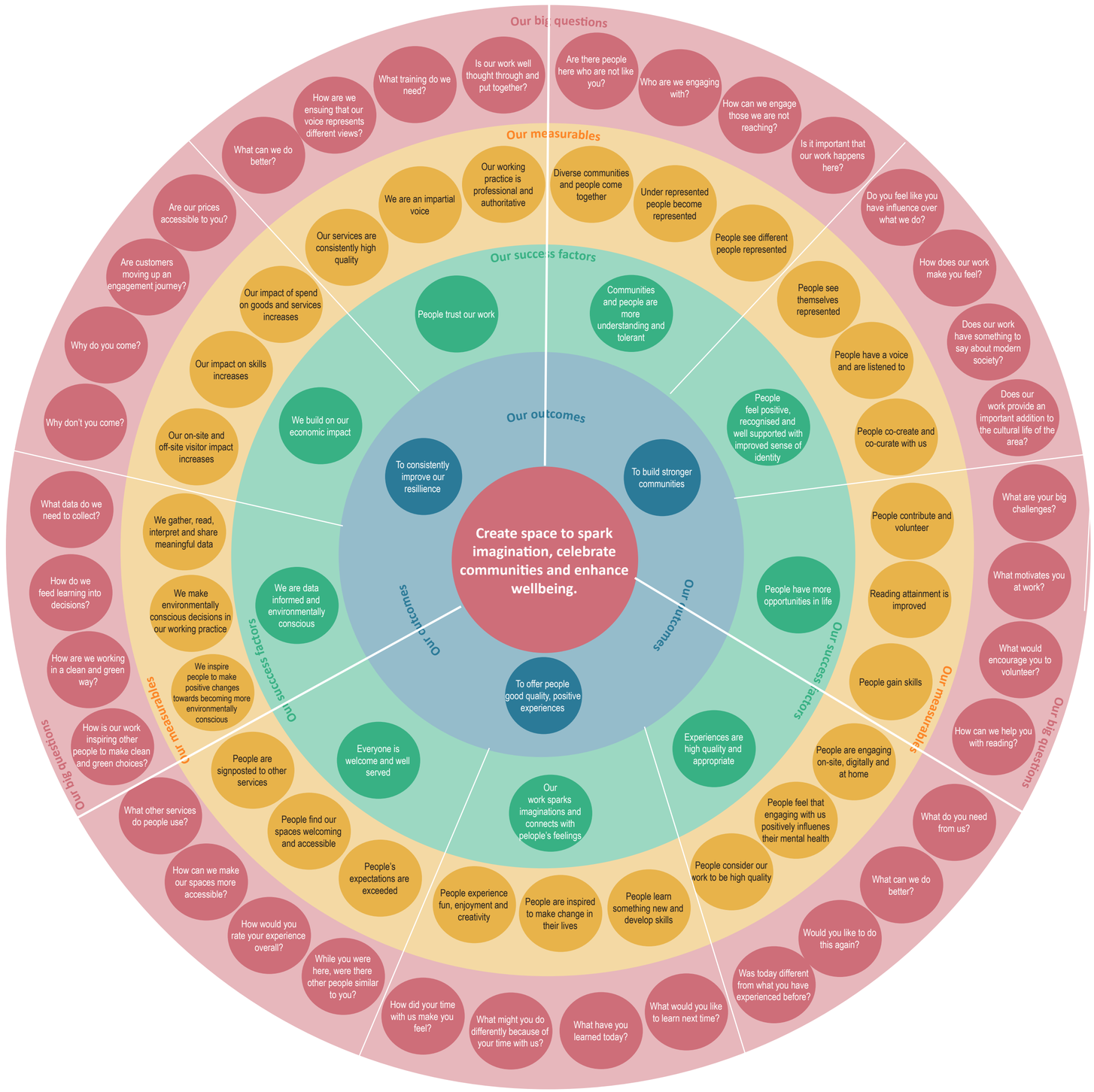
Our big questions
Our measurables
Our success factors
Our outcomes
Create space to spark imagination, celebrate communities and enhance wellbeing.
To consistently improve our resillience
To build stronger communities
To offer people good quality, positive experiences
What training do we need?
Is our work well thought through and put together?
Are there people here who are not like you?
Who are we engaging with?
How can we engage those we are not reaching?
Is it important that our work happens here?
How are we ensuing that our voice represents different views?
What can we do better?
Are our prices accessible to you?
Are customers moving up an engagement journey?
Why do you come?
Why don't you come?
What data do we need to collect?
How do we feed learning into decisions?
How are we working in a clean and green way?
How is our work inspiring other people to make clean and green choices?
Do you feel like you have influence over what we do?
How does our work make you feel?
Does our work have something to say about modern society?
Does our work provide an important addition to the cultural life of the area?
What are your big challenges?
What motivates you at work?
What would encourage you to volunteer?
How can we help you with reading?
Our working practice is professional and authoritative
We are an impartial voice
Our services are consistently high quality
Our impact of spend on goods and services increases
Our impact on skills increases
Our on-site and off-site visitor impact increases
We gather, read, interpret and share meaningful data
We make environmentally conscious decisions in our working practice
We inspire people to make positive changes towards becoming more environmentally conscious
Diverse communities and people come together
Under represented people become represented
People see different people represented
People see themselves represented
People have a voice and are listened to
People co-create and co-curate with us
People contribute and volunteer
People gain skills
Reading attainment is improved
People have more opportunities in life
People trust our work
Communities and people are more understanding and tolerant
We build on our economic impact
We are data informed and environmentally conscious
People feel positive, recognised and well supported with improved sense of identity
Everyone is welcome and well served
People are signposted to other services
People find our spaces welcoming and accessible
People's expectations are exceeded
Our work sparks imaginations and connects with peiople's feelings
People experience fun, enjoyment and creativity
People are inspired to make change in their lives
People learn something new and develop skills
Experiences are high quality and appropriate
People are engaging on-site, digitally and at home
People feel that engaging with us positively influenes their mental health
People consider our work to be high quality
What other services do people use?
How can we make our spaces more accessible?
How would you rate your experience overall?
While you were here, were there other people similar to you?
How did your time with us make you feel?
What might you do differently because of your time with us?
What have you learned today?
What would you like to learn next time?
Was today different from what you have experienced before?
Would you like to do this again?
What can we do better?
What do you need from us?