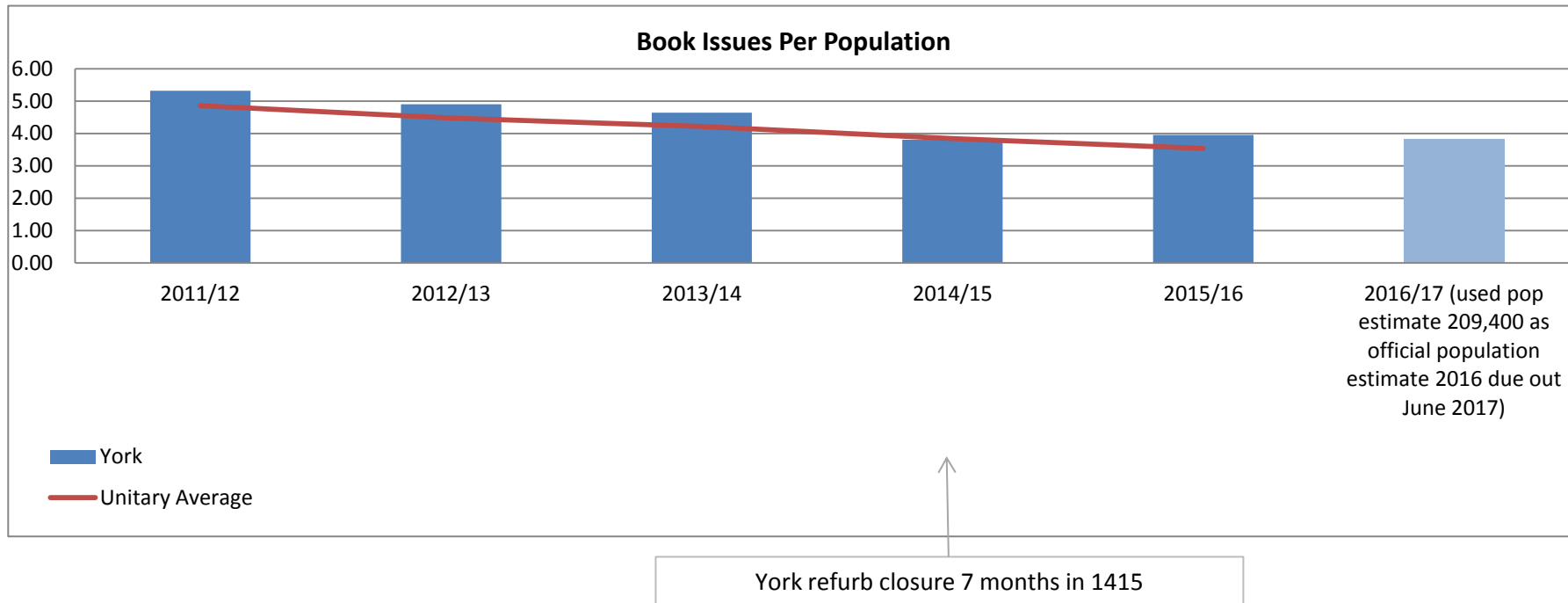
The population is built into these figures, so that we can compare with the national trend. This means that performance which appears static is actually rising in proportion with population rises.

In spite of the national trend for library visits to slightly decline over time, Explore's footfall has been holding up well, thanks in large part to the Reading Cafes we've opened.

Explore is in the upper quartile for physical visits.

All branches have monthly visitor targets which are monitored and analysed by OMT.

Issues



Books here are defined as physical books, e-books, and audiobooks but not non-book items e.g. Music CDs, DVDs, Issues include renewals

Like the national trend, book issues at Explore have fallen over time, but in 16/17 we've begun to halt the pace of this Explore's performance is above average but not upper quartile.

Our success with the reading cafes does not impact significantly on issue figures, since reading cafes are host to more casual reading on site rather than a lot of borrowing



The Big City Read 2016

Final Report

York's Big City Read is an annual event where we distribute 5000 copies of a book and invite the people of York to read the book and participate in a range of events and activities over several weeks. In 2016 we chose Pat Barker's *Regeneration* as our Big City Read to commemorate the centenary of the First World War in York.

Explore York Libraries and Archives and our partners delivered more than 130 activities and events for adults and children during October and November across York which were attended by more than 2,800 people including 200 children. These included reading groups, children's storytimes, workshops, author talks historical lectures, craft activities, mental health advice and information sessions, exhibitions, film screenings, hands on archive sessions, vintage dancing, community singing and a literary supper at Rowntree Park Reading Cafe.

The Big City Read events programme is designed to support people in their reading, understanding and enjoyment of the book. The programme this year delivered a wide variety of events and activities to draw people in, encourage them to read the book and to support them in exploring and understanding its themes.

This has been the best Big City Read yet. The book was superbly written and challenging, unlike some of the previous BCRs. The programme of events didn't let the book down either - it will be difficult to follow up next year. I can't find anything to criticise.

Participant

We distributed 5000 free copies of *Regeneration* from all of our libraries and from City Screen, Tesco at Askham Bar, The Railway Station, the City of York Council's West Offices, York St John University, the University of York's Centre for Lifelong Learning and York Castle Museum. The pop-up giveaways were a perfect opportunity to promote Explore to people who don't use the service and to encourage them to visit their local library to take part in Big City Read events and find out other activities and services libraries have to offer.

Our partners

Our organisation enjoyed being a part of a bigger connected event in York and particularly liked the unique cross-over between different events and subjects meaning that it brought together an unusual set of parties around a common theme.

Executive Director, The Rowntree Society

We worked with many existing and new partners in the delivery of the Big City Read, strengthening existing links and forging new ones. Penguin and Waterstones were the key commercial partners, supplying the specially printed books at a low cost and commission on book sales respectively. BBC Radio York was very supportive in terms of publicity and promotion and we have developed a mutually beneficial ongoing relationship with them. York Army Museum, York Castle Museum, Jorvik DIG and the National Centre for Early Music all created unique events and

interpretations as part of the programme. The Workers Educational Association, the Rowntree Society and York Mind delivered talks and participative workshops at York Explore. The University of York, The Borthwick Institute, York St John University, Leeds Trinity University all supported the Big City Read by offering expert speakers to help readers to unpick some of the themes of the book. York City Screen supported Explore in both showing a film as part of the programme and offering us a base for a successful book giveaway session and ongoing distribution of publicity. We were also very grateful for the support offered by The Retreat specialist mental health care provider whose staff delivered a fascinating insight into the history of mental health treatments, information about PTSD, a specialist drop in reading group and numerous one to one sessions supporting local people with their mental health needs all free of charge.

Always happy to partake in the Big City Read, I think it's a fantastic concept. I thought the brochure looked fantastic this year, really professional. I think that makes a difference...I think it benefits us, as an organisation to be connected to large, integrated, City wide, learning projects. It certainly benefits our learners & hopefully your clients by offering a wide range of cultural, creative & academic opportunities, within a given timescale. Visual Arts Curriculum Manager, York Learning

Working with partners in the city in this way supports Explore in its aim to be a strong and sustainable organisation. The partnerships developed during the Big City Read benefit both Explore and its partners in reaching new audiences, enhancing reputation, building social capital and creating further opportunities for working together in the future.

Sharing the joy of reading and the impact of the Big City Read

The Big City Read is about taking the individual activity of reading a book and turning it into a communal experience.

I enjoyed seeing such a good programme put together attracting lots of people who wouldn't necessarily attend other literary events in the city. Participant

Almost half of the respondents to a survey conducted after the Big City Read said that our events and activities increased their enjoyment of the book. The response to our survey has been incredibly gratifying in respect of the positive effect it has had on people's attitude to Explore and how it has influenced their reading habits.

Respondents to our survey let us know that most of them (82%) have read or are still reading the book and another 10% have it on their 'to read' pile. Over a third of people have already passed their copy of the book onto another person and another half plan to do so. About a third (29%) of respondents told us that they would definitely be reading other books by Pat Barker and 40% said that they probably would, with 79% saying that they have or plan to recommend Regeneration or Pat Barker to a friend.

The majority of people (75%) said that they had not read a book by Pat Barker before taking part in the Big City Read and that most of them 'loved' or 'liked' it (81%). In terms of encouraging people to read more widely more often, The Big City Read has met this objective fully.

Half of the people who responded to the survey said that reading the book at the same time as other people made them feel like part of a community, while two thirds thought that it encouraged them to read a book that they would not normally have chosen. More than a third of people felt that taking part in the Big City Read encouraged them to talk about books more than

they would normally and that a shared reading experience made them feel more sociable than reading alone.

Ten percent of people have read more since taking part and have discovered how much fun reading and libraries can be. Other respondents have said that they have found out more about what libraries and archives are about and have to offer and almost a third said that it made them feel more connected with York and its history.

We asked people to let us know what they have done as a result of taking part in the Big City Read and have found that it has encouraged people's interest in a variety of ways. A quarter of people have said that they have, or plan to, visit York's City Archives, 14 people have or plan to join a reading group and 20 people have or plan to do some creative writing with 7 planning to join a writing group. More than a third of all people who responded have said that they are more interested in both York's and British history as a result of taking part in the Big City Read.

Loved the idea of lots of people reading the same book at the same time. Will enquire about other activities now.

Participant

Engaging our communities

It is important that the Big City Read reaches out to people across the whole of York, not just those who visit the centre. Explore aims to be the focus of communities, to encourage learning and creativity and to support the health and wellbeing of the residents of York.

I like the idea of a whole city reading (or having access to) the same book at the same time and there being a community of readers, some known and some unknown, having a similar experience. I have greatly appreciated the lectures and talks that I've been to.

Participant

All Explore libraries in York actively promoted the Big City Read to their customers, they distributed the programmes in advance to build anticipation, distributed copies of the book and encouraged people to read it and take part in Big City Read activities.

Talking to so many people about the book has been fantastic. I think it gave the libraries an extra buzz and everyone was so positive

Staff member

Our libraries hosted reading groups to discuss Regeneration and larger libraries hosted one-off pop-up groups for those people who don't want to commit to joining a reading group, but welcomed the opportunity to discuss the book. Similarly all of our libraries held commemorative poppy craft sessions. Both adults and children were invited to go to their local library and make a poppy as an act of remembrance and either take them home or add them to a display in the library over Armistice Day. Many of the sessions were held over the October half-term to encourage children to join in with the Big City Read.

We held under five storytimes in all of our libraries. These mainly focussed on the series of picture books written by Hilary Robinson which introduce the First World War to young children in a sensitive way. Hilary herself attended the Big City Read Family day at York to read some of her stories. Older children were invited to participate in the Big City Read by joining a Poppies and Planes Chatterbooks session in our larger libraries where they listened to stories and made poppies and gliders.

The events were in different parts of the city and its surrounds - also times varied - the range of speakers were excellent - I cannot think of anything further that would enhance what was achieved this year.

Participant

Explore Acomb led a health walk to the war memorial, held a First World War themed tea party for children, and held a family day. They also hosted DIG's Landscapes of Remembrance exhibition and had a fantastic afternoon learning to dance at a vintage tea party.

Bishopthorpe, Dringhouses and Poppleton Libraries used the opportunity to look at local history and the men from their villages who fought in the First World War and New Earswick held a talk in the Folk Hall about the Chocolate Letters held in our Archives at Explore.

Rowntree Park Reading Cafe made the most of their fantastic venue and hosted a very successful literary supper there featuring a presentation by the MD of Persephone books. The very final event of the Big City Read was a marvellous sell out performance by Lucy Adlington of the History Wardrobe with Great War Fashion in the Reading Room at Dunnington Library which was supported by the Friends of Dunnington Library.

Big City Read has been a valuable resource for two of my adult learning groups. I have been able to integrate themes of the book into an exam based course and a creative writing group. Our adult learners really appreciated getting a free book (a brand new free book). It helps them to feel valued, especially those learners who are struggling economically. They also appreciated the quality of the accompanying materials and because the brochure was so exciting, I was able to use that as a resource too.

Learning and Skills Tutor, York Learning

The Big City Read offered many opportunities for people to get involved in both formal and informal learning. Opportunities for learning included reading groups, poppy craft sessions, the talks, presentations and workshops delivered by ourselves and our partners which included specialist craft sessions, singing, creative writing, mindfulness, family history and cataloguing the archives.

Residents of Askham Grange Women's Prison were able to benefit from the informal learning offered by the Big City Read in their library by reading the book, discussing it at their reading groups, making poppies and attending an author event by Jo Baker as part of our programme of events.

York Learning tutors seized the opportunity to use the Big City Read as an integral part of some of their classes this year and have developed a website which showcases some of the artwork and poetry they created using the themes of the Big City Read as a springboard.

<http://explorewriting.weebly.com/>.

It was good to be able to go to the pop up reading group so soon after I had finished the book. The people from the Tuke Centre were so helpful with their input as were other participants. I had not expected to learn as much as I did and with such good company. The Mindfulness in a Bun was also an enjoyable and a good learning curve. We learned how to practise Mindfulness and had further help with a meditation for ten minutes.

Participant

The Big City Read always aims to help people to improve their health and wellbeing. The act of reading in itself has been shown to have many health benefits, not least among them relaxation and pleasure, a reduction in the symptoms of depression and a refuge from the stress of daily life. Being a member of a reading group enhances these benefits further by making people feel connected with those around them, reducing social isolation and improving communication.

This year's Big City Read was able to use the key theme of mental health in Regeneration to form partnerships with other organisations in the city and offer sessions looking at the history of mental

health treatments, what treatments are available now and the opportunity to take part in some 'hands on' sessions to improve their own mental health.

Conclusion

The Big City Read 2016 was a resounding success for York Explore Libraries and Archives. It contributed to our strength and sustainability by enhancing our reputation as an organisation that can deliver a high profile, inclusive project to the benefit of thousands of people in the city. We formed new partnerships and renewed existing ones which we can use in other areas of our work.

We have shared the joy of reading with a wide range of people in York, introduced them to a new author and encouraged them to read more widely and more often. We have also supported people in their creative writing and fostered an interest in the history of York and the First World War, including the use of our archives.

We have encouraged people to be more involved in their local communities via their libraries by distributing books, hosting reading groups, storytimes, craft activities and local history and author events. People have been encouraged to use their libraries more often and friends groups have used The Big City Read to get more people involved in supporting Explore's objectives in their libraries.

We have given people the opportunity to be involved in both formal and informal learning in all of our libraries and supported their creativity in writing and arts and crafts. In addition people have learned about the history of the First World War in both York and in the wider world and this has stimulated them to continue to learn.

We have contributed to the health and wellbeing of the people of York by encouraging reading for pleasure, bringing people together, encouraging healthier lifestyles and offering support to people with mental health issues.

We are looking forward to planning a Big City Read for 2017 which will aim to fulfil Explore's strategic objectives and engage with more people to promote reading, support creativity and learning, encourage community involvement and improve health and wellbeing.

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CIPFA PLUS Survey 2016

Satisfaction

Generally, satisfaction measures are high, as one would expect from a user survey (since unsatisfied customers become non-users)

On most measures satisfaction has increased slightly since we last ran the survey. Overall satisfaction is exactly the same as it was 10 years ago: 92.4%

On most measures satisfaction is slightly lower than the national picture. Overall satisfaction is within 1% of the national level.

Judging from the comments section, national media coverage of austerity in the public sector is effecting people's expectations.

	Good + Very Good Explore 2016	Good + Very Good Explore 2006	Good + Very Good National 2016
Standard of Customer Care	95%	98%	95%
Overall how good is this library	92%	92%	93%
Opening hours	91%	86%	88%
Book Condition	89%	86%	90%
Attractiveness of library inside	88%	79%	87%
Information provision	83%	92%	81%
Book Choice	78%	74%	81%
Computer Facilities	71%	72%	77%
Attractiveness of library outside	70%	68%	75%

The survey

The CIPFA Adult Plus survey is a nationally defined pen & paper user survey of public library customers aged 16+

The survey ran in York 10 October 2016 - 16 October 2016 at 13 locations (excluded Mobile and Haxby)

2,354 completed surveys were returned. This is comfortably enough to constitute a valid survey, but is considerably fewer than we received in 2006 (3,408), and money was wasted on non-used forms. Huntington, Fulford, New Earswick and Strensall all got <100 surveys back

Judging from the customer comments, a lot of customers appreciated the opportunity to give feedback, but a significant minority felt that the equalities monitoring questions were intrusive, and some seemed to assume that our motivation for running the survey was to gauge feeling as a step towards closures. There were many heart-felt pleas not to close libraries.

Comments

All comments have been typed up, categorised and assigned to the relevant branch manager for action

The comments are generally positive, particularly about the staff, bookstock and events, but with some constructive criticism too

The most frequent target of complaints/requests were: noise & smells, parking, the range of books, opening hours and the quality of the PCs

Staff or Customer Service	307
Buildings	204
General	202
Bookstock	176
Children's	130
Opening Hours	68
Computers and wifi	61
Events	58
Cafe	57
Online catalogue renewals and reservations	45
Miscellaneous	26
Anti-social behaviour	18
Newspapers and magazines	16
Info	10
Policies	10
Volunteering	9
Equalities	7
ALH	5
E-Library	4
HLS	4

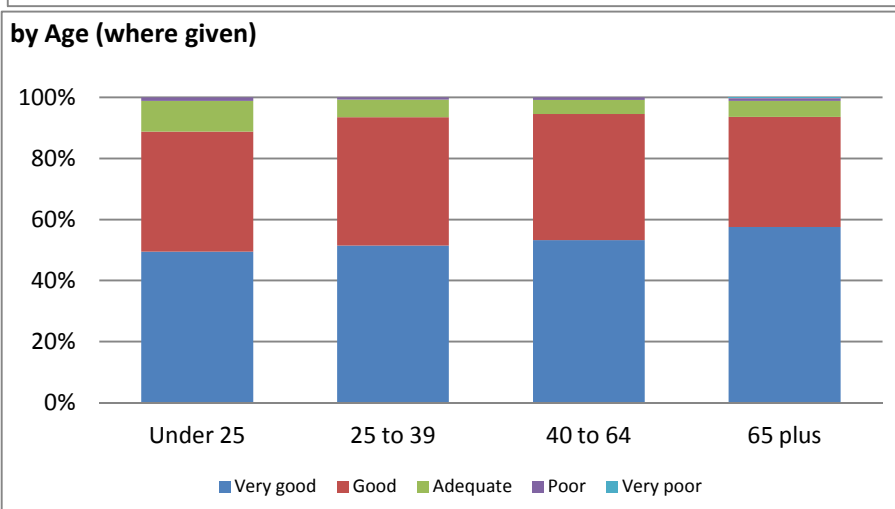
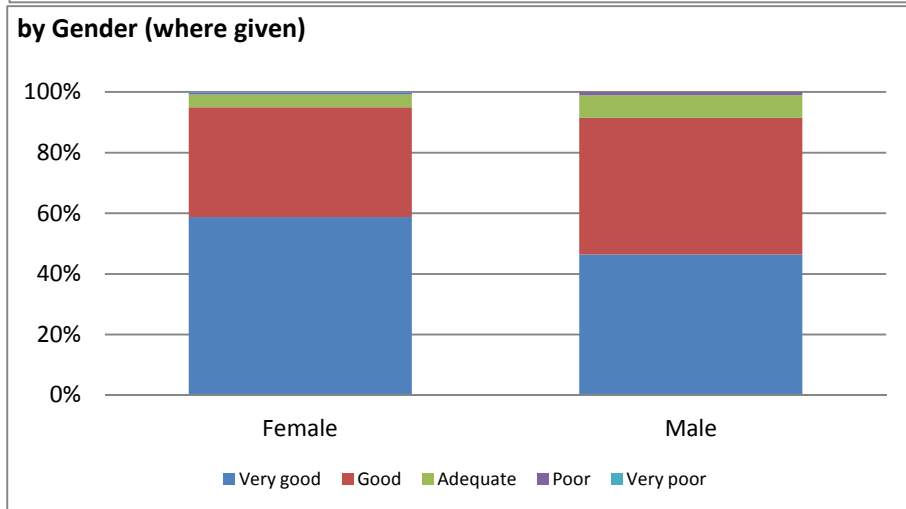
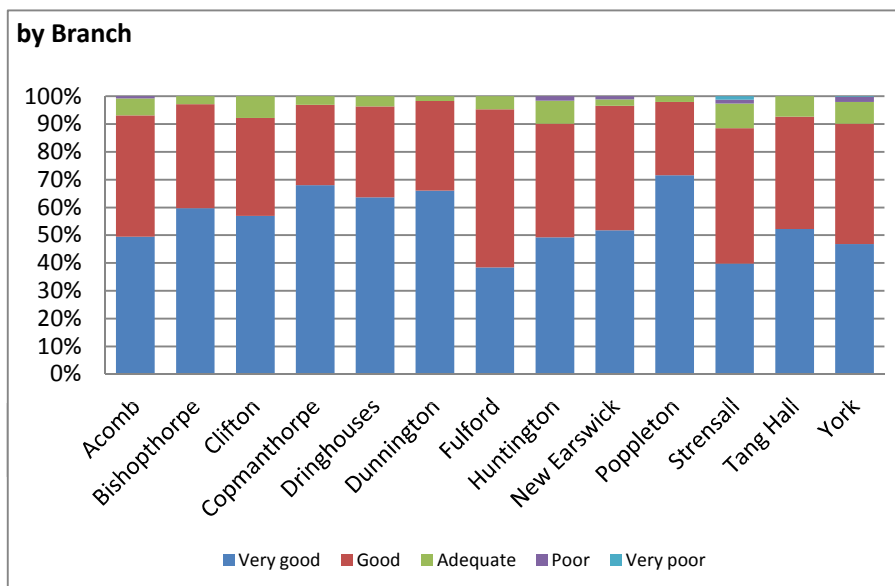
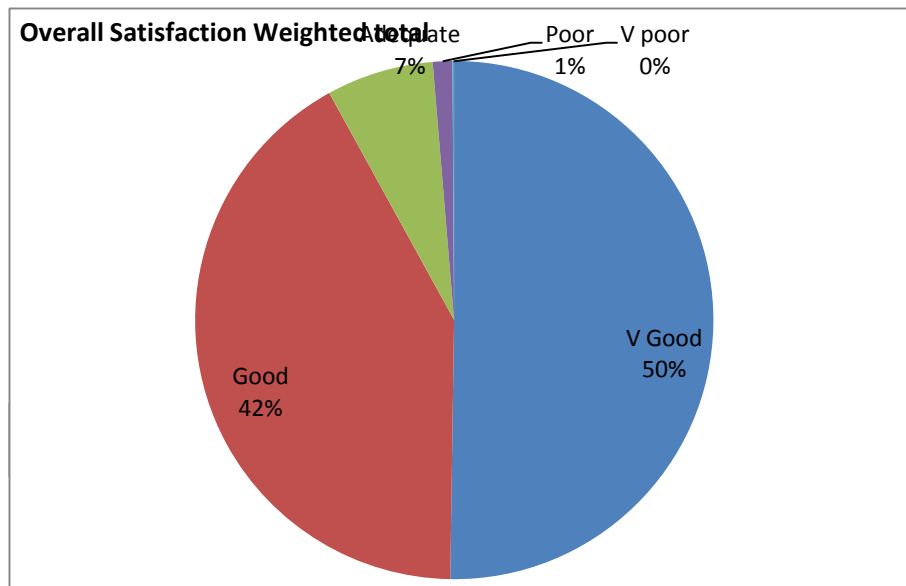
Overall how good is this library

Answered: 2305 (98%)

92% of respondents rated the overall service 'Very Good' or 'Good'

There are no clear demographic trends

Whilst satisfaction was good all over, SN, HU & YO had the lowest satisfaction with <=90% rating the library 'Good' or 'Very Good', and DU & PO were highest with 98%



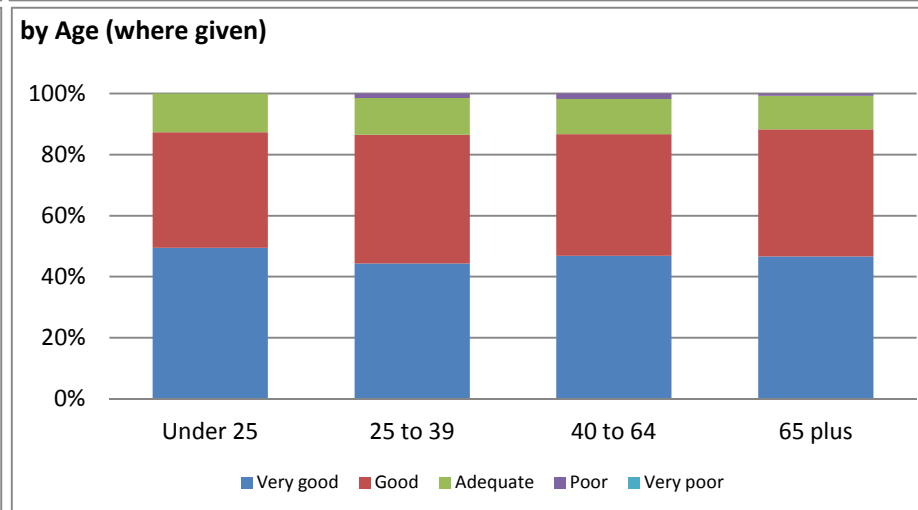
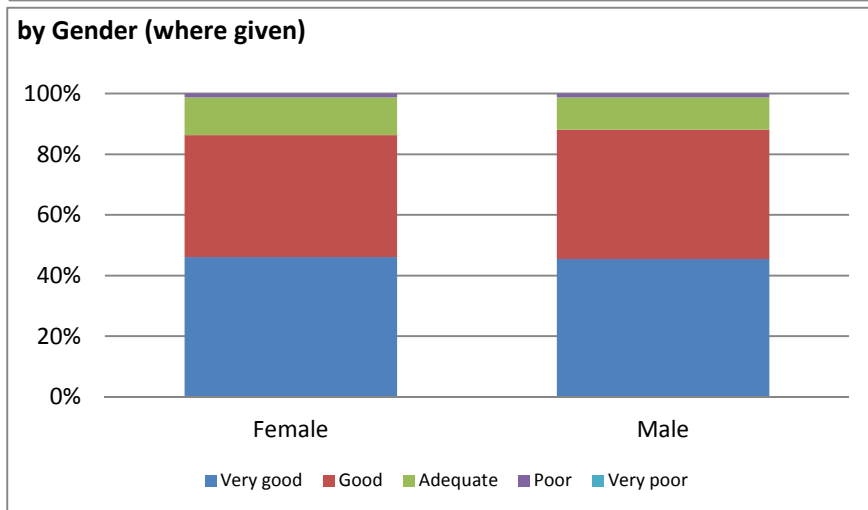
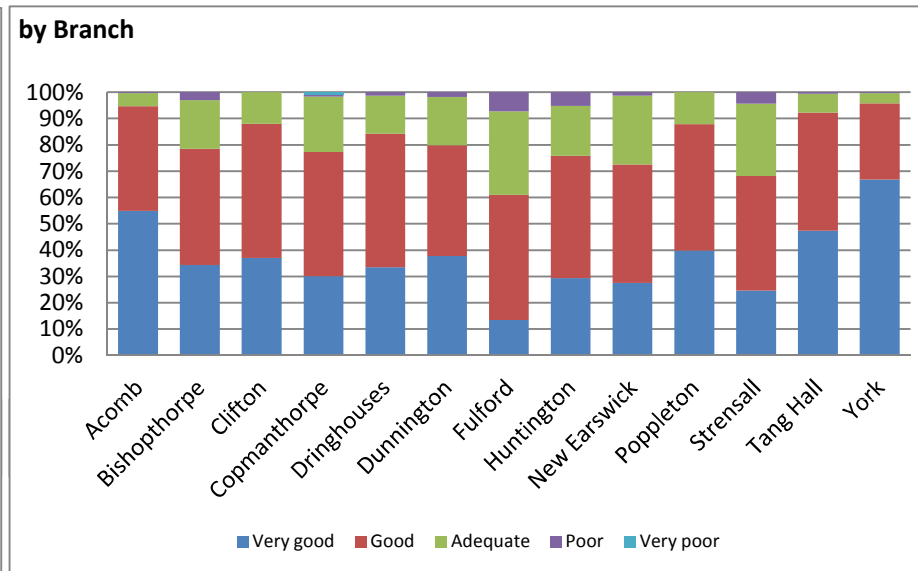
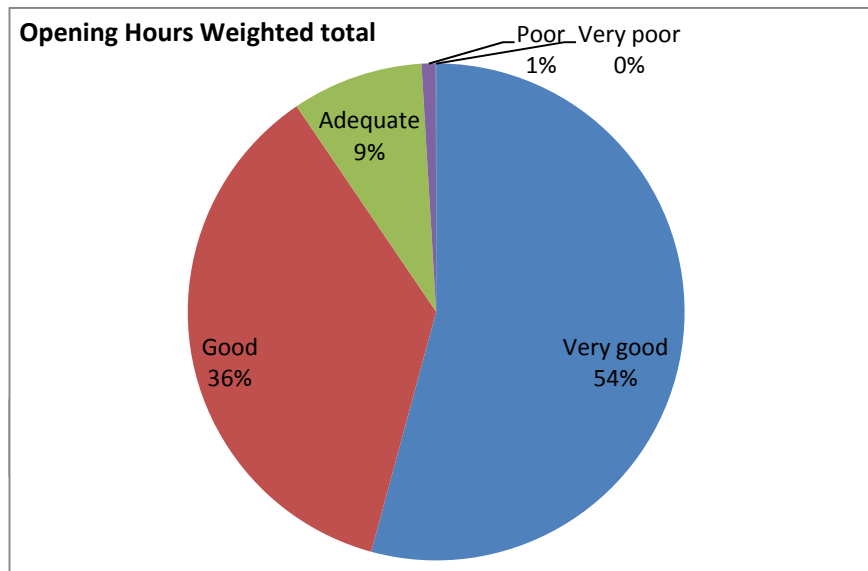
What do you think of this library: Opening Hours

Answered: 2175 (92%)

91% of respondents rated Opening Hours 'Very Good' or 'Good'

Demographic characteristics had no demonstrable impact on this measure

There was some variation between libraries. FU and SN had the lowest satisfaction on opening hours with <70% 'Good' or 'Very Good'



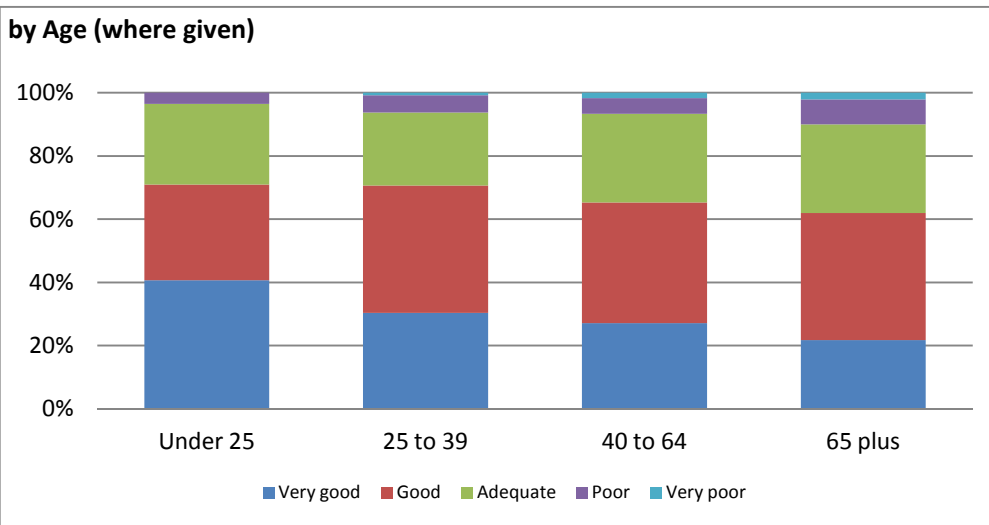
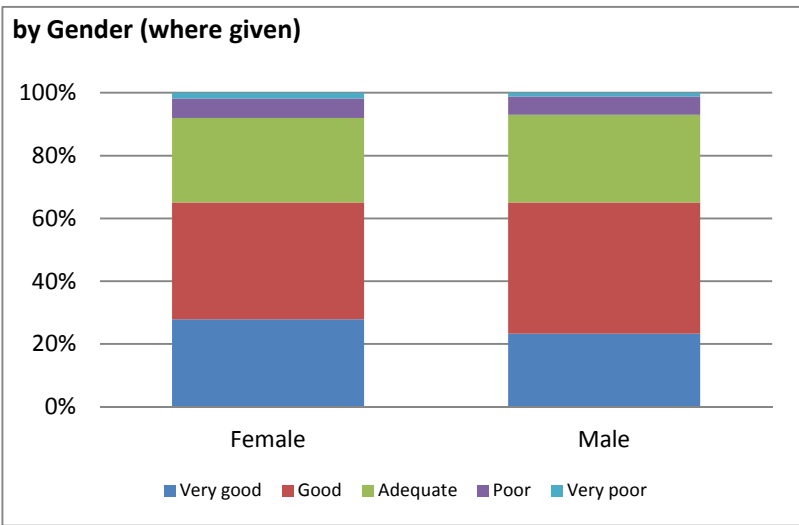
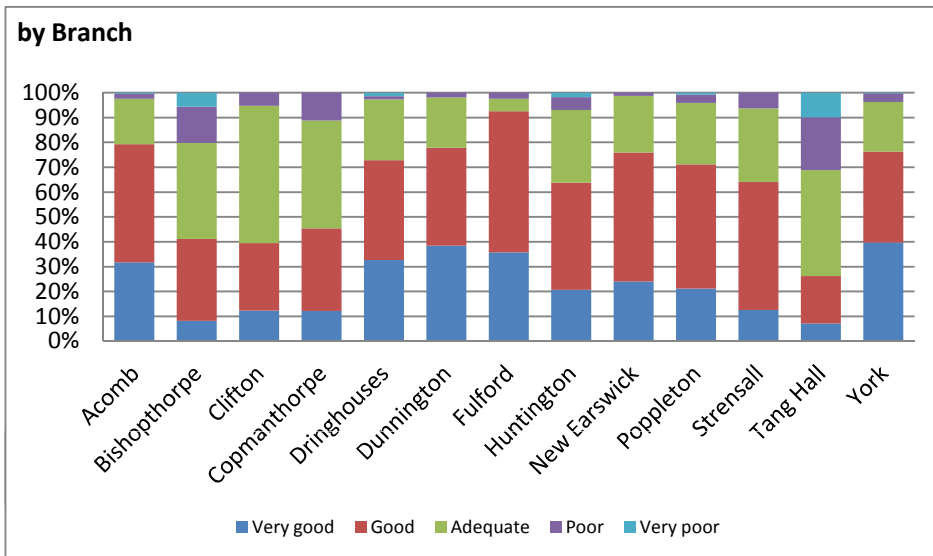
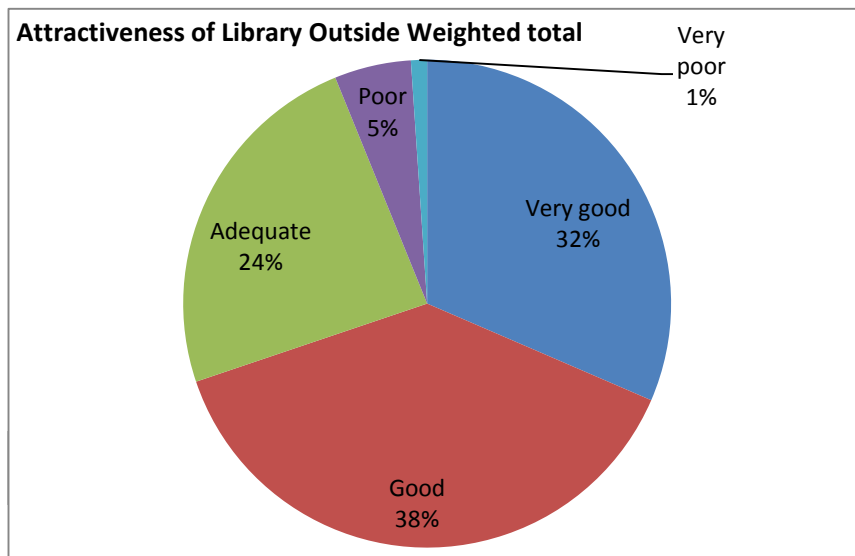
What do you think of this library: Attractiveness of Library Outside

Answered: 2078 (88%)

70% rated the attractiveness of our libraries outside as 'Very Good' or 'Good' - the poorest satisfaction level in the survey

There are no clear demographic trends

Branch was naturally a major factor - TH, CL, CE & BI all had <50% respondents rating attractiveness 'Very Good' or 'Good'



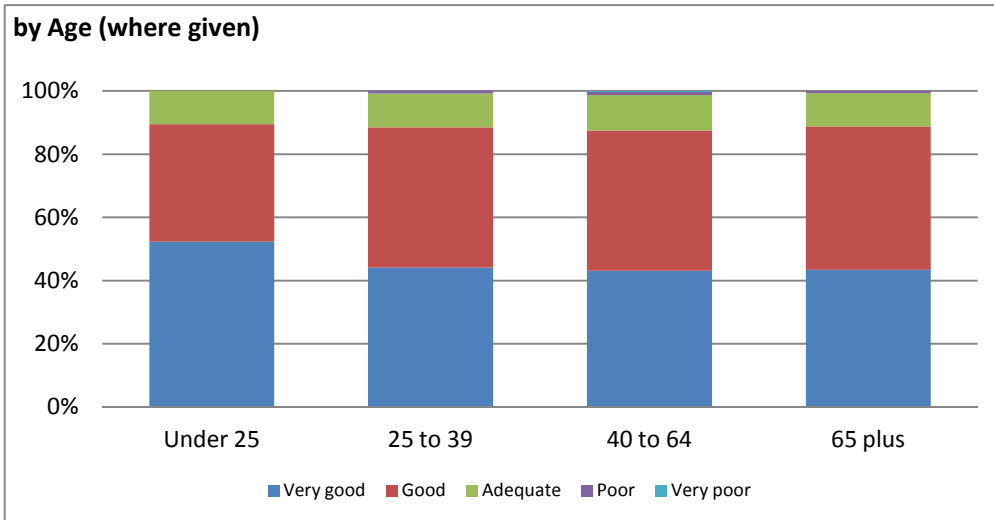
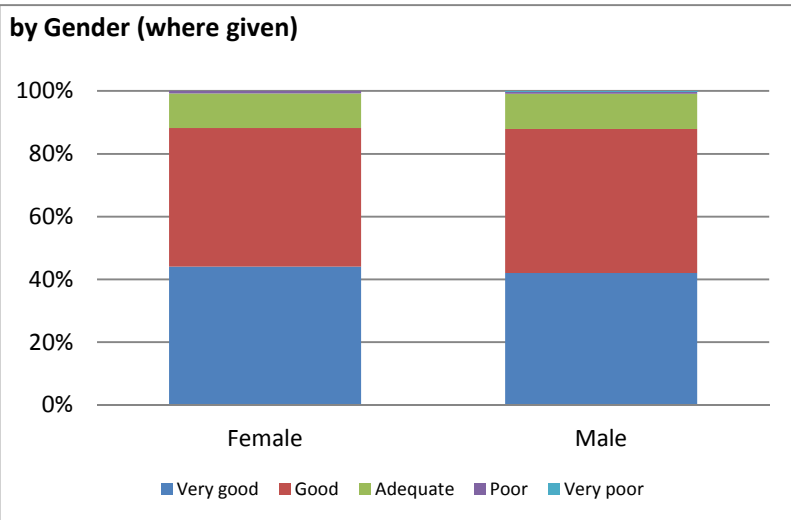
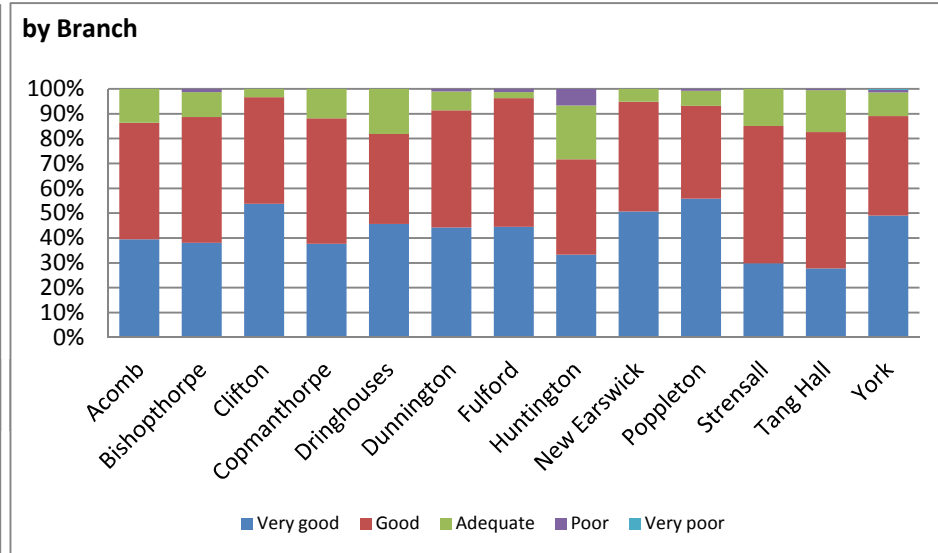
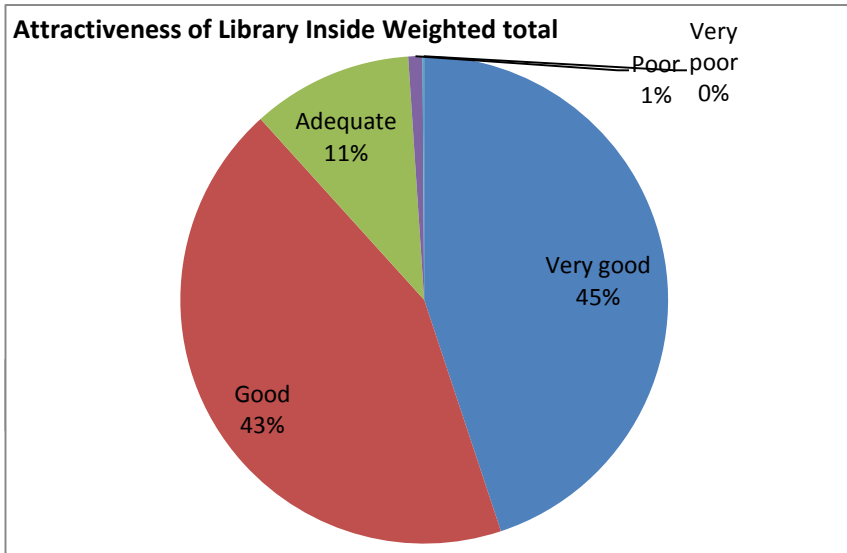
What do you think of this library: Attractiveness of Library Inside

Answered: 2099 (89%)

88% of respondents rated the attractiveness of our libraries inside as 'Very Good' or 'Good'

There are no clear demographic trends

There was little variation between branches, although HU stands out as having just 72% respondents rating internal attractiveness 'Very Good' or 'Good', with several comments about the music filing cabinets



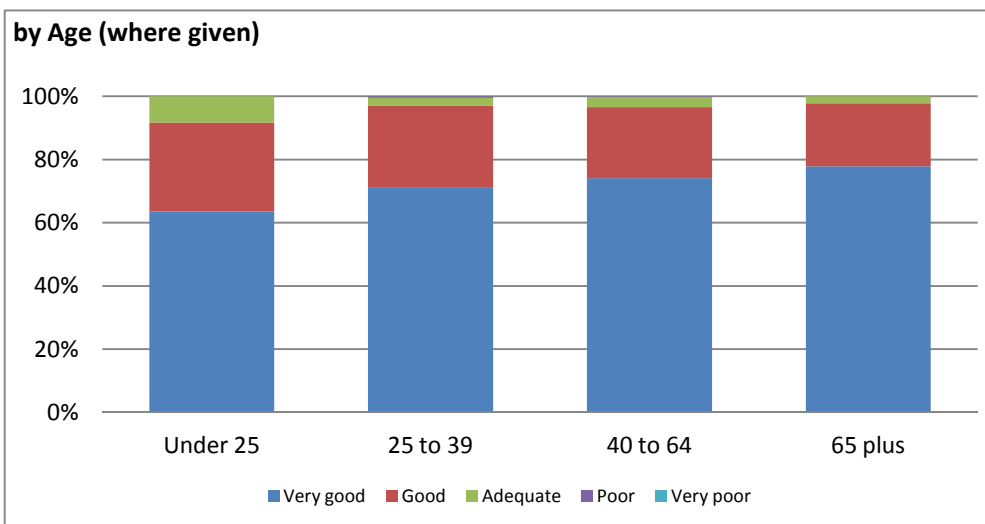
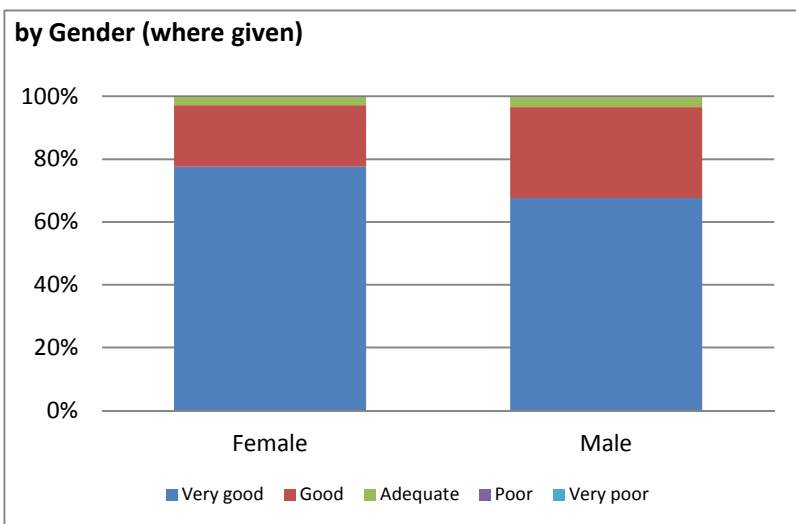
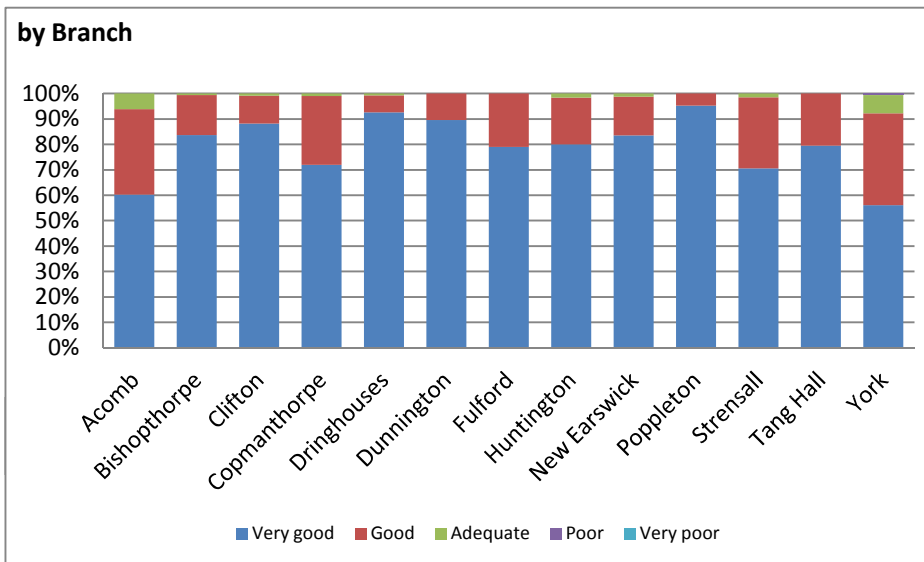
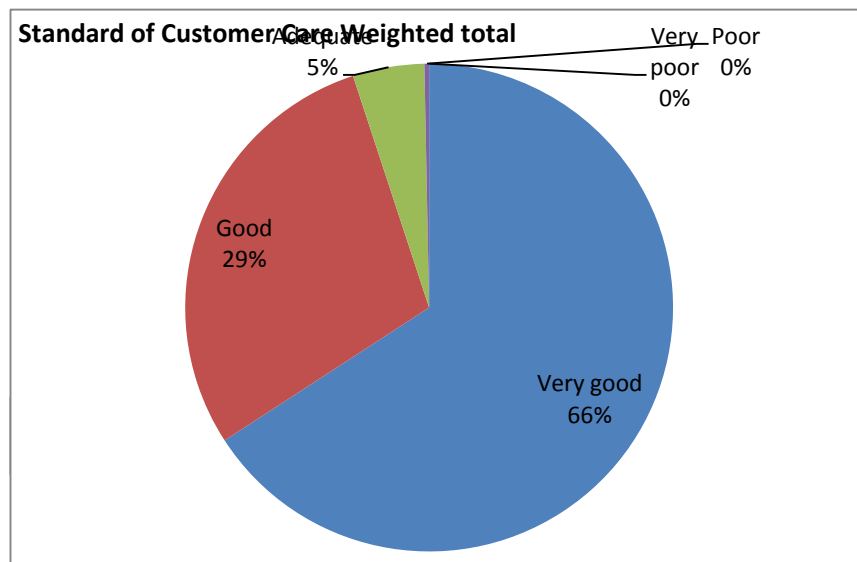
What do you think of this library: Standard of Customer Care

Answered: 2090 (89%)

95% of respondents rated the standard of customer care as 'Very Good' or 'Good'

There are no clear demographic trends, although there is some evidence that older people are more satisfied on this measure

All libraries had >90% 'Very Good' or 'Good', but YO and AC had the lowest satisfaction



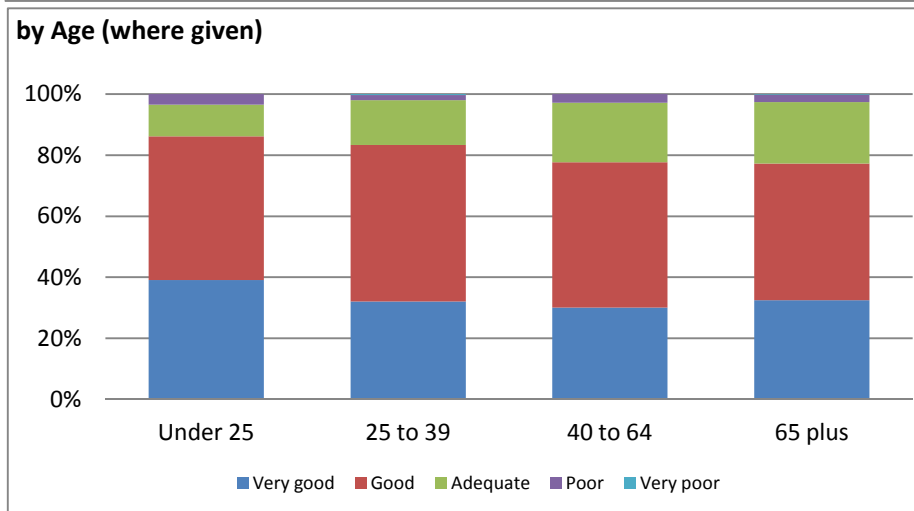
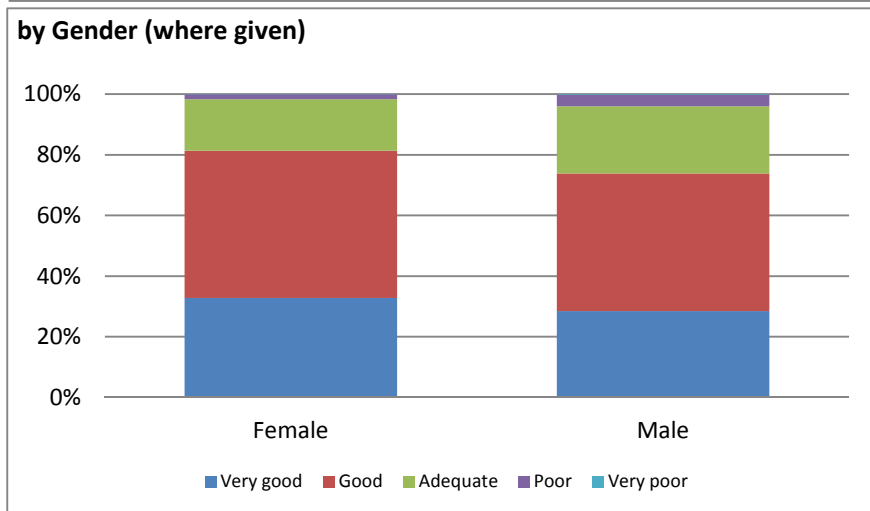
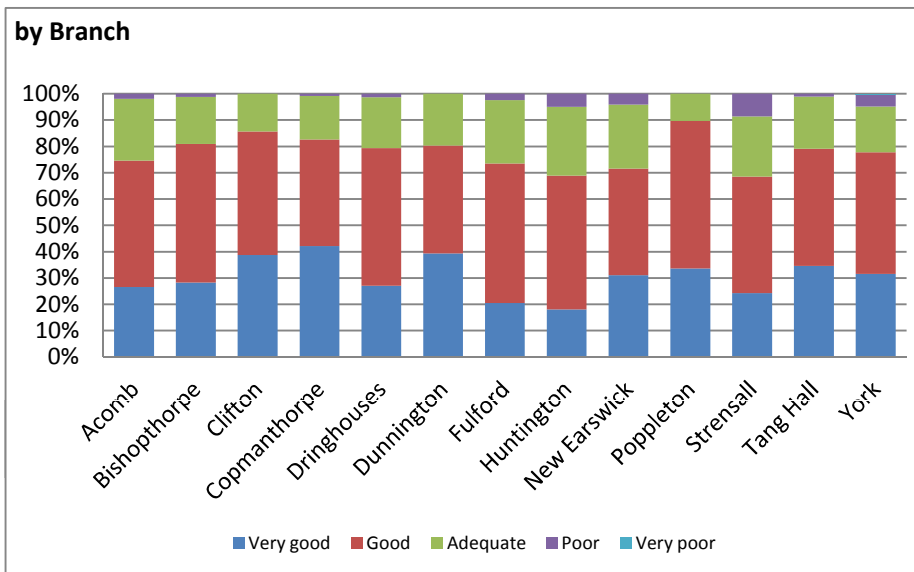
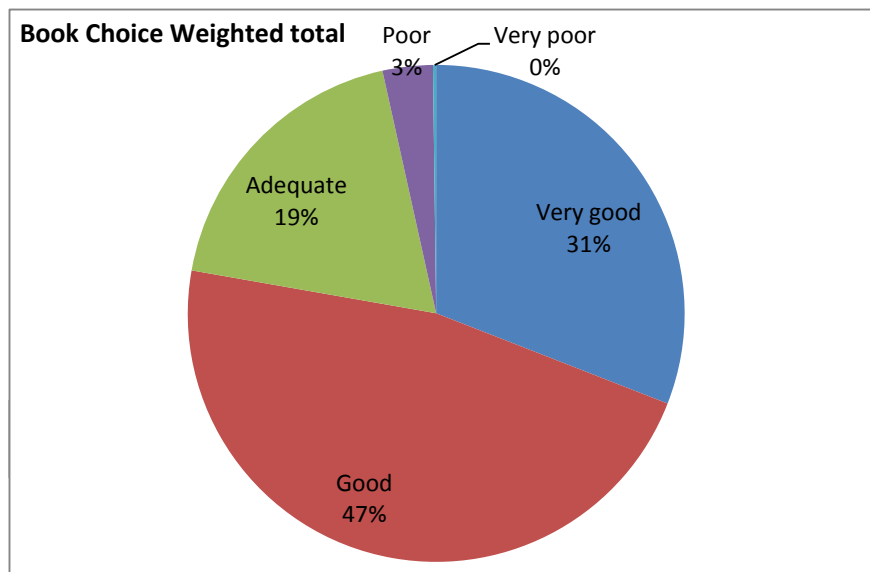
What do you think of the books in this library: Choice

Answered: 2129 (90%)

78% of respondents rated book choice 'Very Good' or 'Good'

Demographic characteristics had no clear impact on this measure, although there is some evidence that older people were less satisfied

HU & SN had the lowest satisfaction with <70% rating book choice 'Good' or 'Very Good', and PO had the highest with 90%



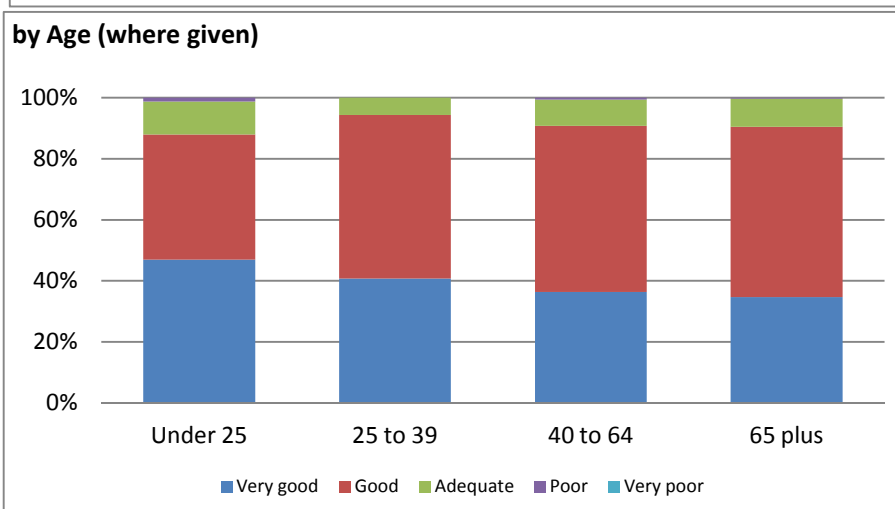
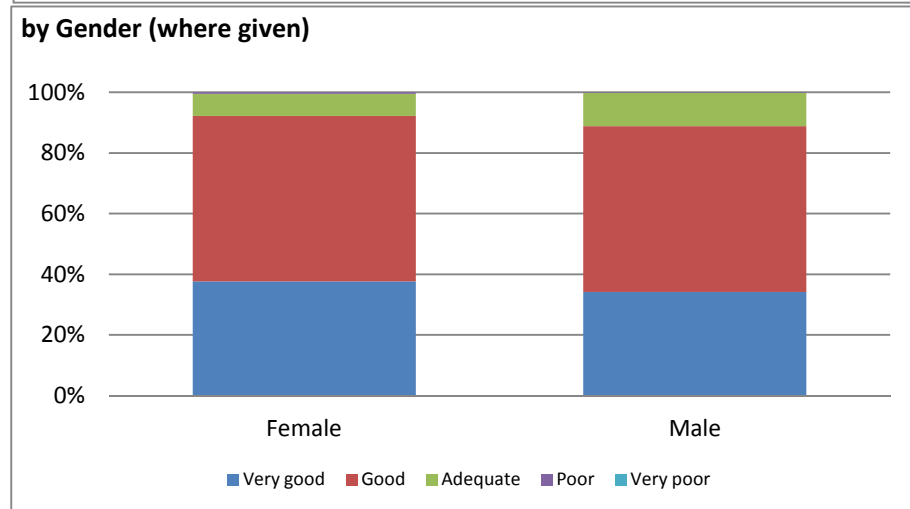
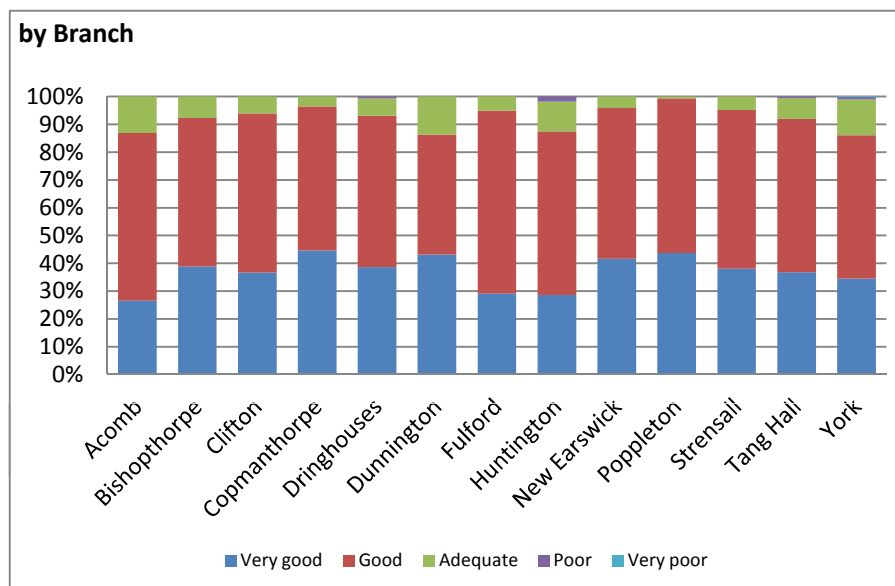
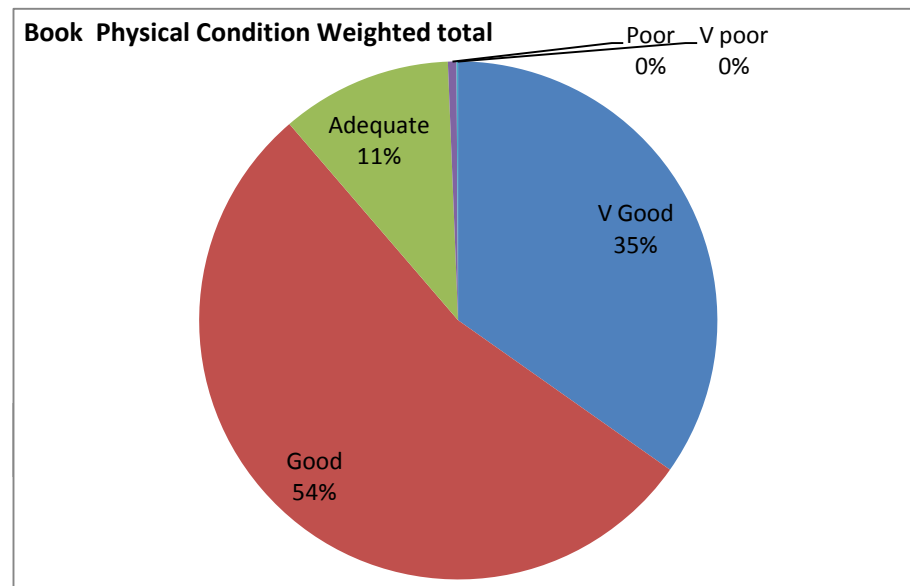
What do you think of the books in this library: Physical Condition

Answered: 1987 (84%)

89% of respondents rated book condition 'Very Good' or 'Good'

There are no clear demographic trends

Whilst satisfaction was good all over, DU, YO, AC, HU had the lowest satisfaction with <90% rating book choice 'Good' or 'Very Good', and PO had the highest with 99%



What do you think of the computer facilities in this library? (question placement implies that this covers wifi)

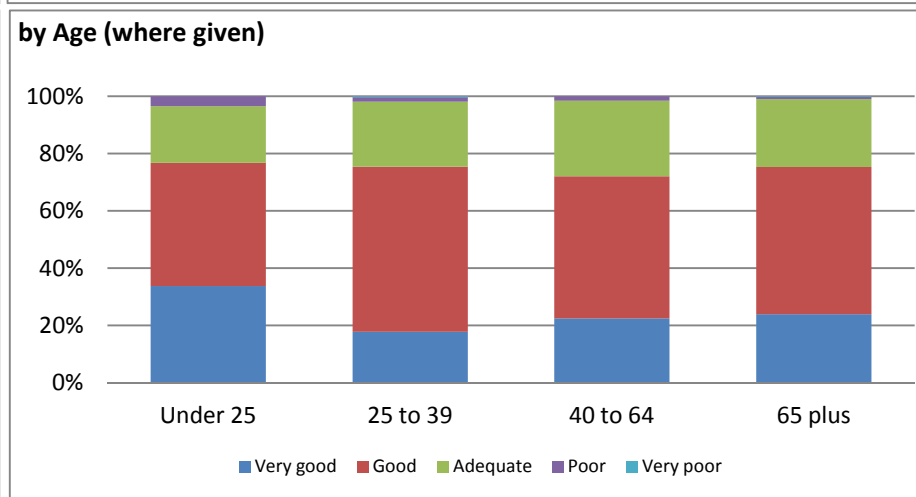
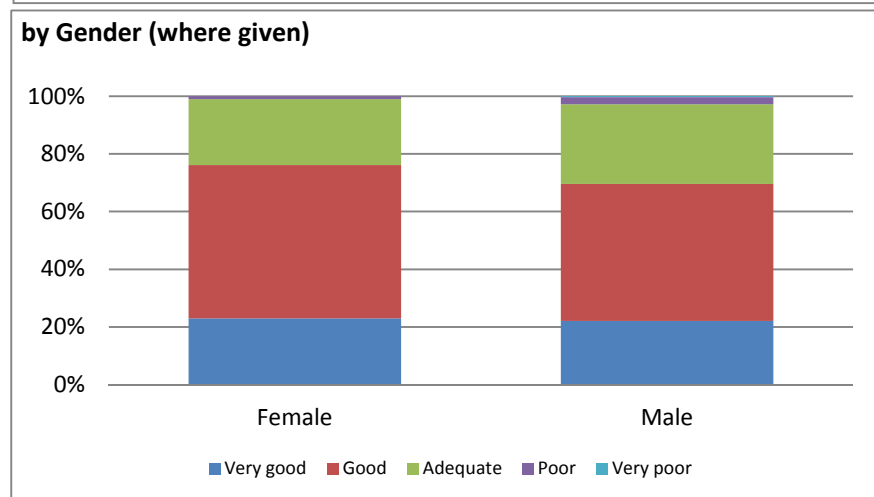
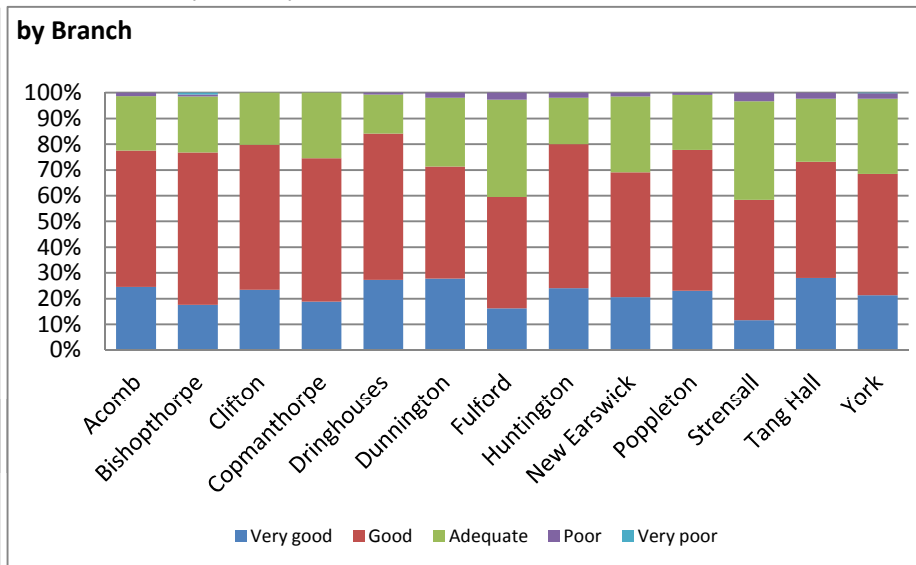
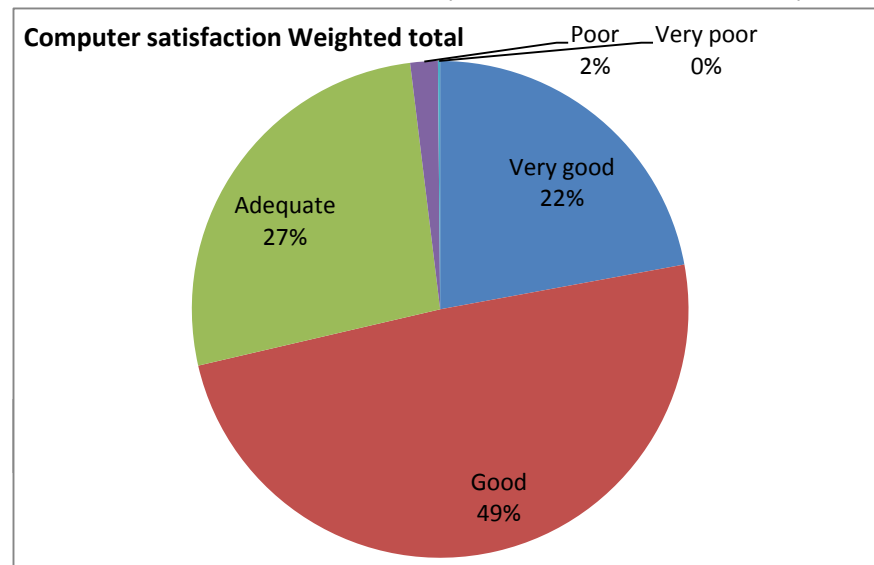
Answered: 1883 (80%)

71% of respondents rated computers 'Very Good' or 'Good' - one of the poorest satisfaction rates in the survey

Demographic characteristics had no clear impact, although there is some evidence that men are less satisfied on this measure

FU & SN had the lowest satisfaction with <60% rating computer facilities as 'Good' or 'Very Good' (comments requested more PCs, longer allowance, more reliable internet & printing)

Of those who indicated at Q6 that they came to use a PC (18% of respondents), 90% said they actually did so at Q7



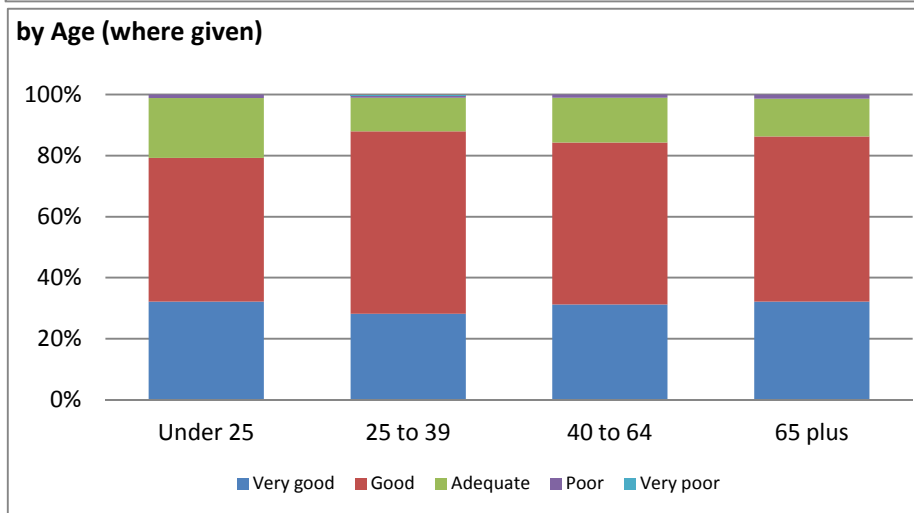
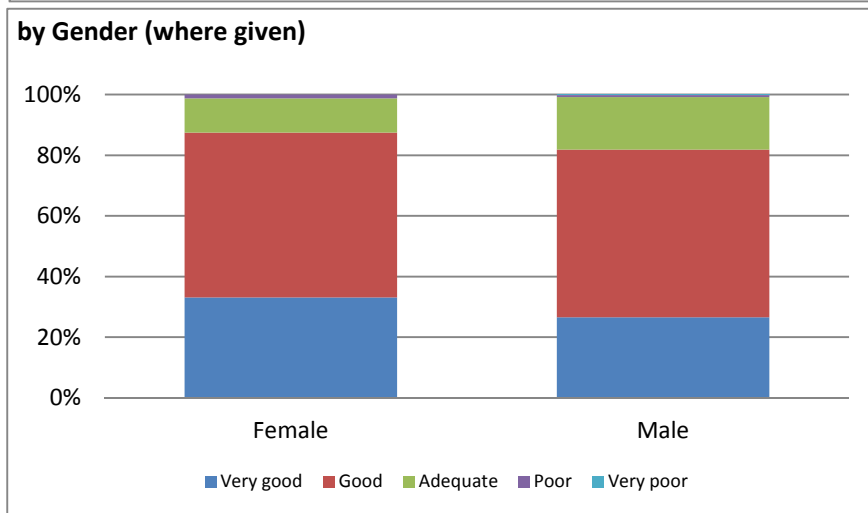
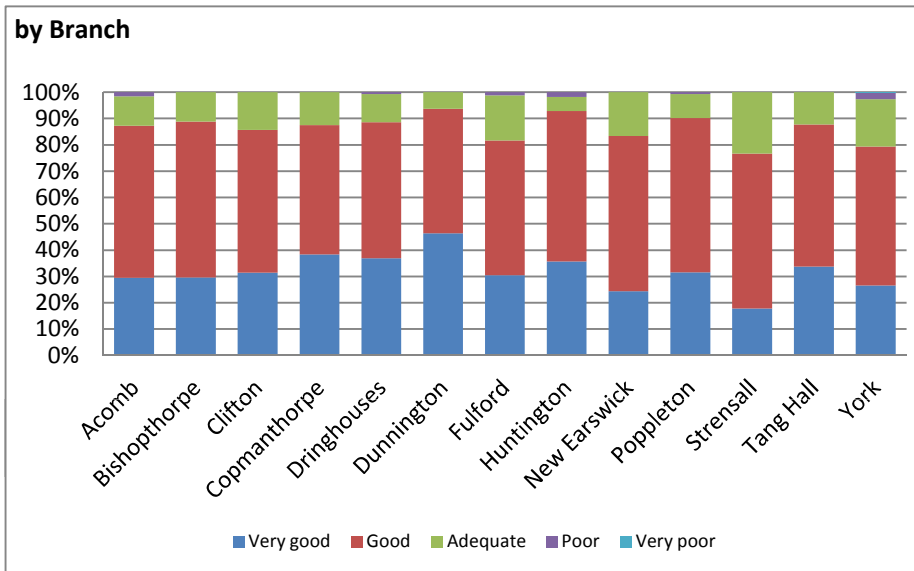
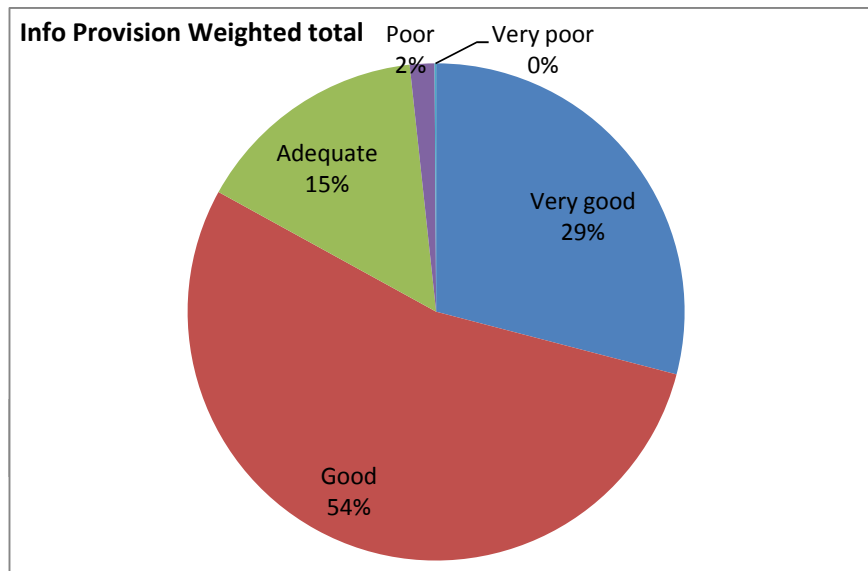
What do you think of the information provision in this library?

Answered: 2120 (90%)

83% of respondents rated information provision 'Very Good' or 'Good'

Demographic characteristics had no demonstrable impact on this measure

YO & SN had the lowest satisfaction with <80% rating information provision 'Good' or 'Very Good', and DU, HU & PO the highest with >90%



Success in finding a book to borrow (of those who intended to borrow)

Sample size: 1259 (=people who said at Q3 that they came intending to borrow, then answered at Q4 whether they did or not)

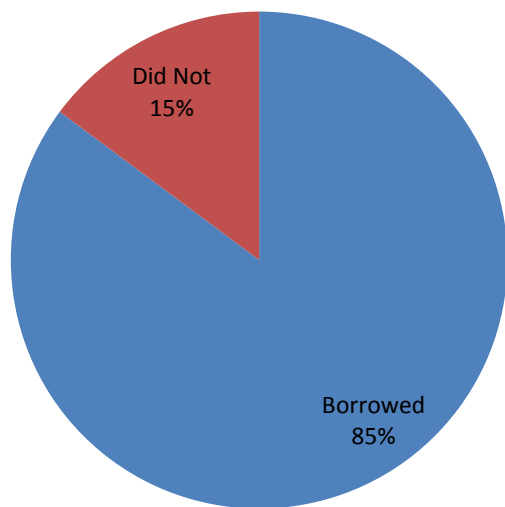
Of those who came to borrow a book (51% of respondents), 85% said they had actually done so (please note the survey isn't always left until exit)

Young people seemed to have less success finding something to borrow (small sample: 27 under 25s taking the survey had come to borrow)

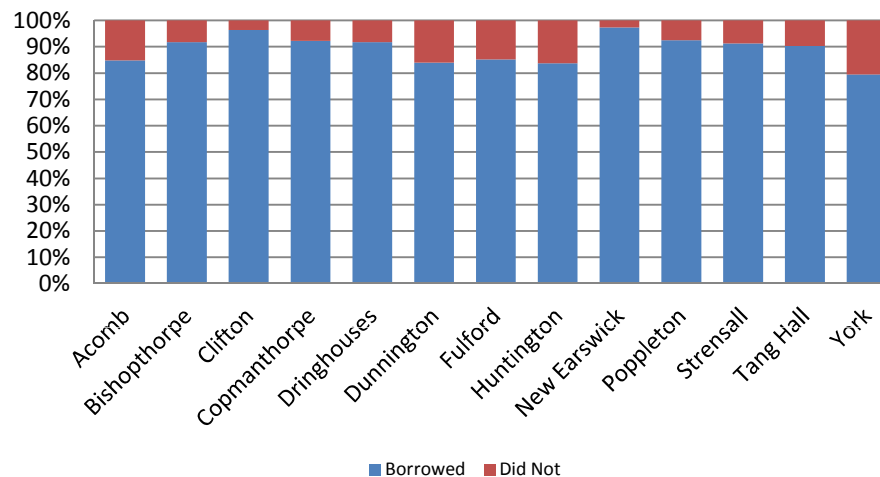
YO had the lowest success rate with <80%, and CL & NE the highest with >95%

Conversely, of the people who didn't come in planning to borrow a book, 5% of them borrowed one anyway (BI and NE in particular)

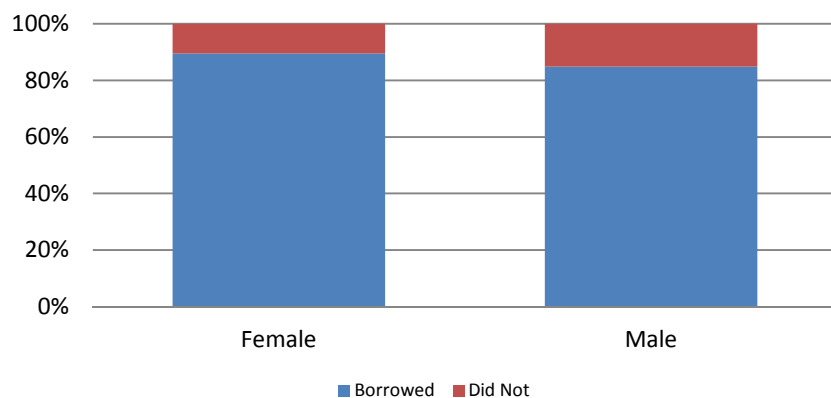
Book Success Weighted total



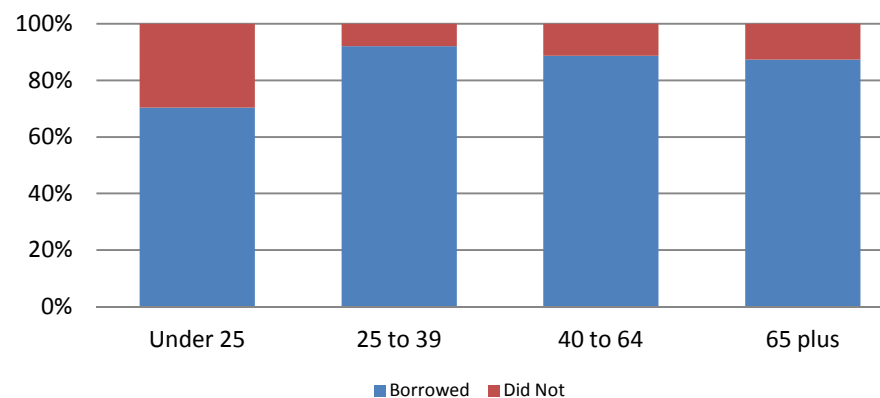
by Branch



by Gender (where given)



by Age (where given)



Success in finding information (of those who came wanting to find something out)

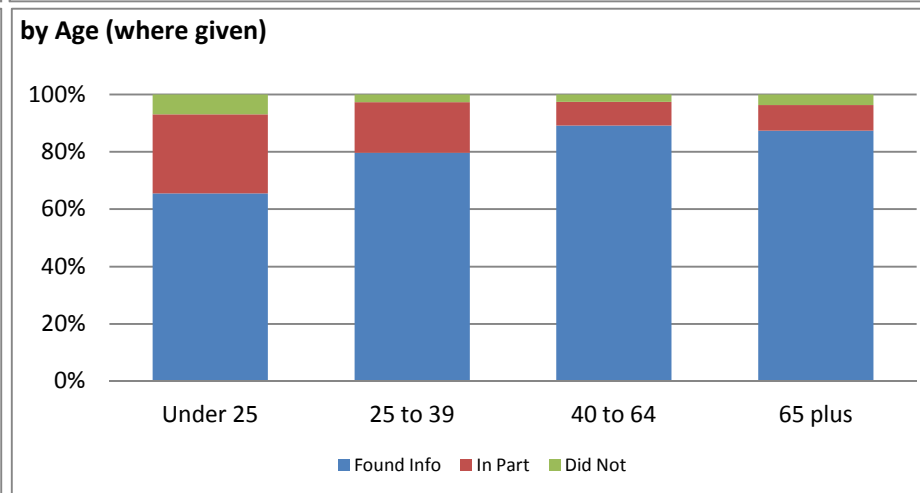
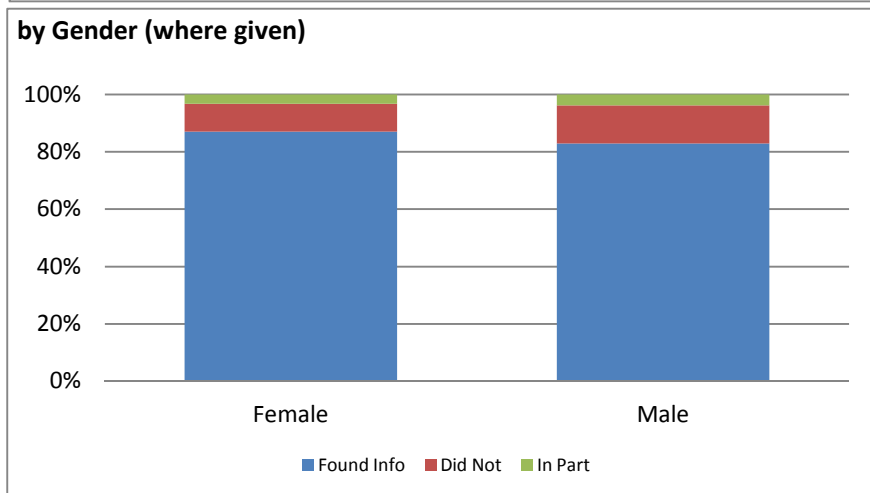
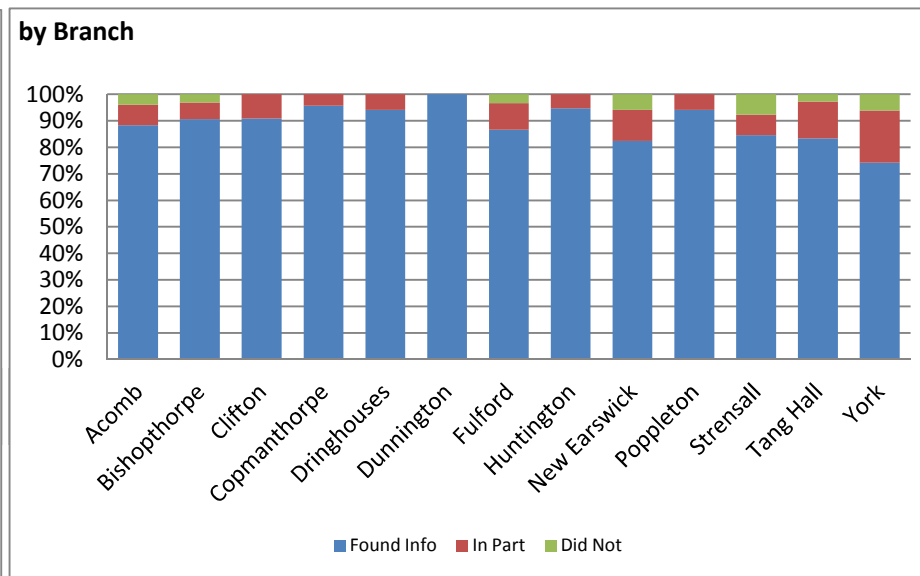
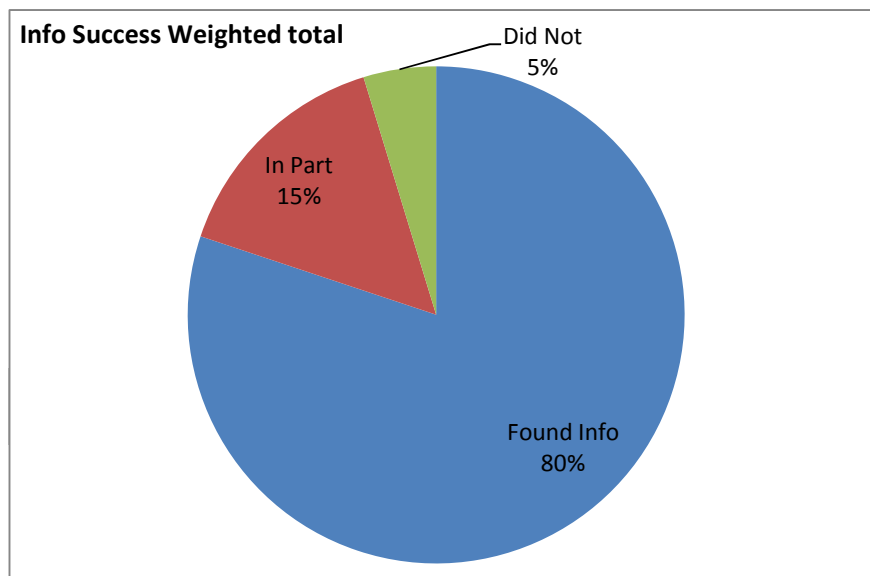
Sample size: 547 (=people who said at Q10 that they came with an information need, then answered at Q11 about whether it was met)

Warning: Sample sizes are small when broken down into age groups and branches

Of those who came intending to find something out (28% of respondents), only 80% said they actually fully did so

Young people seemed to have less success finding information (but only 29 under 25s taking the survey had come with an information need)

YO had the lowest success rate with 74% finding the information, and DU the highest with 100% (from a sample size of 32)



Impact - "Has using the library helped you with... (Please mark all that apply)"

Note: There is no way to distinguish between a skipped question and a negative response on this question - either way the customer simply doesn't tick anything. CIPFA have interpreted any instances of no ticks as a skipped question, which arguably slightly boosts the results below. They have concluded that there was an 83% response rate on this question, which isn't exceptionally low, and they are CIPFA, so let's defer to their expertise.

	Health and	Family /	Meeting	Study /	Getting	Personal	Job seeking	Your job	Your
Acomb	35%	20%	39%	53%	32%	4%	13%	8%	21%
Bishopthorpe	48%	34%	47%	50%	15%	4%	3%	7%	23%
Clifton	39%	29%	42%	43%	26%	8%	2%	11%	33%
Copmanthorpe	37%	30%	52%	45%	21%	3%	4%	4%	32%
Dringhouses	46%	30%	42%	55%	24%	5%	2%	6%	32%
Dunnington	43%	14%	84%	35%	16%	6%	1%	5%	41%
Fulford	50%	37%	47%	60%	14%	3%	0%	10%	10%
Huntington	39%	15%	33%	50%	35%	7%	7%	11%	31%
New Earswick	33%	27%	45%	33%	20%	2%	7%	7%	25%
Poppleton	40%	24%	45%	45%	20%	5%	5%	7%	34%
Strensall	44%	24%	39%	37%	21%	11%	5%	2%	37%
Tang Hall	40%	27%	29%	48%	27%	7%	8%	7%	22%
York	30%	18%	32%	62%	30%	6%	13%	15%	17%
Weighted total	35%	21%	37%	56%	28%	6%	10%	11%	21%
UK wide average	34%	19%	30%	59%	34%	9%	15%	11%	19%

Selected comments touching on social impact

(NE) I use the library to borrow audio books for my aunt who is 98 and registered blind and lives in the sheltered housing at Red Lodge. She is housebound and her main enjoyment over the last 15 years has been your extensive supply of audiobooks. The staff are brilliant, helpful and I cannot thank them enough for the continued help over the years.

(AC) The library is a wonderful place. Could not do without it. The staff are all great so helpful and kind. Long may it survive.

(YO) Wonderful space to feel relaxed at a stressful time.

(PO) Great for our children. The love coming to the library for different books, challenges, activities and from our point of view supports them educationally and is free! Thank you.

(YO) I have 2 children and 1 is autistic is very hard to find a place he feel accepted and he feels comfortable in this library and it gives my son what he needs.

(DR) This library is extremely important local service - for the excellent provision of books and learning to all - but also other than this - acting as a focal point in the community.

(AC) A lovely friendly place in a sometimes hostile world.

(BI) This library is a great community resource and offers many different services and support for people in this community. It enriches and nurtures a well rounded and informed community.

(CE) I am happy just with the whole set up. Devoid of suggestions I am 91 and heading for my funeral but the library keeps changing that date.

(DR) I have been coming to DR Library for many years and I could not get by without the library.

(NE) I love my local library. I come regularly with my daughter and have made friends here. It is a valuable facility in my local community and allows us to continue reading books that I could not afford to buy.

(PO) The library is a vital element in the life of the community and the only social interactive space for many elderly residents.

(PO) A joy to visit. Books mean so much when one is retired and widowed.

(YO) This library service has been vital in providing a safe/calm place to recover from depression.

(YO) I love this library and come every day. I live alone with 'horrible voices' and coming here gives me a feeling of community, upliftment and satisfaction. I can read the papers, go online and have the sense of being with others even when I'm at my worst and unable to connect as well. The size and design of the building alone imparts a sense of dignity and well being. I love that it is free for everyone not just the rich.

(SN) As a member of the HM forces the community library is a useful element to intergrate into the local population

(AC) If I had not called in today I would not have knew about the consultation on the development of the former Low Field School Site.

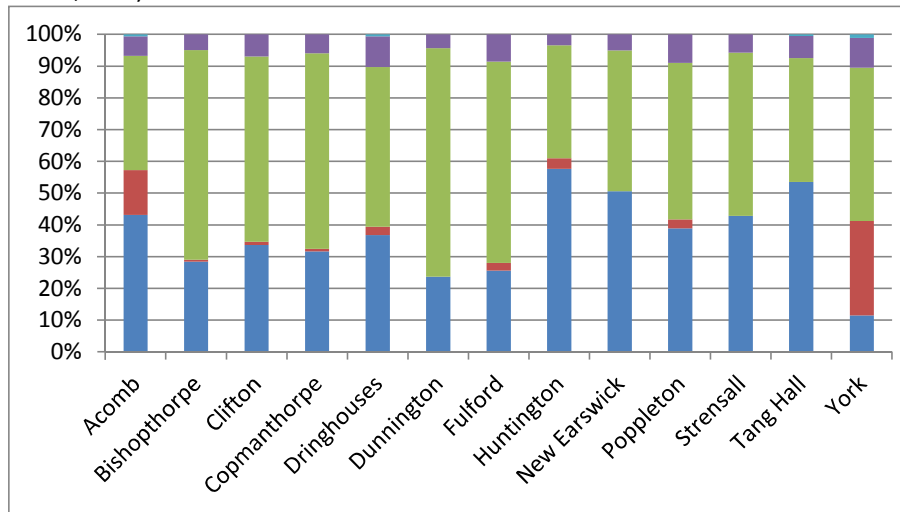
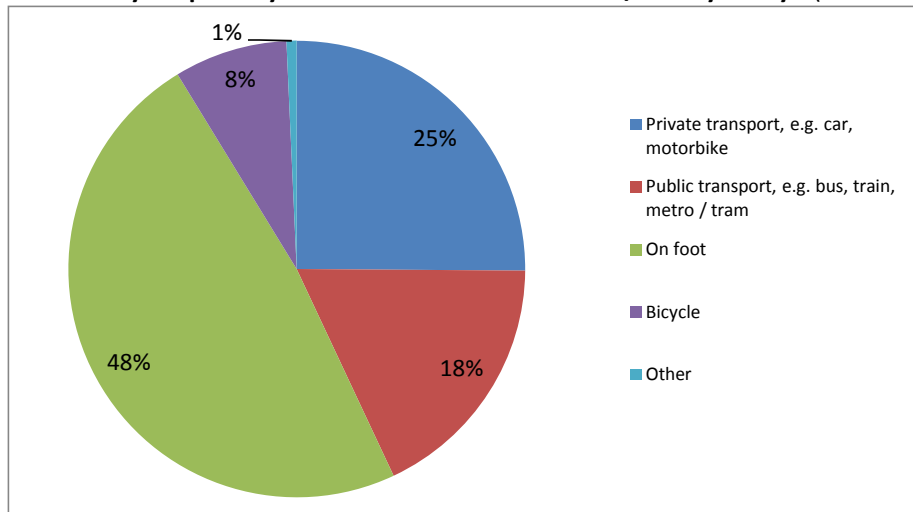
(CE) In moving from Kent to Yorkshire 2 years ago at the age of 90 I found the library a life saver. The welcoming and friendliness made all the difference in helping me settle

(CE) Hub of the community across the generations

(PO) Poppleton Library play a large part in my life I would be lost without it.

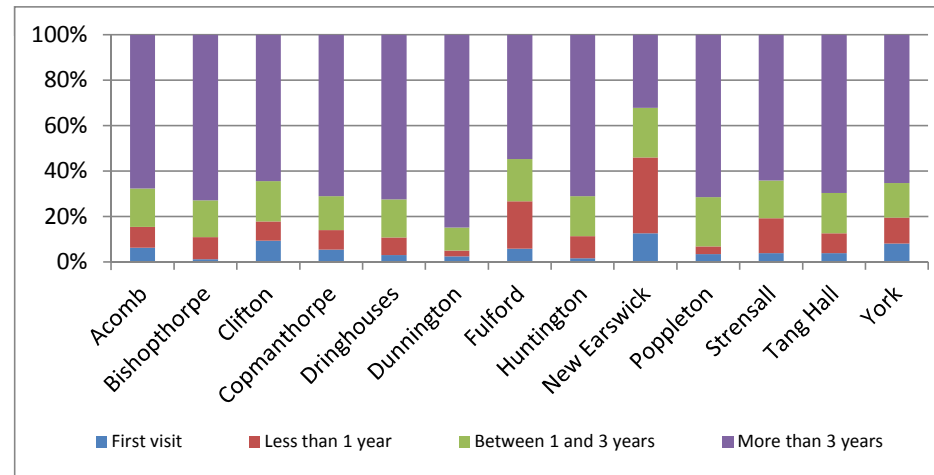
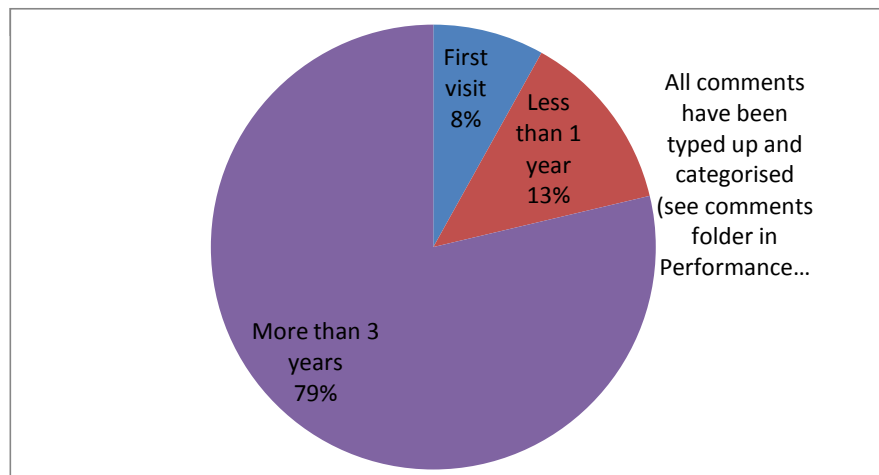
Customer Profile

What was your primary method of travel to this area / library today? (Answered 2127, 90%)



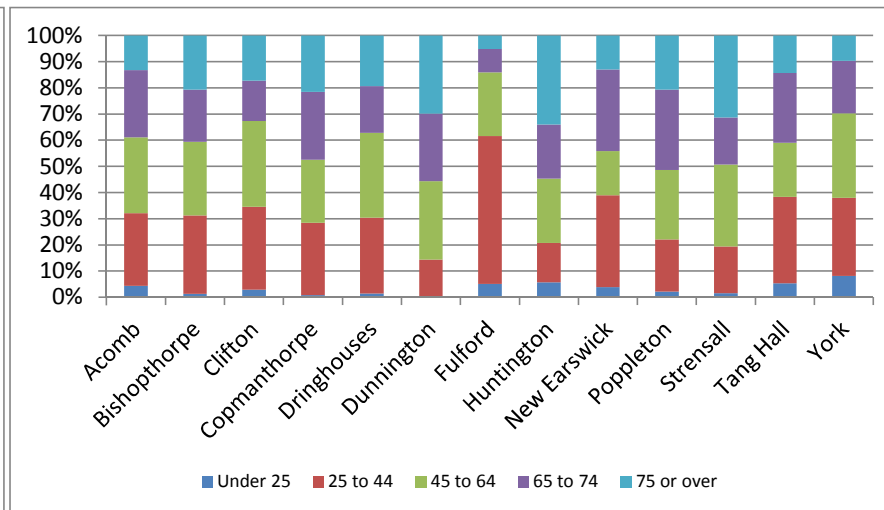
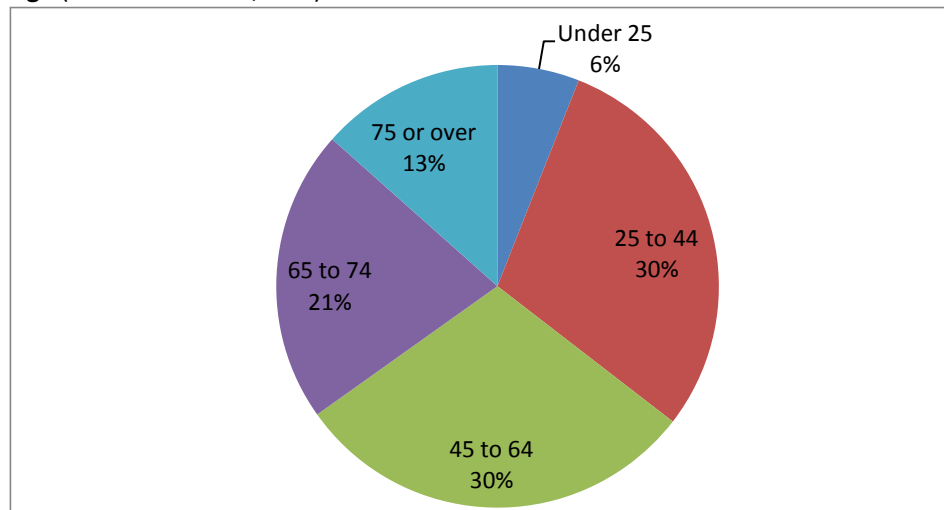
"Other" answers included several mobility scooters and a power wheelchair, plus taxi and park and ride.

How long have you been using this library? (Answered: 2319, 98%)



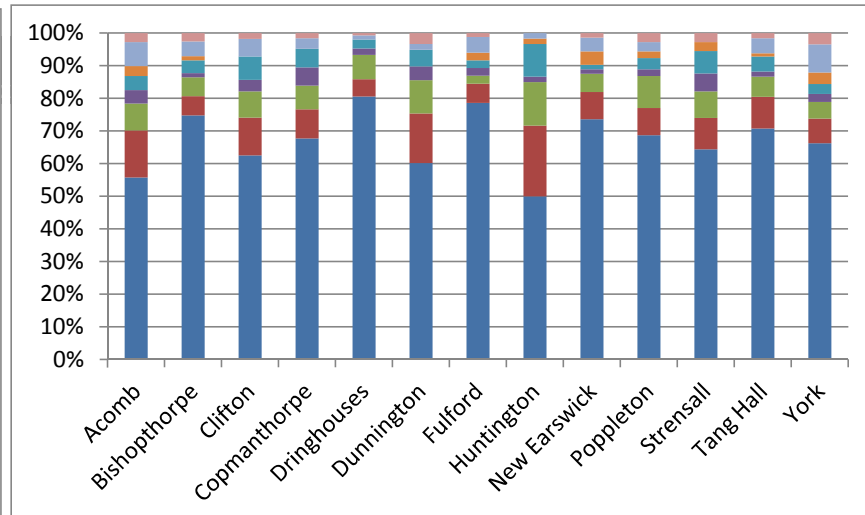
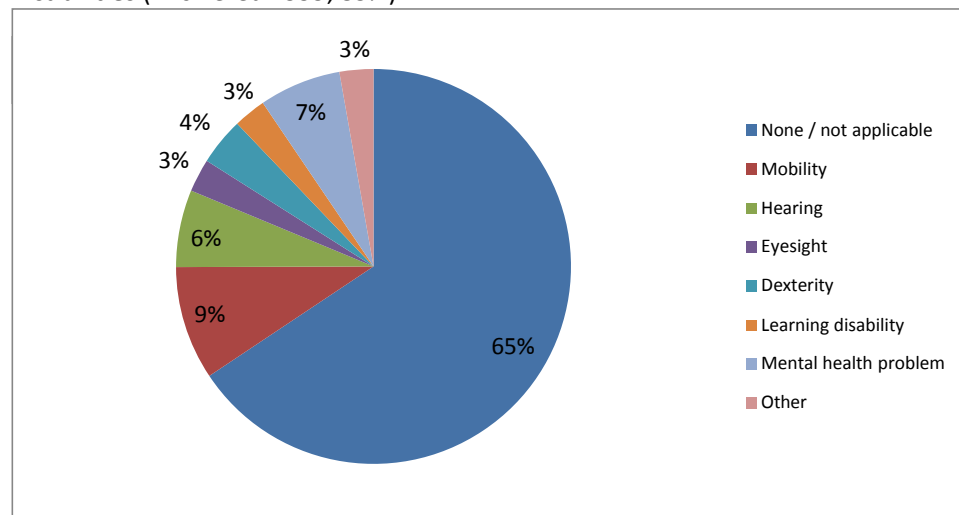
NE and FU (i.e. new locations) have the smallest proportion of long-standing users. Nationally, only 59% of respondents are in the +3 yr category.

Age (Answered: 2073, 88%)



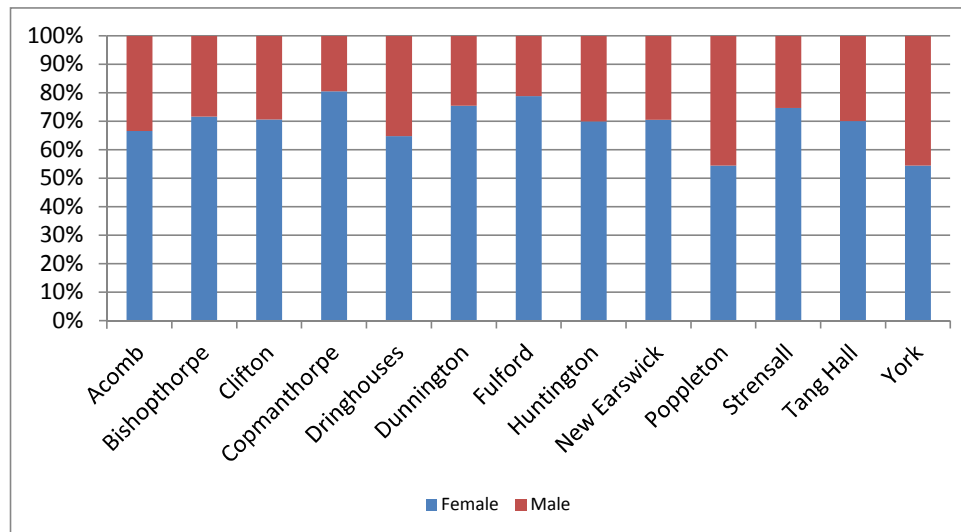
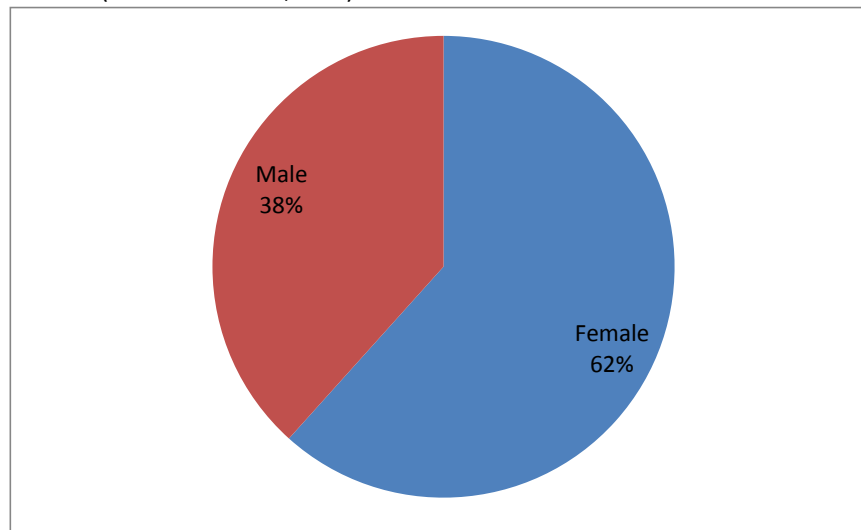
Our borrower records are probably a more accurate source of age data (see AGM figures for comparison to York population)

Disabilities (Answered 1999, 85%)

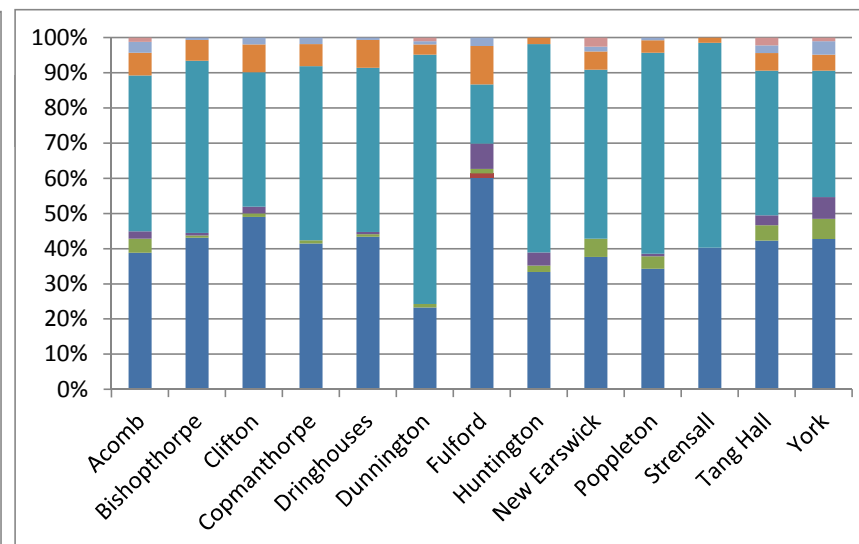
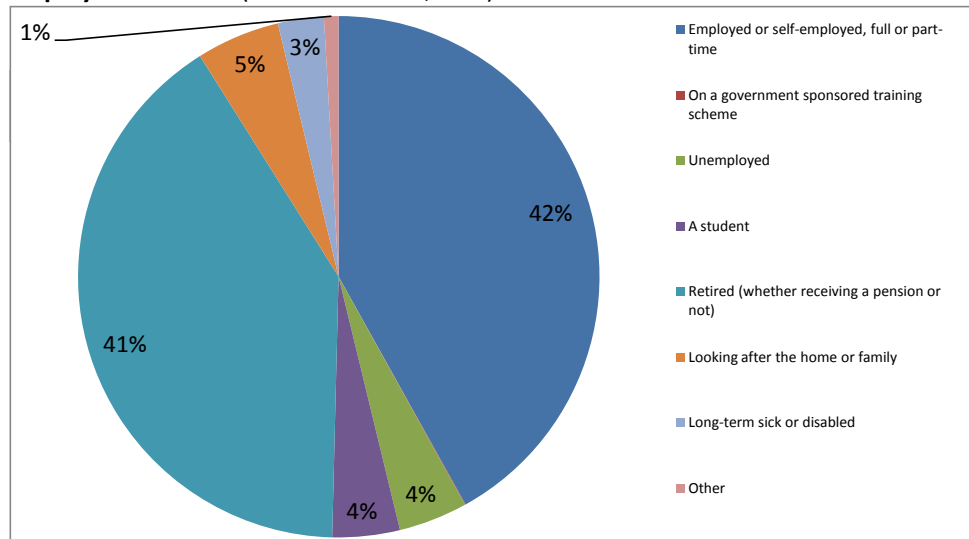


"Other" included a lot of specific conditions e.g. heart failure, aspergers, pattern-glare ocular migraines, anxiety, lymphodema of the lower body
 UK-wide 77% of respondents had no disability, so our proportion of users with a disability is higher than the national picture.

Gender (Answered 2181, 93%)

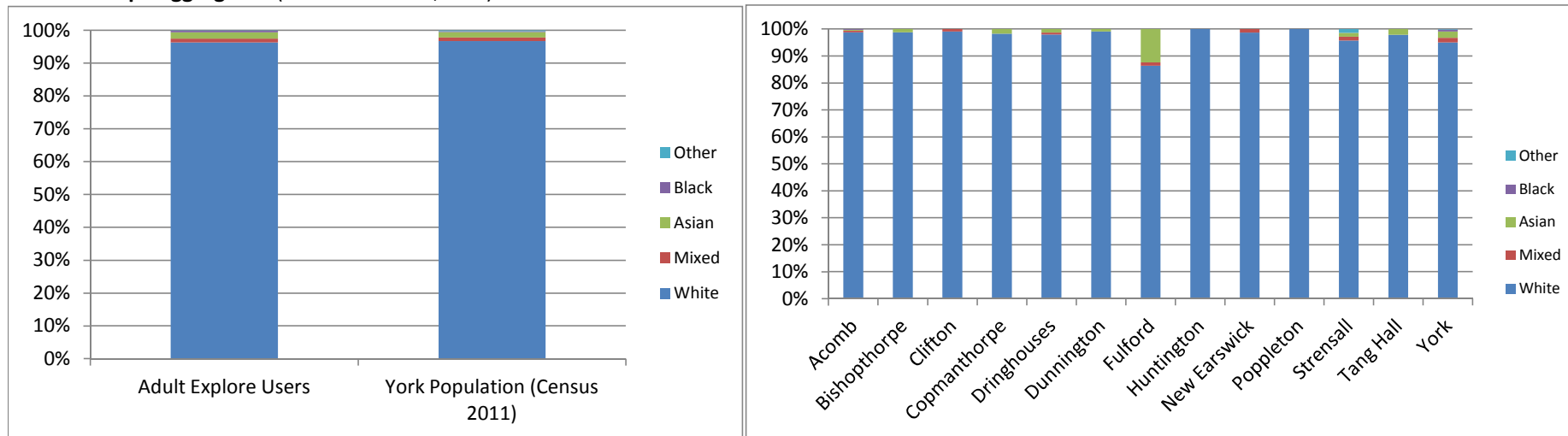


Employment Status (Answered 2052, 87%)



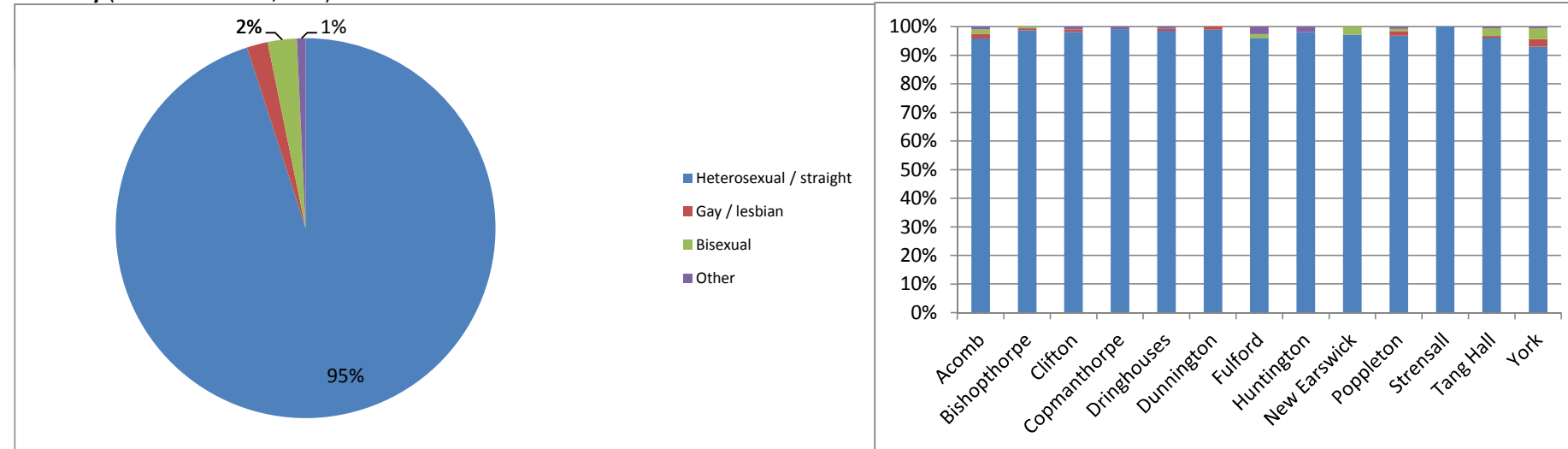
"Other" included maternity leave, carer, on ESM, volunteer, retired, ill health, scholar, self-means.

Ethnic Group - aggregated (Answered 2084, 88%)

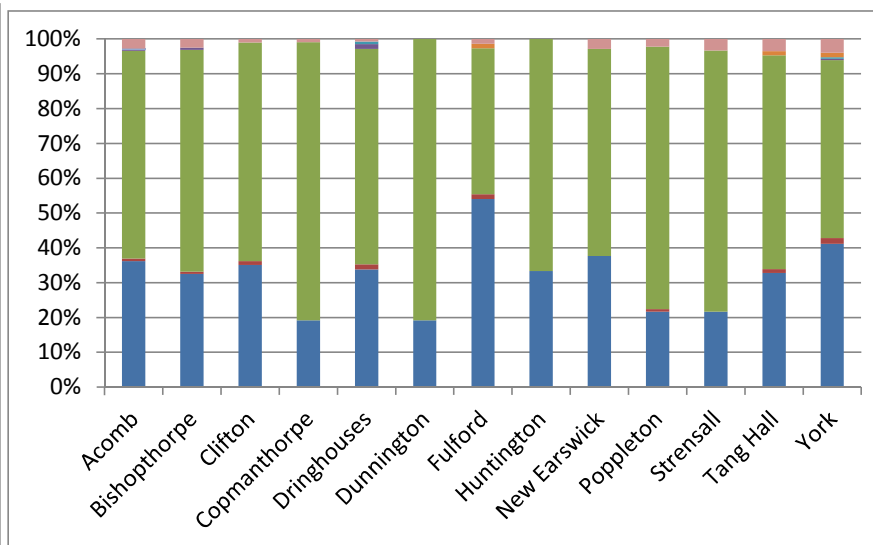
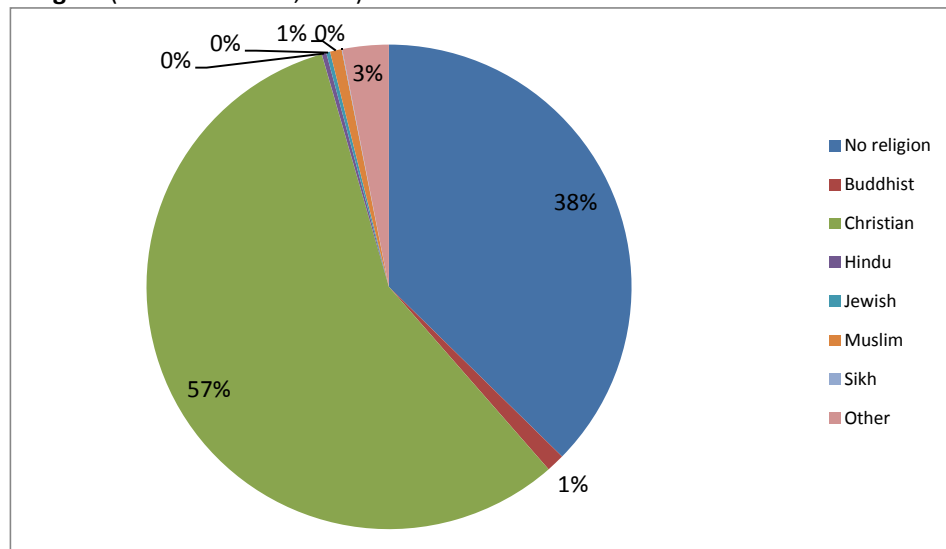


There is some evidence that our membership is fractionally more ethnically diverse than the general population with 3.7% BME rather than 3.3% BME, however, the population figures are from 2011.

Sexuality (Answered: 1977, 84%)

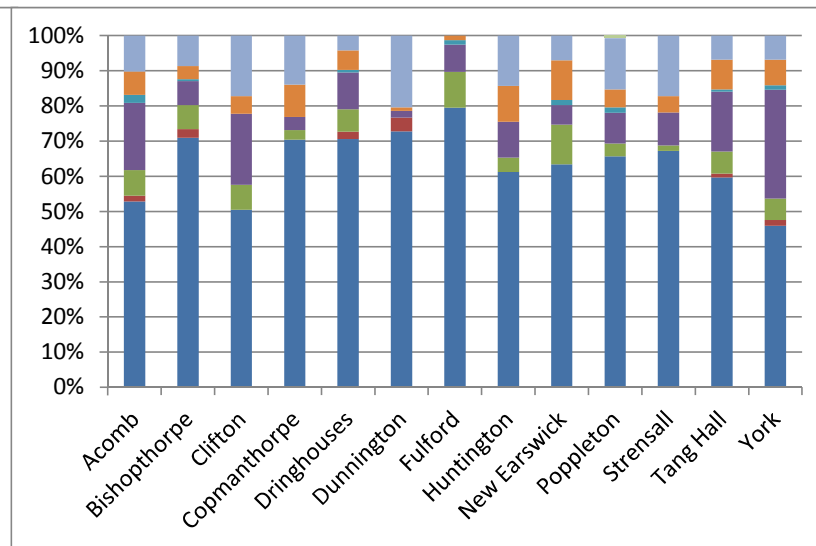
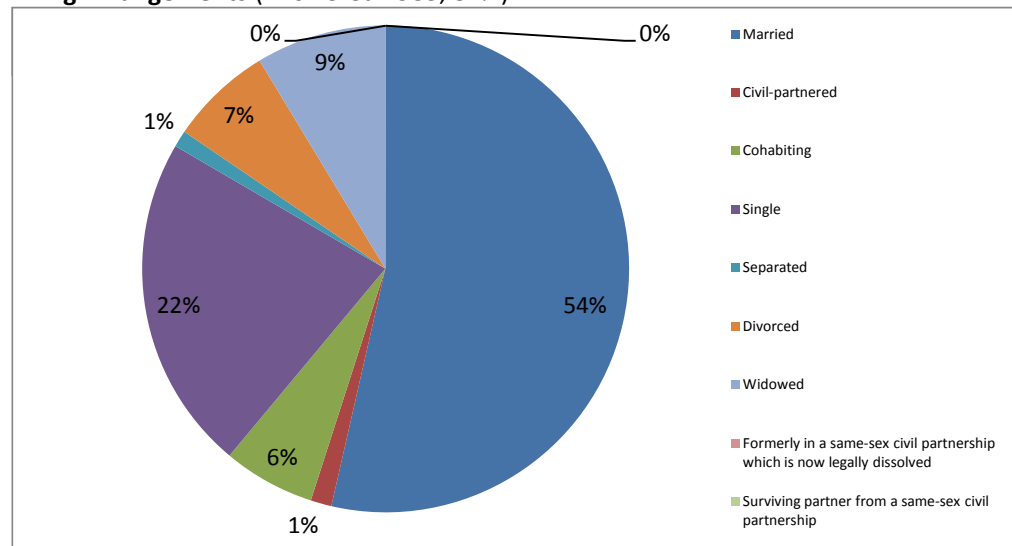


Religion (Answered 1916, 81%)



"Other" included unitarian, roman catholic. Holistic, Jedi, Jehovahs Witness, Personal Beliefs, Pagan, No Label, A Universal Religion, Baptist, Gnostic

Living Arrangements (Answered 1985, 84%)



Progress Report

Past Caring Project Advisory Board Meeting, 11 April 2017

Introduction

We are now entering Month 7 of the 24-month Past Caring project to catalogue and conserve the health care and poor law records of York. The Project Archivist will soon start work cataloguing the records in Work Package 2, while the Project Conservator, who started on 28 March, will repair and package the records in Work Package 1 over the next year.

1. Cataloguing and conservation

1.1 Cataloguing progress

We are now coming to the end of the cataloguing work on the Poor Law Union records that make up Work Package 1. The Project Archivist, with the help of the volunteers, has sorted this material, catalogued it into Excel spreadsheets, created authority files for the various committees and sub-organisations (see attached example), and numbered the material. These records are now ready to hand over to the Project Conservator who will begin with a conservation survey of the collection.

Over the next two weeks the data in these Excel spreadsheets will be imported into CALM (our collections management system) as closed records, meaning the public will not be able to access them, although staff will be able to view the records if necessary. By the end of this importation process there will be over 2600 new descriptions in CALM relating to the York Poor Law Union.

The release date for the Poor Law archives has yet to be determined and will depend largely on the progress of the conservation of these records; however we are currently looking at March 2018 as a potential launch date. There is also the option of delaying the release of this material until the end of the project. We would welcome the Board members' views on whether a staggered release date for the catalogued material would be preferable to releasing the collections together at the end of the project.

1.2 Subject indexing

The UK archival thesaurus (UKAT) has been imported into CALM and indexing of the York Poor Law Union will use this as the main thesaurus. We had originally planned also to use MeSH, the Medical Subjects Headings thesaurus, particularly for the last three work packages. However, we are not able to import this thesaurus in-house, and Axiell (who provide our cataloguing software) have quoted £3000 to do this. As this is an expense that has not been catered for in the budget we have decided to:

- delay making a decision until after Work Packages 2 and 3 have been surveyed. It may be the case that UKAT will provide sufficient breadth and specificity for subject indexing these records
- in the case that we decide MeSH would aid resource discovery, we have the option of applying to Wellcome for an extension grant.

2. Volunteers and student placement

2.1 Project Volunteers

Four volunteers were recruited in January 2017 to help with listing property records, legal cases, government orders, rate books and staffing records in the Poor Law archive. Over an eight-week period they put in a total of 72 hours and created over 750 item-level descriptions. Their contribution has meant that we have catalogued some records to a level of detail not originally anticipated. All volunteers were eager to volunteer again for Work Package 2.

2.2 The National Archives (TNA) correspondence volunteers

Two volunteers were recruited in November 2016 to carry out research for the joint York Explore-National Archives Correspondence Project. Their task was to discover how, and to what extent, the York Poor Law records work in tandem with the pauper correspondence held at The National Archives to reveal agency in the lives of paupers.

Over the course of 11 weeks the volunteers put in 55 hours of work, searched 77 volumes, and scanned 194 images. The results of their work have been collated and will now be handed over to Paul Carter from The National Archives for use in a grant application to develop the project further.

2.3 University of York Institute for the Public Understanding of the Past (IPUP) placement

In January we were joined by a history master's student enrolled in the work placement module of the Institute for Public Understanding of the Past programme. The placement lasted for nine weeks and during that time the student used the poor law records to research the lives of four individuals. She then developed this research into four life narratives, and created a web resource designed to engage a wide-range of audiences with the content of the Poor Law records (see attached sample narrative). In addition, the student will be writing a blog about her experience here and will write a reflective essay for her major piece of assessment.

3. Promotion and outreach

3.1 Social media

Our dedicated project Twitter account @pastcaringyork is doing well, and is attracting a range of followers including institutions, academics, students and local historians. Currently we have:

- 175 followers
- retweets vary depending on time and content, however the average tweet attracts between 3-7 retweets and a similar number of likes
- the average number of impressions per tweet is 1000-1300, which essentially means the number of times a tweet is delivered to a Twitter stream. Our average number of impressions per month is 11000-12000.
- the average number of engagements is 50-60, which means that a user has interacted with a tweet by clicking, retweets, replies, follows etc.

The supplementary project blog is attracting approximately 80-100 views per post. Visitors do tend to click around the site to look at our static information pages, which includes an introduction to the Past Caring Project.

3.2 Talks

The Project Archivist delivered a Mint Yard lecture on 13 December 2016 at York Explore. This talk was well-attended and provided an introduction to the project and the poor law records.

Laura Yeoman, the Access and Engagement archivist gave the same talk to the Yorkshire Group of Family History Societies at their AGM on 25 February 2017.

3.3 Legacy resources

The Project Archivist has developed resources that will help researchers and staff to use the collection effectively. These include: information sheets providing a brief history of the York Union, a glossary of terms, an organisational structure of the Union, a list of parishes (including those in the West, North and East Ridings), and where to find information if you are interested in researching children, staff, medical care, welfare recipients, and the workhouse.

The web resource developed by our Institute for Public Understanding of the Past master's student will be placed online to provide an introduction to the records and to show, both staff and researchers, how the records can be used to explore the lives of individuals as well as broader themes. The resource will also highlight the pros and cons of using any given series of records.

4. Looking ahead

4.1 Cataloguing

In mid-April, as per the project schedule, the Project Archivist will move on to Work Package 2 – the Medical Officer of Health records – which comprises approximately 150 boxes of unsorted material. We have decided on one minor change to the project schedule in relation to these records: the Project Archivist will now survey this collection in conjunction with the records in Work Package 3 – the Department of Health and the Department of Environmental Health and Housing. This will provide an important, initial overview of the functions and relationships between these various bodies and will aid the cataloguing process. Following this survey, the cataloguing will focus on Work Package 2 before moving on to Work Package 3 again.

4.2 Volunteers

The project volunteers have expressed an interest in volunteering again, so we will be harnessing this experience and offering further roles when the records in Work Package 2 are ready. We will also be recruiting new volunteers to list material.

Later this year our Project Conservator will develop a new volunteer role centred on packaging, cleaning and numbering the archives of Work Package 2. This will be a new volunteer experience for York Explore Archives as they have never had an onsite conservator. We expect the role will attract a broader range of volunteers including those interested in acquiring skills associated with conservation, and those who would prefer not to work with computers.

York University would like to send another master's student for their Institute for Public Understanding of the Past placement, and we are looking at the possibility that the student could work on Work Package 2 of the Past Caring Project.

4.3 Promotion and outreach

4.3.1 Talks and conferences

On 22 April 2017 the Project Archivist will attend a conference on The New Poor Law held at Winchester University. A conference postcard introducing the project will be distributed at this event.

At present, the following talks have been scheduled:

- the Project Archivist will be presenting to the De Partu History of Midwifery and Childbirth Research Group, who are having their AGM at York Explore on 27 May 2017. This will be a new talk introducing both the Poor Law records and the Medical Officer of Health records. There will also be a small exhibition of archives for the group
- the Project Archivist will deliver a talk to the Clements Hall Local History Group on 26 Jan 2018
- the Project Archivist and Project Conservator will be delivering a joint session at the Explore York annual staff conference in November 2017. The session will be an ideal opportunity to introduce all of the Explore staff to

both the cataloguing and conservation strands of the project.

4.3.2 Social Media

We hope to attract new audiences to our Twitter account and blog with the introduction of content based on the Medical Officer of Health records, and conservation updates from the Project Conservator.

4.3.3 Workshops

Towards the end of this year we would like to develop workshops based on the Past Caring collections. The sessions could be aimed at students and/or the general public. If any Board members have experience in this area we would be grateful for any advice on what makes a successful workshop and any pitfalls to avoid when delivering sessions.

4.4 Collaboration

4.4.1 Regional poor law hub

The City Archivist is currently working with Paul Carter from The National Archives, Margaret Boustead from the North Yorkshire County Record Office, and James Etherington from Ripon Workhouse to develop a multi-institutional project based on the poor law records held at the North Yorkshire County Record Office. The proposed project is still in its early stages, but would complement the work being carried out on the Past Caring project and create a regional centre for research on the poor law.

4.4.2 The National Archives correspondence project

Our collaboration with The National Archives on the Poor Law correspondence project is ongoing (see 2.2 above) and we hope will result in a formal grant application in the coming months.

4.5 Conservation

Our Project Conservator will be spending her first two weeks familiarising herself with the work environment, collections, and project material. She will also be ordering additional conservation supplies, as well as negotiating collections and collaboration arrangements with the Borthwick Institute. The conservation work on Work Package 1 will start in earnest on 10 April 2017 and will begin with volumes degraded by red rot.

The working week of the Project Conservator will be split between the Borthwick Institute for Archives, where more specialist conservation work will take place, and York Explore, where she will undertake basic preventative conservation and packaging.

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Cecil Frederick Moon

Cecil Frederick Moon was born in Islington, London in 1881 and we first meet him in the records with this fascinating poster distributed by the York City Police in 1905 warranting his arrest. Highly unusual for the time, the portrait of Cecil reflects his status being from a 'good address' and suggests a level of wealth and prestige he most probably enjoyed. Cecil's appearance in the records shows the diversity of the individuals recorded within the Poor Law Union and Workhouse Records and that the records do not just include the destitute or poorest people in York society.

Cecil Frederick Moon, a married man, elopes with actress Violet Campbell to London in the night. He even has a tattoo on his arm, of a vampire no less! Although his story is fascinating and would have been utterly scandalous in middle-class, Victorian York, this poster was commissioned because Cecil was wanted on the charge of desertion of his wife Frances and two children, a 13 month old son named Ronald and baby who was just 10 days old when Cecil left.

YORK CITY POLICE.


TELEPHONE NO. 13. 20th April, 1907.

**Wanted here on Warrant charged with
Wilfully Neglecting his Wife and Two Children.**

CECIL FREDERICK MOON.

A CLERK.

Age 26 years.
Height—5 ft 6 $\frac{3}{4}$ in.
Complexion—Fresh.
Hair—Dark Brown.
Eyes—Brown.
Gentlemanly appearance.
Good address.
Vampire tattooed on left forearm.



Dressed when he left home in Dark Brown Suit, Greenish Plaid Overcoat, Hard Black Hat Brown Wellington Boots, Tribby Collar, Dark Tie with Small Blue Spots, White Cuffs.

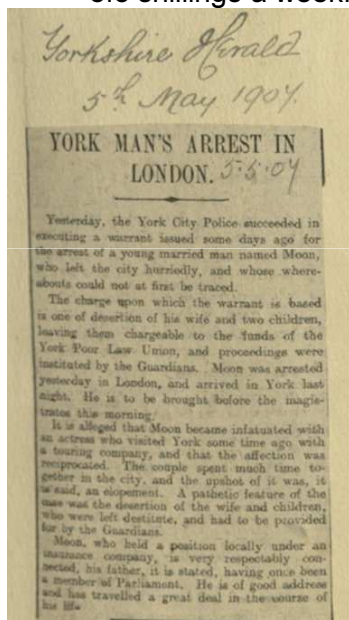
He generally wears a gold ring with Masonic Emblem and his monogram engraved thereon, and a gold albert with silver badge, which has the words "British Association" printed on it in blue enamel letters.

He left York at 1-20 a.m on the 4th inst, in company with a young actress about 20 years of age named Violet Campbell, who was until recently a member of Miss Eva Moss' "Frou-Frou" Company.

Kindly cause enquiries to be made for this man and if found arrest and wire, when an officer will be sent for him or any information as to his whereabouts please forward to me.

JAMES BURROW,
Chief Constable.

Frances, Ronald and her new born baby, like many women and children deserted by their husbands and fathers, were left in destitution with no means of working to support themselves. On the 2nd May 1907 Frances first appears in the Application and Report Books, where she applied to The Guardians for out door relief. She was granted her just 3.5 shillings a week.



Cecil's father was also written to by the Board of Guardians with the request he provide financial aid to this daughter-in-law and grandchildren. This practice was common, for the extended families of individuals to be expected to support their family who were seeking assistance and take the financial burden away from the Board of Guardians. However, Cecil's father did not assist Frances or Ronald. The York City Police issued a warrant for Cecil Moon's arrest and his arrest was reported in this newspaper article in the Yorkshire Herald on the 5th May 1907. After being arrested, Cecil served one month's hard labour in June 1907 in HM Wakefield in West Yorkshire for the offence of Desertion of the Family Union.

Over the years that followed we see Frances, with just her one son Ronald stay in the same area of York, moving from 49 Ferndale Street to 86 Alma Terrace, and she remains reliant on Outdoor Relief from the York Poor Law Union.

It remains unclear what happened to Cecil until 1919, when we find him on active service in World War One with the Commissioned Royal Berkshire Regiment 16-6, a regiment which was stationed in the Ypres Salient. Cecil was awarded the Royal Artillery Field Service Medal in 1919 alongside his regiment.

Cecil never remarried and died in Wandsworth, London in 1959 age 78. It remains to be discovered if Frances ever managed to come off Outdoor Relief or what happened to their son Ronald, or of Violet Campbell's acting career.

Records Consulted:

Records of Cecil Moon's legal case: PLU/13;;Collecting Committee Minute Books PLU/1/4/2-3; Weekly Outdoor Relief Lists PLU3/2/1/162 and PLU3/2/1/156; HMP Wakefield, Nominal Register, 1907 March – June ; Civil Registration and Death Index; UK World War One Service Medal and Award Rolls, 1914 – 1940

