

***Service Standards - Environment
annual report summary
(April 2016 – March 2017)***

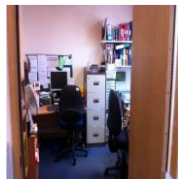


Environment

Resources



Safety



Access



Complaints



Staffing



Our Standard is:

“We will provide well-maintained learning spaces, with sufficient PCs, printing and photocopying facilities and appropriate opening hours to meet users’ needs “

To meet this we aim to report any problems in a timely and appropriate manner and to maintain records of the problems and analyse the findings.

1. Days not staffed advertised hours:
 - Very rare
 - Libraries remain open to eligible staff and contact information always available.
2. Out of hours access problems:
 - None reported
3. Safety check, tidying and decor:
 - Risk assessments done regularly and no serious problems reported.
 - Stationery supplies maintained.
 - Furniture and space reviewed.
 - New silent study rooms established at NTGH and Wansbeck and some new furniture provided
4. Staffing:
 - Sites often single-staffed.
 - Existing staff travelling to cover at various locations due to need to cover new Northumbria hospital.
 - A rota system was put in place and bank staff employed.
 - Staff structure currently under review.
5. Resource / other problems:
 - Various problems reported with new Canon printer/copiers
 - General IT issues (slow-running pcs etc.)
 - Heating and access problems

All problems reported.
6. Complaints:
 - Lack of Wi-Fi most common complaint

Summary of findings

It has been a challenging year but we have maintained cover across all sites and continued to improve the facilities in small ways in response to user feedback.