

Outcomes Framework for museums, libraries and archives

April 2010

Introduction

Delivering outcomes

Museums, libraries and archives contribute to a wide range of positive outcomes for communities. The 2007 [Local Government and Public Involvement in Health Act](#) shifted local government performance management from a service based to an outcome based framework. This presented a major opportunity for the whole sector to demonstrate its value to communities as it is about place shaping and improving quality of life in local areas, to which our sector has so much to offer – irrespective of who the provider is. The challenge is to be clear about what the contribution of museums, libraries and archives is, and to be able to include this within local, service and institutional performance management frameworks.

The role of museums, libraries and archives and Local Area Agreements

In 2009, MLA commissioned DC Research to undertake a piece of research looking at the role and positioning of the museums, libraries and archives sector in Local Area Agreements (LAAs) and Sustainable Communities Strategies (SCSs) across England. This research is entitled, [The role of museums, libraries and archives and Local Area Agreements](#).

DC Research found that, though the museums, libraries and archives sector is frequently acknowledge to play a role in creating and sustaining prosperous communities, it could be more embedded in delivery plans and carve out a more concrete role with Local Strategic Partnerships (LSPs) to secure its place in local delivery.

The report identified the following success factors and challenges in engagement with LSPs and LAAs:

Successful engagement factors:

- A well established ‘ethos’ of culture, valued by key senior partners
- Strong evidence and advocacy skills of professionals
- Ability to identify good practice and turn it into marketable evidence
- A focus on engagement via approaches designed to support community cohesion/development
- The ability to develop more collaborative approaches
- Reputation for, and ability to, deliver
- The level of influence of cultural partnership/key cultural partners

Barriers and challenges:

- Budgetary pressure
- Lack of appreciation of the sector offer
- Lack of clear tangible evidence about impact sector services has on LAA priorities
- Lack of cultural champion at executive level
- Perceptions that sector lacks strong commitment to achieving priorities other than its own
- Changing skill sets of modern sector professionals

A Passion for Excellence: an improvement strategy for culture and sport

[*A Passion for Excellence. An Improvement Strategy for Culture and Sport*](#) sets a framework for improvement in the culture and sport sector and includes the mechanisms and tools to support self-improvement. It also clarifies the respective roles and responsibilities in delivering the strategy of all the major stakeholders in the culture and sport sector, in line with the National Performance Framework and the National Improvement and Efficiency Strategy. The strategy aims to create a strong framework to improve the quality, effectiveness and efficiency of culture and sport in the delivery of economic, social and environmental outcomes in local communities

Since its introduction in 2008 A Passion for Excellence has underpinned a range of activity by MLA and our partners which has supported improvement in museums, libraries and archives in communities across the country. [*A Passion for Excellence – One Year On*](#) sets out the progress that has been made, and details the priorities for our improvement support in 2009/10.

A comprehensive list of the support available to Councils from the Passion for Excellence partner agencies is also available on the IDeA website. [*An Integrated National Offer of Support to Councils*](#) will help local authorities to improve Culture & Sport Services, providing a comprehensive list of the support available to them from the culture and sport Non-Departmental Public Bodies and the Improvement and Development Agency (IDeA), under the Passion for Excellence work programme.

Outcomes Framework for Museums, Libraries and Archives

To help the sector demonstrate its contribution to the achievement of local priority outcomes, MLA has developed the Outcomes Framework. This sets out, against The National Indicator set for Local Authorities and Local Partnerships, where museums, libraries and archives have the greatest impact. In doing this, it identifies where the sector adds value in its own right, and thus strengthens the case for investment in museums, libraries and archives.

The Outcomes Framework includes evidence of impact, and best practice, as well as suggestions for indicators that can be used.

When you have identified those outcomes which your service seeks to contribute to, you can use this to construct or modify a performance management framework that supports what you want to do. See guidance on [\[link to section below\]](#) improvement planning.

The production of the Outcomes Framework was announced in [Securing Excellence, Delivering for Communities](#) in 2007, which set out where its place in light of the new performance management arrangements. The Outcomes Framework has been delivered following consultation with stakeholders in central and local government, and with the sector. MLA is grateful for all the input received.

This is not a new performance management system for the sector. Rather, it is a tool to better enable the sector to be clearer about its contribution to communities. Against key indicators within the national indicator set it

outlines important sectoral contributions to communities, evidence of sectoral impact and best practice, and suggests performance indicators that local areas can use.

In some places, it will be possible to get indicators that relate to museums, libraries and archives into the set that will be included within the LAA. In others, culture will not feature within this set. In these instances the Framework will assist the sector in identifying how they contribute to wider outcomes within their LAA, and using this to secure their place within council or organisational wide delivery plans for the LAA, and associated performance management arrangements. In this way the sector can best ensure that it is delivering against what is most important in its local area, and also that it can make a case for resources in order to be able to maximise its contribution.

As well as not being a new sectoral performance framework, this should not be seen as the totality of museum, library and archive contribution to communities. This Framework will be updated in light of experience and new research and this will be done in conjunction with the stakeholders in the sector.

Local services increasingly work in partnership to deliver outcomes for communities, and this trend will only continue with a shift to outcome rather than service based performance management. While the Outcomes Framework below relates to museums, libraries and archives, in many instances these contributions will be best delivered in partnership with other agencies, organisations, and partners from the public, private and voluntary sectors. This also reflects the fact that people do not access cultural and leisure opportunities in ways that respect neat sectoral boundaries, so it will often be appropriate for the contribution of museums, libraries and archives to be seen as part of a broader offer across culture and sport. This should then be reflected in planning, delivery and performance management.

Notes

1. To capture sectoral contribution to outcomes, MLA has developed two assessment frameworks. These can be used to evidence contribution to outcomes and within local performance management frameworks. Some incidences of how to do this are indicated within the Outcomes Framework, but we would recommend that local areas think creatively about how they can best use them.
 - [Inspiring Learning for All](#) is a framework which allows the sector to capture its contribution to learning outcomes.
 - [Generic Social Outcomes](#) is a framework which allows the sector to capture its contribution to social outcomes.
2. MLA Research Resources website is a searchable database of research and evaluation reports, case studies and datasets and can be used by local areas to find evidence and best practice relating to the sector's contribution to outcomes.
3. Indicators shaded in red are those where the museum, library or archive sector is cited within the indicator, or definitions for an indicator from the national indicator set.

National Outcome Set for Local Authorities and Local Partnerships

The Outcomes Framework for Museums, Libraries and Archives maps the sector's contribution to communities against the outcomes contained in the New Performance Framework for Local Authorities and Local Authority Partnerships: Single Set of National Indicators. It should be used alongside this.

The Outcomes Framework has identified the key contributions which the sector makes and draws together evidence of impact and best

Changes to the National Indicator Set – April 2010

The 2010 Budget identified 18 indicators to be removed from the National Indicator Set from April 2010. For further information about the removal of these indicators see the [Audit Commission website](#). These indicators have been removed from the Outcomes Framework, with the exception of NI 10.

NI 10 – visits to museums and galleries was one of the indicators identified for removal. MLA has taken the decision to continue to fund collection of this indicator for the final year of the current round of LAAs. The last round of data collection for NI 10 will be in December 2010.

It is important that Museums continue to measure participation regardless of whether or not there is a specific national indicator in the future. Measuring participation is vital for informing improvement, widening participation and making the case for delivery of outcomes at a local and regional level.

Click on the links to go to the relevant section of the Outcomes Framework.

- [Stronger communities](#)
- [Safer communities](#)
- [Children and Young People – Be Healthy](#)
- Children and Young People – Stay Safe
- [Children and Young People – Enjoy and Achieve](#)
- [Children and Young People – Make a Positive Contribution](#)
- [Adult health and wellbeing](#)
- [Tackling exclusion and promoting equality](#)
- [Local economy](#)
- Environmental Sustainability

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
Stronger communities	NI 1 % of people who believe people from different backgrounds get on well together in their local area PSA 21 (measured via the Place Survey)	Participating in culture promotes interaction between people of different backgrounds. The sector provides cultural opportunities appropriate to particular places and communities.	<p>Taking Part Evidence of how users of museums, libraries and archives feel about the communities in which they live.</p> <p>Art and Islam at Birmingham Museums and Art Gallery (BMAG) has led to new relationships between the museum and the diverse communities in the West Midlands. It has also contributed to an improved understanding of Muslim cultures.</p> <p>Victoria State Government Libraries Building Communities “libraries have the propensity to enhance social capital through widening networks and providing an environment for interacting with other community members.” (Full report).</p>	Museums and libraries - National participation indicators NI9 and NI10 CIPFA statistics on usage of local museums, library and archive services. Place Survey
		Museums, libraries and archives provide opportunities for particular groups to be represented in cultural activity, and this can improve their connectivity, visibility and perception within a broader community.	<p>A Tyne and Wear Museum Service/Bristol Museums and Art Gallery report Museums provide family learning opportunities and evaluation of such activity.</p>	Socio-economic and demographic user data <ul style="list-style-type: none"> • MUSE survey* Museums • PLUS survey* Libraries • PSQG Survey Archives * available by subscription

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			<p>Hands on at the Horniman Museum in South East London ensures that the museum’s collection of varied objects is used to engage the diverse south east London community.</p> <p>Renaissance London Refugee Heritage Report “The expression and recording of cultural heritage can be an effective vehicle for personal development . . . Working together, museums and community groups can foster dialogue on issues of heritage and identity and create environments in which people from different backgrounds can meet and work together. This takes them to the heart of what is required to strengthen and develop stronger social networks.”</p> <p>Audit of Social Inclusion work in Archives (NCA) “The richness and wealth of the archival record can play an important role in developing, and underpinning, a wider understanding of different cultures and the</p>	<p>Local areas may wish to undertake their own surveys of participation by particular groups. See Active People Diagnostic (libraries and museums only)</p> <p>Generic Social Outcomes Tyne and Wear Museum Service case study</p> <p>Place Survey</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			<p>contribution of those cultures to the past and present of our communities. In this way archives can promote tolerance and respect for other’s cultures”</p> <p>MLA Community Archives and Sustainable Communities Report</p> <p>NCA Volunteering in Archives Report</p>	
	<p>NI 4 % of people who feel they can influence decisions in their locality PSA 21 (measured via the Place Survey)</p>	<p>Participation in culture helps create and maintain social capital that is an essential resource for civic participation. Providing high quality cultural opportunity in a local area can develop community capacity and skills, and can also help people establish common ground and shared identities which provide the basis for common action and access to civic participation.</p> <p>This is true both of core provision of an appropriate cultural offer in a local area, and also in terms of project or</p>	<p>Localism, Governance and the Public Realm The sector’s role in supporting civic participation</p> <p>A Cabinet Office paper notes the importance of culture in the creation and maintenance of social capital, and social capital’s impact upon outcomes.</p> <p>Volunteering (please refer to NI6)</p> <p>MLA Community engagement and involvement resources</p>	<p>CIPFA statistics on usage of local archive services</p> <p>PSQG Survey % users of archives who agree that archives contribute to society by supporting the rights of citizens</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
		programme activity that deals with particular issues or challenges.		
		<p>Access to information is vital in supporting and enabling community involvement and there is an essential role for library and especially archive services in this regard. Archives provide access to information that meets a range of needs, including land ownership, court appearances, adoption and the whole range of Freedom of Information enquiries. High quality archive services are essential to meeting the requirements of the Freedom of Information Act.</p> <p>Having access to information increases public trust and thus supports civic engagement.</p>	<p>Report on Information Commissioner's Office (2007) Survey results:</p> <ul style="list-style-type: none"> • Respondents who viewed as important being able to access information held by public authorities increases your knowledge of what they do increased from 54% in 2005 to 86% in 2007 • Being able to access information held by public authorities their accountability and transparency 53% to 81% • Being able to access information held by public authorities increases your confidence in them 51% to 81% • Being able to access information held by public authorities increases your trust in them 51% to 72% 	

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			<p>MLA Community engagement and involvement resources</p>	
	<p>NI 5 Overall/general satisfaction with local area CLG DSO (measured via the Place Survey)</p>	<p>Access to information is vital in supporting and enabling community involvement and there is an essential role for library and especially archive services in this regard. Archives provide access to information that meets a range of needs, including land ownership, court appearances, adoption and the whole range of Freedom of Information enquiries. High quality archive services are essential to meeting the requirements of the Freedom of Information Act.</p> <p>Having access to information increases public trust and thus supports civic</p>	<p>Report on Information Commissioner's Office (2007) Survey results</p> <ul style="list-style-type: none"> • Respondents who viewed as important being able to access information held by public authorities increases your knowledge of what they do increased from 54% in 2005 to 86% in 2007 • Being able to access information held by public authorities their accountability and transparency 53% to 81% • Being able to access information held by public authorities increases your confidence in them 51% to 81% 	<p>Museums and libraries - National participation indicators NI9 and NI10</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
		engagement.	<ul style="list-style-type: none"> Being able to access information held by public authorities increases your trust in them 51% to 72% <p>MLA Community engagement and involvement resources</p>	
		Museums, libraries and archives have a strong track record of involving people in the planning and delivery of services.	<p>Taking Part Evidence of the extent to which people feel engaged with the planning and delivery of MLA sector services</p> <p>Big Lottery Community Libraries: Libraries provided with grants under the Community Libraries programme have involved community representatives in their planning and decision-making processes.</p> <p>Community Archives contribute to a wide variety of positive outcomes for communities including encouraging engagement with local authority record offices and helping people to feel more</p>	

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			<p>connected to their local area.</p> <p>Moving to Museum Trusts part one and part two: Evaluation of trust governance arrangements and advice on best practice.</p> <p>NCA Volunteering in Archives Report</p> <p>Museums and Galleries Scotland, Volunteering in Museums Report</p>	
	<p>NI 6 Participation in regular volunteering CO DSO (measured via the Place Survey)</p>	<p>Access to cultural opportunities and participating in culture has an impact upon how people feel about the place where they live.</p> <p>The cultural sector provides volunteering opportunities. These contribute to outcomes in a variety of ways – increasing community capacity, providing experience that can enhance</p>	<p>Taking Part Users of libraries and museums are more satisfied with the places in which they live than people who do not use libraries or museums.</p> <p>CLG Citizenship Survey evidence of the incidence and impacts of volunteering.</p> <p>Taking Part evidence of the incidence and impacts of volunteering in the cultural</p>	<p>CIPFA statistics</p> <p>Number of volunteers (archives)</p> <p>Number of volunteer hours per week (archives)</p>

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		<p>employability. The extent to which these opportunities are developed and exploited will impact on performance against the national indicator.</p> <p>Volunteering opportunities provided by the MLA sector include –</p> <ul style="list-style-type: none"> • User groups • Conservation and cataloguing support • Front of house • Fundraising • Governing bodies and boards • Community curating of exhibitions, content and displays <p>Community Archives</p>	<p>sector.</p> <p>MLA Research Briefing 5: Effective use of volunteers</p> <p>The key to successful volunteer management has been discovered by Tyne and Wear Museums (TWM), a federation of 12 museums and galleries on Tyneside, through successful roll out of its innovative volunteer programme launched in 2005. Volunteering in Museums, Libraries and Archives (2005)</p> <p>Evidence of the incidence and impacts of volunteering in the MLA sector:</p>	<p>Number of volunteers (culture and heritage)</p> <p>Number of volunteer hours per week (culture and heritage)</p> <p>Number of volunteers (culture and heritage)</p> <p>Number of volunteer hours per week (culture and heritage)</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			<ul style="list-style-type: none"> • 83% of organisations involved volunteers compared with 75% in 2001. Ninety-five per cent of museums involved volunteers compared to 79% of archives and 67% of libraries • 63% of organisations involved disabled volunteers • 49% thought that the skills volunteers developed helped them find paid employment • 74% of organisations indicated that they thought volunteering had helped volunteers participate in lifelong learning <p>Community Archives research report, case studies and guidance on how community archives contribute to outcomes for local people.</p> <p>NCA Volunteering in Archives Report</p> <p>Museums and Galleries Scotland, Volunteering in Museums Report</p>	

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9	<p>NI 7 Environment for a thriving third sector CO DSO (measured via the National Survey of Third Sector Organisation)</p>	<p>The third sector is a major provider of cultural opportunities and facilitated cultural participation. Therefore, the cultural sector directly makes a contribution to the environment necessary to a thriving third sector.</p> <p>In addition, opportunities to participate in culture create and maintain community capacity which supports the environment necessary to a thriving third sector.</p>	<p>Community Archives research report, case studies and guidance on how community archives to contribute to outcomes for local people.</p> <p>Volunteering (see above)</p> <p>Moving to Museum Trusts part one and part two: Evaluation of trust governance arrangements and advice on best practice.</p> <p>MLA Community Archives and Sustainable Communities Report</p> <p>NCA Volunteering in Archives Report</p> <p>Museums and Galleries Scotland, Volunteering in Museums Report</p>	

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
10	NI 9 Use of public libraries DCMS DSO (measured via the Active People Survey)	The MLA sector provides museums and museum services which are accessed and used by adults in England.	MLA Research Briefing 4: Increasing Attendance and Participation	Report against indicator National participation indicators NI9 and NI10 MLA Research Briefing 6: Participation in Libraries and Museums at the Local Level: Summary findings from Active People Data

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
	NI 10 Visits to museums or galleries DCMS DSO (measured via the Active People Survey)	The MLA sector provides museums and museum services which are accessed and used by adults in England.	MLA Research Briefing 4: Increasing Attendance and Participation MLA Research Briefing 1: Renaissance Museums - who's visiting and who's not?	Report against indicator National participation indicators NI9 and NI10 MLA Research Briefing 6: Participation in Libraries and Museums at the Local Level: Summary findings from Active People Data
	NI 17 Perceptions of anti-social behaviour PSA 23 (measured via the Place Survey)	Research suggests that opportunities for children and young people to participate in culture and sport are seen by people as a major solution to problems of anti-social behaviour. Museums, libraries and archives provide significant opportunities for children and young people to participate in diversionary and positive activities.	See NI 110 The North Yorkshire County Record Office worked with the HM Young Offenders Institution, in Northallerton, to educate young offenders about the lives of offenders in the past, with the goal of minimising their chances of re-offending	Report against indicator Contribution to NI 110 Qualitative evaluations of impact can be made using GSO framework, e.g. Nottingham Galleries of Justice

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
Safer communities	NI 50 Emotional health of children PSA 12 (measured via the TellUs Survey)	Participation in cultural activity creates and maintains social capital which is a powerful determinant of health and wellbeing (see NI119). Museums, libraries and archives provide significant opportunity for children to participate in cultural activities. Libraries offer young people access to information and resources to support them to stay healthy, including signposting to other agencies and information services.	See CYP Enjoy and Achieve below MLA Research Briefing 8: Promoting health literacy in libraries	Participation data from the Taking Part Child Survey . Socio-economic and demographic user data <ul style="list-style-type: none"> • MUSE survey* Museums • Children's PLUS survey* Libraries • PSQG Survey Archives * available by subscription

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
<p>13</p>	<p>NI 72 – NI 109</p> <p>Museums, libraries and archives make a vital contribution to the achievement of outcomes against these indicators, particularly relating to supporting literacy and numeracy skills, supporting family learning, and supporting the curriculum.</p> <p>Examples of these contributions are outlined in the adjacent columns. Local areas can use this information to make the case for the inclusion of museums, libraries and archives in activity that delivers against NI 72 to NI 109.</p>	<p>Museums, libraries and archives provide opportunities for children to improve their literacy and numeracy skills, which contributes to an individual’s educational achievement. In many instances, they provide opportunities to those who would otherwise be denied opportunity, to the detriment of their educational potential and future life chances.</p>	<p>DCSF/Institute of Education The Effective Provision of Pre-School Education Project found that literacy is improved by early and ongoing engagement by children and families with library services, e.g. “parents reading to their child, teaching letters and numbers, visiting the library, and teaching songs and nursery rhymes continues to be related to better outcomes at age 6 and 7 years.”</p> <p>Bringing collections into the classroom: A partnership between Tullie House Museum and Art Gallery, Cumbria Record Office and a local history teacher has strengthened relationships with local schools, and led to the development of a resource pack for history teachers.</p> <p>Wade, B. and Moore, M. (1998). “An early start with books: literacy and mathematical evidence from a longitudinal study”. <i>Educational Review</i>, 50, (2), pp.135-145.</p> <p>Providing reading opportunities to support literacy skills in looked after children – The 2007 DCSF White Paper Care matters:</p>	<p>Use Inspiring Learning for All to assess learning outcomes</p> <p>Numbers participating in relevant activities from the Taking Part Child Survey</p> <p>% target group participating in relevant activities</p> <p>Use Inspiring Learning for All to assess learning outcomes. The ILFA website is being rebuilt to align Generic Learning Outcomes with the KS3 statutory aims and accountable measures.</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
<p>Children and young people – Be Healthy</p>	<p>NI 72 – NI 109 continued</p>	<p>Museums, libraries and archives provide opportunities for successful family learning, which is a key determinant of an individual’s educational achievement. In many instances, they provide opportunities to those who would otherwise be denied opportunity, to the detriment of their educational potential and future life chances.</p>	<p>DCSF The Impact of Parental Involvement, Parental Support and Family Education on Pupil Achievements and Adjustment: A Literature Review “parental involvement in the form of ‘at-home good parenting’ has a significant positive effect on children’s achievements even after all other factors shaping attainment have been taken out of the equation. In the primary age range the impact caused by different levels of parental involvement is much bigger than the differences associated with variations in the quality of schools. The scale of the impact is evident across all social classes and all ethnic groups”</p> <p>Book Ahead Evaluation</p> <p>Boys Into Books Evaluation</p> <p>Families Learning and Culture: Inspiring families through museums, libraries and archives Review of activity contributing to</p>	

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			<p>family learning</p> <p>Bookstart – national programme encouraging parents to share books and reading with children from as early an age as possible.</p>	<p>% families receiving free Bookstart/Bookstart Plus/Bookstart Treasure Chest Library packs (Redcar and Cleveland)</p> <p>Number of packs delivered to children as a % of the eligible population at: stage 1 new births to 9 months; stage 2 18 months- 30 months; stage 3 36 months - 48 months.</p> <p>Number of new library members from 0-4 years as a % of the total population 0-4 years</p> <p>Cost of providing a Bookstart service per new member 0-4 years</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			<p>Rhyme Time – babies, very young children and their parents are supported to enjoy sharing rhythm and rhyme together. These participative sessions support the acquisition of early language and listening skills and encourages bonding. Such activities can underpin family learning, as well as providing opportunities for parents or carers to meet other people and to access other public</p>	<p>Year Two onwards</p> <p>Measures given as Year One but the following should show a year on year increase:</p> <p>Number of new library members from 0-4 years as a % of the total population 0-4 years</p> <p>Use Inspiring Learning for All to assess learning outcomes</p> <p>Rhyme Time - Isle of Wight use of GSOs</p> <p>Numbers participating in Rhyme Time</p> <p>% target group participating in Rhyme Time</p> <p>Use Inspiring Learning for All</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			<p>services, e.g. health visitors.</p> <p>Museums provide family learning opportunities. A Tyne and Wear Museum Service/Bristol Museums and Art Gallery report evaluated such activity.</p> <p>Partnership between library services and Sure Start</p> <p>Library activity can help maintain parental involvement in learning when it would otherwise be absent. The Big Book Share helps prisoners stay in contact with their families and participate in family learning.</p>	<p>to assess learning outcomes</p> <p>Numbers participating</p> <p>% target groups participating</p> <p>Use Inspiring Learning for All to assess learning outcomes</p> <p>Numbers of families participating in Big Book Share</p>
<p>Children and young people – Enjoy and Achieve</p>	<p>NI 72 – NI 109 continued.</p>	<p>Museums, libraries and archives support schools to meet the three new statutory aims of the KS3 curriculum that is being introduced from Sept 2008</p> <p>These statutory aims are:</p> <ul style="list-style-type: none"> • to support children to be successful 	<p>DCSF research found that museums, libraries and archives are important providers of study support activity, e.g. Homework Clubs, Summer Reading Challenge (above).</p> <p>Cultural Hubs Evaluation of MLA/Arts Council England project with assessments</p>	<p>%/number participating in relevant activities</p> <p>Use Inspiring Learning for All to assess learning outcomes</p> <p>Pupils visiting in organised school groups per 1000 head</p>

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		<p>learners</p> <ul style="list-style-type: none"> • to be confident individuals • to be responsible citizens <p>Schools will be required to demonstrate that they are meeting these statutory aims through meeting wider accountable measures. The rebuilt ILFA site will align the GLO's to these wider accountable measures</p> <p>Museums, libraries and archives support children and young people to develop the types of personal learning and thinking skills that supports independent learning skills.</p> <p>Museums, libraries and archives support schools to introduce the types of holistic, creative learning opportunities that the new curriculum demands. A key role of the sector is the support for</p>	<p>of increasing range and quality of cultural opportunity to children and young people.</p> <p>Their Past Your Future Evaluation of programme looking at innovative ways in which young people can access cultural resources.</p> <p>Museums provide a range of learning opportunities that have a beneficial impact upon school age children and educational outcomes. Research into MLA's Renaissance programme found that museums are working with disproportionately high numbers of special schools and with schools located in areas of high social deprivation, teachers remain highly enthusiastic about museums and their potential to support learning, teachers have increased their use of</p>	<p>of population (BVPI 170 (c)).</p> <p>Use Inspiring Learning for All to assess learning outcomes</p> <p>Numbers/% participating in structured relevant activities in museums/archives</p> <p>MLA school participation database</p>

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		<p>personalisation and variety of learning styles supported.</p> <p>Museums, libraries and archives provide learning opportunities which support the delivery of the national curriculum and formal learning provided by schools. This contributes to educational achievement. In many instances, they provide opportunities to those who would otherwise be denied opportunity, to the detriment of their educational potential and future life chances.</p> <p>Libraries provide opportunities for pupils to access resources and learning opportunities in a structured way that benefits their educational achievement.</p> <p>Museums and archives provide services that increase cultural opportunity in a structured way that can support delivery of the curriculum.</p>	<p>museums for cross curricular work, and that pupils experience a high level of enjoyment and inspiration from visiting museums and most say they have learnt interesting, new things. Research into MLA's Strategic Commissioning programme demonstrates the positive impact that museum and archive education has on pupil's attainment, behaviour, attitude and skills and the value that both teachers and pupils put on museum and archive education.</p>	

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
	NI 110 Young people's participation in positive activities PSA 14 (measured via the TellUs Survey)	Museums and libraries are included within the definition of positive activities for this indicator. Archives provide opportunities for positive activities for young people. Archives within local areas should argue for inclusion within the services taken account of in this indicator if they are providing services that directly contribute to its ambitions.	Nottingham Galleries of Justice Recycle+ programme provides positive activities for young people who are at risk of getting into trouble. The aim is to get young people involved in activities that will engage them in education, training and employment.	Report against indicator Qualitative evaluations of impact can be made using GSO framework, e.g. Nottingham Galleries of Justice
	NI 119 Self-reported measure of people's overall health and wellbeing (measured via the Place Survey)	Participating in cultural activities helps build and maintain social capital which is a powerful determinant of health and wellbeing. Museums, libraries and archives provide opportunities for participation that impact on perceptions of overall health and wellbeing. Museum, library and archive activity targeted at particular groups or individuals with long standing health problems, illness or disability so that they can benefit from cultural	Taking Part Evidence of how users of museums, libraries and archives feel about the communities in which they live. MLA Research Briefing 8: Promoting health literacy in libraries Leisure Participation Predicts Survival Finnish study showing link between participation in leisure activity and male longevity. Literature review outlining social capital	Museums and libraries - National participation indicators NI9 and NI10 Archives – CIPFA statistics on usage of local archive services Local areas may wish to undertake their own surveys of participation by particular groups. % of library users stating that

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		opportunity.	<p>impacts on health outcomes.</p> <p>IDeA case studies - museums and libraries</p> <p>East of England Regional Health Activity Mapping Report</p> <p>Case studies of museum activity supporting health and wellbeing</p>	<p>they had accessed health information that had a positive benefit to them</p> <p>Numbers of referrals made through library</p> <p>Participation by particular group</p> <p>The % of participants in Cultural activity who believe it has contributed to their improved quality of life (Gateshead)</p> <p>The % of participants in cultural activity who believe it has increased their self-confidence.</p> <p>% of people who say they have an increased sense of physical wellbeing as a result</p>

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				<p>of their experience of or involvement with Learning and Culture/ Community Services (Shropshire)</p> <p>% of people who say they have an increased sense of physical wellbeing as a result of their experience of or involvement with Learning and Culture/ Community Services (Shropshire)</p> <p>To increase the number of people with mental health problems as a primary reason for referral, participating in recorded physical activity, health trainer or arts referral schemes (Rochdale)</p> <p>Number of beneficiaries attending Bibliotherapy</p>

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				<p>sessions</p> <p>Number of beneficiaries using Books on Prescription Services</p>
<p>Children and young people – Make a positive contribution</p>	<p>NI 138 Satisfaction of people over 65 with both home and neighbourhood PSA 17 (measured via the Place Survey)</p>	<p>Libraries are sources of information that are embedded within local communities and therefore are resources that can be used to support the successful implementation of Patient Choice, especially in assisting socially excluded groups or those with poor ICT skills.</p>	<p>Partnership for Patients Project investigating how libraries can help overcome some of the barriers to the successful implementation of Patient Choice.</p>	
<p>Adult health and wellbeing</p>	<p>NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently PSA 17 (measured via the Place</p>	<p>Reminiscence sessions are a means by which older people can access cultural opportunity that helps them feel valued and can underpin intergenerational activity which strengthens communities and thus improves wellbeing. Archives and museums are key providers.</p>	<p>WRVS Heritage Plus</p>	<p>Museums and libraries - National participation indicators NI9 and NI10</p> <p>Archives – CIPFA statistics on usage of local archive</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
	Survey)	<p>Mobile library services to housebound people are a means by which vulnerable people can be retain links to the local community and local service providers, as well as accessing cultural opportunity which brings a range of benefits (outlined elsewhere in this outcomes framework).</p>	Cornwall County Council Home Library Service	<p>services</p> <p>Socio-economic and demographic user data</p> <ul style="list-style-type: none"> • MUSE survey* Museums • PLUS survey* Libraries • PSQG Survey Archives <p>* available by subscription</p>
<p>Partnerships between the cultural and the voluntary sectors to meet the needs of particular groups, e.g. older people.</p>	Partnership between Solihull MBC and Solihull PCT			
<p>Bibliotherapy/Books on Prescription</p>	Cambridgeshire County Council Books on Prescription Scheme Audit of Bibliotherapy/Books on Prescription Activity in England			
<p>See NI 5 and NI 119 – activities can be targeted and made appropriate for older people.</p>				

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		<p>This indicator will “take account of the views of the majority of older people who do not receive ‘formal’ services but are provided with support that they value from local government, its partners and the local community.” Access to cultural opportunity will be a vital element of this.</p> <p>See NI 5 and NI 119 – activities can be targeted and made appropriate for older people.</p>		

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	<p>NI 141 Number of vulnerable people achieving independent living CLG DSO (Local authorities submit data to CLG on a quarterly basis through the Supporting People Local System)</p> <p><i>Note: NI 141 has a very specific definition of vulnerable people. For a full definition see the ODPM document What is Supporting People?</i></p>	<p>Access to cultural participation creates and maintains social capital which helps individuals participate in society and the economy. Museums, libraries and archives are a major component of providing cultural opportunity locally.</p>	<p>A Cabinet Office paper notes the importance of culture in the creation and maintenance of social capital, and social capital's impact upon outcomes.</p>	<p>Number of contacts with home library service via CIPFA Stats</p> <p>Number of people receiving a service at home or in a care setting – measure locally.</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
Tackling exclusion and promoting equality	<p>NI 142 Number of vulnerable people who are supported to maintain independent living PSA 17 (Local authorities submit data to CLG on a quarterly basis through the Supporting People Local System)</p> <p><i>Note: NI 142 has a very specific definition of 'vulnerable people'. For a full definition see the ODPM document What is Supporting People?</i></p>	<p>Mobile library services</p> <p>'At home' library services</p> <p>Enquire service of People's Network</p> <p>See NI 142</p> <p>Provision of internet access to at home users</p>	<p>Cornwall County Council Home Library Service – This Home Library Service is designed to ensure that the housebound have access to books and all of the other resources available from the Library Service. Operated in partnership with Social Services and the Women's Royal Voluntary Service, the service enables housebound people to decide what type of books they would like to read, and these are then chosen by either library staff in branches or WRVS volunteers, and delivered to them at home by the volunteers.</p> <p>A film-making project for homeless men run by Museum of Science and Industry (MOSI) in Manchester has successfully taught participants a range of film-making skills, enhancing their self-esteem, confidence and employability in the process.</p>	<p>% of users of the service classing the choice of materials received as very good or good.</p> <p>Number of contacts with home library service</p> <p>Number of people receiving a service at home or in a care setting (Shropshire)</p>

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		<p>Mobile library services to housebound people are a means by which vulnerable people can be retain links to the local community and local service providers, as well as accessing cultural opportunity which brings a range of benefits (outlined elsewhere in this outcomes framework).</p>	<p>Cornwall County Council Home Library Service – This Home Library Service is designed to ensure that the housebound have access to books and all of the other resources available from the Library Service. Operated in partnership with Social Services and the Women’s Royal Voluntary Service, the service enables housebound people to decide what type of books they would like to read, and these are then chosen by either library staff in branches or WRVS volunteers, and delivered to them at home by the volunteers.</p>	
	<p>NI 151 Overall employment rate PSA 8 (measured via the Annual Population Survey)</p>	<p>Enquire service of People’s Network People can make use of trained librarians to access knowledge useful to them online.</p>		<p>Number of online Enquire requests</p>

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	NI 152 Working age people on out of work benefits PSA 8 (measured via the Work and Pensions Longitudinal Study)	Museums, libraries and archives provide opportunities for people to improve their skills, which enhances their employability (see below). This includes volunteering (see above)	MLA Research Briefing 7: Tackling poor numeracy skills in adults Basic Skills provision – Report entitled Londoners Need to Read contains evidence and multiple case studies.	
		Libraries provide opportunities for people to find out about employment opportunities.	People's Network evaluation	CIPFA statistics Online participation indicators for public libraries % of successful jobseekers using library ICT resources who felt that they were useful to their job search.
Local economy	NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods DWP DSO (measured via the Work and Pensions Longitudinal Study)	Museums, libraries and archives are employers in their own right, and employ significant numbers of highly qualified and skilled people with expertise in customer service, community engagement, information management, creativity, learning	Museums and Galleries in Britain Demonstrates value of museums to UK economy, with direct benefits of £1.5billion per annum, not including wider economic impacts. Shows importance of museums to the visitor economy.	CIPFA statistics numbers employed in local authority museums, libraries and archives

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		<p>Tourism is a major contributor to many local economies and thus supports employment. Museums are major planks of the visitor economy. The increase in interest in family history means that archives also boost the visitor economy through genealogical tourism.</p>	<p>Evaluation of Museums, Libraries and Archives as Tourist Destinations in Market Towns (MLA East Midlands/East Midlands RDA)</p> <p>Assessment of the contribution of museums, libraries and archives to the visitor economy</p>	<p>Museums/archives – user survey utilising postcode data to determine number of visitors who can be counted as non-resident and contributing to local visitor economy through distance travelled</p> <p>Museums: Hub Exit Surveys measure ‘distance travelled’.</p> <p>MUSE survey (available by subscription)</p> <p>Distance travelled to visit the museum (% coming from beyond xx km)</p> <p>length of time staying in the area</p> <p>% paying for overnight accommodation</p>

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				<p>PSQG Survey</p> <p>Distance travelled to use archive (% coming from beyond xx km)</p> <p>If you do not normally live in the UK what is your country of residence?</p> <p>% users also doing the following</p> <ul style="list-style-type: none"> - using local shops and services - eating out locally - visiting other places of interest in the area - paying for overnight accommodation
		<p>As above for NI 151 – with activity targeted to people out of work on benefits</p>	<p>From 2007 Bury Archive Service has participated in a placement programme – run by training company TNG – for those</p>	<p>As above</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
			actively seeking employment.	
		As above for NI 151 – with activity targeted to worst performing neighbourhoods	As above	As above

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33	<p>NI 161 Learners achieving a Level 1 qualification in literacy PSA 2 (measured via the Learning and Skills Council's Individualised Learner Record)</p> <p>And including contributions to outcomes to indicators NI 162 – NI 165 by targeting activity at groups/need/outcomes</p>	<p>Libraries are places where skills courses and learning sessions can be delivered effectively. All libraries are UKonline centres and many are LearnDirect centres offering enhanced services. They can be targeted depending on the skills needs of a locality.</p> <p>Museums, libraries and archives are essential providers of informal and self supported learning opportunities that underpin the development of acquisition of skills in formal settings.</p>	<p>Londoners need to read Found that museums and libraries already providing learning opportunities for adults with basic skills needs, that libraries are widening adult participation in learning, MLA sector has potential to strengthen progression, learners see natural synergy between MLA sector and learning and libraries and museums are involved in local partnerships with mainstream providers to meet the needs of adults with basic skills needs.</p>	<p>Evaluate learning outcomes through the Inspiring Learning for All Framework</p> <p>Vital Link Evaluation Toolkit</p> <p>The indicator can be varied depending on target group and/or level of qualification being delivered/delivery supported.</p> <p>% of learners achieving qualification.</p> <p>Numbers participating in events</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
				<p>% of users of museums/libraries/archives who feel that participation helps their literacy skills</p> <p>% Reporting improved skills & confidence</p> <p>% Progressing to accredited courses</p> <p>% Obtaining work Partners reporting increase in performance as a result of library involvement</p>

Outcome	National indicator	Sector contribution	Evidence of impact and/or best practice	Datasets/suggested indicators
		<p>Libraries directly support the Skills for Life programme, in particular the Vital Link.</p>	<p>Vital Link evaluation Skills for Life tutors found that that ‘the support, expertise and resources of the library service make it easy to include reading for pleasure in delivery of the national literacy curriculum’. A key finding is that a focus on reading for pleasure supported the enhancement of knowledge and skills as well as boosting motivation and emotional development.</p> <p>RaW Skills partnership involving BBC supporting reading and writing skills</p> <p>All Aboard evaluation of partnerships between skills providers and the MLA sector in the East of England delivering against Skills for Life</p>	<p>Increased take-up of library business services by existing firms: mediated and non-mediated (% total local businesses)</p> <p>% Existing business users reporting positive impacts on performance, incl. jobs</p> <p>% Start-ups which:</p> <ul style="list-style-type: none"> - register as businesses - progress to trading <p>Partners reporting increase in performance as a result of library involvement e.g. town centre and creative industries</p>

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		The People's Network enables ICT training and courses to be delivered through public libraries, which bridges the digital divide.	People's Network Evaluation	As above
	NI 171 VAT registration rate BERR DSO (measured via BERR statistics on ONS website)	As per NI 151. The MLA sector's contribution to local economies is supportive of a conducive environment for business. Libraries provide support to SMEs	Public Libraries and the Knowledge Economy Report on library support for SMEs	
	NI 172 VAT registered businesses in the area showing growth BERR DSO (measured via BERR statistics on ONS website)	As above	As above	



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