

Evidencing impact in Kent



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Kent



Kent's Libraries



www.kent.gov.uk/lib



Outcome educating



Collecting stories

Making a difference

Customer feedback is important to us so
we can continue to improve our services
and shout about the difference we make

Service point _____
Staff name _____

Tick all that apply

- ☐ Early life
- ☐ Mid life
- ☐ Later life

CUSTOMER
SERVICE
EXCELLENCE



Great story

Making a difference

Customer feedback is important & helps us continually improve our services and shows the difference we make

Service point Broadstairs library
Staff name _____

A customer was recovering from a complete breakdown and still suffers from anxiety and depression. The mindfulness colouring group has made a real difference in helping her regain social skills she had lost.

Tick all that apply

- ☐ Early life
- ☐ Mid life
- ☐ Later life

CUSTOMER
SERVICE
EXCELLENCE



Could be great story

So
what?

Making a difference

Customer feedback is important & helps us continually improve our services and shows the difference we make

Service point Tenterden
Staff name _____

You are so efficient
in here. Thank you
so much, you have been
very helpful

Tick all that apply

- ☐ Early life
- ☐ Mid life
- ☐ Later life



Why?

How?

Not so great story

Making a difference

Customer feedback is important & helps us continually improve our services and shows the difference we make

Service point Wye library
Staff name _____

what a lovely
table
How fabulous 😊

So
what?

Tick all that apply

- ☐ Early life
- ☐ Mid life
- ☐ Later life

CUSTOMER
SERVICE
EXCELLENCE



Getting it



Outcomes

KCC strategic outcomes

Children & young people in Kent get the best start in life

Kent communities feel the benefits of economic growth by being in-work, healthy and enjoying a good quality of life

Older and vulnerable residents are safe and supported with choices to live independently



outcomes

Cultural & creative enrichment

Healthier, happier lives

Increased reading & literacy

Greater Prosperity

Helping everyone achieve their full potential

Improved digital access & engagement

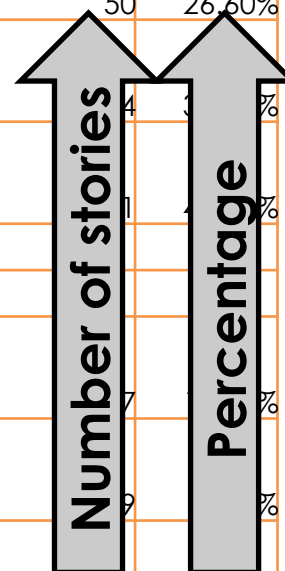
Stronger, more resilient communities

Kent's Outcome Evaluation framework

Date	Story Description	Service Point	District	Specialist Area	KCC outcome	KCC supporting outcome	Ambition outcome	Other outcome	Link to data
	Story Description	Service Point	District	Specialist Area	KCC Outcomes	KCC Supporting Outcomes	Ambition Outcomes	Other Outcomes	Link
	Bike library service	Ashford			Kent Communities feel the benefits of economic growth by being in work, healthy & enjoying a good quality of life	Kent's communities are safe and secure environments to live in and young people have access to opportunities	Stronger & more resilient communities	Inactivity	Link to data
	Alternative service request	Ashford			Older & vulnerable residents are safe and supported with choices to live independently	Families and carers of older people have access to the advice, information and support they need	Healthier & happier lives	Death register	Link to data
	Go with bus pass	Ashford			Older & vulnerable residents are safe and supported with choices to live independently	Families and carers of older people have access to the advice, information and support they need	Healthier & happier lives	Bus Passes	Link to data
	Us Once service	Ashford			Older & vulnerable residents are safe and supported with choices to live independently	Older and vulnerable people have access to the advice, information and support they need	Improved digital skills	Death register	Link to data
	Story is a 'life saver'	Ashford			Older & vulnerable residents are safe and supported with choices to live independently	Older and vulnerable people have access to the advice, information and support they need	Healthier & happier lives	Mental Health	Link to data
	Use of volunteer led service	Fleetsdown			Older & vulnerable residents are safe and supported with choices to live independently	Families and carers of older people have access to the advice, information and support they need	Healthier & happier lives	Volunteering	Link to data
	Use of the library service	Deal Library			Children & Young people in Kent get the best start in life	All children and young people are engaged, thrive and achieve their potential through academic and vocational education	Stronger & more resilient communities	Social inclusion	Link to data
	Story as a refuge for an	Coldharts			Older & vulnerable residents are safe and supported with choices to live independently	Older and vulnerable people have access to the advice, information and support they need	Healthier & happier lives	Social inclusion	Link to data
					Children & Young people in Kent get the best start in life	Kent's communities are safe and secure environments to live in and young people have access to opportunities	Stronger & more resilient communities	Libraries as social	Link to data
April	Praise for the staff in the search room	Maidstone - Kent History & Library Centre	Maidstone		Children & Young people in Kent get the best start in life	All children and young people are engaged, thrive and achieve their potential through academic and vocational education	Helping everyone achieve their full potential	Archives	Link to data
April	Praise for Faversham library as a community service	Faversham Library	Swale		Older & vulnerable residents are safe and supported with choices to live independently	Older and vulnerable residents feel socially included	Healthier & happier lives	Social inclusion	Link to data
April	Dyslexia friendly libraries	Broadstairs Library	Thanet		Children & Young people in Kent get the best start in life	All children and young people are engaged, thrive and achieve their potential through academic and vocational education	Increased reading & literacy	Dyslexia	Link to data
April	Praise for Borough Green library	Borough Green Library	Tonbridge		Kent Communities feel the benefits of economic growth by being in work, healthy & enjoying a good quality of life	Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities	Stronger & more resilient communities	Social inclusion	Link to data
April	Success of Shelf help			Ellie Thomas	Children & Young people in Kent get the best start in life	Children and young people have better physical and mental health	Healthier & happier lives	Mental Health	Link to data
May	Help of staff to find information	Canterbury Library	Canterbury		Older & vulnerable residents are safe and supported with choices to live independently	Kent business growth is supported by having access to a well skilled local workforce with improved transport, broadband and necessary infrastructure	Cultural & creative enrichment	Social inclusion	Link to data

Summary Information

KCC Outcome		
Children & Young people in Kent get the best start in life	50	26.60%
Kent Communities feel the benefits of economic growth by being in work, healthy & enjoying a good quality of life	4	2.16%
Older & vulnerable residents are safe and supported with choices to live independently	1	0.54%
KCC supporting outcome		
All children and young people are engaged, thrive and achieve their potential through academic and vocational education	7	3.78%
All children, irrespective of background, are ready for school at age 5	9	4.86%
All Kent's communities benefit from economic growth and lower levels of deprivation	10	5.32%
Children and young people have better physical and mental health	11	5.85%
Families and carers of vulnerable and older people have access to the advice, information and support they need	20	10.64%
Kent business growth is supported by having access to a well skilled local workforce with improved transport, broadband and necessary infrastructure	10	5.32%



Stories in practice



**72 Talk Time groups across Kent
2016/17 - 29,000 attendances**

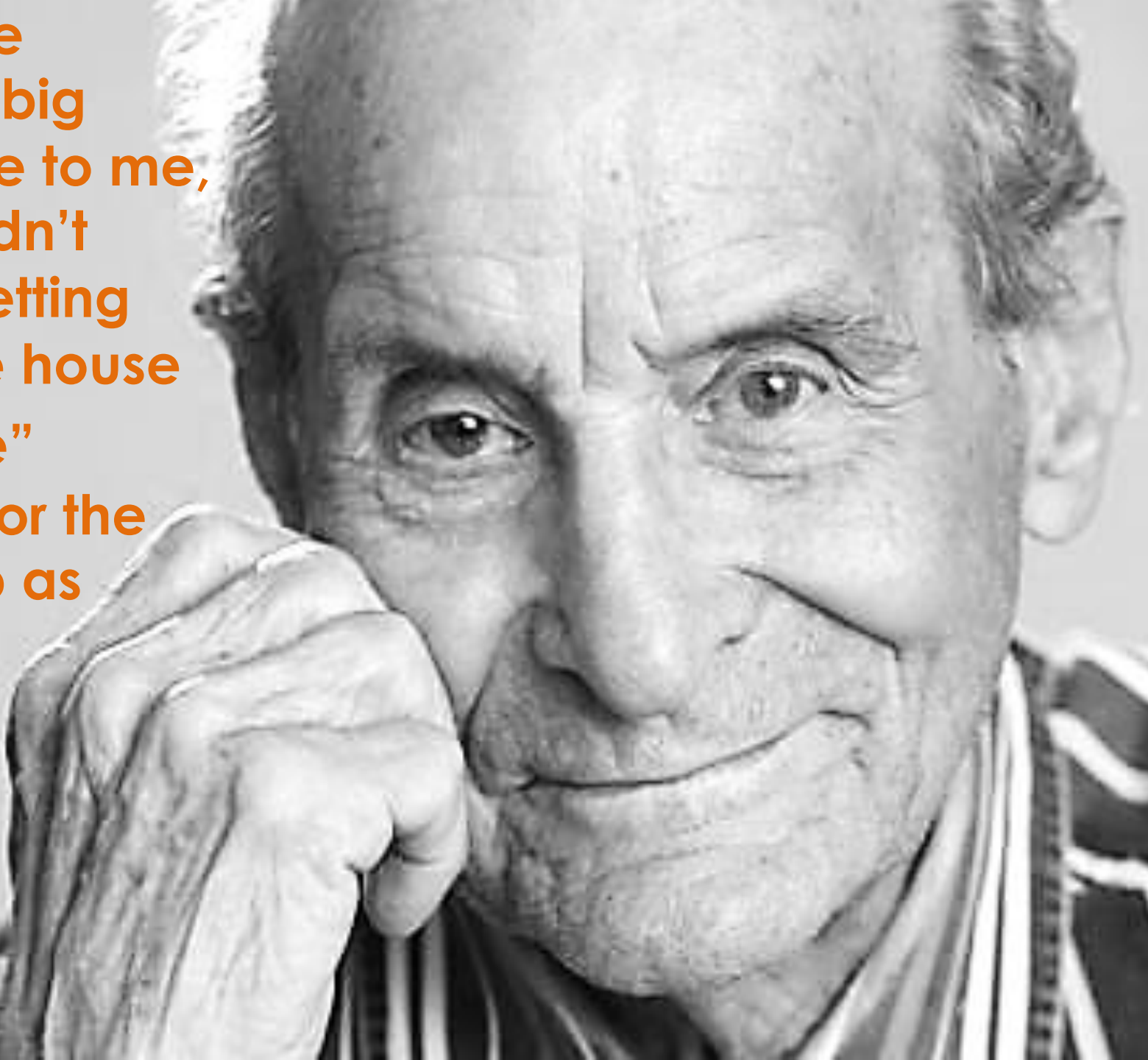


25% of our stories
demonstrate that libraries
contribute to
combatting social
isolation



**“Talk Time
makes a big
difference to me,
as I wouldn’t
bother getting
out of the house
otherwise”**

**“I come for the
friendship as
well as
books,
it’s good
to know
someone
cares”**



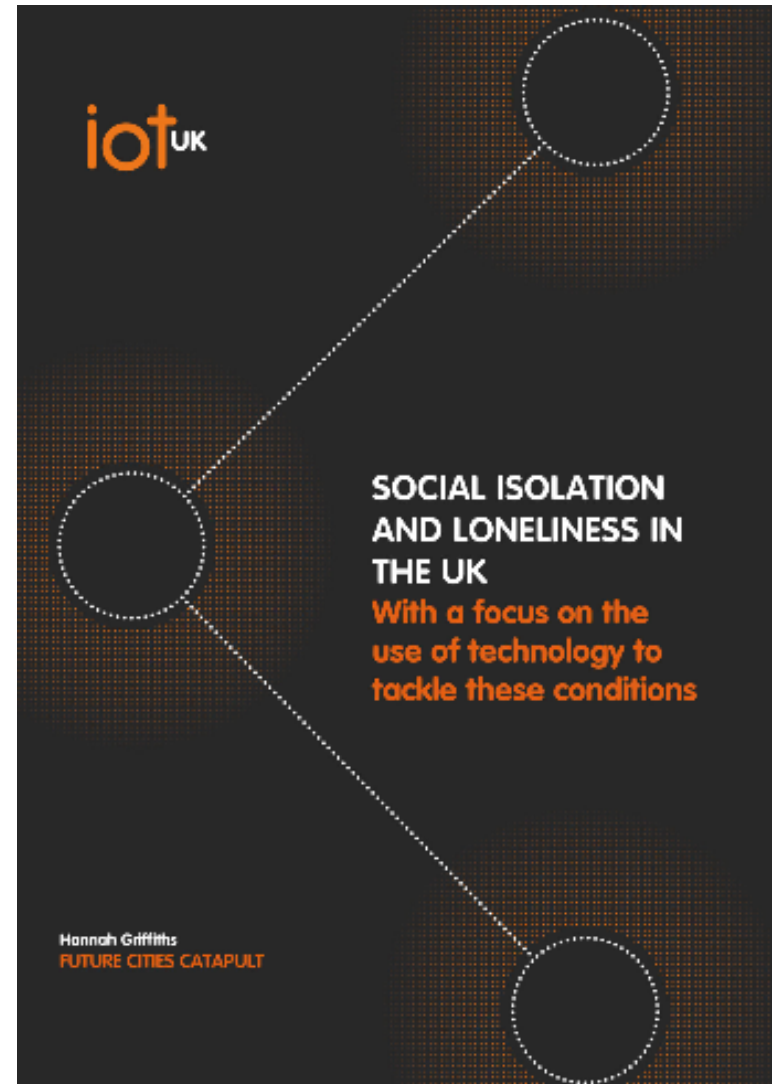


<https://www.youtube.com/watch?v=Wt-JH74tdZA&feature=youtu.be>

Roy

Surrogate data

It has been calculated that loneliness increases the likelihood of mortality by 26% in older people



a powerful picture



reporting

The Service Plan traffic light - activity at a glance

Actions

- Activities - generation of income
- Action pop-up shops
- NetWest business start-up sessions
- Asset collaboration projects

Outcomes

Archives has generated income but not to expected targets due to our proposals for digitisation and IT development taking longer to develop. These are now back on track and we have covered the income expectations through other activities in other parts of the UKA budget. We will review to next year's service plan where digitisation will assist in the delivery of Actions income.

Small shops were unable to satisfy public facility insurance cover problems. The project will be evaluated and closed.

NetWest did not find there was sufficient demand and as a result this will not be progressing. UKA will look at a review of its offer to businesses next financial year.

These projects have now rolled over into 2018/19.

- Development of Customer engagement and Marketing Strategy

Working to link into the UKA ambition work but this year has seen some pilot initiatives such as Facebook promotion of service to newcomers. Rolled over to 2018/19.

Some highlights to date...

- Installation of KEO - hardware and software in 3 locations
- Acquisition and KEO training
- Digital boxes in 10 locations
- Procure and deliver archive collections management systems and digitisation of documents
- Toolkit development and toolkit launch/development
- Toolkit improvement works

Locations now ready to progress staff training and trials in 2018.

15 acquisition opportunities, 4 KEO training now in post, 1 in Kent Archives, 1 in KCC and 2 in other archives.

3 locations launched and closing, 2 being promoted and launching in February and March 2018.

New website and system launched and content signed for digitisation, 2018/2019 will focus on the work of fighting the key collections.

Work progressing well with Toolkit development, Kent Council funding confirmed and Heritage Lottery fund bid submitted. Southborough on track.

Works completed and library reopened in April 2018.

Kent's Digital Dens

Outcome 1—All children and young people are engaged, thrive and achieve their potential through academic and vocational education

Thanks to Arts Council funding Digital Dens are now running in all 5 locations—Gravesend, Chertsey Ashford, Swanley and Newington. Each of the locations have had training sessions for staff and volunteers and provided with the equipment to enable them to run the events. 71 events have been held across the year with 678 attendees. The response has been so good that there are waiting lists in every location.



"I've never done coding before and now I know how to code! I'm borrowing this Beast Quest book to give myself another challenge!" (Charlotte, member of Chatterbooks Dyslexia Friendly Book Group)

Dad: "I told you libraries were fun"

Daughter: "I know that Dad, I love the library"

"This is the future! It is so great that you are doing something like this, it is so advanced!" (parent)

"This is so good, and such great attendance" (parent)

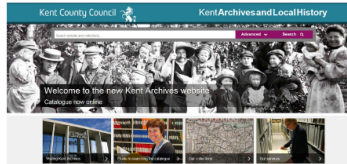
"It's fantastic what you are doing here" (parent)

"I enjoyed it so much!" (child)

"Amazing services and a variety for all ages, thank you so much" (parent)

81 Activities in the Service

A very busy and productive year for Archives



"The new website is wonderful. It is much easier to navigate with lots of useful information. I find the online catalogue user friendly and I really like being able to see the whole hierarchy of a collection. I am finding that when I search it is bringing up more results than before."—Frequent user of the Archives website.

Outcome 2—Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities

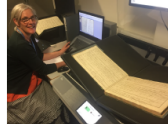
New website and integrated catalogue

Kent Archives now has its own website and integrated catalogue, enabling customers to find out more about our services and collections all in one place. Whether they need to know how to book a search room desk, want to find out more about the collections we hold, or need a specific service, all the information is in one place. Customers can also find updates on our archives and conservation projects, access back issues of our newsletter, find details of events at the Kent History and Library Centre, learn about volunteering opportunities, and keep up to date with our latest news via our social media accounts on Facebook and Twitter. The new integrated online catalogue is much improved and is more comprehensive, accessible and interactive. It is easier to identify related records that customer might also wish to consult. Users can also comment on individual records to expand document descriptions or let us know if they uncover additional contextual information during their research. Further developments are planned for 2018/19.

A very busy and productive year for Archives—continued

Exhibitions and Talks

During the year the Archives service has also hosted 3 exhibitions at Kent History and Library Centre together with 7 talks and the regular tours around the archive for customers and interested groups.



Digitisation of a Parish Record



"This is the first major digitisation project for Kent Archives. I hope it's the first of many. The new document ordering website and all the functionality that brings with it together with the digitisation project will bring Kent Archives firmly into the 21st century as one of the leading Archives in the country."—Jon Barlow—Archive Collections Officer



Document being prepared for the Capability Brown exhibition

Digitisation of Parish Records

The contract to digitise our Parish Records and make them available to the public online has now been signed with Find My Past. Two digitisation assistants have been appointed and work has started to digitise each of the over 2,500 parish registers that we hold. The first batch of images have been sent to Find My Past and have been approved.

Accreditations and Awards

Customer Service Award

In September 2017 LRA successfully renewed its Customer Service Excellence Award. This year we achieved 2 new Compliance Plus criteria in "Understanding the characteristics of our current and potential customer groups..." and "demonstrating how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning."



Sevenoaks Museum awarded Museums Accreditation

Accreditation is the UK standard for museums and galleries. It defines good practice and identifies agreed standards, thereby encouraging development. It is a baseline quality standard that helps guide museums to be the best they can be, for current and future users assessing the services for visitors and how the collection is cared for.



Visitors enjoying the 1950s Childhood exhibition

Archives Accreditation

Archives are working towards the Archives Accreditation. They have been busy this year submitting their evidence. The standards schemes and frameworks help archives to manage and improve their efficiency and effectiveness through external validation, and by identifying good practice.

The next stage in the process is a visit from an Assessor which was completed in May 2018.



Registration

Birth and Death Registration

During the year our staff registered the births of over 16,500 babies and 15,900 deaths at our 28 registration venues an increase of 1.3% on the previous year



Feedback from a customer

"The place was easy to find. It was a nice venue and we had use of a quiet room. The Registrar was very helpful and took the time to explain things carefully to me and my wife. Especially as my wife is Pilsippa, the registrar was ensuring that she fully understood. I would give the registrar 10 out of 10 for the service he gave us that day."



Danson House

As part of our income generation opportunities Danson House has been promoted as a location for films and this year it has been used to film a TV programme called Quacks and a film called The Favourite





funding



THIS WAY

THAT WAY

decision making