

# London Borough of Richmond Upon Thames

## Culture service assessment

### How London Borough of Richmond Upon Thames delivers its culture services

The service assessment is scored on the following scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Service assessment	2005	2006	2007	2008
The Council's performance in services, such as libraries and leisure, as assessed by the Audit Commission.	3	3	4	4

The service assessment is constructed from two elements:

- performance information
- inspection reports

Service assessment elements	weighting	2008
Culture performance information	100%	4
Culture inspection reports	—	—

**Key:** — = not applicable or no applicable inspections

### Culture performance information

Performance on specified performance indicators (PIs) is assessed as above, between or below two levels (thresholds) to make three performance groupings:

- above the upper threshold = comparatively high performance
- between the thresholds
- below the lower threshold = comparatively low performance

The number of PIs in each performance grouping determines the score for the performance information element. For detailed information view the guide to service assessments for CPA 2008 on the Audit Commission website ([www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)).

## Performance indicators

London Borough of Richmond Upon Thames scored 4 (out of 4) in the performance information element in the 2008 culture service assessment.

PI	Description	Performance
C1	Percentage of total length of footpaths and other rights of way easy to use by members of the public	<b>above the upper threshold</b>
C2	Public library service standards on access – PLSS 1, 2 & 6	
C3	Public library service standards on ICT provision – PLSS 3 & 4	
C9	Resident satisfaction parks/open spaces	
C11	Public library service standards on stock – PLSS 5, 9 & 10	
C14a	Public library service standards on satisfaction – assessment of users 16 and over of their library service	
C15	Museums accreditation – where applicable (this applies to museums that fall under the definition for BVPI 170)	
C16	Percentage of 5 to 16 year olds in school sports partnerships engaged in two hours a week minimum on high quality PE and school sport within and beyond the curriculum (School sport and club links survey)	
C19	Percentage of population that are within 20 minutes travel time (urban areas by walk; rural areas by car) of a range of three different sports facility types, of which one has achieved a specified quality assured standard (Non active database)	
C4	Active borrowers as a percentage of population	<b>between the thresholds</b>
C5	Resident satisfaction sport/leisure facilities	
C6	Resident satisfaction libraries	
C7	Resident satisfaction museums/galleries	
C8	Resident satisfaction theatres/concert halls	
C13	Cost per visit (libraries)	
C17	Percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week (Active people survey)	
C18	Percentage of population volunteering in sport and active recreation for at least one hour per week (Active people survey)	

## Culture inspection reports

Inspections were included in this assessment where they covered a substantial area of the culture function and were published between 1 January 2006 and 31 December 2008.

The score is drawn from the current service score (poor to excellent) converted to a score of 1 to 4. The prospects for improvement score is not used in this assessment.

## Inspection reports

No applicable inspections.

Please visit the Audit Commission website ([www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)) for the full version of this scorecard.