

## DCCS Department Vision

### Safe

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

### 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

### Independence, Involvement and Choice

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

### Health and Wellbeing

People of all ages enjoy good mental and physical wellbeing

### Community

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

## What's changed since last year...

- **Artizan Street library** was redeveloped to incorporate a makerspace and make it more vibrant and welcoming
- A **cost of living programme** was set up to support residents maximise income and access financial support and warm spaces
- Planning permission has been given to develop a **community meeting room** at Barbican Library
- A funding grant has been awarded to Family Action to start a **Food Pantry** at Artizan Street Library
- It has been agreed in principle to enter binding negotiations with Land Securities to **temporary relocate Shoe Lane Library** whilst the building is redeveloped.
- The Head of Barbican & Community Libraries retired in September 2022, resulting in many acting up opportunities at different levels. This has led to a greater movement of staff and **more personal development opportunities**.
- **Library Lates** was launched, a very successful programme of monthly literary events in collaboration with the Barbican Centre.

## Our major workstreams this year will be...

### Buildings

1. Establishing a **temporary 'Shoe Lane' library** as the current building is prepped for redevelopment and designs finalised with architects
2. Working with the Barbican Residents' Association to build a **community meeting room** in Barbican Library
3. Reconfiguring the **Barbican Library entrance** to better utilize the space for customers and staff

### Programming

1. Building upon the success of the **Library Lates** collaboration with the Barbican Centre
2. Developing the **Makerspace** offer at Artizan in collaboration with local people, Adult Education, Aldgate School and other partners
3. Developing a **Green Libraries** programme across Barbican & Community Libraries
4. Ensuring that our programming **reflects the diverse needs and interests** of our customers

### Integrated Support for Local People

1. Installing a **Food Pantry** in the main hall at Artizan Street Library & Community centre and developing a programme of activities and support around it
2. Developing our **support for people who are sleeping rough** in the City of London
3. Enabling **cost of living support and responding to national changes in the economic climate** through our part in the multi-partner Cost of Living programme
4. Supporting the **review of Children's Centre Services** in partnership with Education & Early Years and implementing any resultant changes to our U5s and families offer

### Digital Enhancement

1. Retendering of **Public IT Network contract** in partnership with LMA, Guildhall Library and SBREC
2. Completing the installation of the Kaurio **Wifi printing solution** in all three libraries
3. Providing more **flexible digital solutions for library users**, such as tablets or laptops for use in the libraries

### Customer Engagement

1. Carrying out a **customer and non-customer survey** and responding to the results
2. Ensuring our provision **includes the needs of people living with dementia**, including meeting dementia-friendly standards in all our buildings and offering services such as Playlist for Life

## Key Performance Indicators

#	KPI	Current Performance	Direction of Travel/ Target
1	Number of visitors	285,329	325,000
2	Number of physical items loaned	317,768	375,000
3	Number of e-items loaned/streamed	166,450	180,000
4	Number of people using the makerspace equipment	N/A	80 unique adult users
5	Percentage of people reporting that library services have had a positive effect on their mental health and wellbeing	75%	80%
6	Percentage of people reporting that library services have had a positive effect on their child's development	100%	maintain
7	Percentage of library users reporting satisfaction with library services	N/A	90%
8	Active borrowers	6,842	7,000

## Medium Term Plans under consideration(2024/25 and 2025/26)

Priority list <i>(Include any known changes you are preparing for, e.g. new legislation, services, projects, automation)</i>	2024/25	2025/26	Funded or Unfunded
Developing the Home Delivery Service in partnership with Adult Social Care	x		N/A
Redevelopment of Shoe Lane Library	x	x	Funded

Our budget 2023/24- £,000:	Local risk	Central risk
Artizan Street	331	0
Shoe Lane	257	95
Barbican Library	1349	188
Lending libraries unallocated	419	0
<b>Total</b>	<b>2,356</b>	<b>283</b>

**Our budget 2023/24 -  
£2,639,000:**