



Youth, Families and Cultural Services REPORT TO CULTURE SUB-COMITTEE Our Performance from April to September 2012

What have we achieved?

Country Parks & Green Estates	To implement the service review and management restructure.	○
	To prepare new development master plans for Rufford Abbey and Bestwood country parks.	○
	To optimise the commercial opportunities to maximise the service's income.	●
	To complete and implement the Green Estate strategy.	●
	To coordinate the annual review of the Cultural Strategy for the County Council.	○
	To engage a third party partner to manage and develop Sherwood Forest Visitor Centre.	○
Cultural & Enrichment	Develop a new integrated structure and statement of purpose and priorities for the Service.	○
	Continue the implementation of the Enrichment Review.	✓
	Engage a third party partner to manage and develop the National Water Sports Centre.	○
Libraries, Archives & Information	Implement year one of the Libraries Strategy.	○
	Develop the new Mansfield Central Library as the strategic library site	○
	Open the new West Bridgford Library and Young People's Centre	○
	Publish a new Archives strategy	○
	Develop the Archives extension project	○
	Review the future operating model for adult community learning	○
Maintain high levels of customer satisfaction and community engagement	○	

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-Sep	On Target?	Nat/Reg
Number of visitors to our Country Parks and Green Estate sites	(1,500,000)	652,000 ²	✗	
Generation of external income	(£2,500,000)	1,427,995 ²	●	
Inward investment through grant applications, donations and commissioned work	(£500,000)	265,000	✓	
Number of volunteers worked with	(250)	(annual)	-	
Number of volunteer hours supported	(5000)	(annual)	-	
Number of public events organised, across country parks and green estate sites	(450)	210 ²	✓	
Service user and customer satisfaction levels achieved across the service area	(90%)	97.5%	✓	
Cultural and Enrichment Service	Yr Target	Apr-Sep	On Target?	Nat/Reg
The number of young people and adults engaged or participating in sports, arts and outdoor education	(85,000)	111,225	✓	
The number of paid visits to the National Watersports Centre	(255,000)	149,363	✓	
The number of active volunteers engaged in delivering sports and arts activities	(2000)	1,202	✓	
Service user and customer satisfaction levels achieved across the service area	(90%)	>90%	✓	
Libraries, Archives and Information Service	Yr Target	Apr-Sep	On Target?	Nat/Reg
The number of visits to Libraries	(3,100,000)	1,530,732	●	
The number of virtual visits to Libraries	(1,000,000)	548,482	✓	
The number of Library events and activities	(7,000)	4,798	✓	
The number of Library loans	(3,500,000)	1,917,825	✓	
The number of active Library users	(150,000)	152,694	✓	
The number of new Library members	(29,000)	15,289	●	
The number of adult learners	(7,500)	(annual)	-	
The number of Newlinc sessions (public computer access sessions)	(200,000)	156,246	✓	
The number of visits to Archives	(8,000)	3,811	●	
The number of virtual visits to Archives	(450,000)	186,864	✗	
The number of Archives learning activities/events with 1500 or more attendances	(84)/(1,500)	46 / 1,122	✓	
The number of file requests for the Records Management Service	(4,800)	2,796	✓	
The number of boxes successfully received for the Records management Service	(2,400)	2,496	✓	
Service user and customer satisfaction levels achieved across the service area	(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
 Nat/Reg [Shows our performance against comparative authorities by either national or regional averages, where available]