



Youth, Families and Cultural Services  
REPORT TO COMMITTEE

Our Performance from April to December 2015      Quarter 3

What have we achieved?

Country Parks & Green Estates	Implement the Green Estate Strategy (agreed by Culture Committee in December 2013)	⦿
	Develop new operating options appraisals for Sherwood Forest Country Park, Rufford Country Park and Bestwood Country Park	⦿
Cultural & Enrichment	Finalise new operating / management arrangements for community sports and arts teams	⦿
	Develop and deliver sustainable Community Partnership Libraries (CPLS)	⦿
Libraries, Archives, Information & Learning	Implement a new arm's length operating model for LAI&L services by April 2016	⦿
	Modernise public libraries	⦿
	Modernise Nottinghamshire Archives	⦿

Our achievement is rated by: [✓achieved   ⦿ on schedule   ● progress being made, but behind schedule   ✖ not started or will not complete]

Country Parks & Green Estates Service	Yr Target	Apr – Dec 15	On Target?
Number of visitors to our Country Parks – Sherwood Forest & Rufford Abbey Country Parks (Quarterly)	820,000	612,816	✓
Increase Country Parks commercial income (Q)	£2,500,000	£2,224,643	✓
Number of volunteers that Green Estates worked with (Q)	700	781	✓
Number of volunteer hours generated by Country Parks (Q)	5400	6498	✓
Service user and customer satisfaction level – Sherwood Forest Country Park (Annual)	>90%	81%	●
Service user and customer satisfaction level – Rufford Abbey Country Park (A)	>90%	100%	✓
Libraries Archives Information and Learning Service	Yr Target	Apr – Dec 15	On Target?
The number of visits to Libraries (Q)	(2,800,000)	2,181,977	✓
The number of virtual visits to Libraries (Q)	(1,000,000)	968,320	✓
The number of Library events and activities (Q)	(7,000)	6,278	✓
The number of Library loans (Q)	(3,000,000)	2,369,406	✓
The number of new Library members (Q)	(28,000)	24,023	✓
The number of adult learners (target for Community Learning and Skills Services (CLaSS) is set for academic year Sept to August each year) (Q)	(7,500)	3,342	✓
Percentage of adult learners who started the course that met their expectations (Q)	(93%)	96%	✓
The number of Newlinc sessions (public computer access & Wi Fi sessions) (Q)	(250,000)	205,139	✓
The number of visits to Archives (Q)	(4,000)	3,849	✓
The number of virtual visits to Archives (Q)	(300,000)	252,245	✓
The number of Archives learning activities/events and number of attendances (Q)	(50 / 1,000)	60 / 1,184	✓
Successfully deliver file requests for the RMS within time delivery standard (A)	95%	100%	✓
Achieve Education Library Service schools buyback rates (A)	(70%)	Annual	✓
Service user and customer satisfaction levels achieved across the service area (A)	(90%)	Annual	✓

Our achievement is rated by: [✓on or above target / ●off target (by less than 10%) / ✖off target (by more than10%)]

<sup>1</sup>data not yet received in full   <sup>2</sup>against quarter profile   (p) provisional figure   (annual) figure not reported on a quarterly basis