

## Welcome to your Library Distance Travelled Evaluation Framework

This framework is intended as a guide and discussion tool to capture the “distance travelled” by the Welcome to Your Library (WTYL) project. Its intended audience is the participating partners in WTYL. It forms part of the external evaluation and will be used to help identify the softer outcomes that the project achieves. The main purpose is to help identify what evidence you can provide about your achievements and provide consistency when the external project evaluators ask for feedback or discuss progress with you.

Distance travelled is the progress the project makes in terms of achieving change that leads to a sustained and consistent “Welcome” to the library for asylum seekers and refugees.

This framework is intended to demonstrate the impact the WTYL project is making. It is based around a number of themes eg community engagement, that represent the work being undertaken in the project. Each theme is presented in a table format that breaks the theme down to into three stages that are summaries of the distance the project could travel. You are encouraged to collect evidence that illustrates which stage you are at in each area.

How to use this framework and what it can be used for is outlined in detail in the guidance that accompanies this framework. Please read the guidance note before using this framework.

Distance is a continuous measure and projects might start at different stages. Progress can be moving from one stage to another rather than aiming to reach the final stage in all areas of the project.

The framework is based on illustrative examples - these are not prescriptive. The framework also aims to encourage links with relevant policy or performance monitoring such as Framework for the Future, Local Area Agreements, Every Child Matters and the emerging performance framework from the Local Authority White Paper.

If you have any questions about this framework please contact Alison or David at ADP Consultancy T: 0207 415 7052 or [alison@adpconsultancy.co.uk](mailto:alison@adpconsultancy.co.uk) or [david@adpconsultancy.co.uk](mailto:david@adpconsultancy.co.uk)

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<b>Welcome to your Library distance travelled</b>			
<b>THEME</b>	<i>Impact of Welcome to your Library on strategic policy</i>		
	<b>Project led</b>	<b>Shared vision</b>	<b>Embedded</b>
<b>Contributing to local strategic objectives</b>	Links are in place with local strategic bodies including Local Strategic Partnerships (LSPs), Learning Skills Councils (LSCs) based on specific initiatives such as WTYL	Library service plays active role in local strategic bodies including LSPs & LSCs and contributes responses to policy proposals	Libraries viewed as an obvious partner for relevant local strategic objectives and encourages forums for addressing local strategic objectives based on knowledge of need of diverse range of groups
<b>Contributing to regional &amp; national strategic objectives</b>	Awareness of regional & national strategic objectives in relation to project-specific issues eg asylum seekers & refugees	Opportunities to contribute to regional & national strategic objectives on range of social inclusion issues are identified and pursued	Regional & national strategic objectives are taken into account in planning services & active engagement is in place
<b>Relevant policy &amp; performance indicators</b>	This incorporates a wide range of policy including Local Area Agreements, Local Strategic Plans, Every Child Matters etc		

<b>Welcome to your library distance travelled</b>			
<b>THEME</b>	<b><i>Impact of Welcome to your library on library service planning</i></b>		
	<b>Project led</b>	<b>Shared vision</b>	<b>Embedded</b>
<b>Contributing to the library's strategic objectives</b>	Library incorporates social inclusion measures including WTYL in strategies and plans	Library is committed to incorporating social inclusion measures including WTYL in strategies and plans and encourages other departments to	Social inclusion measures are incorporated in the strategic planning process and includes consultation and engagement with range of stakeholder groups including refugee groups, young peoples groups etc
<b>Leadership commitment</b>	The Senior Management Team (SMT) is aware and supports the project	The SMT plays an active role in sharing and championing the impact of WTYL both internally and externally	Lessons from WTYL and other social inclusion projects and consistently promoted and considered when designing and delivering service and policy
<b>Contribution to policy &amp; performance indicators</b>	This incorporates addressing Framework for the Future and anticipates performance management requirements from the Local Government White paper		

<b>Welcome to your Library distance travelled</b>			
<b>THEME</b>	<b><i>Impact of Welcome to your library on library service delivery</i></b>		
	<b>Project led</b>	<b>Shared vision</b>	<b>Embedded</b>
<b>Working practices</b>	Working practices eg discretion with ID on joining, appropriate signage and promotion of WTYL etc dependent on promotion by key staff such as WTYL project workers	Working practices developed through consultation with refugee groups and followed by all staff including cover staff being made aware of working practice approach	Working practices and developed and reviewed including consistent consultation with representative from a diverse range of groups eg refugee groups and older people groups
<b>Front line staff engagement</b>	Staff are encouraged to learn names, attend and assist at events and apply discretion with ID on joining	Staff are willing champions of access and recognise and address social inclusion issues through taking a positive approach to front line service engagement	Front line library staff are recognised and sought out as a source of support and information by diverse range of users eg refugees, young people, older people, lesbians
<b>Stock</b>	Stock is introduced on the basis of community profile and integrated into the main stock. Project staff take the lead.	Stock is introduced on the basis of discussion with local community and feedback from staff and other stakeholders & covers a range of needs eg child & adult & delivery methods eg outreach, events	Regular and consistent consultation in place to review community needs, that incorporate feedback and ideas from staff and promotes innovation.

<b>Welcome to your Library distance travelled</b>			
<b>THEME</b>	<b><i>Community engagement and cohesion</i></b>		
	<b>Project led</b>	<b>Shared vision</b>	<b>Embedded</b>
<b>Engagement</b>	Library provides range of services eg ICT and reading groups & signposts refugees to support eg Sure Start, ESOL, Health providers, mental health support citizenship test support	Library consistently provides range of services & referrals & opportunities to participate in library and/or community through eg volunteering & employment	Library is viewed and used as one of the main resources for engagement eg volunteering, information, advice & guidance on a range of issues and facilitates meetings etc that promote library as a community resource
<b>Partnership &amp; participation</b>	Effective personal contact with individuals and groups and hosting of one off events.	Regular contact and consultation with number of groups. Projects with partners & groups involved in service planning.	Processes in place that incorporate partners' views etc in service planning & mechanism for identifying appropriate lead partner for project planning including identifying new partners
<b>Diversity &amp; social trust</b>	Individual Asylum seekers & refugees are made to feel welcome by library reception staff, layout of building, resources etc & seek out Project staff with queries	Diversity of background & circumstances are appreciated & positively valued and appropriate service provided	Strong & positive ongoing relationships developed that encourages engagement in planning & service delivery across a range of applications

<b>Welcome to your Library distance travelled</b>			
<b>THEME</b>	<i>Impact of Welcome to your library on social capital<sup>1</sup></i>		
	<b>Project led</b>	<b>Shared vision</b>	<b>Embedded</b>
<b>Social engagement &amp; participation</b>	Specific initiatives are in place that support access to cultural, leisure & social groups, signposting information is available and facilitation around specific policy issues eg access to health services	Library works with partners to identify strategy for promoting social engagement and hosts specific events	Library consistently works with partners on providing resources and facilitating social participation eg by delivering programme to support young people involved in crime or promoting women's groups
<b>Social interaction, social networks &amp; social support</b>	Information, advice & support promotes awareness of institutions, contact with public officials or political representatives, access to information on local or national issues	Library provides resources such as meeting space for eg tenant associations, neighbourhood forums and encourages debate and discussion	Library works with partners and is viewed by diverse range of local community as resource for social networks and facilitates range of civic participation options such as debates

<sup>1</sup> Wide ranging term that refers to the norms, values and networks that are available to individuals to support both individual and collective action

<b>Welcome to your Library distance travelled</b>			
<b>THEME</b>	<b><i>Impact of Welcome to your library on reading &amp; learning and information needs</i></b>		
	<b>Project led</b>	<b>Shared vision</b>	<b>Embedded</b>
<b>Promoting reading</b>	Specific WTYL initiatives are in place eg book promotions, reading group, literature event to complement availability of language & culturally relevant stock and resources. Signposting to ESOL and other reading support	Library has a strategy to increase promotion of reading, drawing on a range of activities including targeted reading groups eg BME or community, published reading lists from specific audiences. ESOL provision linked to library and library delivering other reading support	Work with partners to deliver joint events, involvement of user feedback in designing reader events and consistent and ongoing application of strategy
<b>Promoting learning</b>	Specific initiatives are in place eg access to ESOL & basic skills classes, support in volunteering & mentoring schemes, IAG in situ or by referral	Library has a strategy to promote and deliver services that promote learning including addressing the needs of specific audiences	Work with partners to deliver joint events, involvement of user feedback in designing events and consistent and ongoing application of strategy



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