

STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE:

APPENDIX 3

LOCAL PERFORMANCE INDICATORS 2016/2017

| Indicator | Outturn 2015/2016 | Target 2016/2017 | Predicted Outturn 2016/2017 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------|-----------------------------------|
| 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 | 1,015,911* | 1,020,000 | 1,069,714* |
| | | | *Includes content on Find My Past |
| 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 | 2,840 | 3,400 | 3,350 |
| 3. Number of volunteer hours | 8,641 | 9,000 | 9,000 |
| | | | |
| Customer Satisfaction | | | |
| 4. Percentage of onsite users expressing satisfaction with overall service and facilities (very good and good) | 98% | 99% | 100% |
| Collecting Activity | | | |
| 5. New archival collections and unconcluded negotiations with donors or depositors | 205 | 212 | 212 |