

Appendix 3 – Library Service contract KPIs

Output measures (RED)	Minimum Standard
Opening Hours	No library to be unavailable for public access during agreed Opening Hours for more than 30 minutes on more than 2 occasions in each quarter in a Contract Year (excluding unavailability for health and safety reasons beyond the Service Provider's control or for agreed programmed closures) (the Parties agree that this shall be mean that if on more than 2 occasions in one quarter any library is not available for public access for more than 30 minutes that will be a breach of this standard)
Maintenance	Delivery of at least 90% of the Service Provider's annual planned maintenance programme tasks in each quarter in a Contract Year
Environmental Conditions	No publicly accessible area in library buildings to fall below the air temperature standards set out in the Specification for more than 30 minutes on more than 2 occasions in each quarter in a Contract Year
Cleaning	Delivery of at least 90% of the Service Provider's cleaning schedule tasks to the cleaning standards set out in the relevant Method Statement in each quarter in a Contract Year
Reporting	<p>All reports are provided in accordance with the specified requirements and frequencies in the Specification (Section 10: Performance Monitoring and Reporting) and by the following due dates:</p> <ul style="list-style-type: none"> • Month Reports – within two weeks after the end of each calendar month • Quarterly Reports – within two weeks after the end of each Quarter • Annual Reports – within four weeks after the end of each Contract Year

Outcome measures	Performance Indicator	Service Plan Targets	
		Ealing	Harrow
(GREEN)			
1a. Increasing participation	Achievement of increase in a minimum of two of: Throughput (library visits); Issues (books and other materials); Library Members	Throughput 2% Issues 2% Members 3%	Throughput 2% Issues 2% Members 2%
1b. Increasing participation by target groups	Delivery of relevant actions in annual Service Plan (to include actions relating to home/community library visits and schools)	90% of relevant actions	90% of relevant actions
2. Community Hubs	Delivery of relevant actions in annual Service Plan to ensure use of library buildings by non-traditional groups.	90% of relevant actions	90% of relevant actions
3. Increased external grants and investment	Number of grant applications submitted for external funding in accordance with annual Service Plan	90% of applications submitted in accordance with Plan	90% of applications submitted in accordance with Plan
4a. Improved user satisfaction	% overall satisfied (PLUS survey by category every two years)	90%	90%
4b. More word of mouth recommendation	Net promoter survey score	80%	80%
4c. Higher quality service	Achieving the average assessment grade target for Mystery Shopper assessment reports	80%	80%
5a. Environmental sustainability	Utilities consumption (achieve reduction in use of a minimum of two of Gas/Elec/Water	Reduction on 2011/12 consumption levels	Reduction on 2011/12 levels
	% of waste recycled	25%	25%
	% of suppliers with recognised ethical accreditation	95%	95%
	Delivery of actions in annual Green Travel Plan	90% of relevant actions	90% of relevant actions

6a.	Social Sustainability	% of staff overall satisfied	75%	75%
		Delivery of actions in annual Service Plan towards staff and volunteer profile representation of Library ward profiles	90% of relevant actions	90% of relevant actions
6b.	Economic sustainability	Number of apprenticeships for Council resident	2	2
		Number of work placements for Council residents	100 days per year	100 days per year
		Number of jobs advertised locally with the opportunity for local residents to apply.	100%	100%
		Number of local suppliers	15%	15%

