

STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE:

APPENDIX 3

LOCAL PERFORMANCE INDICATORS 2014/2015

Indicator	Outturn 2013/2014	Target 2014/2015	Predicted Outturn 2014/2015
Use of Archive Service			
1. Usages of the Archive Service <ul style="list-style-type: none"> • personal visits • online visits, • email postal and telephone enquiries and orders 	282,991	270,000	325,000*
			*Increased virtual visits
Engagement with the Archive Service			
2. Attendances at: <ul style="list-style-type: none"> • events and celebrations • talks by our staff • educational and community group visits to our offices 	3,693	3,400	3,672
3. Number of volunteer hours	6,266	6,000	6,700**
			**1,282 hours are for Great War projects
Customer Satisfaction			
4. Percentage of onsite users expressing satisfaction with overall service and facilities (very good and good)	99%	98%	100%
Collecting Activity			
5. New archival collections and unconcluded negotiations with donors or depositors	222	220	213