

Annexe 3 – Performance Monitoring

1. This annex gives a fuller account of the meetings held between Community Partnered Library (CPL) Steering Groups and the CPL Support Team, as detailed in the Performance section of the main report.
2. It highlights both the main issues arising, and the frequency of meetings.

3. Byfleet

- 3.1. Rhymetime became oversubscribed and a second rhymetime has been successfully set up.
- 3.2. Byfleet have expanded opening hours to include an evening and Sunday and are planning further changes.
- 3.3. Ideas about how children's stock and activities can be improved to attract more children.
- 3.4. How to tackle a decline in numbers attending the craft event.
- 3.5. Table below indicates date and reason for meetings:

Date	Reason
20/08/2012	Initial meeting
10/09/2012	Initial meeting
30/01/2013	Monthly review Meeting
20/02/2013	Monthly review Meeting
14/03/2013	Monthly review Meeting
24/04/2013	Quarterly review/support
22/05/2013	Monthly review Meeting
27/06/2013	Monthly review Meeting
25/07/2013	Quarterly review/support
05/09/2013	Monthly review Meeting

4. New Haw

- 4.1. New Haw had a very severe problem with flooding in the rear driveway which had to be pursued for many months and concerns about parking.
- 4.2. Safeguarding issues
- 4.3. Development plans to create a quiet area with coffee, seating etc

4.4. Looking at ways to increase use and boost figures

4.5. Carrying out of user survey and development of vision

4.6. Accident reporting and fire procedures

4.7. How to improve stock

4.8. Attendance and role of CPL team

4.9. Table below indicates date and reason for meetings:

Date	Reason
07/09/2012	Memorandum of Understanding (MOU)
07/09/2012	Steering Group Meeting/support/progress
27/09/2012	Steering Group Meeting/support/progress
11/10/2012	Steering Group Meeting/support/progress
18/10/2012	Steering Group Meeting/support/progress
01/11/2012	Steering Group Meeting/support/progress
20/12/2012	Performance review
03/01/2013	Steering Group Meeting/support/progress
17/01/2013	Steering Group Meeting/support/progress
01/02/2013	Steering Group Meeting/support/progress
14/02/2013	Steering Group Meeting/support/progress
28/02/2013	Steering Group Meeting/support/progress
14/03/2013	Steering Group Meeting/support/progress
25/03/2013	Performance review
28/03/2013	Steering Group Meeting/support/progress
11/04/2013	Steering Group Meeting/support/progress
02/05/2013	AGM
03/05/2013	Performance review
09-May	Steering Group Meeting/support/progress
23/05/2013	Monitor progress/support
23/05/2013	Steering Group Meeting/support/progress
06/06/2013	Steering Group Meeting/support/progress
20/06/2013	Steering Group Meeting/support/progress
04/07/2013	Steering Group Meeting/support/progress
01/08/2013	Monitor progress/support
01/08/2013	Steering Group Meeting/support/progress
15/08/2013	Performance review
15/08/2013	Steering Group Meeting/support/progress
12/09/2013	Steering Group Meeting/support/progress
16/09/2013	Performance review
26/09/2013	Steering Group Meeting/support/progress

10/10/2013	Steering Group Meeting/support/progress
14/10/2013	Performance review
24/10/2013	Steering Group Meeting/support/progress

5. Tattenhams

5.1. Wish to improve kitchen

5.2. Improvement to layout of the library by moving PCs

5.3. Safeguarding Training and organisation of volunteers

5.4. Problems with beam counters

5.5. Negative publicity initially followed by positive publicity and a very successful "open day" event

5.6. Encouraging use

5.7. Table below indicates date and reason for meetings:

Date	Reason
08/09/2012	Introduction
26/09/2012	Support/Steering Group Meeting
15/10/2012	Licence/Lease discussion
17/10/2012	Catch up
08/01/2013	Catch up/Support Volunteer roles
16/01/2013	Steering Group Meeting
28/01/2013	Support-Volunteer roles
05/02/2013	Support/Core volunteer meeting
09/02/2013	Catch up
19/02/2013	Steering Group Meeting/support/review progress
13/03/2013	Support/Role development review
09/05/2013	Steering Group Meeting/support/review progress
13/05/2013	Core Volunteers
05/06/2013	Steering Group Meeting/support/review progress
26/06/2013	Catch up/performance review
30/07/2013	Catch up/performance review
28/08/2013	Catch up/performance review
26/09/2013	Catch up/performance review

6. Virginia Water

- 6.1. CPL Support Team attend CPL management meetings on request, in addition to the formal performance review meetings.
- 6.2. Large project involving expansion into the new room
- 6.3. Author events, rhymetimes and storytimes well attended, further guidance given from CPL Support Team
- 6.4. Training on new alarm system
- 6.5. Stock offer - making sure that all volunteers are aware of new stock
- 6.6. School outreach, supported by CPL Support Team in the form of training, joint visits and materials from Programme Team
- 6.7. The table below indicates dates and reasons for meetings:

Date	Reason
08/01/2013	Steering Group Meeting and lease Memorandum of Understanding (MOU) progression.
Feb	Frequent reviews/monitoring/discussions while present on daily basis training
Mar	Frequent reviews/monitoring/discussions while present on daily basis training
02/04/2013	Steering Group Meeting and lease MOU progression.
11/04/2013	Support/performance review
20/05/2013	Support/performance review
07/08/2013	Support/performance review

7. Warlingham

- 7.1. Plans to expand library into the garden to allow outside activities to take place
- 7.2. Room hire policy
- 7.3. Development of services for housebound users
- 7.4. Improving the format of statistics
- 7.5. Responsibilities and roles of paid staff and volunteers

7.6. Volunteers taking on rhymetime and storytime activities

7.7. Table below indicates date and reason for meetings:

Date	Reason
11/01/2013	Progress report/launch discussion
11/01/2013	Volunteer coordination support
19/01/2013	Launch party
20/02/2013	Steering Group meeting/ quarterly performance review
20/03/2013	Steering Group Meeting/support
15/04/2013	Update/progress/development support
17/04/2004	Steering Group Meeting/support
15/05/2013	Steering Group Meeting/quarterly review
29/05/2013	AGM/progress report presentation
19/06/2013	Steering Group Meeting/support
17/07/2013	Steering Group Meeting/support/performance review
16/10/2013	Steering Group meeting/quarterly performance review
20/11/2013	Steering Group Meeting/support

8. Stoneleigh

8.1. More detail needed on patterns of use

8.2. Continuing problems with licence

8.3. Clarification of MOU

8.4. How fall in use figures could be addressed

8.5. Improvements to layout

8.6. Becoming involved in stock selection pilot and stock policy

8.7. Students with learning difficulties undertaking work experience.

8.8. Table below indicates dates and reasons for meetings:

Date	Reason
02/11/2012	Introduction
31/01/2013	Update and launch plan
12/02/2013	Progress/launch final plan
12/03/2013	Progress/update
18/04/2013	Performance review

14/05/2013	Lead volunteer meeting/updates/support
14/05/2013	Progress/update MOU
12/06/2013	Lead volunteer meeting/updates/support
18/06/2013	Review progress/update
15/08/2013	Performance review/catch-up
04/09/2013	AGM
10/09/2013	Lead volunteer meeting/updates/support
12/09/2013	Performance review/catch-up