



# Youth, Families and Cultural Services REPORT TO COMMITTEE

Our Performance from July to Sept 2016

Quarter 2

## What we are going to achieve

<b>Country Parks &amp; Green Estates</b>	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	⊙
<b>Cultural &amp; Enrichment</b>	Develop a refreshed Council wide Cultural Strategy	⊙
<b>Libraries, Archives, Information &amp; Learning</b>	Develop and deliver sustainable Community Partnership Libraries (CPLS)	⊙
	Increased volunteering opportunities	○
	Continue to Modernise public libraries	⊙
	Modernise virtual offer for cultural and learning services	⊙
	Widen the curriculum of the learning offer and increase take up	⊙

Our achievement is rated by: [✓ achieved ⊙ on schedule ○ progress being made, but behind schedule ✕ not started or will not complete]

<b>Country Parks &amp; Green Estates Service</b>	<b>Yr Target</b>	<b>July – Sept 16</b>	<b>On Target?</b>
Number of visitors to our Country Parks – Sherwood Forest & Rufford Abbey Country Parks (Quarterly)	765,000	421,268	✓
Increase Country Parks commercial income (Q)	£2,500,000	£1,467,830	✓
Number of volunteer workdays that Green Estates worked with (Q)	4000	1487	✓
Number of volunteer hours generated by Country Parks (Q)	5400	2027 (p)	✓
Service user and customer satisfaction level – Rufford Abbey Country Park (Annual)	>90%	97%	✓
Service user and customer satisfaction level – Sherwood Forest Country Park (A) (Using 2015 data)	>90%	81%	○
<b>Libraries Archives Information and Learning Service</b>	<b>Yr Target</b>	<b>July – Sept 16</b>	<b>On Target?</b>
The number of visits to Libraries (Q)	(2,800,000)	1,403,888	✓
The number of virtual visits to Libraries (Q)	(1,000,000)	633,022	✓
The number of Library events and activities (Q)	(7,000)	5,588	✓
The number of Library loans (Q)	(3,000,000)	1,547,121	✓
The number of new Library members (Q)	(28,000)	16,531	✓
The number of adult learners (target for Community Learning and Skills Services (CLaSS) is set for academic year Sept to August each year) (Q4 score)	(7,500)	8,367	✓
Percentage of adult learners who started the course that met their expectations (Q)	(93%)	95.7%	✓
The number of Newlinc sessions (public computer access & Wi Fi sessions) (Q)	(250,000)	242,652	✓
The number of visits to Archives (Q)	(4,000)	2,674	✓
The number of virtual visits to Archives (Q)	(300,000)	168,574	✓
The number of Archives learning activities/events and number of attendances (Q)	(50 / 1,000)	28 / 691	✓
Successfully deliver file requests for the RMS within time delivery standard (A)	95%	97.5%	✓
Achieve Education Library Service schools buyback rates (A)	(70%)	Annual	
Service user and customer satisfaction levels achieved across the service area (A)	(90%)	Annual	