Appendix 1- Libraries Registration and Archives (LRA) Outcome framework

LRA has moved towards reporting outcomes in the last four years which was in line with KCC moving to an outcome based approach. LRA was one of the early adopters of this but in so doing there was a considerable culture change for the service which has, in the past, concentrated on recording and reporting wholly on numerical data. To achieve this, we needed to implement a systematic approach to collecting qualitative data and to embed this throughout the service.

Frontline staff collect outcome stories through active listening to identify the opportunity and then use non-leading, open questions to extract the details. A short webinar has been produced to show staff exactly what we need and what we do with the data that we collect. We also regularly share stories in our Staff Briefing and to the Growth, Economic Development and Communities Cabinet Committee to maintain their profile and highlight the positive impact they and the service is having.

We have also devised a framework that is used to collate the data in a format that satisfies our reporting requirements. The framework records where the data has come from and categorises it against KCC Outcomes, Libraries Ambitions and local topics. It also contains a link to the original evidence. A panel of 3 members of staff meet regularly to categorise the stories against the criteria in order to ensure quality and consistency. This approach and framework has been shared with over 40 other local authorities in the UK.

During 2018/19 we have analysed and categorised 673 stories, most of them include multiple impacts.

201 include an impact on social isolation

157 include an impact on mental health

31 include an impact on general health

24 include an impact on intergenerational interactions