

Local Members Interest
N/A

Staffordshire and Stoke on Trent Joint Archive Committee 21 June 2012

Revised Local Performance Indicators

Recommendation(s)

1. That this report informing the Committee about proposed revisions to the Local Performance Indicators is received and approved.

Report of Deputy Chief Executive and Director for Place (Staffordshire County Council) and Director of Adult and Neighbourhood Services (Stoke on Trent City Council)

Reasons for Recommendations

2. At the last Joint Archive Committee on 23 February 2012 the Committee requested a revision to the Local Performance Indicators to update them so that they reflect the range of work that the Joint Archive Service undertakes. The revision also takes account of the current priorities of the two local authorities.

Background

3. There are no national indicators for local authority archive services. The Joint Archive Service sets its own Local Performance Indicators. The current indicators have been in place without significant change since 2003. They focus on the onsite public service; the development of online services and resources; customer satisfaction; and collecting activity. The Annual Report 2011/2012 has included the performance against the current indicators.

4. The Archive Service has changed significantly since 2003 seeing a rise in online use against falling onsite visitor numbers, an increase in the use of volunteers, and more outreach and events delivered onsite as well as within local communities. The focus of the Archive Service is changing as it seeks to digitise key collections for family history with a commercial partner and it is therefore timely to review the current performance indicators.

5. The proposed indicators retain the customer satisfaction rating and collecting activity as key areas which the Archive Service still sees as a priority. There is a new indicator which wraps up onsite, online and remote services as Use of the Archive Service. This includes:

- Personal visits
- Online visits for all Archive Service websites
- Enquiries (postal, email, telephone)
- Remote services (photocopying, research services)

The above figures will continue to be collected separately. The Archive Service is seeking to develop new online content to explain and interpret its collections as well as digitising archive sources with a commercial partner.

There are two other new indicators for Attendances at Events and Volunteer Hours; this represents Engagement with the Archive Service. This is a growing area of use for the Service and an area which supports the local community, helps skill people to promote growth in jobs and prosperity and ensures people have a range of cultural and learning activities which they can access and enjoy. As this supports the priorities of both authorities it is appropriate to include them as performance indicators.

6. Once we have digitised our archive content with a commercial partner we will ensure that this is reported separately.

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Appendix 1

Equalities implications:

The service continues to offer choice in the way its services are accessed and has delivered a range of events onsite and offsite to reach a variety of audiences.

Legal implications:

The work of the Archive Service is governed by the Joint Agreement and other legislation to allow both authorities to meet their legal obligations.

Resource and Value for money implications:

The Archive Service delivers a range of work which is measured in a number of ways.

Risk implications:

Risks of not meeting performance targets are partly governed by resources.

Climate Change implications:

The revised indicators note attendance at onsite and offsite events including community events which have been delivered to avoid unnecessary travel. It also reflects the increased use of online resources.

Health Impact Assessment screening:

No significant implications.

Report author:

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List of Background Papers

Papers	Contact/Directorate/ext number
Annual Report 2011-2012	Joanna Terry/Place/ x278370