From:	Mike Hill, Cabinet Member for Community and Regulatory Services
	Barbara Cooper, Corporate Director Growth, Environment & Transport
To:	Growth, Economic Development and Communities Cabinet Committee – 5th September 2018
Subject:	Libraries Registration and Archives performance update against the service specification 2017-2018
Classification:	Unrestricted

Past Pathway of Paper: N/A

Future Pathway of Paper: N/A

Electoral Division: All

Summary: This report outlines Libraries, Registration and Archives (LRA) performance against its outcome-based specification for 2017-2018.

Recommendation: The Cabinet Committee is asked to comment and note the progress LRA has made over the financial year 2017-18

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1.   Introduction and background

1.1   LRA is one of the pioneer KCC services to be internally commissioned against the KCC 'outcomes' framework. In February 2018, LRA updated the Growth, Economic Development and Communities Cabinet Committee (GEDC) on its half year performance for 2017-18. The LRA service specification is a three-year rolling document and is in its third year of delivery.

2.   Commissioning LRA against outcomes 2017-18: Progress to date

2.1   The service specification requires LRA to use two different approaches in measuring performance:

- **Outcomes:** Outcomes allow a focus on the quality of the experience/services for the customer which is at the heart of what we do. This enables LRA to better demonstrate the positive difference LRA can make to the people of Kent. The service has been developing an outcomes evaluation framework/toolkit and is keen to further develop its approach.

- **Key Performance Indicators:** These are mainly volume outputs; numbers that indicate level of use, for example, the number of people who visit our buildings. This is the traditional way that LRA has been measured and is still an important benchmark of performance.

2.2   The service specification articulated **what** was required to be delivered and in response the LRA service plan explains clearly **how** it will deliver.

2.3 This report is based on the outputs and outcomes LRA has achieved for the full year 2017/18. The development of the outcome evaluation framework/toolkit has enabled staff to more easily collect outcome information, ensuring evaluation is considered upfront to allow LRA to better record this feedback.

3. LRA performance 2017-2018: key highlights:

3.1 Appendix 1 provides the full report and detail about performance to date. However, summary highlights are shown below;

- Work was completed on developing new Ambition statements for the whole of Libraries, Registration and Archives. This work included full staff engagement as well as arranging and delivering 6 meetings of the member working group. Members visited service points across a range of LRA services and took part in a workshop session to inform the development of the 'Ambition' statements. These were endorsed by GEDCC in March and work is now well underway on the strategy to deliver these.

a) Outcome 1: Children and young people get the best start in life

- Following the successful Kent bid to the Arts Council's Libraries Innovation Fund, this year has seen the launch of a new service offer called 'Kent's digital dens'. 5 locations were launched over the course of the year - Gravesend, Sheerness, Ashford, Swanley and Newington. The clubs focus on children equipping children with digital skills such as coding. The clubs have proved very popular with waiting lists to attend in all locations and some very positive feedback on the difference these clubs have made. To date, there have been 127 sessions/events, with 2,131 young people attending in total across all the sessions.

  "I've never done coding before and now I know how to code"

  "This is the future! It is so great that you are doing something like this"

  "This is a fantastic club, my daughter goes she loves it, the teachers there are brilliant and plus they learn new skills that some schools don't do"

- Last year we had another successful summer reading change with 18,129 children taking part in the challenge. This activity ensures children keep reading over the summer holiday period and helps develop reading skills.

  "Animal agents made a big difference to my child's reading"

  "I like the Summer Reading Challenge as it makes me try harder"

b) Outcome 2: Kent Communities feel the benefit of economic growth by being in work, health and enjoying a good quality of life.

- During the peak summer period for weddings (July to September) LRA officiated at 2,906 weddings which represents an additional 4.4% compared to the same period in 2016. Across the whole year ceremonies increased by 7%.

  "Thank you to Rona & Kerry for making our wedding day extra special."

  "A big thank you to the registrars, they were professional, helpful, kind and made our day."

- We have made several improvements to some of our libraries to make our spaces more inviting, modern and brighter. This has seen Bearsted move to the Station Master House. Charing, Meopham, Swalecliffe and Tonbridge libraries have been refurbished.

  "Came in to the library after seeing it had been refurbished. Very impressed. Found it very welcoming and bright. Re-joined the library because of it.

  "The library is one of the best things in the village

- A contract has been agreed with 'Find My Past' for the digitisation of the Parish records In Kent's Archive collection. The work has started and we are on track to have parts of our unique archive collections made more accessible. The Archive service has also launched a new, more customer focussed website.

  "The new website is wonderful. It is much easier to navigate with lots of useful information".

- Our range of events and activities continue to make a difference to people's quality of life;

  "I've met loads of local Mums through the Friday story and singing sessions… I feel that the library has helped us settle into the area with a real sense of community"

c)   Outcome 3: Older and vulnerable residents are safe and supported with choices to live independently.

- During 2017-18, over 46% of the outcome feedback collected demonstrated that LRA is making a difference in this area of work. Our services bring people together, foster a sense of community and can be a life-line for older people. This is highlighted by Roy's story. Roy is an 88-year-old widower who following the death of his wife felt lonely. As part of a 'social prescribing initiative' supported by LRA, Roy now goes to the Talk Time session at Swalecliffe library, where he has met lots of different people. He has told us as a result that he feels less lonely and looks forward to these regular library sessions.

  "Talk Time makes a big difference to me, as I wouldn't bother getting out of the house otherwise"

- Our Home library service continues to offer people who are housebound or isolated a key service. One of LRA's volunteers will visit the customer once a month with books or other material to enjoy.

  "I am housebound, and this service is a lifeline. Knowing someone will visit once a month and bring books and audio books is the highlight of my month. It makes a BIG positive difference to my wellbeing. Thank you so much to all involved in making this possible".

  "One of the highlights of my life (I am 87 years old) is to receive a wonderful selection of books, which Jill brings me. Her friendliness and our discussion of the books is very valuable in my limited life".

d)   Key Performance Indicators

- Performance against key performance indicators is shown in the table below.

	Type of KPI	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year-end target	17/18 Outturn	16/17 Outturn	Direction of travel
KPI 1a	Visits to libraries and Archives venues	1,240,000	1,391,000	1,175,000	1,182,000	4,850,000	4,987,000	5,196,104	↓
KPI 1b	Visits to the Archive search room	1,164	1,287	942	1,054	n/a	4,447	4,682	↓
KPI 2	Library Issues	1,167,000	1,343,000	1,081,000	1,083,000	4,485,000	4,674,000	4,842,266	↓
KPI 3a	Events across LRA venues	5,829	5,373	5,306	5,244	n/a	21,890	22,997	↓
KPI 3b	Attendees at LRA Events	51,900	66,200	45,800	50,700	210,000	216,000	210,820	↑
KPI4	Active Library and Archive Borrowers (rolling year)	160,200	161,300	158,300	156,500	n/a	156,500	162,792	↓
KPI 5a	Customer Satisfaction – Libraries	97%	97%	97%	n/a	95%	97%	95%	↑
KPI 5b	Customer Satisfaction – Archives	89%	87%	87%	92%	90%	91%	86%	↑
KPI 5c	Customer Satisfaction – Births and Deaths	94%	93%	94%	94%	95%	94%	95%	↔
KPI 5d	Customer Satisfaction – Wedding Ceremonies	98%	97%	96%	98%	95%	96%	97%	↔
KPI 5e	Customer Satisfaction – Citizenship Ceremonies – NEW	100%	97%	97%	86%	95%	93%	98%	↓
KPI 6a	% of Registration appointments booked online	37%	40%	37%	30%	n/a	35%	33%	↑
KPI 6b	% of birth appointments booked online	75%	75%	74%	71%	75%	74%	72%	↑
KPI 6c	% of death appointments booked online	44%	39%	36%	36%	n/a	40%	38%	↑
KPI 7	PC hours used in Libraries	117,700	124,700	113,000	111,800	n/a	467,200	493,350	↓
KPI 8	Library Community Outreach (rolling year)	1,407	1,371	1,369	1,322	1,500	1,322	1,438	↓

Key
Green- performing within specification or above
Amber/Yellow- Performing just below target.
Red- Under target

To put this performance in context, nationally, the usage of libraries has been in decline for many years. The 2015/16 CIPFA figures show that nationally issues and visits dropped by 6% and 2% respectively on the previous year. This year Kent issues have gone down by just under 4% and visits are down by 3.5%; a good outturn especially in view of the fact that some of our libraries closed in this last quarter for refurbishment. We did see increases of 37% (314,142) in our e-issues which as well as books incudes our new offer of e-newspapers/magazines.

We did not meet our target for library community outreach particularly our Home library service

customers. We have recently started a Facebook boost about the service and will be looking at other options to promote.

More information on performance, outcomes and actions being taken by LRA is provided in Appendix 1.

6.   Conclusion

6.1   The service continues to deliver activities and services that have a real positive impact and people's lives across the three outcome priorities for KCC.

6.2   Performance across the KPIs was on or close to target across most of areas. There were also additional planned short-term closures of some library buildings at the end of the financial year for improvement works to take place. The key piece of work to define the future Ambitions for LRA was completed and is now progressing to develop a strategy to ensure that the service adapts to meeting the needs of our communities both today and going forward

7.   Recommendation

Recommendation: The Cabinet Committee is asked to comment and note the progress LRA has made in 2017-18

8.   Attachments

Appendix 1- LRA performance report to date

9.   Contact details

Report Author:
James Pearson
Head of Service Libraries, Registration & Archives
Tel: 03000 414923
Email: james.pearson@kent.gov.uk

Relevant Director:
Barbara Cooper
Corporate Director for Growth, Environment and Transport
Tel: 03000 415981
Email: Barbara.cooper@kent.gov.uk