

Libraries and Heritage

222 Upper Street, London, N1 1XR

Report of: Corporate Director of Children's Services

Meeting of: Environment & Regeneration Scrutiny Committee

Date: 27 March 2023

Ward(s): All

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## Subject: Libraries and Heritage Quarter 3 2022-23 Performance Report

### 1. Synopsis

- 1.1. The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures is reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2. This report sets out Quarter 3 2022-23 progress against targets for those performance indicators that fall within the Libraries and Heritage outcome area, for which the Environment and Regeneration Scrutiny Committee has responsibility.

### 2. Recommendations

- 2.1. To review the performance data for Q3 2022/23 for measures relating to Libraries and Heritage.

### 3. Background

- 3.1. The performance measures covered by this report are based on the Corporate Performance Indicator set, which is refreshed annually. The 2022/23 Corporate Indicators for Libraries and Heritage have been selected so that they are aligned with the key objectives in the Service Plans developed for 2022/23.

- 3.2. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board and Joint Board, and externally through the Scrutiny Committees.
- 3.3. This report is currently structured using the outcome areas from the Council's Corporate Plan - *Building a Fairer Islington*. Although the 2021 Strategic Plan has been published, we are continuing to use the objectives performance for the following key outcome area of helping residents get the skills they need to secure a good job.

## 4. Quarter 3 2022-23 performance update - Help residents get the skills they need to secure a good job

- 4.1. Key performance Indicators relating to 'Help residents get the skills they need to secure a good job':

PI No.	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Target	Q3 2022/23	On target ?	Q3 last year	Better than Q3 last year?
5.4	Number of library visits	N/A	342,384 (Q3 & Q4 only)	800,000	558,737	No	174,248 (Q3 only)	N/A
5.5	Number of residents engaging with community activities	N/A	N/A	32,000	30,320	Yes	N/A	N/A

### Number of library visits

- 4.2. There were 90,756 visits to the libraries in Q3. The cumulative total of the first part of the year stands at 558,737. The figure of library visits fell short of the quarterly target of 600,000 in quarter 3. However, there was an increase in visits in Q3 compared to Q2.

The figure of library visits fell short of the quarterly target of 600,000 in quarter 3. Visitor numbers have still not returned to pre-pandemic levels. We continue to promote the service and attendance at events has continued to increase and there has been an increase in visits in Q3. All libraries are warm spaces which may increase usage.

## **Visits**

Q1 185,321

Q2 182,660

Q3 190,756

We continue to work to promote the service and in particular increasing awareness of the service offer among community groups and local organisations. For example, library staff attended cost of living events run by Help on your Doorstep and Octopus, a presentation was given to Age UK full staff meeting on the service and possibilities for partnerships, staff attended Blackstock tenants meeting to talk about the service, visits to St Luke's centre to promote the service and re-establish the book swap.

### **5.5 Number of residents engaging with community activities**

- 4.3. The figure for the number of residents engaging with community activities is above target for Q3. There were 11,813 residents engaging with activities in Q3 bringing the total during the first three quarters of the year to 30,320.

### **Residents engaging with community activities:**

Q1 9,323

Q2 9,184

Q3 11,813

## **5. Implications**

### **5.1. Financial Implications**

- 5.1.1. The cost of providing resources to monitor performance is met within each service's core budget.

### **5.2. Legal Implications**

- 5.2.1. There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

### **5.3. Environmental Implications and contribution to achieving a net zero carbon Islington by 2030**

- 5.3.1. There is no environmental impact arising from monitoring performance.

### **5.4. Equalities Impact Assessment**

- 5.4.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of

opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

- 5.4.2. An Equalities Impact Assessment is not required in relation to this report, because this report is looking at historical performance information and does not relate to a new policy, procedure, function, service activity or financial decision. Where a new policy, procedure, function, service activity or financial decision is mentioned in the commentary within this report, there should be a separate Equalities Impact Assessment for that specific development, rather than attached to the reporting on performance for any measures that this would affect.

## 6. Conclusion and reasons for recommendations

- 6.1. This report has presented a detailed narrative describing the performance of Libraries and Heritage services in Quarter 3 2022-23 and the outcomes achieved and any external factors that have affected these measures. Where performance is off target, a summary of the actions being undertaken to improve performance has been included.

### **Appendices:**

- None

### **Background papers:**

- None

### **Final report clearance:**

Signed by:

**Corporate Director – Community Engagement and Wellbeing**

Date: 23 March 2023

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