

**REPORT TO: POLICY AND RESOURCES COMMITTEE – 9 JANUARY 2023**

**REPORT ON: LEISURE & CULTURE DUNDEE - PERFORMANCE AND IMPACT REPORT FOR 2021-22**

**REPORT BY: CHIEF EXECUTIVE AND MANAGING DIRECTOR OF LEISURE & CULTURE DUNDEE**

**REPORT NO: 2-2023**

**1. PURPOSE OF REPORT**

To provide the annual report for financial year 2021-22 setting out financial and performance information on Leisure & Culture Dundee to meet the guidance on Following the Public Pound.

**2. RECOMMENDATIONS**

It is recommended that Committee:

- (i) Note the contribution to the strategic priority themes in the Dundee Partnership's City Plan 2017-2026 in Appendix 1 extracted from Leisure & Culture Dundee's Annual report.
- (ii) Note the performance across the range of services undertaken by Leisure & Culture Dundee in section 5 and in more detail in Appendix 2.

**3. FINANCIAL IMPLICATIONS**

- 3.1 In 2021-2022 the Council paid a management fee to Leisure & Culture Dundee of £7,896,000. In addition to this, the Council also provided additional revenue support of £1,313,369 to offset lost income due to the COVID-19 pandemic (the agreed additional revenue support budget for the year was £3,007,646). The gross turnover (unaudited) for Leisure & Culture Dundee for the same financial year was £16,500,203. The Management Fee and additional revenue support is 55% of the turnover.
- 3.2 There are further fees paid to Leisure & Culture Dundee by Dundee City Council of £1,119,311 for a variety of other services (see section 4.5).
- 3.3 The Council also provides circa £7.3m to support property and buildings maintenance, IT and support costs, and loan charges in relation to facilities managed by Leisure & Culture Dundee.
- 3.4 As a Scottish Charitable Incorporated Organisation (SCIO) the Scottish Government provides relief of rates to Dundee City Council for the properties operated by Leisure & Culture Dundee, the value of which for 2021- 2022 was £3,091,621.
- 3.5 During 2021-2022, Leisure & Culture Dundee raised £1.554m (£1.069m in 2020/21) to support programmes and services provided in Dundee from Sport Scotland (Active Schools included in para 3.2 above), and Macmillan, EventScotland, Creative Scotland, various trusts and private sector sponsorship.
- 3.6 As noted in the latest revenue monitoring report as at 31 August 2022 (Report 264-2022), the Council expects to provide additional revenue support of up to £2.6m in 2022/2023 to offset ongoing lost income as a result of the recovery from to the COVID-19 pandemic. Attendances remain below pre-pandemic level and issues such as difficulty to recruit have resulted in a reduction in service provision and added to reduction in income. It should be noted that the above revenue monitoring report also seeks authorisation for the Chief Executive to issue a letter of comfort to Leisure and Culture confirming the Council's continuing financial support in financial year 2022/23 and for a period of at least 12 months beyond the date of the signing of

Leisure and Culture Dundee's 2021/22 accounts whilst setting out an expectation that from 2023/24 Leisure and Culture Dundee will operate with a balanced budget.

- 3.7 The closure of Olympia for remedial works will have a financial impact on Leisure & Culture Dundee in financial year 2022/23, however at the time of this report, the anticipated financial impact of the closure has been calculated as being £164k as a result of staff redeployment and vacancies and anticipated additional income at other leisure facilities throughout the city. Leisure & Culture Dundee will endeavour to reduce the financial gap further throughout the financial year and will update Dundee City Council quarterly on this.

#### **4. BACKGROUND**

- 4.1 Reference is made to Article VII of the minute of the Policy and Resources Committee of 7 December 2015, (report 425-2015), where approval was given for updating the Council's guidance on Following the Public Pound. As the Council provides substantial funding to Leisure & Culture Dundee to deliver a range of services on its behalf, an annual report is brought to Committee and made publicly available to ensure scrutiny and accountability.

- 4.2 Leisure & Culture Dundee is a Scottish Charitable Incorporated Organisation established in 2011 with responsibility for delivery of the following services on behalf of Dundee City Council:

- Library and Information Services
- Cultural Services
- Leisure and Sports Services

- 4.3 Leisure & Culture Dundee is a key partner and in the joint City Plan and Council Plan Progress Report (Article III of the minute of the Policy and Resources Committee of 23 August 2021, Report 211-2021 refers) progress was noted on 11 priority actions and 4 Council Key Performance Indicators where Leisure & Culture Dundee are responsible for delivery. Leisure & Culture Dundee are also essential to the delivery of the City Council's Physical Activity Strategy adopted at the Policy and Resources Committee 31 October 2016 (Report 345-2016, Article III of the minute refers) and the Cultural Strategy 2015-2025 (Article VI of the minute of the meeting of the Policy and Resources Committee on 12 January 2015, report 7-2015 refers).

- 4.4 Appendix 1 is an extract from Leisure & Culture Dundee's Managing Director's annual report, which highlights where Leisure & Culture Dundee's activities align with the priorities in the City Plan 2017-2026 and shows a high level of adapting to the priorities of the City Council and its Community Planning partners.

- 4.5 In addition to its three core service areas listed above, Leisure & Culture Dundee is funded to deliver or oversee a variety of initiatives and agreements on behalf of the Council and Dundee Partnership e.g. Active Schools, Outdoor Education, the School Library Service.

- 4.6 An Annual Report is also submitted to the Office of the Scottish Charity Regulator, and each service produces an annual report, copies of which are available through Dundee's Public Libraries or online at <http://www.leisureandculturedundee.com/who-we-are>. This report is ahead of that timetable and is based on the regular monitoring information shared with the Council throughout the year.

- 4.7 The Chief Executive and Director of Leisure & Culture Dundee are working on a review of the agreements in place between the Council and Leisure & Culture Dundee to bring forward any necessary amendments.

#### **5. PERFORMANCE DATA AND HIGHLIGHTS FOR 2021/2022**

- 5.1 The following performance highlights are taken from the public service obligation report (as described in the agreement between the Council and Leisure & Culture Dundee) in Appendix 2, which gives a comparison with the previous year and includes the statutory performance indicators included in the Local Government Benchmarking Framework.

5.2 The total number of attendances/visits to facilities operated by Leisure & Culture Dundee on behalf of the City Council during 2021/22 compared to 2020/21 and also 2019/2020 (Pre-Pandemic) is summarised in the tables below and in fuller detail in Appendix 2. In person attendance has increased significantly and showing recovery from the restrictions caused by the pandemic. However, to show there is still some way to go to recover the comparison for the latest year is based on the pre Covid 2019 – 2020. Appendix 2 highlights the comparison with the pre-Covid year rather than the year when most facilities were closed due to lockdown restrictions. This shows Leisure and Sport activity recovering quickly and the Wildlife Centre getting a boost. The Digital Products provided by Museums and Libraries have seen significant growth in public use.

<b>In Person Attendance</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>% Change 2021/22 on previous year</b>	<b>% Change 2021/22 on pre-Covid year (2019/20)</b>
Library	997,467	32,249	244,702	659%	-75%
Museums	215,596	20,380	104,644	413%	-51%
Halls / venues	270,175	36,291	172,310	375%	-36%
Leisure & Sport	1,523,035	529,778	1,064,620	101%	-30%
Active Schools	229,424	0	74,974	n/a	-67%
Wildlife Centre	73,757	32,172	85,233	165%	16%
<b>Total</b>	<b>3,309,454</b>	<b>650,870</b>	<b>1,746,483</b>	<b>268%</b>	<b>-47%</b>

#### **Digital Products**

Library	45,288	102,129	124,829	22%	176%
Culture	371,257	492,358	1,351,514	174%	264%
<b>Total</b>	<b>416,545</b>	<b>594,487</b>	<b>1,476,343</b>	<b>148%</b>	<b>254%</b>

5.3 Leisure & Culture Dundee achievements during the last year include:

- Increased attendance to all leisure and culture premises as recovery from COVID commenced
- Continuing to expand the programme of events being staged within Caird Hall following the roll the Caird Hall and LACD staff played in delivering the original Mass Vaccination centre
- We now have 90% of schools taking part in the Daily Mile project (one of the highest %s in Scotland).
- In partnership with Scottish Sports Futures, we were able to provide Mental Health and Wellbeing in Sport training to volunteers from clubs across Dundee.
- Bookings on DISC 3G pitch have been well subscribed again this year, with over 90% of all bookings confirmed Monday to Friday evenings and regular weekend bookings through local football clubs.
- Demand for golf on our courses continue to far surpass pre-pandemic levels.
- Ancrum continues to experience an unprecedented growth rate in service due to the experiences they offer including active travel project and dry slope skiing
- The learn to swim programme at St. Paul's & Grove are supporting 1,012 participants learning to swim or improve their skills.
- Over a quarter of a million individuals were welcomed into the RPC throughout the year and it has hosted a wide range of quality events and competitions across a range of sports.
- A Tayside & Fife Performance Planning Group has been established with representation from Angus, Dundee, Fife, Perth & Kinross, sportscotland, Scottish Disability Sport, and FE / HE.
- E-book and e-audio book loans increased significantly during lockdown

## **6. POLICY IMPLICATIONS**

- 6.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

## **7. CONSULTATIONS**

- 7.1 The Council Leadership Team and Leisure & Culture Dundee's management team have been consulted in the preparation of this report.

## **8. BACKGROUND PAPERS**

None

GREGORY COLGAN  
CHIEF EXECUTIVE

21 DECEMBER 2022

JUDY DOBBIE  
MANAGING DIRECTOR LEISURE & CULTURE DUNDEE



Working in Partnership  
with Dundee City Council

## **MANAGING DIRECTOR'S REPORT (EXTRACT FROM LACD ANNUAL REPORT AND ACCOUNTS)**

Leisure and Culture Dundee is committed to attaining and maintaining the highest possible standards of service quality and excellence across our services and to working with a continuous focus on service improvement and inclusion. Enabling people to learn new skills and personal development to improve their quality of life. We actively seek funding opportunities to help us deliver and expand our services. Much of what we provide is free and we have concessions that support the most vulnerable and actively promote inclusion and opportunity.

L&CD has always had a strong focus on providing volunteering programmes, which have been interrupted by the pandemic. During the year, this focus has returned, with a number of volunteer opportunities with Street Soccer, Urban Moves Dance, Steps to Health, and Move More Dundee. Providing volunteer opportunities can be the springboard needed to gain skills, experience and confidence.

The Community Sport Hubs Officer was successful with a funding application to the NHS Community Innovation Fund. This enabled the recruitment of a Community Sport Hubs Modern Apprentice working under the supervision of the CSHO to support the recovery and future development of Community Sport Hubs in Dundee.

Libraries have engaged with Social Security Scotland to support awareness of the Child Disability Payment, which was piloted in Dundee before its nationwide launch. Central Library was used for face to face appointments from the end of July onwards.

Ancrum has partnered with DCC to offer seconded posts for Kickstart Trainees with the Active Travel project and the stores team based at Ancrum.

Twelve Grove Academy S6 pupils completed their 1.1 Introduction to Coaching Scottish FA NGB and the Child Wellbeing and Mental Health Awareness E-Learning qualifications. Supported by the Football Development Officer, the pupils delivered a 5-week curriculum time programme to the P5 age groups at Eastern and Barnhill Primary Schools, with 120 pupils in total taking part each week. Football has seen the benefit of this programme, with one of the pupils volunteering within the community programme every week.

October/November saw two Disability Awareness Sessions delivered, with 26 people attending these. The purpose of the sessions was to upskill young sports leaders/future coaches to enable them to assist in the delivery of Active Schools programmes.

Libraries saw an encouraging increase in remote use of digital resources during lockdown, but there is still a significant number of people without the means or skills to access these digital services. Since libraries reopened staff have been able to provide digital assistance and basic troubleshooting, helping to set up email accounts and access employability websites. This support is enhanced by trained volunteers who are able to spend more time with customers. Since libraries reopened, there have been over 18,000 PC bookings, with a steady growth month by month.

## **CHILDREN AND FAMILIES**

Leisure & Culture Dundee continues to encourage and facilitate events, resources and age-appropriate programmes for children, young people, and their families/carers, building knowledge and self-fulfilment in a safe, supported environment. It enables children to develop new skills and confidence from early years onwards, providing choice, opportunity and encouragement to engage with the world in a

nonthreatening way. We continue to develop new partnership working to support our engagement with young people – improving access and learning, particularly for those who experience inequalities.

Weekly children's activity sessions held at Douglas Sports Centre & Menzieshill Community Hub for Little Gym Time, Baby Gym and Twisting Tots were delivered to support cognitive skills and regular activity. The school community facilities operation provides a range of quality school sports facilities, fitness suites and exercises classes as well as swimming pools and learn to swim programmes, supporting the citizens of Dundee to live active healthy lifestyles.

Support was given to children's physical and mental health through a range of interventions. A website has been created to support teachers, pupils and parents keep active in school and at home. A wide range of free sports and physical activity opportunities have been delivered.

Ancrum has provided continued support to Dundee schools, helping to close the attainment gap through designing and delivering specialist adventure programmes to support children and young people improve their personal and social development.

The Wildlife Centre's attendances have been very encouraging in the recovery period. The outdoor setting and the Centre's size have allowed access to a large number of visitors safely. Much of the feedback from people commented on how they felt safe in the Centre due to the systems put in place due to Covid restrictions.

Over the course of this year, work has progressed with the Daily Mile National Development Officer to develop resources to get children outdoors and taking part in regular physical exercise. The primary schools have engaged well by increasing the quality of the Daily Mile offer, with many schools setting up challenges for their classes to follow and aim for. There are currently 79% of schools taking part in this project.

The Early Words Together programme was delivered in libraries, primarily aimed at 3-5 year olds and focusing on the importance of literacy and helping children be prepared for entering school. Parents are shown techniques that they can use in everyday life to help improve their child's language, interaction, focus and concentration in the home learning environment.

Active Schools was awarded £40k to support children and young people gain access to fun activity over the summer to help them reconnect and meet new friends & trusted adults. A range of activities have been implemented, including local sports club holiday activity, ParkLives, Activate (NHS referral programme). Support was also given to the coordination and planning of Summer of Fun activities. Ancrum offered all primary schools a full multi activity day at the newly developed multi activity venue at Clatto Barns Estate, with on-site indoor & outdoor Archery, Bushcraft, Mobile Climbing Wall Climbing, Mountain Biking, Team Building activities, and Orienteering. This was a huge success, with every P7 pupil receiving this between April and June 2021.

Funding in excess of £130k was sourced to deliver active travel to all primary school pupils. This covered cycle proficiency training, climate change initiatives, and delivery and participation in national campaigns with led rides across the City. Dundee is now considered by national agencies, including Cycling Scotland and Bikeability Scotland, to be an exemplar model having been the poorest performing Scottish Local authority before the project started.

## **HEALTH CARE AND WELLBEING**

Leisure & Culture Dundee plays a key role in the provision of activities and events which address health and wellbeing. We deliver services which contribute to the prevention, recovery and support of people who are experiencing health challenges or wish to improve their general fitness.

The 'Reconnect' project, funded by support from both ARTFUND and Tayside Healthcare Arts Trust, enabled The McManus to continue to deliver high quality creative learning support for many hard to reach participants whilst the museum was closed. The project featured in a European Alzheimer's Conference for the value of 'Blether Taygether' sessions in creating a comfortable and informal virtual environment that enables individuals to feel free to participate in conversation as they would in person. With support from L&CD, Street Soccer Scotland took on the lease of the premises at Lynch Sports

Centre. This enabled them to develop a drop-in centre which will host future education and welfare tutorials as well as football drop-in sessions.

In the past year, partnership working with the NHS has resulted in a programme aimed at the Changing Lives Agenda. The Best Foot Forward programme is working with families to improve healthy lifestyle habits and incorporating information and physical activity in each session.

Programmes including Urban Moves, Gymtime, Eat Well Play Well and ParkLives all significantly contribute to improving physical, mental and emotional health for children and young people and strive to ensure that they contribute to a sense of overall health and wellbeing.

Central Library has signed up for Playlist for Life, a music and dementia charity, providing help points in the library where people can get information about creating and using a personal playlist to help someone living with dementia.

In partnership with the Scottish FA, the Regional Performance Centre hosted five festivals for the Walking Football Scotland Regional League, with over 200 participants in attendance at each event. This festival brought together the local community clubs' walking football sections to participate in an organised tournament format.

Support to the NHS continued throughout the year through the provision of the Caird Hall as a venue for the vaccine and blood transfusion services. Reopening of Caird Hall to Concerts around the restrictions in place was challenging but very worthwhile. Sell out Concerts included: Paul Heaton & Jackie Abbot, The Stereophonics, and Deacon Blue.

Lochee Swimming & Leisure Centre saw numbers of participants rising with the re-introduced access for families, children and youths into the pool. Access for organised groups also resumed with positive feedback.

The Learn to Swim programme steadily increased participant numbers July to September from 943 to 1,249 weekly bookings due to the Covid restriction levels being relaxed. The Adult Learn to Swim and Rookie Lifesaving participants were delighted to return to the pools in September.

## **QUALITY OF LIFE**

Building stronger communities and improving people's quality of life is key to the services we deliver, providing opportunities to engage and participate, gain new skills and knowledge and expand horizons and social interaction.

DISC has hosted weekly youth drop-in sessions on evenings between 8.30pm & 10.00pm. The sessions are delivered in partnership with Dundee United Community Trust and the local Youth Team. The sessions can attract between 40 to 80 youths per night, from the surrounding communities, into a safe and welcoming environment.

The McManus received National Fund for Acquisitions funding to purchase a Dennis the Menace costume from Ellie Diamond from Ru Paul's Drag Race for the city's collections. This is an outcome of the Here.Me.Out project in partnership with Shaper Caper and adds to our LGBTQ+ collection.

In partnership with The Logie 100 Project and Abertay Historical Society, Libraries delivered two historic walking tours of Balgay Hill and Cemetery in July and August – encouraging people to see local green spaces in a creative way.

The ParkLives team worked closely with local communities and neighbourhoods to co-design a programme of activity which enables green and open space use to be maximised through quality organised activities. Local people regularly work on this co-production model to ensure activities are routed in the community.

Libraries have been working with the Storyfutures collective on the Storytrails event planned for later in 2022. Members of the community have been interviewed and 3D scanning of material to be

incorporated into immersive virtual reality kits as part of the UK wide Unboxed festival. Dundee is one of only 10 UK cities selected by the Reading Agency to take part in this project.

The At Home Library Delivery Service restarted in May with advocacy work undertaken with partner organisations, local sheltered housing wardens and housing associations to promote the service and encourage referrals.

Demand for golf remained at a very high level throughout the year, with a substantial increase in attendances and memberships.

The McTaggart Centre has operated on a revised programme to ensure that all clubs have access to training times in the facility. There was also a successful re-introduction of the LACD school age gymnastics and trampoline programmes.

The phased re-opening of the RPCD worked well with numerous regular user groups being welcomed back to the facility as their Governing Body restrictions allowed, including Dundee FC Academy, Scottish Rugby, SFA Regional Girls Squad, Dundee Hawkhill Harriers, Discovery Cycling Club, Monifieth Triathlon Club, Tayside Dynamo's and sportscotland Institute performance athletes.

Families enjoyed attending the Ready Steady Go programme and Dundee Ice Arena as part of their membership during October, November and December. The programme partnered with Help for Kids to provide 37 families (100 children) with Christmas gifts. Further partnership work has resulted in Fairfield Community Hub supporting Family Active Families with food hampers, winter clothing and emergency Covid packs.

Visitor numbers to the Wildlife Centre are up by 11,000 on 2019. Throughout the pandemic the animals and staff welfare has been of the utmost importance.

Following the Olympia Pool closure, and confirmation the length of closure was expected to be 12 months, staff redeployment discussions took place. The Swim Teachers based at Olympia were moved to St. Paul's and Grove, with temporary rotas put in place supporting shift gaps at the school facilities. The additional Swim Teachers took staffing levels back to pre-Covid levels, and the aim for the new year was to serve as many customers as possible from the Olympia programme.



## APPENDIX 2

### SERVICE AGREEMENT PART 2 - SPECIFICATION OF PSO SERVICES SUMMARY – Reporting Period: 01/04/2021 to 31/03/2022

#### Cultural Services

Cultural Services will provide the operation, management development and promotion of the arts, heritage, culture and science services throughout the City. The section will provide access to high quality educational resources and promote inclusion and deliver outreach activities to adults.

Local Government Benchmarking Framework (LGBF)				
	2019-20	2020-21	+/-	%
Cost per visit to museums and galleries	£2.65	£112.17	+109.52	4,133%
% of adults satisfied with museums and galleries	78.53%	No data		

Attendance Indicators	Actual 2019-20 (Apr-Mar)	Actual 2020-21 (Apr-Mar)	Actual 2021-22 (Apr-Mar)	+/- with 2019-20	% Change with 2019-20
Total visitors in person	215,596	20,380	104,644	-110,952	-51.4%
McManus	167,391	20,380	88,766	-78,625	-46.9%
Broughty Castle Museum	42,149	0	11,008	-31,141	-73.8%
Mills Observatory	5,601	0	4,870	-731	-13%
Collections Unit / Steeple	455	0	0	-455	-100%
Digital Engagement	371,257	492,358	1,351,514	+980,257	+264%
<b>Halls and Music Development Venues</b>	270,175	36,291	172,310	-97,865	-36%
Caird Hall (per 1,000)	132,113	33,887	147,886	+113,999	+86.2%
Burgh Hall	5,879	0	946	+946	+16%
Box Office	123,085	1,596	23478	+21,882	+17.7%
Conference Rooms	6,730	0	0	N/A	N/A

#### Leisure and Sport Services

Leisure and Sport Services will provide the operation, management and development of indoor and outdoor sports facilities, the development and delivery of sports activities and events directed towards wider participation in sports and the delivery of services focused on social renewal and the needs of young people on behalf of Dundee City Council in the manner following:

1. Leisure Facility Management
2. Sports Development
3. Golf Course Management and Maintenance
4. Camperdown Wildlife Centre Management
5. Active Schools

Local Government Benchmarking Framework (LGBF)				
	2019-20	2020-21	+/-	%
Cost per attendance of sport and leisure facilities (including swimming pools)	£2.93	£22.87	+£19.94	681%
% of adults satisfied with leisure facilities	89.03%	No Data		

Attendance Indicators	Actual 2019-20 (Apr-Mar)	Actual 2020-21 (Apr-Mar)	Actual 2021-22 (Apr-Mar)	+/- with 2019-20	% Change with 2019-20
<b>All Sports (incl. Pools and Golf)</b>	1,523,035	529,778	1,064,620	-458,415	-30%
Olympia	463,141	38,508	113,671	-349,470	-75.4%
Lochee	65,316	7,702	44,581	-20,735	-31.7%
Craigie	4,742	0	14,652	+9,910	+209%
Grove	34,912	0	24,938	-9,974	-28.5%
Harris	40,066	0	20,174	-19,892	-49.6%
St. John's	7,718	0	23,752	+16,034	+207.7%
St. Paul's	36,674	0	25,487	-11,187	-30.5%
Ancrum	33,612	8,209	32,919	-693	-2%
DIA	132,524	25,259	129,320	-3,204	-2.4%
DISC	218,355	10,243	114,449	-103,906	-47.5%
Douglas	81,800	11,860	50,117	-31,683	-38.7%
Fintry	2,164	0	4,320	+2,156	+99.6%
McTaggart	95,118	0	51,868	-43,250	-45.4%
Menzieshill Community Hub	26,877	6,170	27,528	+651	+2.4%
Baldragon	26,833	33,910	33,584	+6,751	+25.1%
Craigowl	3,440	0	7,000	+3,560	+103.4%
St. Andrew's	1,750	0	5,180	+3,430	+196%
RPC	154,220	336,395	274,402	+120,182	+77.9%
Development (Health & Wellbeing)	36,098	11,102	11,951	-24,147	-66.8%
Sports Development	30,560	2,757	9,556	-21,004	-68.7%
Golf Rounds Caird 9 Hole	5,965	13,179	13,179	+7,214	+120.9%
Golf Rounds Caird 18 Hole	21,150	24,484	31,992	+10,842	+51.2%
Golf Members	1,192	1,077	1,122	-70	-5.8%
LeisureActive Members	4,842	4,333	3,681	-1,161	-23.9%
Wildlife Centre	73,757	332,172	85,233	+11,476	+15.5%
Active Schools	229,424	0	74,974	-154,450	-67.3%

### Library and Information Services

Library and Information Services will provide the operation, management and development of library and information services throughout the City. This service will provide access to high quality resources for reading and writing as well as high quality information, as well as an access to high quality educational resources. Services provided will promote inclusion and deliver outreach activities to adults, children and families.

Local Government Benchmarking Framework (LGBF)					
	2018-19	2019-20	2020-21	+/-	%
Cost per visit to libraries	£2.91	£2.93	£21.18	+£18.25	623%
% of adults satisfied with libraries	72.3%	71.3%	No data		

Attendance Indicators	Actual 2019-20 (Apr-Mar)	Actual 2020-21 (Apr-Mar)	Actual 2021-22 (Apr-Mar)	+/- with 2019-20	% Change with 2019-20
Library visits per 1,000 of population	6,547	216	1,639	-4,908	-74.9%
Loans of e-books	8,672	15,826	12,929	+4,257	+49%

<b>Attendance Indicators</b>	<b>Actual 2019-20 (Apr-Mar)</b>	<b>Actual 2020-21 (Apr-Mar)</b>	<b>Actual 2021- 22 (Apr-Mar)</b>	<b>+/- with 2019-20</b>	<b>% Change with 2019-20</b>
Loans of e-audio books	8,510	13,093	11,234	+2,724	+32%
Loans of e-magazines	13,101	73,210	92,997	+79,896	+609%
Digital literacy sessions	15,005	0	6,703	-8,302	-55.3%
Activities promoting reading	3,941	0	966	-2,975	-75.4%

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