

LIVE BORDERS: INTEGRATED SPORT & CULTURE TRUST - DELIVERING SERVICES FOR SCOTTISH BORDERS COUNCIL

HOW ARE THEY DOING?

April 2017 - March 2018

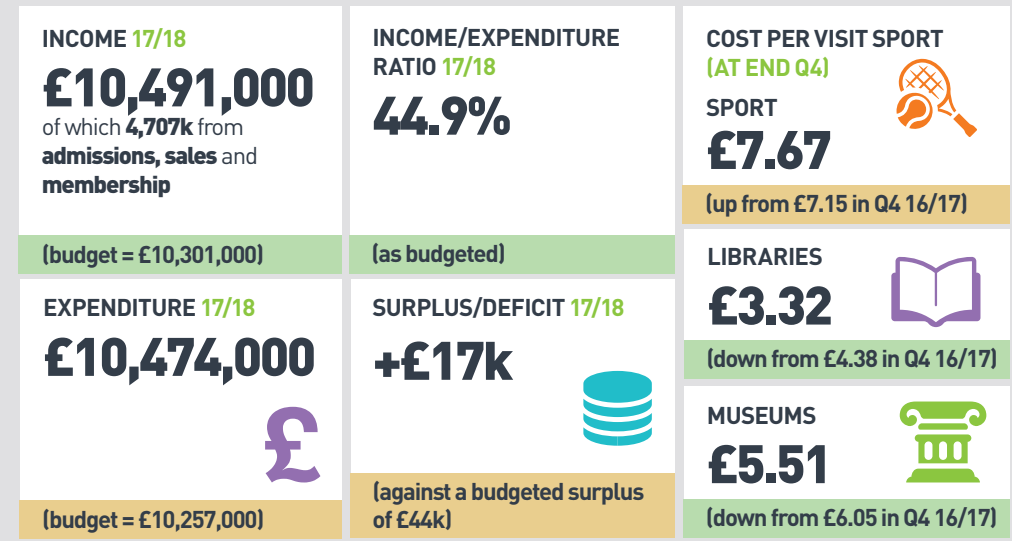


• culture • sport • arts • volunteering • exercise • culture • sport • arts • volunteering •





LIVE Borders performance during 2017/18

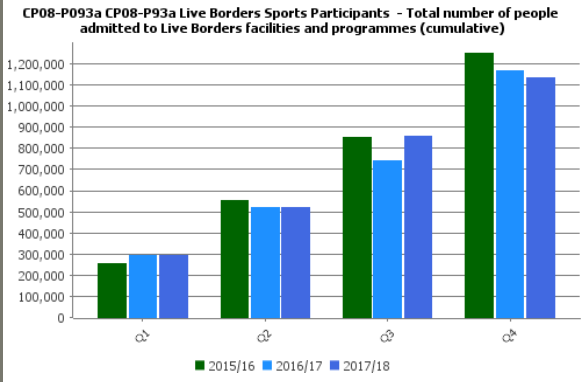



Financial performance, at end Q4 2017/18



Live Borders Performance Reporting: end Q4, 2017/18

KEY	 Indicator is:	 Indicator is:	 Indicator is:	 Indicator is:
	<ul style="list-style-type: none"> On target and as forecast, <i>or</i> In line with national trend, <i>or</i> Showing a long term positive trend 	<ul style="list-style-type: none"> Just off target /off forecast, <i>or</i> Showing longer term trends that need to be watched 	<ul style="list-style-type: none"> Off target & not as forecast, <i>or</i> Out of line with national trends, <i>or</i> Showing longer term negative trends 	<ul style="list-style-type: none"> For information or context only, <i>or</i> Difficult to set a target, due to factors out with our control

Short Name	Trend Chart	Q4 2017/18		Commentary	Status	Managed By
		Value	Target			
CP08-P93a Live Borders Sports Participants - Total number of people admitted to Live Borders facilities and programmes (cumulative)	 <p>CP08-P093a CP08-P93a Live Borders Sports Participants - Total number of people admitted to Live Borders facilities and programmes (cumulative)</p>	1,134,921	1,164,085	<p>Sport participant numbers are slightly behind last year</p> <p>Q1 = 292,506 Q2 = 230,41 Q3 = 331,556 Q4 = 280,451</p> <p>For sports, data is collated from the Gladstone management system, which records all sales and bookings.</p> <p>As set out in the original performance monitoring for the BSLT strategy, to increase participation, multipliers were used to record participant numbers for a multi-user product e.g. 1 x party = 26 participants, pitch and court hire have similar multipliers</p>		Ewan Jackson

Short Name	Trend Chart	Q4 2017/18		Commentary	Status	Managed By																				
		Value	Target																							
CP08-P93b Live Borders - Admissions - Pool (cumulative)	<p>CP08-P93b CP08-P93b Live Borders - Admissions - Pool (cumulative)</p> <table border="1"> <caption>CP08-P93b Live Borders - Admissions - Pool (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>~105,000</td> <td>~90,000</td> <td>~95,000</td> </tr> <tr> <td>Q3</td> <td>~200,000</td> <td>~185,000</td> <td>~190,000</td> </tr> <tr> <td>Q2</td> <td>~275,000</td> <td>~270,000</td> <td>~270,000</td> </tr> <tr> <td>Q1</td> <td>~365,000</td> <td>~365,000</td> <td>~320,000</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q4	~105,000	~90,000	~95,000	Q3	~200,000	~185,000	~190,000	Q2	~275,000	~270,000	~270,000	Q1	~365,000	~365,000	~320,000	318,210		<p>The reduction in pool admissions is due to pool closures for maintenance and improvement works during the year.</p> <p>"Dryside" activities within the sports sites continue to perform positively with Active memberships showing growth from prior year. With 4 gyms due to be refreshed this summer further membership growth is forecast for the final half of 2018/19.</p>		Ewan Jackson
Quarter	2015/16	2016/17	2017/18																							
Q4	~105,000	~90,000	~95,000																							
Q3	~200,000	~185,000	~190,000																							
Q2	~275,000	~270,000	~270,000																							
Q1	~365,000	~365,000	~320,000																							
CP08-P93c Live Borders - Admissions - Other (non-swim) (cumulative)	<p>CP08-P93c CP08-P93c Live Borders - Admissions - Other (non-swim) (cumulative)</p> <table border="1"> <caption>CP08-P93c Live Borders - Admissions - Other (non-swim) (cumulative)</caption> <thead> <tr> <th>Quarter</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>~125,000</td> <td>~130,000</td> <td>~120,000</td> </tr> <tr> <td>Q3</td> <td>~220,000</td> <td>~240,000</td> <td>~225,000</td> </tr> <tr> <td>Q2</td> <td>~290,000</td> <td>~325,000</td> <td>~325,000</td> </tr> <tr> <td>Q1</td> <td>~440,000</td> <td>~445,000</td> <td>~460,000</td> </tr> </tbody> </table>	Quarter	2015/16	2016/17	2017/18	Q4	~125,000	~130,000	~120,000	Q3	~220,000	~240,000	~225,000	Q2	~290,000	~325,000	~325,000	Q1	~440,000	~445,000	~460,000	461,495		<p>"Dryside" activities within the sports sites continue to perform positively with Active memberships showing growth from prior year. With 4 gyms due to be refreshed this summer further membership growth is forecast for the final half of 2018/19.</p>		Ewan Jackson
Quarter	2015/16	2016/17	2017/18																							
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Short Name	Trend Chart	Q4 2017/18		Commentary	Status	Managed By																				
		Value	Target																							
Live Borders - Number of Culture Visits (Including Virtual and Outreach) (cumulative)	<p>CP08-P161 Live Borders - Number of Culture Visits (Including Virtual and Outreach) (cumulative)</p> <table border="1"> <caption>CP08-P161 Live Borders - Number of Culture Visits (Including Virtual and Outreach) (cumulative)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>~200,000</td> <td>~420,000</td> <td>~580,000</td> <td>~720,000</td> </tr> <tr> <td>2016/17</td> <td>~190,000</td> <td>~410,000</td> <td>~570,000</td> <td>~710,000</td> </tr> <tr> <td>2017/18</td> <td>~200,000</td> <td>~410,000</td> <td>~560,000</td> <td>690,177</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2015/16	~200,000	~420,000	~580,000	~720,000	2016/17	~190,000	~410,000	~570,000	~710,000	2017/18	~200,000	~410,000	~560,000	690,177	690,177	728,833	<p>The reduction in visits is a result of no longer recording the number of Heritage Hub web visits (2.5k) and changes in the ground floor layout allowing staff direct access along with a recalibration of the counters at Tower Mill (8k).</p> <p>In general, the poor weather in January and February has affected Library visitor numbers.</p>		Ewan Jackson
Year	Q1	Q2	Q3	Q4																						
2015/16	~200,000	~420,000	~580,000	~720,000																						
2016/17	~190,000	~410,000	~570,000	~710,000																						
2017/18	~200,000	~410,000	~560,000	690,177																						
Live Borders - Web visits (cumulative)	<p>CP08-P163 Live Borders - Web visits (cumulative)</p> <table border="1"> <caption>CP08-P163 Live Borders - Web visits (cumulative)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>~60,000</td> <td>~130,000</td> <td>~190,000</td> <td>~270,000</td> </tr> <tr> <td>2016/17</td> <td>~80,000</td> <td>~160,000</td> <td>~230,000</td> <td>~340,000</td> </tr> <tr> <td>2017/18</td> <td>~110,000</td> <td>~230,000</td> <td>~320,000</td> <td>446,709</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2015/16	~60,000	~130,000	~190,000	~270,000	2016/17	~80,000	~160,000	~230,000	~340,000	2017/18	~110,000	~230,000	~320,000	446,709	446,709		<p>A continued increase in usage as we drive users to digital engagement.</p>		Ewan Jackson
Year	Q1	Q2	Q3	Q4																						
2015/16	~60,000	~130,000	~190,000	~270,000																						
2016/17	~80,000	~160,000	~230,000	~340,000																						
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Short Name	Trend Chart	Q4 2017/18		Commentary	Status	Managed By												
		Value	Target															
Live Borders - Library Active Users (active members and mobile users)	<p>CP08-P16Z Live Borders - Library Active Users (active members and mobile users)</p> <table border="1"> <caption>CP08-P16Z Live Borders - Library Active Users (active members and mobile users)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>9,623</td> </tr> <tr> <td>Q1 2017/18</td> <td>9,623</td> </tr> <tr> <td>Q2 2017/18</td> <td>9,623</td> </tr> <tr> <td>Q3 2017/18</td> <td>9,305</td> </tr> <tr> <td>Q4 2017/18</td> <td>8,902</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2016/17	9,623	Q1 2017/18	9,623	Q2 2017/18	9,623	Q3 2017/18	9,305	Q4 2017/18	8,902	8,902		A small reduction in active library users, reflecting a local and national trend.		Ewan Jackson
Quarter	Value																	
Q4 2016/17	9,623																	
Q1 2017/18	9,623																	
Q2 2017/18	9,623																	
Q3 2017/18	9,305																	
Q4 2017/18	8,902																	
CP08-P95a Live Borders - Total Current Membership (quarters)	<p>CP08-P095a CP08-P95a Live Borders - Total Current Membership (quarters)</p> <table border="1"> <caption>CP08-P095a CP08-P95a Live Borders - Total Current Membership (quarters)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>6,217</td> </tr> <tr> <td>Q1 2017/18</td> <td>6,217</td> </tr> <tr> <td>Q2 2017/18</td> <td>6,217</td> </tr> <tr> <td>Q3 2017/18</td> <td>6,217</td> </tr> <tr> <td>Q4 2017/18</td> <td>6,217</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2016/17	6,217	Q1 2017/18	6,217	Q2 2017/18	6,217	Q3 2017/18	6,217	Q4 2017/18	6,217	6,217		We continue to drive members to commit to a 12 month contract and improve our retention.		Ewan Jackson
Quarter	Value																	
Q4 2016/17	6,217																	
Q1 2017/18	6,217																	
Q2 2017/18	6,217																	
Q3 2017/18	6,217																	
Q4 2017/18	6,217																	
CP08-P95b Live Borders - Current Swim Borders (L2) Direct Debits (quarters)	<p>CP08-P095b CP08-P95b Live Borders - Current Swim Borders (L2) Direct Debits (quarters)</p> <table border="1"> <caption>CP08-P095b CP08-P95b Live Borders - Current Swim Borders (L2) Direct Debits (quarters)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>2,984</td> </tr> <tr> <td>Q1 2017/18</td> <td>2,984</td> </tr> <tr> <td>Q2 2017/18</td> <td>2,984</td> </tr> <tr> <td>Q3 2017/18</td> <td>2,984</td> </tr> <tr> <td>Q4 2017/18</td> <td>2,984</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2016/17	2,984	Q1 2017/18	2,984	Q2 2017/18	2,984	Q3 2017/18	2,984	Q4 2017/18	2,984	2,984				Ewan Jackson
Quarter	Value																	
Q4 2016/17	2,984																	
Q1 2017/18	2,984																	
Q2 2017/18	2,984																	
Q3 2017/18	2,984																	
Q4 2017/18	2,984																	

Short Name	Trend Chart	Q4 2017/18		Commentary	Status	Managed By
		Value	Target			
CP08-P95c Live Borders - Current Membership (Other) (quarters)	<p>CP08-P95c Live Borders - Current Membership (Other) (quarters)</p>	3,233				Ewan Jackson
CP08-P94e Live Borders - Cost/Visit (sport)	<p>CP08-P94e Live Borders - Cost/Visit (sport)</p>	£7.67		<p>The 3 cost per visit measures presented here are simply Expenditure / Total admissions, as presented to Live Borders Board each quarter.</p> <p>The figures should only be used to monitor performance locally and <u>not</u> compared directly to the annual Local Government Benchmarking Framework (LGBF) figures, which are calculated slightly differently</p>		Ewan Jackson
CP08-P94g Live Borders - Cost/Visit (museums)	<p>CP08-P94g Live Borders - Cost/Visit (museums)</p>	£5.51		<p>Allocation of Commercial Services staffing costs to sport and a drop in pool users over the year due to closure at Peebles and Teviotdale has impact on the cost per visit.</p> <p>Both Museums and Libraries are showing a positive trend with reduced staffing costs substantially contributing to the reduction in costs per visit.</p>		Ewan Jackson

Short Name	Trend Chart	Q4 2017/18		Commentary	Status	Managed By												
		Value	Target															
CP08-P94h Live Borders - Cost/Visit (libraries)	<p>CP08-P094h CP08-P94h Live Borders - Cost/Visit (libraries)</p> <table border="1"> <caption>CP08-P094h CP08-P94h Live Borders - Cost/Visit (libraries)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>£4.38</td> </tr> <tr> <td>Q1 2017/18</td> <td>£4.08</td> </tr> <tr> <td>Q2 2017/18</td> <td>£3.97</td> </tr> <tr> <td>Q3 2017/18</td> <td>£3.79</td> </tr> <tr> <td>Q4 2017/18</td> <td>£3.32</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2016/17	£4.38	Q1 2017/18	£4.08	Q2 2017/18	£3.97	Q3 2017/18	£3.79	Q4 2017/18	£3.32	£3.32		See above		Ewan Jackson
Quarter	Value																	
Q4 2016/17	£4.38																	
Q1 2017/18	£4.08																	
Q2 2017/18	£3.97																	
Q3 2017/18	£3.79																	
Q4 2017/18	£3.32																	
CP08-P96 Live Borders - Customer Satisfaction	<p>CP08-P096 CP08-P96 Live Borders - Customer Satisfaction</p> <table border="1"> <caption>CP08-P096 CP08-P96 Live Borders - Customer Satisfaction</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> <tr> <td>Q1 2017/18</td> <td>0</td> </tr> <tr> <td>Q2 2017/18</td> <td>42</td> </tr> <tr> <td>Q3 2017/18</td> <td>42</td> </tr> <tr> <td>Q4 2017/18</td> <td>26</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters) — Family Group (previous yr) - Av. — SBC (previous yr) - Av. — Scotland (previous yr) - Av.</p>	Quarter	Value	Q4 2016/17	0	Q1 2017/18	0	Q2 2017/18	42	Q3 2017/18	42	Q4 2017/18	26	26		<p>Our Q4 NPS score returned a positive 26. This was down on the quarter 2 score; however a smaller but still valid sample size of 448 was used for this period.</p> <p>Particularly for some of our smaller services, a small variation in response can significantly affect the overall figure, so we must be cautious focusing on particularly high scores for these services. But it should be noted that 26 is a positive result when looking at benchmarking.</p>		Ewan Jackson
Quarter	Value																	
Q4 2016/17	0																	
Q1 2017/18	0																	
Q2 2017/18	42																	
Q3 2017/18	42																	
Q4 2017/18	26																	
CP08-P97 Live Borders - Standards Audit	<p>CP08-P097 CP08-P97 Live Borders - Standards Audit</p> <table border="1"> <caption>CP08-P097 CP08-P97 Live Borders - Standards Audit</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>71</td> </tr> <tr> <td>Q1 2017/18</td> <td>70</td> </tr> <tr> <td>Q2 2017/18</td> <td>70</td> </tr> <tr> <td>Q3 2017/18</td> <td>75</td> </tr> <tr> <td>Q4 2017/18</td> <td>71</td> </tr> </tbody> </table> <p>Legend: ■ Quarters</p>	Quarter	Value	Q4 2016/17	71	Q1 2017/18	70	Q2 2017/18	70	Q3 2017/18	75	Q4 2017/18	71	71	70	<p>Standards Audit is an internal measure of physical checks of buildings covering condition, cleanliness, and staff presentation for example. Steady performance continues.</p> <p>This is for sport facilities only at the moment. Standards auditing for halls, Harestanes and Tower Mill is still being explored</p>		Ewan Jackson
Quarter	Value																	
Q4 2016/17	71																	
Q1 2017/18	70																	
Q2 2017/18	70																	
Q3 2017/18	75																	
Q4 2017/18	71																	

Short Name	Trend Chart	Q4 2017/18		Commentary	Status	Managed By												
		Value	Target															
CP08-P98 Live Borders - Energy Consumption	<p>CP08-P098 CP08-P98 Live Borders - Energy Consumption</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>71.58</td> </tr> <tr> <td>Q1 2017/18</td> <td>60.93</td> </tr> <tr> <td>Q2 2017/18</td> <td>57.62</td> </tr> <tr> <td>Q3 2017/18</td> <td>77.33</td> </tr> <tr> <td>Q4 2017/18</td> <td>88.16</td> </tr> </tbody> </table>	Quarter	Value	Q4 2016/17	71.58	Q1 2017/18	60.93	Q2 2017/18	57.62	Q3 2017/18	77.33	Q4 2017/18	88.16	88.16		Exceptional weather during Q4 contributed to higher energy usage across all sites		Ewan Jackson
Quarter	Value																	
Q4 2016/17	71.58																	
Q1 2017/18	60.93																	
Q2 2017/18	57.62																	
Q3 2017/18	77.33																	
Q4 2017/18	88.16																	

Financial Performance at end Q4 2017/18

A surplus of £17k was reported for the year (£27k behind budget), which will be invested back into the business. With a number of one-off staff costs previously reported and delayed implementation of the income generating capital works at Teviotdale Leisure Centre, this is positive position.

Summary

2017/18	
Income	£10,491,000
Budget	£10,301,000
Income from, sales, admissions and membership	£4,707,000
Expenditure	£10,474,000
Budget	£10,257,000
Income/Expenditure ratio	44.9%
Operating Surplus/Deficit	£17k (against a budgeted surplus of £44k)

Complaints

A total of 54 complaints were received during Q4, up from previous quarters.

The number of complaints recorded for 2017/18 has increased since has year (+23.6%), as has the number of complements and comments (+35.9% and +61.9% respectively). This is partly due to the ongoing promotion of the Comments, Complaints and Compliments process, revised when the integrated sport and culture trust was established in April 2016.

A summary is provided below and a full report on Live Borders 2017/18 complaints will be published within SBC's report to the Scottish Public Sector Ombudsman (SPSO), published in September each year.

Complaints 17/18	Q1	Q2	Q3	Q4	2017/18	2016/17
Price	3	3	2	6	14	16
Booking/access/info	20	14	5	16	55	78
Quality	4	8	19	16	47	27
Staff attitude	3	0	3	5	11	4
Other	11	9	16	11	47	8
Total	41	34	45	54	174	133
Comments	23	21	19	24	87	64
Compliments	8	4	6	3	21	8

LIVE BORDERS: INTEGRATED SPORT & CULTURE TRUST - DELIVERING SERVICES FOR SCOTTISH BORDERS COUNCIL

HOW ARE THEY DOING?

LIVE Borders: examples of impact during 2017/18

OUTCOME 1: IMPROVED MENTAL AND PHYSICAL HEALTH AND WELLBEING FOR PEOPLE OF ALL AGES WITH A FOCUS ON INCLUSION

VOICE OF MY OWN (VOMO) WORK WITH CEDAR PROJECT (CHILDREN EXPERIENCING DOMESTIC ABUSE RECOVERY)

CEDAR offers two therapeutic programmes per year to help young people (from 4-16yrs) and their mums* who are recovering from domestic abuse to understand their emotions, feelings and develop health relationships. VOMO worked alongside and supported one of the groups to produce a film.

To protect the identity of the young people they used their favourite animal toys as puppets to which they gave voice. Backgrounds and scenes from the stories were hand drawn and superimposed on the green screen as the backdrop to their stories.

*CEDAR believes that mums are best placed to work alongside and support their child/children who are recovering from domestic abuse.

"This project made a massive difference to the young people involved. Those who took part felt empowered, being able to tell and share their story with VOMO in a safe way. The aim is to share this film as widely as possible to help people to reach out and access support for them and their children. This project achieved immediate outcomes and the absolute desired effect – there was silence in the room when the film was played at our conference in November, people were crying at the end of the screening."

Liz Allan, CEDAR project co-ordinator SBC

"My mum thought it would help me a lot to deal with what happened with my dad. Before CEDAR we didn't really talk a lot because it would always make us upset but now we can talk about it more. Even though we still get upset we can keep going and keep talking about it."



OUTCOME 2: ENHANCED LEARNING OPPORTUNITIES, TRAINING AND EXPERIENCES WITH A PARTICULAR FOCUS ON REDUCING INEQUALITIES

LIBRARIES – CODE CLUBS

Funded by the Scottish Government's "Digital Scotland Business Excellence Partnership", this project aims to expose young people to coding skills in a way that is fun and engaging. With a games-based focus and collaborative feel, the clubs enable children to develop confidence, self-esteem and leadership skills.

Public library staff were trained to deliver the sessions with an ultimate aim to make Code Clubs part of the public library offer. This links directly with the strategic aims of Ambition & Opportunity, Scotland's strategy for public libraries, which highlights the role of libraries in delivering Science, Technology, Engineering and Mathematics (STEM) activities to support digital inclusion and economic wellbeing.

The taster sessions, run in libraries across the Borders, opened up coding to a wider audience, giving children and young people a chance to work on the Library PCs, doing their own coding. If they develop an interest in coding there is the opportunity to join one of the code clubs. Learning code develops problem solving skills, as well as self-expression and communication and enhances future employment opportunities as web designers, software designers and robotics engineers will be in big demand.

"thank you for running this club – I know that my sons really enjoyed it and it's been super that he and his father have enjoyed so much time together"



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OUTCOME 3: INCREASED ECONOMIC BENEFITS TO THE SCOTTISH BORDERS THROUGH HIGH QUALITY SPORT AND CULTURAL SERVICES AND EVENTS, AND SUPPORT TO CREATIVE MICRO-BUSINESSES AND ORGANISATIONS

'SANTA'S HARESTANES HAPPENING' 1 - 24 DECEMBER 2017, HARESTANES COUNTRYSIDE VISITOR CENTRE

With over 1000 tickets sold for 85 forty-minute shows, Harestanes first venture into Christmas was a notable success. Aimed at young families, with a story-line centred on teamwork and forgiveness, the audience response was overwhelmingly positive. Building on the visitor centre's previous experience of running small-scale events, 'Santa's Harestanes Happening' utilised the skills of the in-house team as well as of colleagues across Live Borders.

External input was also crucial to offering something new and surprising, with a script commissioned from a writer/dramatist, costume design and construction work from students at Queen

Margaret University and the installation of a fantastic forested grotto by professional set designers.

In addition to income from ticket sales, the visitor centre benefited from Christmas retail with a significant increase in spend per transaction in the shop and a share of café sales. Live Borders' marketing team oversaw Harestanes' first real foray into social media, creating a substantial foundation for future events activity. Following staff feedback and audience surveys, the experience of creating and performing 'Santa's Harestanes Happening' will help inform the visitor centre's forthcoming 2018 events programme.



OUTCOME 4: ENHANCED PARTNERSHIPS, PATHWAYS AND ACCESS TO A WIDE RANGE OF SERVICES AND ACTIVITIES WITHIN FACILITIES AND COMMUNITIES (INCLUDING STRUCTURES FOR TALENT DEVELOPMENT)



TRI-FITNESS - MAKING A DIFFERENCE

Ross, who has additional needs, joined the gym after trying various different sports. However, in his own words he wasn't able to stick to any of them. Ross has a little gym in his house but wanted to join a gym to maximise the benefits to himself.

Attending the gym has really improved Ross's confidence. He attends twice a day, before and after work. He sets his alarm early in the morning so he can attend. However, in his own words, he wakes up before the alarm as he is ready for the gym. He has tried different sports in the past, but has never really been able to "stick with any of them". However, since attending Trifitness and

getting an individual programme tailored for him, he has become hooked. This has helped him in his home life as his sleeping patterns have improved since coming down to the gym.

Over the past few months since he has joined he has interacted more with members and staff and his confidence has improved dramatically.

LIVE BORDERS: INTEGRATED SPORT & CULTURE TRUST - DELIVERING SERVICES FOR SCOTTISH BORDERS COUNCIL

HOW ARE THEY DOING?

LIVE Borders: examples of impact during 2017/18

OUTCOME 5: STRONGER COMMUNITIES THROUGH INVOLVEMENT IN SERVICE PLANNING, DELIVERY AND PARTICIPATION



HAWICK FLOOD PROTECTION SCHEME – PUBLIC ART PROJECT

Since early 2016, CABN has been working closely with the Hawick Flood Protection Scheme (HFPS). This is an exciting opportunity to integrate arts into the development of the scheme from an early stage – including around community engagement, design of the scheme itself, and longer term proposals, including landscaping, signage and public artworks.

Following a CABN facilitated workshop, further funding was secured from SBC to engage a project artist to work with the engineering and project team, engaging communities in the development and design of proposals to be taken forward into the next stage of the scheme. Andrew Mackenzie was appointed and engaged with many local groups, schools and organisations. The project culminated in a Public Exhibition in August 2016 in Hawick Town Hall and a celebration of the river culture in story, song and verse on 23rd August with “Where Teviot Rins”, involving the community and people of Hawick in a genuine way, in an event conceived and instigated by the project artist, but developed, designed and performed by locals. The event was attended by over 100 people



A hugely successful family drop-in workshop in Burnfoot called “River Art” was also well attended, and featured on ITV local news. This workshop included a wealth of materials to enable folk to have an input into ideas for public art, including drawing, painting, collage and sculpture using recycled materials.’

“The partnership that has developed with the Hawick Flood Protection Scheme is very exciting. The theme of the Project Artist commission was ‘Connectivity’ – a dilemma for the flood scheme is how to balance protecting people from the river at its worst, while celebrating and enhancing the connection that people have on a day to day basis with the river and the cultural and historical nature of that.”

Mary Morrison, Creative Leader, CABN

OUTCOME 6: INCREASINGLY EFFECTIVE OPERATIONS AND CREATIVE APPROACHES TO INCOME MAXIMISATION ACROSS THE TRUST WHILST MAINTAINING APPROPRIATE QUALITY AND STANDARDS

HEART OF HAWICK - GIN TASTING EVENT

The aim of the Gin tasting Evening was to encourage new customers to come and try the new look Cafe Bar and new Menu, and to start hosting events ourselves rather than being just a ‘venue hire’. Ticket Price was £20 per person and included Gin & Tonic on Arrival, 6 Taster Gins, a Gin Cocktail and a Live Band. 65 tickets were sold.

FEEDBACK

99% positive, everyone that we have spoken to said they would come again:

A few changes were suggested for future event- no live band needed; spend a little more time on the taster drinks; include food instead of music.

“Great night, good company, fab gin”; “The best part of my visit? The atmosphere and music”; “Nice drink, music and atmosphere”.

