1. Purpose of the Report

This report informs members of the recommendations of the Authority Review of The Sill Activity Delivery at the meeting held on 17 October 2018 and some outstanding findings from the review of Visitor Experiences held in the Breamish Valley on 13 June 2018 and seeks endorsement for the actions planned or currently underway to address the recommendations.

2. Recommendations

The Authority is recommended to:

a. Note the findings of the Review meetings held on 17 October and 13 June 2018;

b. Note and consider the response from Leadership Team in respect of the recommendations from these meetings; and

c. Endorse the actions planned or currently underway as set out in Appendix 1 to Item 4.

3. Implications

a. **Financial:** There are no new financial implications arising from the actions set out in this report. The recommendations emerging from the Visitor Experience review resulted in a costed action plan being tabled to the Authority meeting in July 2018. It is anticipated that the remainder of the actions proposed in Appendix 1 can be managed within the medium term budget.

b. **Equality:** None

4. Background

a. The theme for the Authority Review meeting held on 17 October 2018 was The Sill Activity delivery. This review toured The Sill and heard from the engagement and education teams and some of our partners. This was another very positive review which recognised the transformational change which is underway in building our activity, training and education programmes.

b. The theme of the Authority Review meeting held on 13 June 2018 was Visitor Experience. This review was held in the Breamish Valley with members having the opportunity to sample visitor provision and visitor experience. A report on progress with a programme of short term actions to improve the visitor experience in the Breamish Valley was reported to members in September. Following the completion of the recommendations of the report from this review the full findings and recommendations are considered in Appendix 1 for completeness.

5. Response to Key findings

a. The response of the Leadership Team to the findings of these reviews is set out in Appendix 1 to Item 4.
6. Conclusion

a. Members are asked to note the findings of the Review Group, consider the responses from Leadership Team and endorse the actions as set out in Appendix 1 to this report.

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Background papers: None