

## STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE:

## APPENDIX 3

## LOCAL PERFORMANCE INDICATORS 2015/2016

Indicator	Outturn 2014/2015	Target 2015/2016	Predicted Outturn 2015/2016
<b>Use of Archive Service</b>			
1. Usages of the Archive Service <ul style="list-style-type: none"> <li>• personal visits</li> <li>• online visits,</li> <li>• email postal and telephone enquiries and orders</li> </ul>	334,193	320,000	328,000
			*Excludes content on Find My Past
<b>Engagement with the Archive Service</b>			
2. Attendances at: <ul style="list-style-type: none"> <li>• events and celebrations</li> <li>• talks by our staff</li> <li>• educational and community group visits to our offices</li> </ul>	3,709	3,500	2,700
3. Number of volunteer hours	7,429	7,000	8,000**
			**2,000 hours are for Great War projects
<b>Customer Satisfaction</b>			
4. Percentage of onsite users expressing satisfaction with overall service and facilities (very good and good)	100%	99%	99%
<b>Collecting Activity</b>			
5. New archival collections and uncompleted negotiations with donors or depositors	212	220	212