

Indicator title	RAG	Direction of Travel	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Library Visits and Issues	Green	Visits increasing. Issues declining	2018/2019 visits total of 2,758,136 was 2.1% higher than 2017/2018's total of 2,685,481, with nine libraries receiving more visits than in 2017/2018. Seven libraries generated more issues than in 2017/2018, although the overall total of 2,406,878 was 2.6% less than 2017/2018's compared with 2,685,481. National trends reported by CIPFA show long-term declines in visits and issues.	Recently-arrived stock forms part of Quick-Choice and other promotional displays. All libraries stage regular and one-off activities for children and families. The Hive continues to run 'Study Happy' sessions for University students and to act as a place of study for school pupils and college students.	Libraries will run programmes of events and activities (e.g. for Summer Reading Challenge, Jun to Sep) as well as staging adult learning courses. Stock-management reports and meetings with stock suppliers to review procedures and performance of new items will also continue.
Library Issues: E-books, E-audio books, e-magazines		E-issues increasing	The final e-issues total for 2018/2019 was 74,208, an increase of 25.9% on 2017/2018's equivalent total of 58,930. There was a decline of 2.2% in issues of e-books, but this was more than out-weighed by a 47.5% rise in e-audiobook checkouts and an 86.4% increase in e-magazine issues.	Information displays in libraries and links on the service's corporate website pages are being used to promote the e-lending service	As in previous years, reviews of the range of e-book, e-audiobook, and e-magazine titles on offer will be undertaken with suppliers
Cost per library visit		No noticeable change	Cost per visit (net expenditure divided by visits) was at one time a national indicator. Worcestershire's figure is traditionally below national, regional, and comparator-authority levels. Draft 2018/2019 figure of £1.73 is seven pence less than 2017/2018's figure.	Figure to be confirmed and included in updated Libraries Needs Assessment document, to be published as part of re-modelling of service.	Comparisons with other local authorities' will be possible in the autumn upon publication by CIPFA of the 2018/2019 Annual Public Library Statistics
Museum Visits		Museums Worcestershire visits increasing County Museum visits increasing	The three museums' combined visits total for 2018/2019 was 93,070, up 0.5% compared with 2017/2018. Visits to City Museum and Art Gallery and The Commandery were down compared with 2017/2018, but at the now-refurbished and fully re-opened County Museum, visits (20,416) were up by 34.8%	Programmes of events, exhibitions, and performances are in place at all three museums, with visits from schools also scheduled.	2019 events and exhibitions will be advertised in the local press, on social media, and via Museums Worcestershire's expanded internet presence, usage of which is being monitored on a monthly basis.

Countryside Standards Achieved		Percentage of standards met increasing	Despite a slight seasonal drop in Q4, the 87% out-turn was one percentage point up from 31st March 2018. Standards include health and safety issues, cleanliness, presence of litter, signs and notices, buildings, site furniture, trails, mowing, and the availability and suitability of play areas.	Repair and maintenance work after the winter months to be undertaken.	Monitoring and addressing of issues arising from inspections of sites or raised by visitors.

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