

## Appendix 1 - Action Plan

<b>1. The council should affirm its position in respect of MLA services (e.g. library strategy) and communicate its plans.</b>	
Action	Agreed. Production of plans for each of the services for the operational delivery of the services up to 2020 outlining purpose, links to the corporate plan and key programmes.
Date	October 2017 release.
<b>2. The council should support the cultural strategy once it is developed.</b>	
Action	Consider the cultural strategy next to the priorities of the council outlined in the corporate plan and links to delivery of museums, libraries and archives.
Date	Once strategy is produced by the cultural partnership.
<b>3. Continue to engage with staff to understand services better and to collaborate on future service delivery models.</b>	
Action	Agreed. Staff involved in any further model of service.
Date	On-going.
<b>4. Recognise the opportunities and act on them – New Model in Technology and Engineering University, City of Culture 2021 bid.</b>	
Action	Agreed. The council is a partner in both projects and, whilst the city of culture bid was unsuccessful the council continues to work with cultural partners to maximise the opportunities available.
Date	On-going.
<b>5. Consider the value and benefits of the service, not just the cost (in the context of conflicting demands).</b>	
Action	Outline plans (reference above) highlighting the contribution of museums, libraries and archives to corporate plan objectives.
Date	On-going.
<b>6. Learn from the previous positive experience of “spinning – out” and consider the feasibility of a trust model for the MLA.</b>	
Action	Agreed. Soft market test to understand the interest in operation of the service by external provider; feasibility work commissioned via Resilient Funding regarding future governance model for museum service with links to libraries and archives.
Date	For governance decision in May 2018.
<b>7. Review savings targets with an eye to realistic expectations of income and buy-in commercial expertise</b>	
Action	To consider savings plans in light of future options and income generation to be presented as part of Cabinet decision in May 2018. Revenue development part of funded programme from Heritage Lottery.
Date	May 2018
<b>8. Consider realignment of MLA in a single unified service, with the objective of ensuring increased resilience.</b>	
Action	Agreed. Bringing together of museum, library and archive services under one management structure via service redesign.
Date	October 2017 complete final design.
<b>9. Remember to communicate and celebrate your achievements</b>	
Action	Agreed. A marketing focus on the Black and White House to promote visitor numbers (to generate income to sustain the service). To also run a library amnesty in October; the regular events at HARC; Weeping Window as major project for Hereford; each plan (ref above) outlines roles of the services.
Date	On going.