

## Quarter 1 Performance - Communities, Housing and Customer Services Supplementary Information

## Appendix C

The Director of Communities, Housing and Customer Services was requested to provide additional information relating to the two library performance indicators marked as red and amber respectively. These were:

- The number of visits to Public Libraries during the year, per 1000 population
- The number of Library materials issues, during the year, per 1000 population

It was hoped that full information on library visits and materials issued would show the full impact of the closures at Central, Grangetown and Roath Libraries, and allow Members to test whether reduced issues and visits have been across the board or as a result of these closures.

### Visits

Comparing Q1 of 15/16 with Q1 of 14/15	76,352 decrease
As above, removing figures for Central, Grangetown and Roath	31,085 increase

The figures show that, when figures for Central, Grangetown and Roath libraries are discounted, there has been an overall increase in visits to libraries across Cardiff.

### Issues

Comparing Q1 of 15/16 with Q1 of 14/15	86,449 decrease
As above, removing figures for Central, Grangetown and Roath	13,054 decrease

The figures show that, when figures for Central, Grangetown and Roath libraries are discounted, the decrease in issues of library materials is substantially (85%) lower. It should be noted that this is still a decrease on Q1 performance in 2014/15

Table 1 - Visits to Libraries in Cardiff

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Quarter 1	Quarter 1 like for like	
Butetown 2015/16	630	653	730	821									2013	2013	
Butetown 2014/15	411	383	190	650	750	690	764	680	595	645	525	697	984	984	
Central 2015/16	22437	14396	17524	31374									54357	0	Closures took place during April, May and June 2015
Central 2014/15	49787	51341	37422	43686	41076	40622	39798	35678	32095	38131	35548	38782	138550	0	
Canton 2015/16	11888	12477	13254	13036									37619	37619	
Canton 2014/15	10683	10835	11039	11918	11435	11995	11210	9769	9565	11097	9847	11624	32557	32557	
Cathays 2015/16	6693	6863	8905	9199									22461	22461	
Cathays 2014/15	5444	5578	5647	5945	9146	6119	5803	5034	4800	5983	5804	6738	16669	16669	
Ely 2015/16	14813	13706	16780	18268									45299	28519	Closed during June 2015
Ely 2014/15	6233	4260	8136	13881	16003	15400	13980	11631	9380	12760	12500	15046	18629	10493	
Fairwater 2015/16	4682	4457	4636	5810									13775	13775	
Fairwater 2014/15	4961	5060	5221	5617	6102	5989	5271	4260	4102	4510	4851	4701	15242	15242	
Grangetown 2015/16	CLOSED												0	0	Closed from 7th March 2015 for Refurbishment
Grangetown 2014/15	5319	4184	4741	5750	4670	4926	4422	4498	5350	4053	4192	1127	14244	0	
Llandaff 2015/16	3170	3959	5047	5129									12176	12176	
Llandaff 2014/15	3906	4475	3670	4074	5324	4007	5079	3742	3228	4581	3598	3987	12051	12051	
Llanedeyrn 2015/16	3133	3493	3656	4551									10282	10282	
Llanedeyrn 2014/15	3177	3388	4039	3705	3698	3542	3640	3689	3201	3544	2843	4136	10604	10604	
Llanishen 2015/16	1296	1296	1328	1660									3920	3920	
Llanishen 2014/15	1180	1475	1180	1710	1368	1710	1785	1428	1785	1705	1364	1705	3835	3835	
Llanrumney 2015/16	7823	5730	Error	Error									13553	13553	People Counter failure in June & July
Llanrumney 2014/15	7812	7816	7980	8668	8092	9003	8818	7769	6203	7946	7263	8076	23608	15628	
Penylan 2015/16	23961	24601	24098	26117									72660	72660	
Penylan 2014/15	23018	24069	24890	26989	29045	27981	28566	22076	24153	26955	25781	27383	71977	71977	
Prison 2015/16	951	931	986	1029									2868	2868	
Prison 2014/15	229	309	1098	1215	433	999	1083	985	1099	857	792	762	1636	1636	
Radyr 2015/16	2942	3300	3515	4207									9757	9757	
Radyr 2014/15	3158	3008	3485	3974	4214	3961	3682	3216	3489	3994	3539	3556	9651	9651	
Rhiwbina 2015/16	7749	8488	7344	10482									23581	23581	
Rhiwbina 2014/15	8449	9086	8500	10209	9237	9972	9565	7940	7294	9129	7952	7740	26035	26035	
Rhydyppennau 2015/16	5975	6060	10055	6842									22090	22090	
Rhydyppennau 2014/15	4888	4806	4962	6347	8412	9192	5238	5741	3495	4768	4134	4899	14656	14656	
Roath 2015/16	CLOSED												0	0	Closed from 14th November
Roath 2014/15	2984	3076	3604	3622	3633	3806	4202	0	0	0	0	0	9664	0	
Rumney 2015/16	2803	2739	4480	3277									10022	10022	
Rumney 2014/15	3682	3636	3747	4816	4143	4544	4614	3672	2656	3682	2519	3753	11065	11065	
St. Mellons 2015/16	10142	10151	10400	12665									30693	30693	
St. Mellons 2014/15	10582	10731	9778	0	12758	10745	11254	9219	8420	11332	10650	10814	31091	31091	
Splott 2015/16	7345	7610	8154	10031									23109	23109	
Splott 2014/15	7015	7880	7980	7917	8706	8706	8685	7390	7932	9664	8437	8868	22875	22875	
Tongwynlais 2015/16	22	29	35	12									86	86	
Tongwynlais 2014/15	29	63	51	44	49	26	45	38	32	32	21	25	143	143	
Whitchurch 2015/16	8875	8036	7993	11527									24904	24904	
Whitchurch 2014/15	9636	8169	7955	12035	10070	9167	10003	10488	8096	12750	7468	7504	25760	25760	
Outreach 2015/16	337	462	453	480									1252	1252	
Outreach 2014/15	397	422	484	408	498	448	499	418	423	427	413	434	1303	1303	
<b>Totals Q1 2015 - 2016</b>													<b>436477</b>	<b>365340</b>	
<b>Totals Q1 2014 - 2015</b>													<b>512829</b>	<b>334255</b>	

Table 2 - Materials Issued in each Cardiff Library

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Quarter 1	Quarter 1 discounting closures
Butetown 2015/16	24	18	107	91									149	149
Butetown 2014/15	55	63	44	132	271	51	74	0	59	62	70	100	162	162
Central 2015/16	26771	21313	25923	31,746									74007	0
Central 2014/15	50193	49013	40770	46,569	44940	41826	43230	24383	33374	36301	36031	38724	139976	0
Canton 2015/16	9316	8423	9624	10,372									27363	27363
Canton 2014/15	8458	8423	8477	9,396	10146	8981	9062	5034	8482	9140	8900	10225	25358	25358
Cathays 2015/16	4130	3968	3963	4,204									12061	12061
Cathays 2014/15	4100	4421	3665	4,101	4373	4626	4338	4016	3381	3965	4584	4013	12186	12186
Ely 2015/16	3518	3,692	3505	5,203									10715	7,210
Ely 2014/15	3741	3692	3470	5,479	5358	4626	4205	2242	3225	3294	3245	3,788	10903	10903
Fairwater 2015/16	4882	4659	4,576	6,082									14117	7433
Fairwater 2014/15	5,300	5,523	5,031	4,691	6716	5340	5572	2788	4075	4737	4612	4773	15854	15854
Grangetown 2015/16	443	479	344	377									1266	0
Grangetown 2014/15	3854	3722	3347	3,689	3855	3605	3662	2093	3,138	3127	3,693	1,348	10923	0
Llandaff 2015/16	4167	4742	4686	5,130									13595	13595
Llandaff 2014/15	4096	4140	3884	4,933	5018	4530	4967	2742	4209	4394	3680	4325	12120	12120
Llanedeyrn 2015/16	2266	3499	2739	4,023									8504	8504
Llanedeyrn 2014/15	3222	3148	3258	3,727	3670	2875	2709	1461	3008	2865	2477	3371	9628	9628
Llanishen 2015/16	1540	1807	1667	1,849									5014	5014
Llanishen 2014/15	1578	1645	1712	1,726	2138	1805	1889	1166	1573	1813	1465	1584	4935	4935
Llanrumney 2015/16	2349	2491	2737	3365									7577	7577
Llanrumney 2014/15	2803	3258	2751	3426	3341	2833	2614	1378	2242	2252	2110	2559	8812	8812
Penylan 2015/16	10,554	10,849	10,728	12,795									32131	32131
Penylan 2014/15	10,275	10,500	9,458	11,392	12,718	11,215	11,480	6,337	9,254	10,835	10,316	11,174	30233	30233
Prison 2015/16	1071	1036	957	1,232									3064	3064
Prison 2014/15	282	367	712	836	388	583	695	589	796	552	507	771	1361	1361
Radyr 2015/16	4702	4989	5181	7,052									14872	14872
Radyr 2014/15	4921	4716	4081	6,843	8,173	5713	5471	2981	4920	4859	5125	5109	13718	13718
Rhiwbina 2015/16	10438	10734	10229	12,561									31401	31401
Rhiwbina 2014/15	11274	11909	10730	12,729	13652	11285	11643	5687	9885	11037	11300	10652	33913	33913
Rhydypennau 2015/16	9264	9532	8715	11,668									27513	27513
Rhydypennau 2014/15	9677	9665	8678	11,425	12134	10604	10240	5484	8656	9,904	9290	10,296	28020	28020
Roath 2015/16	CLOSED												0	0
Roath 2014/15	2677	2742	2539	2,995	3068	3375	2862	674	836	704	648	0	7958	0
Rumney 2015/16	3038	2773	2881	3,435									8692	8692
Rumney 2014/15	3447	2736	3652	3,594	3318	3381	3767	2325	3294	3506	2952	3413	9835	9835
St. Mellons 2015/16	4948	4598	4634	5,838									14180	14180
St. Mellons 2014/15	5457	5457	5127	6,118	6720	5188	5787	3090	4227	5093	5177	5087	16041	16041
Splott 2015/16	3402	3448	3390	3,872									10240	10240
Splott 2014/15	2889	3237	2522	3,251	3308	3409	3393	1948	2860	3426	3474	3646	8648	8648
Tongwynlais 2015/16	62	85	21	45									168	168
Tongwynlais 2014/15	125	183	127	145	158	123	166	130	76	84	51	67	435	435
Whitchurch 2015/16	6067	6664	5978	7,704									18709	18709
Whitchurch 2014/15	5788	5945	5678	7,480	8077	6438	6516	3566	5294	5967	5942	6574	17411	17411
Outreach 2015/16	1350	1155	2519	1,308									5024	5024
Outreach 2014/15	2203	3147	3029	3,068	3100	3168	3309	3112	4617	3450	3747	3527	8379	8379
<b>Totals Q1 2015 - 2016</b>													<b>340360</b>	<b>254898</b>
<b>Totals Q1 2014 - 2015</b>													<b>426809</b>	<b>267952</b>

Closures took place during April, May and June 2015

Closed during June 2015

Closed from 7th March 2015 for Refurbishment

Closed from 14th November