



# Youth, Families and Cultural Services REPORT TO COMMITTEE

Our Performance from Oct to Dec 2016

Quarter 3

## 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>Oct – Dec 16</b>	<b>On Target?</b>
Number of visitors to our Country Parks – Sherwood Forest & Rufford Abbey Country Parks (Quarterly)	765,000	572,708	✓
Increase Country Parks commercial income (Q)	£2,500,000	£2,085,837	✓
Number of volunteer workdays that Green Estates worked with (Q)	4000	3727	✓
Number of volunteer hours generated by Country Parks (Q)	5400	3398	✓
Service user and customer satisfaction level – Rufford Abbey Country Park (Annual)	>90%	93%	✓
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>Oct – Dec 16</b>	<b>On Target?</b>
The number of visits to Libraries (Q)	(2,800,000)	2,024,797	○
The number of virtual visits to Libraries (Q)	(1,000,000)	857,286	✓
The number of Library events and activities (Q)	(7,000)	8,291	✓
The number of Library loans (Q)	(3,000,000)	2,194,682	○
The number of new Library members (Q)	(28,000)	23,069	✓
The number of adult learners (target for Community Learning and Skills Services (CLaSS) is set for academic year Sept to August each year) (Q1 score)	(7,500)	1,864	○
Percentage of adult learners who started the course that met their expectations (Q)	(93%)	95.3%	✓
The number of Newlinc sessions (public computer access & Wi Fi sessions) (Q)	(250,000)	191,796	✓
The number of visits to Archives (Q)	(4,000)	3,856	✓
The number of virtual visits to Archives (Q)	(300,000)	257,237	✓
The number of Archives learning activities/events and number of attendances (Q)	(50 / 1,000)	44 / 853	✓
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	