

- Other Chief Officers Graeme Betts – approved
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Jane Pollard

FINAL DECISION **YES** (If 'No' complete Suggested Next Steps)

SUGGESTED NEXT STEPS :

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Adult and Community Services Overview and Scrutiny Committee – 8 November 2006

Performance Report Half Year 2006/07

Report of the Strategic Director for Adult, Health and Community Services





Recommendation

The Adult and Community Services Overview & Scrutiny Committee is asked to:

- a) Consider and comment on the Performance Report submitted by Libraries, Learning and Culture Division of Adult, Health and Community Directorate for the half-year 2006/07 and the proposed remedial actions.
- b) Request any additional information required.
- c) Note that a report on Performance for Adult and Community Services will be brought to this committee in December.

1. Introduction

- 1.1 Members receive reports on performance through a variety of corporate processes at appropriate points in the year. At the last meeting discussion took place on arrangements for more regular reporting of performance information in respect of adult social care and other areas.
- 1.2 Over the coming weeks a number of performance themes on adult social care will come together. It makes sense to bring these together into a single report for members in December covering:
 - I. The Performance Improvement Plan and its delivery to be reported to Cabinet on 23 November 2006.
 - II. Adult social care half year performance (PAF) indicators to 30 September 2006.
 - III. The Performance Assessment and Rating made by the Commission for Social Care Inspection for 2005/06 due to be published on 1 December 2006.

- 1.3 The remainder of this report summarises the performance of Libraries, Learning and Culture Division of Adult, Health and Community Directorate for the half-year 2006/07 (1st April to 30th September 2006). The performance is set out in terms of Corporate Headline Indicators (CHIs), departmental key performance indicators and Corporate and Directorate objectives. Consultation will be reported on at a later date.
- 1.4 This report is based on the new system of performance classifications:
- Green Star () means high performance and significantly exceeding Targets / Milestones.
 - Blue Circle () means good performance and meeting Targets / Milestones within pre-defined tolerance limits.
 - Red Triangle () means declining performance and missing Targets / Milestones.
 - A white square () means Objectives / Priorities which have been deferred or superseded and any PI's that do not have enough historic data for Trend indication.
- 1.5 The tolerances above and below the targets have also been tightened under the new system giving a narrower band to indicate good performance and negating the need for an Amber alert as a warning. In this way, any reports (either exception reports or full reports) will clearly show the areas of performance that need addressing and action taken.

Libraries, Learning and Culture
Performance Report for half-year 2006/07

Contents	Page
1. Executive summary	6
2. Performance against key performance indicators	7
• Service Performance Results	8
• Customer Results	15
3. Exception key performance indicators analysis	16
4. Progress against corporate & directorate objectives	20
5. Exception progress against objectives	23
6. Analysis of budget position	24

1. EXECUTIVE SUMMARY









This report shows: -

- (i) Over 76% of key performance indicators are forecast, based on current information to either exceed or achieve targets set for 2006/07.
- (ii) 88% of key performance indicators are moving in a positive direction (16%) or remaining constant (72%).
- (iii) Of the key Libraries, Learning and Culture strategic objectives within the Directorate Plan 96% are on track for completion according to milestones set.
- (iv) There is a potential overspend of £498,000 which Directorate is addressing as part of a three year budget strategy.




























2. PERFORMANCE AGAINST KEY PERFORMANCE INDICATORS

This section shows performance estimated at the half-year for all of the Directorate's key performance indicators.

KEY:















Does Performance meet the Target?		Is Performance Improving?	
	Missed target by more than 5%		Performance declining
	Performance between 2% over target and 5% less than target		Performance level or fluctuating
	Exceeded target by more than 2%		Performance continually improving over last 3 years
	No target available/ Full Year outturn estimates are not possible		There is not have enough historic data for Trend indication.

Library Service Performance Indicators 2006/07

Ref	Description	Aim of indicator	Actual 2004/05	2005/06 Actual	Target 2006/07	Year End estimate	On target?	Forecast performance improving?
BVPI 119 b	Percentage of residents (all respondents) satisfied with the library service	Bigger is better	72.8%	71.2%	75.0%	75.0%		
BVPI 119	Percentage of residents (users) satisfied with the library service	Bigger is better	87.9%	88.1%	96.0%	96.0%		
BVPI 220	Performance against PLSS	Bigger is better	N/A	2	2	2		
CIPFA	Total number of issues	Bigger is better	3,190,108	3,000,765	3,054,834	3,054,856		
CIPFA	Total number of active customers	Bigger is better	129,610	134,739	135,170			
CIPFA	Total number of enquiries	Bigger is better	549,427	610,598	624,612	621,739		
CIPFA	Total number of reservations	Bigger is better	73,791	101,296	114,149	105,396		
Local	Total number of new customers	Bigger is better	19,997	26,790	29,549	26,714		
Local	Total number of opening hours	Bigger is better	54,175	55,662	55,036	53,102		
Local	Total number of IT user sessions	Bigger is better	401,396	418,797	475,635	480,978		
Local	Total number of Library Web Page hits	Bigger is better	420,000	622,611	540,408	805,216		
Local	Total number of Warwickshire interactive Library Database hits	Bigger is better	159,463	351,076	257,633	455,714		
Local	Number of Attendees at Activities	Bigger is better	22,667	85,729	91,457	86,280		

Warwickshire Library Service Commitments to Achievement of Public Library Standards













Standard Number	Standard	Aim of indicator	Actual 2004/05	Actual 2005/06	Target 2006/07	Year End estimate	On target?	Forecast Performance improving?
PLSS 1	Proportion of households living within specified distance of a static library – 2 miles	Bigger is better	81.6%	86.1%	85%	85%		
PLSS 2	Aggregate scheduled opening hours per 1,000 population for all libraries	Bigger is better	105	106	106	106		
PLSS 3	% Of static libraries (as defined by CIPFA) providing access to electronic information resources connected to the Internet	Bigger is better	100%	100%	100%	100%		
PLSS 4	Total number of electronic workstations with access to the internet and the libraries catalogue (available for public use through both static and mobile libraries, and other service outlets) available to users per 10,000 population	Bigger is better	5	5	5	5		
PLSS 5 (i)	Percentage of requests for books met within 7 days	Bigger is better	58%	59%	50%	<input type="checkbox"/>	<input type="checkbox"/>	
PLSS 5 (ii)	Percentage of requests for books met within 15 days	Bigger is better	71%	75%	70%	<input type="checkbox"/>	<input type="checkbox"/>	
PLSS 5 (iii)	Percentage of requests for books met within 30 days	Bigger is better	85%	85%	85%	<input type="checkbox"/>	<input type="checkbox"/>	

Standard Number	Standard	Aim of indicator	Actual 2004/05	Actual 2005/06	Target 2006/07	Year End estimate	On target?	Forecast Performance improving?
PLSS 6	Number of library visits per 1,000 population	Bigger is better	5,751	5,638	5,835	5,815		
PLSS 7	% Of library users 16 and over who view their library service as 'good' or 'very good'	Bigger is better	95.3%	95.3%	95.3%	<input type="checkbox"/>	<input type="checkbox"/>	
PLSS 8	% Of library users under 16 who view their library service as 'good'	Bigger is better	Not Available	78.4%	78.4%	78.4%		
PLSS 9	Annual items added through purchase per 1,000 population	Bigger is better	192	197	175	182		
PLSS 10	Time taken to replenish the lending stock on open access or available for loan	Smaller is better	10 years	10 years	8 years	<input type="checkbox"/>	<input type="checkbox"/>	
PLSS	Total number of visits	Bigger is better	3,014,413	2,962,879	3,066,397	3,104,776		
PLSS	% Take up of PN PC's	Bigger is better	56%	42.84%	47%	49%		
PLSS	Items of new stock	Bigger is better	104,585	103,187	91,833	97,368		

Heritage Service Performance Indicators 2006/07

Ref	Description	Aim of indicator	2004/05 Actual	2005/06 Actual	Target 2006/07	Year End estimate	On target?	Forecast performance improving?
Museums								
BVPI 170a	Visits to and use of museums per 1,000 population	Bigger is better	748.3	787.7	799.5	832.9	★	↗
BVPI 170b	Visits to and use of museums in person per 1,000 population	Bigger is better	168.4	150.9	151.5	140.6	▲	↘
Local	Total number of visitors to Market Hall	Bigger is better	46,728	44,429	44,500	40,900	▲	↘
Local	Total number of visitors to St Johns	Bigger is better	28,359	28,814	29,000	27,600	●	→
Local	Total number of visitors to Roman Alcester	Bigger is better	5,585	5,619	5,700	5,000	▲	→
Local	Total number of enquiries received	Bigger is better	2,991	2,211	2,000	2,300	★	→
Local	Audience numbers at talks / presentations	Bigger is better	2,776	1,789	1,800	1,800	●	→
Local	Total number of Website Page Views including Sites and Monuments	Bigger is better	295,737	330,937	337,000	360,000	★	↗
Local	Total shops income	Bigger is better	£38,274	£25,344	£26,000	£24,750	●	↘




Ref	Description	Aim of indicator	2004/05 Actual	2005/06 Actual	Target 2006/07	Year End estimate	On target?	Forecast performance improving?
Local	% of opening hours achieved	Bigger is better	100	100	100	100		
Local	Number of volunteer hours	Bigger is better	1,951	1,887	1,750	1,675		
County Record Office								
	Reader visits	Bigger is better	7,909	8,509	8,000	8,100		
	Documents produced	Bigger is better	11,318	12,742	11,000	11,500		
	Total enquiries received	Bigger is better	5,913	6,522	6,000	6,200		
	Website Page Views	Bigger is better	180,725	283,971	280,000	290,000		
	Audience number at talks/presentations	Bigger is better	574	712	600	650		
	Income	Bigger is better	£23,790	£43,290	£34,000	£34,450		
	% of opening hours achieved	Bigger is better	96	100%	100%	100%		
	Number of talks and events	Bigger is better	108	150	100	100		

Ref	Description	Aim of indicator	2004/05 Actual	2005/06 Actual	Target 2006/07	Year End estimate	On target?	Forecast performance improving?
Heritage Education								
	<p>The performance targets for Heritage Education have been amended by approximately 25% (except web hits) from the previous year to take into account</p> <ul style="list-style-type: none"> The closure of ST John's House Museum to school groups whilst the refurbishment of the hall takes place. There will be an outreach Victorian offer available to schools but inevitably numbers will be affected The reduced working hours of the head of Heritage Education coupled with the temporary loss of two key members of staff. The Group Visits Coordinator and the Community Education Worker posts have now been filled and new members of staff will be in place by January 2007. 							
BVPI 170c	Visits to and use of museums in organised school groups	Bigger is better	12,891	16,242	10,000	10,000		
Local	Total number of school groups	Bigger is better	320	386	250	290		
Local	Total number of community groups	Bigger is better	120	112	70	85		
Local	Total number of individuals in community groups	Bigger is better	4,468	4,709	2,700	3,500		
Local	Audience numbers at talks and presentations	Bigger is better	N/A	142	110	110		
Local	Website Page Views	Bigger is better	66,487	66,072	60,000	70,000		

Ref	Description	Aim of indicator	2004/05 Actual	2005/06 Actual	Target 2006/07	Year End estimate	On target?	Forecast performance improving?
Local	Number of on the road placements	Bigger is better	61	43	0	0		The 'On The Road' programme has not been delivered this year due to long term staff sickness. The delivery of this programme is currently under review.
Local	Total number of days at venues	Bigger is better	1,633	1,257	0	0		
Arts								
Local	Number of advice sessions	Bigger is better	185	159	135*	145	★	➡
Local	Number of new enquiries	Bigger is better	402	336	315	945	★	➡
Local	Website page views	Bigger is better	N/A	163,969	Target not set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Target for advice sessions reduced due to staff resource								
Corporate Records Management								
Local	Number of retrievals	Bigger is better	908	1,288	1,000	1,100	●	➡
Local	Number of records added to system	Bigger is better	5,596	3,486	6,000	7,000	★	➡
Local	Number of reviews	Bigger is better	898	3,160	1,500	1,500	●	➡
Local	Number of disposals	Bigger is better	995	1,821	1,200	1,200	●	➡

Customer Service results

The table below details half year performance for Customer Charter Standards

Satisfaction Indicator	April-September Actual 2004/05 Old standard	April-September Actual 2005/06 Old standard	Full Year Target 2006/07	April-September Actual 2006/07 New standard	Target Status	Trend Status	Remedial Action or Commentary
Telephone response rate	93.0%**	90.8%**	100%	88.4%**		<input type="checkbox"/>	
Letter response rate	99.0%**	99.0%**	100%	94.25%**		<input type="checkbox"/>	
E-mail response rate	100.0%**	96.0%* (98.0% Trading Standards)	100%	89.0%**		<input type="checkbox"/>	

* This relates to Libraries and Culture only excluding Community Learning.

** Please note these figures relate to the former Libraries, Heritage & Trading Standards and not the full Adult, Health & Community Services Directorate.

The Corporate response rates for letters and e-mails were revised in October 2005 and therefore 2006/07 data is not comparable with historic data.

3. EXCEPTION KEY PERFORMANCE INDICATORS ANALYSIS

This section contains all Key Performance indicators from the previous section which are shown as having “red” or “green” performance status against targets, or improvement trend. These indicators are estimated to either:

- i. Miss the March 2007 target
- ii. Show a declining trend in performance
- iii. Exceed the target
- iv. Show a continually improving trend in performance

Each of these may impact upon the achievement of Corporate Priorities – the assessment of risk is also shown

KEY:

Risk to the delivery of WCC Priorities	
High	Major potential impact
Medium	Moderate potential impact
Low	Minimal potential impact
Nil	No impact

Ref	Indicator	On Target?	Forecast performance improving?	Risk to delivery of Corporate Priorities	Remedial Action
Libraries					
CIPFA	Total number of reservations			Low	The reservation charge has increased
PLSS	Items of new stock			Low	There has been a budget reduction for Bookfund, books added to system this year but purchased last year
Local	Total number of new customers			Medium	Last year PC users had to become library members to use facilities so from this year there may be a gradual decline in new members
Local	Total number of Library Web Page hits			Not applicable	Additional services available online
Local	Total number of Warwickshire interactive Library Database hits			Not applicable	More use of online Catalogue
Local	Number of Attendees at Library Activities			Medium	Due to limited resources, number of activities has been reduced
Local	Total number of opening hours			Medium	Opening hours amended to suit community needs
Museum					
BVPI 170a	Visits to and use of museums per 1,000 population			Not applicable	There has been a positive response, above prediction, to the new material placed on the web site ('Museum Showcase')

Ref	Indicator	On Target?	Forecast performance improving?	Risk to delivery of Corporate Priorities	Remedial Action
BVPI 170b	Visits to and use of museums in person per 1,000 population			Low	The inability to halt the decline in visits in person highlights the need for investment in visitor facilities (Market Hall and St Johns) and in promotion (there and Roman Alcester), which is currently in hand, but will not yield significant results until next financial year. In both cases, offset to some extent by increased web usage.
Local	Total number of visitors to Market Hall			Low	
Local	Total number of visitors to Roman Alcester			Low	
Local	Total number of enquiries received			Low	The base number of this indicator is small so a 2% tolerance amounts to only 40 enquiries. The surge however, is probably due to press coverage of unpredicted but positive happenings (e.g. discovery of nettle new to Britain). The increase is largely via email - suggesting overall more people now enquire by email etc rather than visit in person to make an enquiry.
Local	Total number of Website Page Views including Sites and Monuments Records			Not applicable	There has been a positive response, above prediction, to the new material placed on the web site ('Museum Showcase')
Local	Total shops income			Low	The Doll Museum closed during 2004/05. This incurred the highest spend per head, mainly by tourists. The prediction is for a 2% reduction on last years income.
Local	Number of volunteer hours			Low	The downward trend is due to long term sickness of a couple of long serving volunteers.

Ref	Indicator	On Target?	Forecast performance improving?	Risk to delivery of Corporate Priorities	Remedial Action
Arts					
Local	Number of new enquiries	★	➔	Not applicable	The number of enquiries for County Arts is substantially higher for 2006/07 due to the growth of Warwickshire Artsweek. The biennial Arts Week event, managed by County Arts in 2006, grew substantially this year, with the number of events across the county rising from 124 in 2004 to over 200 in 2006. This unexpected level of growth increased the number of enquiries from artists, participants, visitors and the general public substantially during this period.









4. PROGRESS AGAINST CORPORATE AND DIRECTORATE OBJECTIVES

This section shows forecast performance at the half-year for Libraries, Learning and Culture Division's key objectives, as set out in the Adult, Health and Community Services Directorate Strategic Plan

KEY:


CBP = Action within the Corporate Business Plan

DP = Action within the Directorate Strategic Plan

Does Performance meet the Target?		Will we meet the Milestone?	
	Missed target by more than 5%		Not achieved or delayed by more than 2 months from the target date
	Performance between 2% over target and 5% less than target		Met or delayed by less than 2 months from the target date
	Exceeded target by more than 2%		Met ahead of the target
	Target not set / Estimate outturn not possible		Deferred or superseded


Ref	Actions	Target/Milestone	On target
CBP	Provide the community with access and opportunities for learning, personal development and improved quality of life		
CBP	Provide inspirational community activities to support quality of life for older people both in their own homes and in care:	March 2007	●
DP	LLC to deliver a programme of participative outreach and creative activities for older people. Programme completion		
CBP	Implement the national Museums, Libraries and Archives Council 'Inspiring Learning for All' framework in Libraries, Learning and Culture services	March 2007	●
DP	Implement Warwickshire Museum electronic collections management system – 1st Phase	March 2007	●
CBP	Modernise the way that services are delivered to customers in libraries	March 2007	●
CBP	Launch a state of the art mobile library fleet to meet the current and future needs of citizens living in rural, isolated and disadvantaged communities – Vehicle specification to be confirmed	September 2006	●
DP	Libraries to deliver Bookstart, Bookstart Plus and Treasure Box packs to all children under 3 years old. 10,000 packs to be delivered	March 2007	●
DP	ACL to achieve external accreditation for Information, Advice and Guidance giving across all 5 areas. 'Matrix' accreditation to be achieved	March 2007	●
DP	ACL develop and offer new programmes, working with FE colleges where appropriate. Number of new programmes	March 2007	●
DP	Introduce a system for charging fees to maximise ACL Service Income. System agreed and in place	March 2007	●
DP	Develop new Heritage and Culture outreach sessions for schools – new Tudor session	January 2007	●
DP	Scope requirements and develop specification for the new upgraded Library		●

Ref	Actions	Target/Milestone	On target
	Management System PID agreed System upgrade completed	June 2006 October 2007	
DP	CAS Partnership agreements with Key Arts Clients signed CAS to deliver a programme of participatory community arts activity	July 2006 March 2007	▲ ●
DP	Deliver 'Extracting Warwickshire's Past – Neighbourhood Archaeology Strategy'	February 2007	●
DP	Participate in regional partnership project to deliver a Mobile Museum. Acquire, fit out and commission shared vehicle – Vehicle delivered	March 2007	●
DP	Upgrade Library plasma screen technology and use to promote Directorate services – Appoint project coordinator	August 2006	●
DP	Consolidation of Libraries One Stop Shop (OSS) Pilot Programme – Evaluation of Kenilworth OSS pilot operation Agreement of Service Level Agreement with Performance & Development	March 2007	●
DP	Encourage and support volunteer working in Museum and Record Office and in voluntary heritage groups	March 2007	●
DP	Prepare for Museum Accreditation submission – Prepare submission	2007	●
DP	Pilot new Museum visitor survey	Summer 2006	●
DP	CRO to take part in PSQG user survey in 2006/07	March 2007	●
DP	Progress renewal of Visitor Welcome at St John's Museum	2006/07 and 2007/08	●
DP	Research and respond to proposals for Tourist/Visitor information provision in Warwick	March 2007	●
DP	Develop programme for use of County Records Office Events Room	March 2007	●

Ref	Actions	Target/Milestone	On target
DP	Undertake Adult User Survey in all libraries (LIS service plan 2006)	November 2006	

5. EXCEPTION ANALYSIS

This section contains all objectives from the previous section shown as 'red' or deferred or suspended.

Ref	Directorate Objective	Target or Milestone	On target?	Risk to delivery of Corporate Priorities	Remedial Action
DP	County Arts Service Partnership agreements with Key Arts Clients signed	July 2006		Low	Agreements with 2 of 3 key arts clients signed. Last agreement to be signed by November 2006. The agreement with Live and Local (Key arts client) is negotiated with the County and all the Districts and Boroughs. The lack of staff in post in one or more of the Districts has caused this delay.

6. ANALYSIS OF BUDGET POSITION

Financial Results

1. There is a potential overspend of £498,000, which is being presented formally to members and a medium term strategy is being developed to address the issue as part of the financial strategy for the Directorate as a whole. Tight financial operational management since April 2006 has already made inroads to the position.

Description	Revised Budget	Projected Overspend (Underspend)	Reason	Management Action	Projected Overspend (Underspend) after Management Action	Service Consequences
	£'000	£'000			£'000	
Library & Information	10,321	692	The budget has been mainly balanced in previous years by finding one-off savings in the year. These have not been fully identified in 2006/07 to date and a permanent solution is still being investigated as part of the budget process.		498	
Heritage & Culture	2,860	11	Overspend on specific projects	To be met from underspend brought forward	0	No service impact
Total	13,181	703			498	

GRAEME BETTS
 Strategic Director, Adult, Health and Community Services
 Shire Hall
 Warwick

18 October 2006