

Quarter 4 Performance - Communities, Housing and Customer Services Supplementary Information

The Director of Communities, Housing and Customer Services was requested to provide additional information relating to the two library performance indicators. 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

The Q4 Performance report indicates that the following performance indicator was not achieved, and was down on 14/15 performance

The number of library materials issued, during the year, per 1,000 population	Target	5,000	15/16	4,221	14/15	4,727
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It was hoped that full information on library visits and materials issued would show the full impact of the closures at Central, Grangetown, Fairwater, St Mellons 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 15/16 with 14/15	111,117 increase
Removing figures for Libraries listed above	159,189 increase

The figures show that, when figures for Central, Grangetown, Fairwater, St Mellons and Roath libraries are discounted, there has been a more substantial increase in footfall at libraries across Cardiff

Issues

Comparing 15/16 with 14/15	164,753 decrease
Removing figures for Libraries listed above	11,506 increase

The figures show that, when figures for Central, Grangetown, Fairwater, St Mellons and Roath libraries are discounted, there has been an increase in book issues across Cardiff

Issues 2014/15 and 2015/16

	Apr	May	Jun	Q1	Jul	Aug	Sep	Q2	Oct	Nov	Dec	Q3	Jan	Feb	Mar	Q4	YTD	15/16 vs 14/15
Butetown 2015/16	24	18	107	149	91	101	28	220	40	45	34	119	73	68	30	171	659	-322
Butetown 2014/15	55	63	44	162	132	271	51	454	74	0	59	133	62	70	100	232	981	
Central 2015/16	26771	21313	25923	74,007	31,746	36,457	34,740	102,943	34,701	31,344	30,559	96,604	31,844	31,599	33,781	97,224	370,778	-114576
Central 2014/15	50193	49013	40770	139,976	46569	44940	41826	133,335	43230	24383	33374	100,987	36301	36031	38724	111,056	485,354	
Canton 2015/16	9316	10088	9624	29,028	10372	10128	9776	30,276	9813	8644	8144	26,601	8369	9612	9503	27,484	113,389	8665
Canton 2014/15	8458	8423	8477	25,358	9396	10146	8981	28,523	9062	5034	8482	22,578	9,140	8,900	10,225	28,265	104,724	
Cathays 2015/16	4130	3968	3963	12,061	4204	4476	4211	12,891	4226	3666	3686	11,578	3,368	3,698	4,160	11,226	47,756	-1827
Cathays 2014/15	4100	4421	3665	12,186	4101	4373	4626	13,100	4338	4016	3381	11,735	3,965	4,584	4,013	12,562	49,583	
Ely 2015/16	3518	3614	3505	10,637	5203	5029	4062	14,294	4449	3825	3322	11,596	3,707	4,351	4,410	12,468	48,995	2630
Ely 2014/15	3741	3692	3470	10,903	5479	5358	4626	15,463	4205	2242	3225	9,672	3,294	3,245	3,788	10,327	46,365	
Fairwater 2015/16	4882	4659	4576	14,117	6082	5601	5003	16,686	4985	4335	3944	13,264	1,553	414	442	2,409	46,476	-12682
Fairwater 2014/15	5300	5523	5031	15,854	4691	6716	5340	16,747	5572	2788	4075	12,435	4,737	4,612	4,773	14,122	59,158	
Grangetown 2015/16	443	479	344	1,266	377	429	503	1,309	482	488	567	1,537	2,428	3,616	3,686	9,730	13,842	-25291
Grangetown 2014/15	3854	3722	3347	10,923	3689	3855	3605	11,149	3662	2093	3138	8,893	3,127	3,693	1,348	8,168	39,133	
Llandaff 2015/16	4167	4742	4686	13,595	5130	4719	4726	14,575	4380	4068	3227	11,675	3,737	3,658	3,845	11,240	51,085	167
Llandaff 2014/15	4096	4140	3884	12,120	4933	5018	4530	14,481	4967	2742	4209	11,918	4,394	3,680	4,325	12,399	50,918	
Llanedeyrn 2015/16	2266	3499	2739	8,504	4023	3459	3099	10,581	3452	2481	2370	8,303	2,822	2,698	3,007	8,527	35,915	124
Llanedeyrn 2014/15	3222	3148	3258	9,628	3727	3670	2875	10,272	2709	1461	3008	7,178	2,865	2,477	3,371	8,713	35,791	
Llanishen* 2015/16	1540	1807	1667	5,014	1849	2119	1678	5,646	1948	1618	1527	5,093	1755	1615	1537	4,907	20,660	566
Llanishen 2014/15	1578	1645	1712	4,935	1726	2138	1805	5,669	1889	1166	1573	4,628	1,813	1,465	1,584	4,862	20,094	
Llanrumney 2015/16	2349	2491	2737	7,577	3365	2709	3031	9,105	2491	2176	2511	7,178	2695	2767	2821	8,283	32,143	576
Llanrumney 2014/15	2803	3258	2751	8,812	3426	3341	2833	9,600	2614	1378	2242	6,234	2,252	2,110	2,559	6,921	31,567	
Penylan 2015/16	10,554	10,849	10,728	32,131	12,795	12,461	11,198	36,454	11,680	9,804	8,538	30,022	8,899	9,986	10,725	29,610	128,217	3263
Penylan 2014/15	10,275	10,500	9,458	30,233	11,392	12,718	11,215	35,325	11,480	6,337	9,254	27,071	10,835	10,316	11,174	32,325	124,954	
Prison 2015/16	1071	1036	957	3,064	1232	1227	994	3,453	1137	997	896	3,030	948	888	950	2,786	12,333	5255
Prison 2014/15	282	367	712	1,361	836	388	583	1,807	695	589	796	2,080	552	507	771	1,830	7,078	
Radyr 2015/16	4702	4989	5181	14,872	7052	7686	5750	20,488	5617	4792	4490	14,899	4,859	5,505	5,326	15,690	65,949	3037
Radyr 2014/15	4921	4716	4081	13,718	6843	8173	5713	20,729	5471	2981	4920	13,372	4,859	5,125	5,109	15,093	62,912	
Rhiwbina 2015/16	10438	10734	10229	31,401	12561	12750	11059	36,370	11004	10132	9025	30,161	9,782	10,978	11,017	31,777	129,709	-2074
Rhiwbina 2014/15	11274	11909	10730	33,913	12729	13652	11285	37,666	11643	5687	9885	27,215	11,037	11,300	10,652	32,989	131,783	
Rhydypennau 2015/16	9264	9532	8715	27,511	11668	11200	9975	32,843	10401	8465	8293	27,159	8,451	8,386	8,851	25,688	113,201	-2852
Rhydypennau 2014/15	9677	9665	8678	28,020	11425	12134	10604	34,163	10240	5484	8656	24,380	9,904	9,290	10,296	29,490	116,053	
Roath 2015/16	662	574	762	1,998	687	513	459	1,659	589	786	751	2,126	838	632	654	2,124	7,907	-15213
Roath 2014/15	2677	2742	2539	7,958	2995	3068	3375	9,438	2862	674	836	4,372	704	648	0	1,352	23,120	
Rumney 2015/16	3038	2773	2881	8,692	3435	2907	2412	8,754	2131	1665	1371	5,167	1,612	1,788	1,775	5,175	27,788	-11597
Rumney 2014/15	3447	2736	3652	9,835	3594	3318	3381	10,293	3767	2325	3294	9,386	3,506	2,952	3,413	9,871	39,385	
Splott 2015/16	3402	3448	3390	10,240	3872	3537	3476	10,885	3118	2018	1587	6,723	2,855	2,899	3,411	9,165	37,013	-350
Splott 2014/15	2889	3237	2522	8,648	3251	3308	3409	9,968	3393	1948	2860	8,201	3,426	3,474	3,646	10,546	37,363	
St Mellons 2015/16	4948	4598	4634	14,180	5838	6229	4765	16,832	5419	3674	2286	11,379	2,916	4,110	4,614	11,640	54,031	-8497
St Mellons 2014/15	5457	5457	5127	16,041	6118	6720	5188	18,026	5787	3090	4227	13,104	5,093	5,177	5,087	15,357	62,528	
Tongwynlais 2015/16	62	85	21	168	45	48	57	150	90	39	21	150	73	53	31	157	625	-810
Tongwynlais 2014/15	125	183	127	435	145	158	123	426	166	130	76	372	84	51	67	202	1,435	
Whitchurch 2015/16	6067	6664	5978	18,709	7704	8095	6573	22,372	6512	5492	5190	17,194	5,846	6,254	5,977	18,077	76,352	3087
Whitchurch 2014/15	5788	5945	5678	17,411	7480	8077	6438	21,995	6516	3566	5294	15,376	5,967	5,942	6,574	18,483	73,265	
Outreach 2015/16	2794	2828	4391	10,013	3,273	2855	3115	9,243	4323	3100	3984	11,407	4040	4224	4214	12,478	43,141	3664
Outreach 2014/15	2203	3147	3029	8,379	3068	3100	3168	9,336	3309	3112	4617	11,038	3,450	3,747	3,527	10,724	39,477	
LS&LSS 2015/16	359	272	217	848	257	212	158	627	180	101	215	496	205	175	182	562	2,533	304
LS&LSS 2014/15	131	116	135	382	112	95	124	331	140	138	381	659	405	203	249	857	2,229	

Ebook issues are added at the end of the year, 2015/16 - 14,862, 2014-15 - 14,291.

Footfall 2014/15 and 2015/16

	Apr	May	Jun	Q1	Jul	Aug	Sep	Q2	Oct	Nov	Dec	Q3	Jan	Feb	Mar	Q4	YTD	15/16 vs 14/15
Butetown 2015/16	630	653	730	2,013	821	676	845	2,342	857	763	730	2,350	655	628	569	1,852	8,557	1577
Butetown 2014/15	411	383	190	984	650	750	690	2,090	764	680	595	2,039	645	525	697	1,867	6,980	
Central 2015/16	22437	14396	17524	54,357	31,374	52,982	58,836	143,192	58,754	55,310	48,889	162,953	36,658	58,521	59,433	154,612	515,114	31148
Central 2014/15	49787	51341	37422	138,550	43686	41076	40622	125,384	39798	35678	32095	107,571	38131	35548	38782	112,461	483,966	
Canton 2015/16	11888	12477	13254	37,619	13036	11654	12736	37,426	12391	10617	9957	32,965	12,149	11,456	11,294	34,899	142,909	11892
Canton 2014/15	10683	10835	11039	32,557	11918	11435	11995	35,348	11210	9769	9565	30,544	11,097	9,847	11,624	32,568	131,017	
Cathays 2015/16	6693	6863	8905	22,461	9199	8305	10170	27,674	10929	8587	7659	27,175	12,124	14,857	15,228	42,209	119,519	47478
Cathays 2014/15	5444	5578	5647	16,669	5945	9146	6119	21,210	5803	5034	4800	15,637	5,983	5,804	6,738	18,525	72,041	
Ely 2015/16	14813	13706	16780	45,299	18268	15388	19178	52,834	18246	15688	12682	46,616	15,404	15,840	16,520	47,764	192,513	53303
Ely 2014/15	6233	4260	8136	18,629	13881	16003	15400	45,284	13980	11631	9380	34,991	12,760	12,500	15,046	40,306	139,210	
Fairwater 2015/16	4682	4457	4636	13,775	5810	5820	5406	17,036	5142	4109	3811	13,062	2,351	0	0	2,351	46,224	-14421
Fairwater 2014/15	4961	5060	5221	15,242	5617	6102	5989	17,708	5271	4260	4102	13,633	4,510	4,851	4,701	14,062	60,645	
Grangetown 2015/16	0	0	0	0	0	0	0	0	0	0	0	0	5,036	6,133	10,412	21,581	21,581	-31651
Grangetown 2014/15	5319	4184	4741	14,244	5750	4670	4926	15,346	4422	4498	5350	14,270	4,053	4,192	1,127	9,372	53,232	
Llandaff 2015/16	3170	3959	5047	12,176	5129	4810	4653	14,592	5531	4189	4115	13,835		4,311	4,105	8,416	49,019	-652
Llandaff 2014/15	3906	4475	3670	12,051	4074	5324	4007	13,405	5079	3742	3228	12,049	4,581	3,598	3,987	12,166	49,671	
Llanedeyrn 2015/16	3133	3493	3656	10,282	4551	5226	4748	14,525	5007	3211	3721	11,939	3,609	4,536	3,931	12,076	48,822	6220
Llanedeyrn 2014/15	3177	3388	4039	10,604	3705	3698	3542	10,945	3640	3689	3201	10,530	3,544	2,843	4,136	10,523	42,602	
Llanishen* 2015/16	1296	1296	1328	3,920	1660	1328	2020	5,008	1616	1616	1208	4,440	1208	1208	1232	3,648	17,016	-1379
Llanishen 2014/15	1180	1475	1180	3,835	1710	1368	1710	4,788	1785	1428	1785	4,998	1,705	1,364	1,705	4,774	18,395	
Llanrumney 2015/16**	7823	5730		13,553			5355	5,355	10137	9281	8891	28,309	10,503	9,611	9,973	30,087	77,304	-18142
Llanrumney 2014/15	7812	7816	7980	23,608	8668	8092	9003	25,763	8818	7769	6203	22,790	7,946	7,263	8,076	23,285	95,446	
Penylan 2015/16	23,961	24,601	24,098	72,660	26,117	25,899	25,012	77,028	25,686	24,899	23,853	74,438	27,403	24,966	24,198	76,567	300,693	-10213
Penylan 2014/15	23,018	24,069	24,890	71,977	26,989	29,045	27,981	84,015	28,566	22,076	24,153	74,795	26,955	25,781	27,383	80,119	310,906	
Prison 2015/16	951	931	986	2,868	1029	1022	1472	3,523	1179	1397	1066	3,642	1,167	1,126	1,261	3,554	13,587	3726
Prison 2014/15	229	309	1098	1,636	1215	433	999	2,647	1083	985	1099	3,167	857	792	762	2,411	9,861	
Radyr 2015/16	2942	3300	3515	9,757	4207	4152	4266	12,625	3989	3636	3453	11,078	3,939	3,604	3,574	11,117	44,577	1301
Radyr 2014/15	3158	3008	3485	9,651	3974	4214	3961	12,149	3682	3216	3489	10,387	3,994	3,539	3,556	11,089	43,276	
Rhiwbina 2015/16	7749	8488	7344	23,581	10482	10008	9082	29,572	8024	7887	6612	22,523	8,527	7,693	9,252	25,472	101,148	-3925
Rhiwbina 2014/15	8449	9086	8500	26,035	10209	9237	9972	29,418	9565	7940	7294	24,799	9,129	7,952	7,740	24,821	105,073	
Rhydypennau 2015/16	5975	6060	10055	22,090	6842	15013	18155	40,010	19564	7601	12698	39,863	12,523	7,807	9,162	29,492	131,455	64573
Rhydypennau 2014/15	4888	4806	4962	14,656	6347	8412	9192	23,951	5238	5741	3495	14,474	4,768	4,134	4,899	13,801	66,882	
Roath 2015/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-24927
Roath 2014/15	2984	3076	3604	9,664	3622	3633	3806	11,061	4202	0	0	4,202	0	0		0	24,927	
Rumney 2015/16	2803	2739	4480	10,022	3277	4181	3185	10,643	3788	2250	750	6,788	1,238	2,964	3,230	7,432	34,885	-10579
Rumney 2014/15	3682	3636	3747	11,065	4816	4143	4544	13,503	4614	3672	2656	10,942	3,682	2,519	3,753	9,954	45,464	
Splott 2015/16	7345	7610	8154	23,109	10031	11382	8728	30,141	9047	12634	5865	27,546	16,099	12,299	8,973	37,371	118,167	18987
Splott 2014/15	7015	7880	7980	22,875	7917	8706	8706	25,329	8685	7390	7932	24,007	9,664	8,437	8,868	26,969	99,180	
St Mellons 2015/16	10142	10151	10400	30,693	12665	12986	11226	36,877	11115	8531	4145	23,791		8,215	8,486	16,701	108,062	-8221
St Mellons 2014/15	10582	10731	9778	31,091	0	12758	10745	23,503	11254	9219	8420	28,893	11,332	10,650	10,814	32,796	116,283	
Tongwynlais 2015/16	22	29	35	86	12	18	15	45	46	22	17	85	33	20	15	68	284	-171
Tongwynlais 2014/15	29	63	51	143	44	49	26	119	45	38	32	115	32	21	25	78	455	
Whitchurch 2015/16	8875	8036	7993	24,904	11527	11109	9886	32,522	9233	7499	6171	22,903	8,694	9,168	8,719	26,581	106,910	-6431
Whitchurch 2014/15	9636	8169	7955	25,760	12035	10070	9167	31,272	10003	10488	8096	28,587	12,750	7,468	7,504	27,722	113,341	
Outreach 2015/16	337	462	453	1,252	480	424	471	1,375	510	492	494	1,496	486	474	456	1,416	5,539	268
Outreach 2014/15	397	422	484	1,303	408	498	448	1,354	499	418	423	1,340	427	413	434	1,274	5,271	
LS&LSS 2015/16	33	83	141	257	94	124	118	336	130	116	82	328	131	201	103	435	1,356	1356
LS&LSS 2014/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

* Llanishen footfall in manually recorded, so for the PI is calculated according to Welsh Government guidance, one week (no bank holidays or school holidays) is multiplied by 50. The result used for the PI in 2015/16 was

**Footfall people error occurred in May and recified on the 9th September.

Virtual visits are added in at the end of the year, these were 876,990 for 2015-16 and 861,184 for 2014/15.