Demonstrating the impact of improved library services on wider social outcomes

2 July 2009

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Improving services and delivering outcomes

- Review of improvement in library services
- How the sector is delivering outcomes in the new strategic and delivery environment
- Review of improvement challenges for the sector

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What CPA has told us, 2002-2008

- 58% of councils improved their libraries and leisure/culture scores
- More top performers – 21 four star culture services in 2008, against 4 in 2002
- No one star councils for culture in 2008 – 9 in 2002
- Improvement wasn't consistent and slower than other sectors
- 15 councils' culture scores declined

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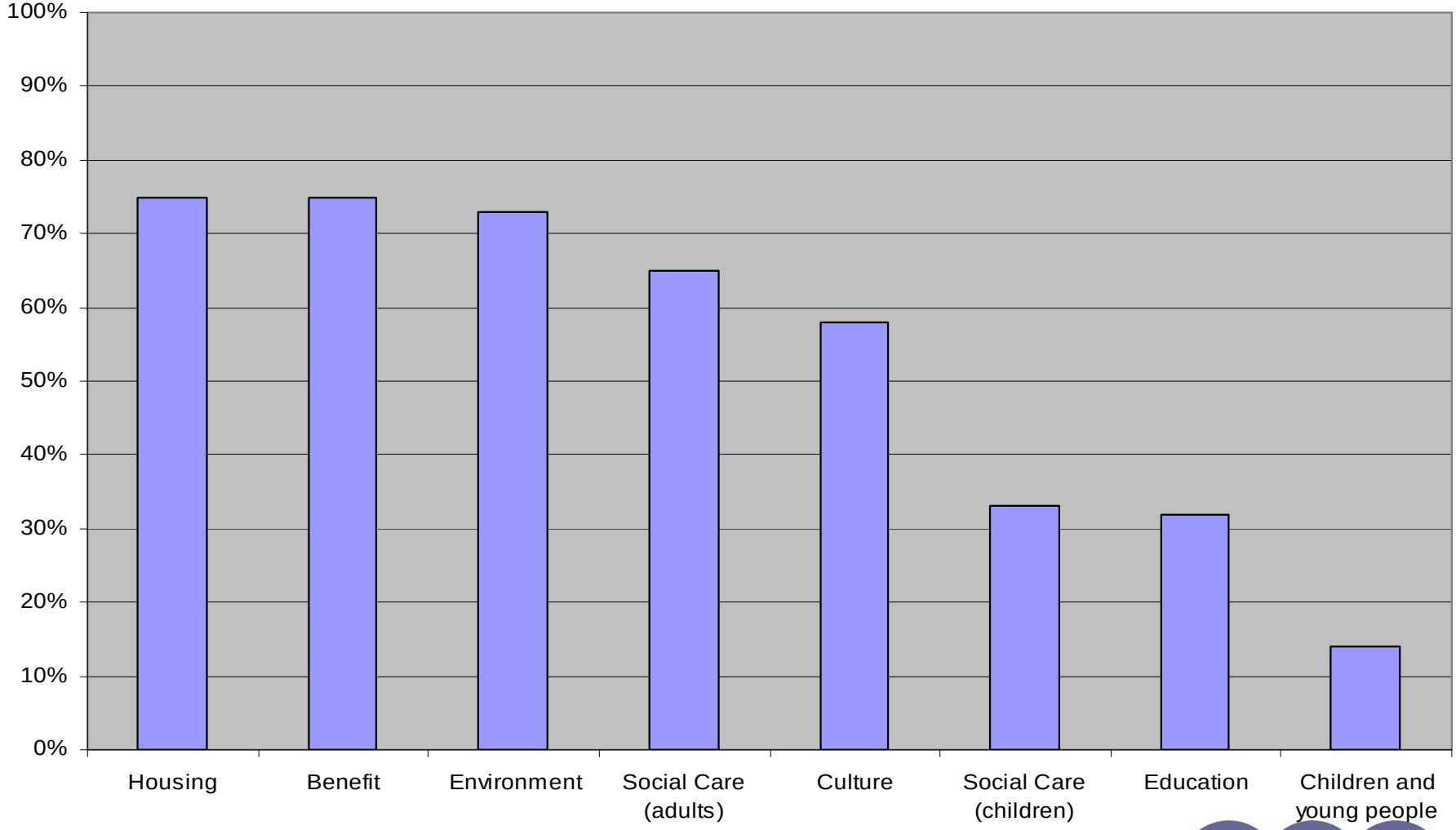
% councils improving by CPA assessment block 2002-2008



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Move to outcome based performance management

- Seen as a challenge to libraries where long established output based framework – but challenge is broader – LSPs, Sustainable Community Strategies and LAAs
- Low take up of NI 9 – use of public libraries
- Opportunity exists to demonstrate how libraries contribute to the full range of local priorities

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Libraries making a difference

- 70% of top tier authorities referenced how libraries contribute to local priorities in Sustainable Community Strategy or LAA
- 7% do so through NI 9
- 18% do so through indicators relating to other measures of library participation
- Majority expressed in narrative of priorities and local delivery plans

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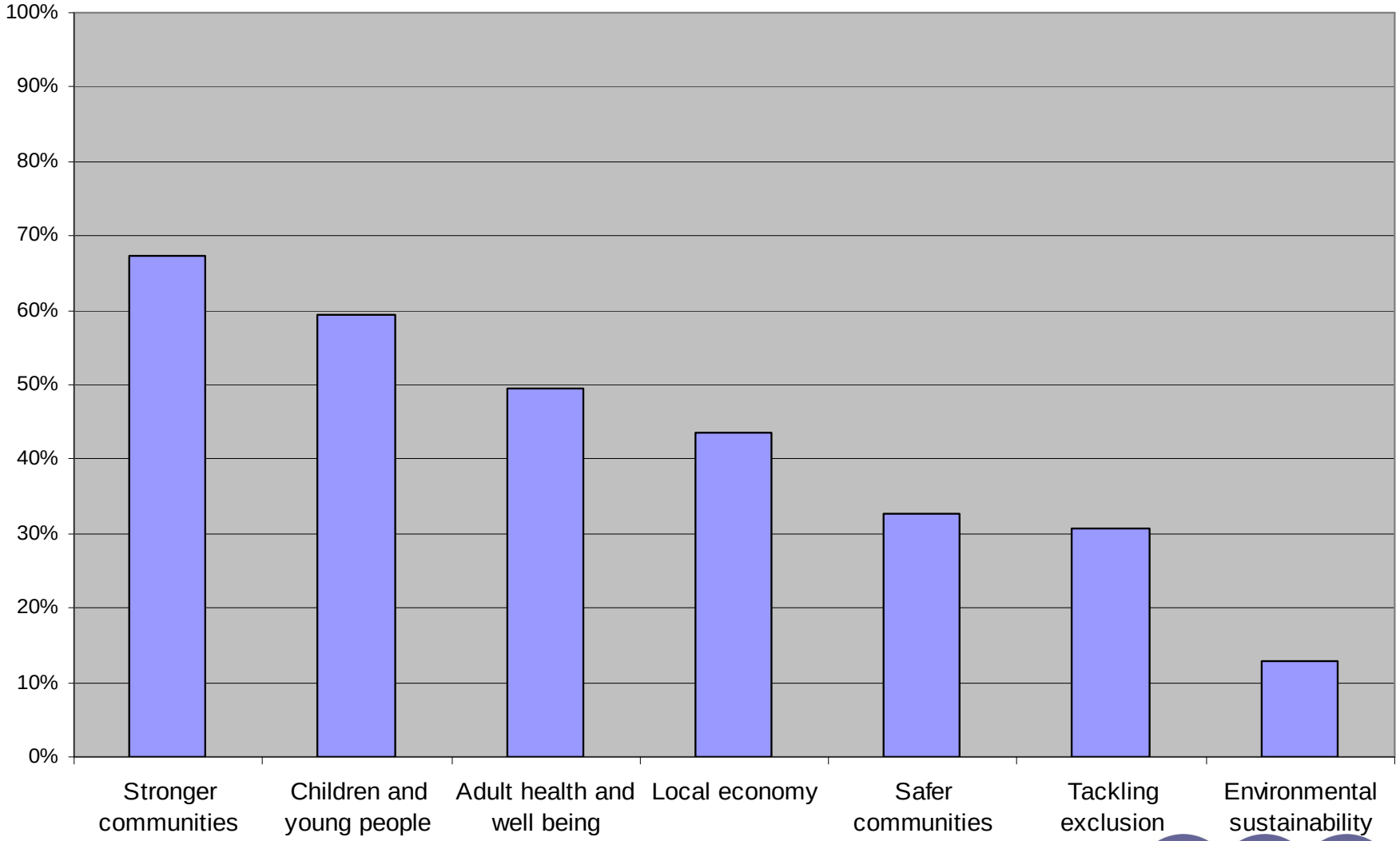
LAA themes that cultural/MLA sector contributes to



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Library contribution to local priorities

- NI 1 – % of people who believe people from different backgrounds get on well together in their local area
- NI 5 – Overall/general satisfaction with local area
- NI 6 – Participation in regular volunteering
- NI 110 – Positive activities for young people
- NI 139/141 – Supporting independent living
- NI 161 – Learners achieving a Level 1 qualification in literacy

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Engagement is key – it depends on . . .

- Champions amongst senior management and elected members
- Sector able to use evidence and argue for its contribution to communities, and place in delivery
- Credibility – strong performance and a reputation for delivery
- Good understanding among partners about libraries' contribution
- Commitment to working with new delivery arrangements

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Continued commitment to improvement

- Better commissioning of services
- Continue to embed a performance management culture and commitment to continuous improvement in our sector
- Use evidence to argue libraries ability to deliver, and to plan innovation and improvement
- Engage strategically with senior officers, elected members and partners
- Effectively engaging communities and users

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Support

- IDeA guidance *Improving strategic commissioning in the culture and sport sector*
- Better evidence of libraries' impact and of best practice
- New approaches to capturing outcomes
- Share best practice
- Improvement resources – MLA Field Team, IDeA LAA Delivery Support, RIEP funded Culture and Sport Improvement Networks
- Member and senior officer development
- Review CPD and professional training

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