

We support and enrich our diverse communities

Our vision is:

To help individuals and communities to live their best lives by supporting

- Reading and Literacy
- Health and Wellbeing
- Social mobility
- Social interaction
- Culture & Creativity

What we do is:

- Contribute to the art and culture offer of the City by supporting free / low cost access to culture, the arts, the very best literature, music and music making in the City
- Provide access to a range of books, reading materials, CDs/DVDs, sheet music and e-resources for customers of all ages
- Provide free access to the Internet and a range of digital services to support digital inclusion, social inclusion and social mobility
- Support people to achieve their full potential by providing a range of education, training and lifelong learning activities and resources for all ages
- Provide a key resource hub to support the development of stronger and thriving communities
- Provide an enquiries and information service delivered by trained staff
- Provide safe, welcoming, neutral spaces and a range of activities for all

Our budget 2020/21 - £,000:

	Local risk	Central risk
Artizan Street	(347,000)	0
Shoe Lane	(353,000)	(93,000)
Barbican Library	(1,339,000)	(205,000)
Lending libraries unallocated	(287,000)	0
Total	(2,326,000)	(298,000)

The above summary shows the total local and central risk budget – a detailed breakdown of total net expenditure is shown in the full DCCS Business Plan

Our top line objectives are:

Priority One - Safe:

- People of all ages live in safe communities, our homes are safe and well maintained and our estates are protected from harm

Priority Two - Potential:

- People of all ages are prepared to flourish in a rapidly changing world through exceptional education, cultural and creative learning and skills which link to the world of work

Priority Three - Independence, Involvement and Choice:

- People of all ages can live independently, play a role in their communities and exercise choice over their services

Priority Four - Health and Wellbeing:

- People of all ages enjoy good mental and physical health and wellbeing

Priority Five - Community:

- People of all ages feel part of, engaged with and able to shape their community

What we will measure:

- Increased take up of the e-books, e-audiobooks, e-magazines and eComics offer (target 50,000)
- Satisfaction with services via feedback from customers
- Participation in and satisfaction with health and wellbeing and lifelong learning activities
- Evaluation of the effectiveness of the Bumping Spaces programme
- Number of biometric visa data capture appointments provided

<p>Corporate projects and programmes:</p> <ul style="list-style-type: none"> • Facilitate and deliver cross-departmental, partnership and coproduced customer events / programmes • Ensure libraries deliver relevant services that promote informal lifelong learning, social mobility, self-help and skills development • Offer a range of activities in our libraries that have a positive impact on our customers' health and wellbeing (particularly mental health) • With internal and external partners, enable customers to participate fully in modern life through digital support and education <p>Departmental projects & programmes:</p> <ul style="list-style-type: none"> • Work with Education & Early Years to offer a range of Children's Centre activities for parents / carers of the under 5s • Support and enhance education, culture, leisure, health & wellbeing, employability and life-skills initiatives by providing our customers with a wide range of resources, activities and opportunities • Support departmental safeguarding ambitions via trained staff, excellent communications and adherence to corporate policy • Work with Housing, Neighbourhoods and Commissioning teams to deliver the new Portsoken community Centre 	<p>What we will measure:</p> <ul style="list-style-type: none"> • Customer satisfaction with library events and activities • The impact of our library service on customers' health and wellbeing, their access to learning opportunities and their opportunities of feeling better informed • Customer satisfaction with access to digital services & resources in our libraries • Evaluation of the effectiveness of the Dragon Café in the City programme • Achievement of the service level agreement for the early years programme
<p>How we plan to develop our capabilities this year</p> <ul style="list-style-type: none"> • Carry out the 3 year customer surveys for adults and children • With the Carnegie Trust and other partners, deliver the "Bumping Spaces" programme at Barbican Library with the aim of combating loneliness and encouraging new friendships • Work with local residents to create a hireable space at Barbican Library • Continue to provide Dragon Café in the City with twice monthly Wellness Wednesdays at Shoe Lane Library • Ensure staff are trained / skilled to undertake every aspect of their jobs including mental health first aid training • Work with The Home Office and Sopra Steria to maximise our biometric visa capture service at Barbican and Shoe Lane Libraries • Make best use of the public computers, expert staff assistance and volunteers to assist people who are digitally excluded with 1 to 1 training, Universal Credit applications, visa application support and more • Fit out the new Portsoken community centre, establish its future governance and ensure it has a coherent business plan. <p>What we're planning to do over the following years</p> <ul style="list-style-type: none"> • With Libraries Connected, bid for appropriate contracts on the government's digital framework as suppliers of Assisted Digital and Digital Inclusion • Undertake a full restructure of the library service which addresses the need for future savings whilst still delivering relevant, high-quality services 	