



Youth, Families and Cultural Services REPORT TO COMMITTEE

Our Performance from April to June 2016

Quarter 1

What we are going to achieve

Country Parks & Green Estates	Progress the development of a new Sherwood Forest Visitor Centre with the RSPB	⊙
	Secure a partner for the future operation of commercial services at Rufford Country Park	⊙
	Secure a partnership with Gedling Borough Council for the future operation and management of Bestwood Country Park	⊙
	Continue to implement the Green Estate Strategy	⊙
Cultural & Enrichment	Develop a refreshed Council wide Cultural Strategy	⊙
Libraries, Archives, Information & Learning	Develop and deliver sustainable Community Partnership Libraries (CPLS) through Inspire	⊙
	Initiate new friends groups and increased volunteering opportunities through Inspire	○
	Continue to Modernise public libraries with Inspire	⊙
	Modernise virtual offer for cultural and learning services with Inspire	⊙
	Widen the curriculum of the adult and community learning offer and increase take up through Inspire	⊙

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 – Jun 16	On Target?
Number of visitors to our Country Parks – Sherwood Forest & Rufford Abbey Country Parks (Quarterly)	765,000	191,811	✓
Increase Country Parks commercial income (Q)	£2,500,000	£647,701	✓
Number of volunteer workdays that Green Estates worked with (Q)	4000	1157	✓
Number of volunteer hours generated by Country Parks (Q)	5400	1211	✓
Service user and customer satisfaction level – Rufford Abbey Country Park (Annual) Next survey due in August 2016	>90%	Annual	
Service user and customer satisfaction level – Sherwood Forest Country Park (A) (Using 2015 data)	>90%	81%	○
Libraries Archives Information and Learning Service	Yr Target	Apr – Jun 16	On Target?
The number of visits to Libraries (Q)	(2,800,000)	678,553	○
The number of virtual visits to Libraries (Q)	(1,000,000)	387,723	✓
The number of Library events and activities (Q)	(7,000)	2,583	✓
The number of Library loans (Q)	(3,000,000)	735,031	○
The number of new Library members (Q)	(28,000)	7,505	✓
The number of adult learners (target for Community Learning and Skills Services (CLaSS) is set for academic year Sept to August each year) (Q3 score)	(7,500)	7,233	✓
Percentage of adult learners who started the course that met their expectations (Q)	(93%)	95.5%	✓
The number of Newlinc sessions (public computer access & Wi Fi sessions) (Q)	(250,000)	67,939	✓
The number of visits to Archives (Q)	(4,000)	1417	✓
The number of virtual visits to Archives (Q)	(300,000)	75,000 (estimate)	✓
The number of Archives learning activities/events and number of attendances (Q)	(50 / 1,000)	16 / 311	✓
Successfully deliver file requests for the RMS within time delivery standard (A)	95%	97%	✓
Achieve Education Library Service schools buyback rates (A)	(70%)	70%	✓
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 than 10%)]

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