

**STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE:**

**APPENDIX 3**

**LOCAL PERFORMANCE INDICATORS 2013/2014**

<b>Indicator</b>	<b>Outturn 2012/2013</b>	<b>Target 2013/2014</b>	<b>Predicted Outturn 2013/2014</b>
<b>Use of Archive Service</b>			
1. Usages of the Archive Service <ul style="list-style-type: none"> <li>• personal visits</li> <li>• online visits,</li> <li>• email postal and telephone enquiries and orders</li> </ul>	291,682	270,000	250,000
<b>Engagement with the Archive Service</b>			
2. Attendances at: <ul style="list-style-type: none"> <li>• events and celebrations</li> <li>• talks by our staff</li> <li>• educational and community group visits to our offices</li> </ul>	2,831	3,000	3,600
3. Number of volunteer hours	4,717	4,800	5,000
<b>Customer Satisfaction</b>			
4. Percentage of onsite users expressing satisfaction with overall service and facilities (very good and good)	99%	99%	99%
<b>Collecting Activity</b>			
5. New archival collections and unconcluded negotiations with donors or depositors	224	220	225