

HEALTHIER COMMUNITIES SELECT COMMITTEE			
<b>Report Title</b>	Update on changes to the Library & Information Service		
<b>Key Decision</b>	NO	Item No.	4
<b>Contributors</b>	Executive Director for Community Services		
<b>Class</b>	Part 1	Date:	11/12/13

## 1. Purpose

- 1.1 This report offers an update on the performance of the Library & Information Service in Lewisham with particular regard to the provision of library services in community venues. The performance report is based on recorded measures between April and October 2013, against those in the previous two years.

## 2. Introduction

- 2.1. On 11 May 2011, Mayor and Cabinet
- agreed the asset transfer of the library buildings in Crofton Park, Grove Park and Sydenham
  - instructed officers to continue to seek alternative users for the New Cross building
  - agreed the proposal from Age Exchange for Blackheath including the re-assigning of the lease on the library building to a third party and the transfer of the library facilities into the Reminiscence Centre, and
  - agreed to deliver Community Library facilities in the affected neighbourhoods.
- 2.2. On 14 December 2011, the Healthier Communities Select Committee, having considered the report on the issues above, recommended:
- that thanks should be passed on to the anchor/host organisations, their staff and many volunteers for the hard work they have put into developing and providing a wide range of resources and activities for local people.
  - that the Library & Information Service is still in transition after its recent restructure and that the community libraries are still developing. The Committee also noted that the anchor/host organisations consider they would benefit from further developing the supportive working relationships they are developing across the three organisations.
  - that the Mayor and Cabinet continue to do all it can to keep all of the libraries operating fully, and continue to support the close working relationships between the anchor/host organisations and

the Council's Library & Information Service.

- 2.3. On 12 December 2012, the Healthier Communities Select Committee, having considered the report on the issues above, commended the successful introduction of, and support to, community libraries.

### 3. Recommendations

- 3.1. Members of the Healthier Communities Select Committee are invited to:
- note the contents of the report, and
  - comment on the observations on performance.

### 4. Policy context

- 4.1. Shaping the Future, the Council's Sustainable Community Strategy includes the following priority outcomes which relate to the work of the Library & Information Service and reflect the Council's aspirations for the service:

- Ambitious and Achieving – where people are inspired and supported to fulfil their potential.
- Empowered and Responsible – where people can be actively involved in their local area and contribute to supportive communities.
- Healthy, Active and Enjoyable – where people can actively participate in maintaining and improving their health and wellbeing.
- Dynamic and Prosperous – where people are part of vibrant localities and town centres, well connected to London and beyond.

- 4.2. The Library & Information Service also contributes to the following Council Priorities:

- Community leadership and empowerment – developing opportunities for the active participation and engagement of people in the life of the community.
- Strengthening the local economy – gaining resources to regenerate key localities, strengthen employment skills and promote public transport.
- Active, healthy citizens – leisure, sporting, learning and creative activities for everyone.



#### Lewisham in figures (Estimates 2013-2014)

Population 281,600 (June 2012 pop)  
12 libraries  
over 1.7 million visits  
768k issues  
53,000 residents (20.4%) borrowed a book  
Books gifted to 100% of under 5s  
Net Expenditure £16.25/head

- 4.3. The Quirk Review of community management and ownership of public assets was published by the Department for Communities and Local Government in May 2007. It found that while there are risks and practical challenges involved, there are no insurmountable obstacles to successfully transferring assets to community management and ownership. In July 2008 Mayor and Cabinet agreed an Asset Transfer Framework to provide a basis for identifying, assessing and making decisions on potential assets where ownership could be transferred in a way that is transparent, consistent and linked to wider strategic objectives.

## **5. Background**

- 5.1. Following major changes implemented by the local authority in the last three years, there has been some confusion in relation to the provision of library services in the London Borough of Lewisham. Some reports in the professional and popular press, as well as online discussion boards, still refer to Lewisham library “closures” and poor performance. Whereas other reports hold the service change up as a model of good practice.
- 5.2. The following clarifies Lewisham’s story, vision, and strategy. This document comes at an important juncture in the history of this Library & Information Service, as it follows unprecedented transformation.

## **6. A definition of Public Library Service and core philosophy**

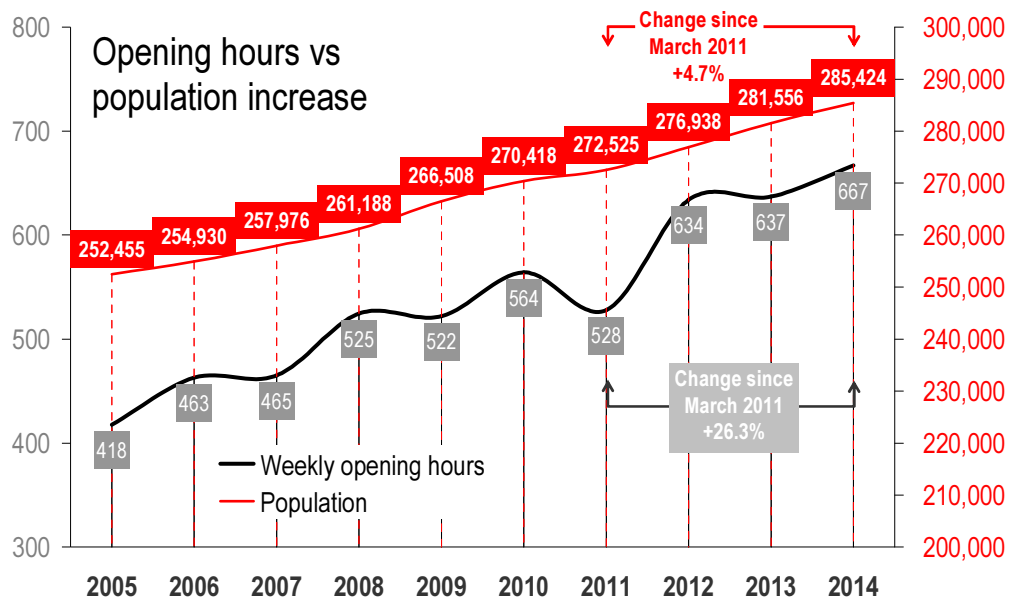
- 6.1. Lewisham recognises that the public library service exists to fulfil the local authority’s statutory obligations set out by the Public Library and Museums Act 1964. In law, it aims to provide “comprehensive and efficient” library services to citizens.
- 6.2. In practice, it is a service that universally strives to offer “unbiased access to information, learning, and works of creative imagination”. It is also a service that supports civic interaction through its openness, trustworthiness, and reliability.
- 6.3. Within Lewisham, the Library & Information Service sits within the Culture and Community Development Division of the Community Services directorate and contributes towards the fulfilment of the borough’s Sustainable Community Strategy, ‘Shaping Our Future’ and the borough’s Cultural Strategy. The key themes within the latter are Place Making, Prosperity, Learning, Community and Health, which all feature within library programmes.
- 6.4. The Lewisham Library & Information Service operates from seven buildings that the Council owns and manages, and from five community venues in which a peripatetic library service is available to residents. An additional community venue in the Evelyn area is due to be officially launched in December.

- 6.5. The public library service offers truly public spaces, where people visit to interact, use and take away tools for their personal, family and community's development, and find ways of expressing themselves. This is on offer to all citizens without a requirement for affiliation, ownership, and/or payment.
- 6.6. In an era in which more and more services move to the 'cloud', the public library service offers an opportunity for positive human interaction, whilst also embracing and promoting the virtual world. Indeed, in this context, public library services are ideally positioned to become community hubs, as local authorities increasingly deliver services from fewer premises.
- 6.7. The Service has sought increased integration with other Council departments to better respond to current and future corporate priorities. Lewisham libraries are supporting the eAdmission process (for primary schools entrants), the Registrar, the Parking permit distribution, the Be Active scheme (Community Health Improvement Service – Health Checks and Shape Up Programmes), online applications to the Local Support Scheme (previously the Social Fund) and working with the Universal Credit Pilot team.

## **7. The transformation journey**

- 7.1. During 2011-2012, the Service went through profound transformation. The level of change and the speed in which it has been delivered have made Lewisham into a benchmark for effective transformation in the library sector, particularly in relation to the transfer of assets and the interaction with local communities.
- 7.2. Lewisham has been on the path to change for a few years. In 2006, the opening of the Downham Health & Leisure Centre introduced new staffing models, co-location with health and leisure providers and the adoption of self-service technology. In 2007, the Quirk Review offered the blueprint for the transfer of public assets. In 2009, the Mayoral Commission on Libraries and Adult Learning set out the political and corporate vision for the transformation of the Service. In 2010, the Comprehensive Spending Review, acted as the catalyst and the accelerator for change.
- 7.3. In the last few years, at a strategic level, Lewisham has joined the London Libraries Consortium, has introduced a new Library Management System, has introduced Collection HQ, a new piece of software that will analyse Lewisham's collections of stock comparing them to those of the rest of the country, and has restructured the Service. At an operational level, Lewisham has opened the refurbished Torridon Road Library co-located with a Children's Centre, decommissioned Wavelengths Library and opened the new Deptford Lounge, has decommissioned and re-commissioned the service provision for five community buildings and is working to launch an additional one in Evelyn, and has introduced the new scalable and replicable Community Library model. Overall since

March 2011, this has led to a 26.3% increase in library opening hours, 25.6% increase in eBook loans (3,381 last year), and 10% increase in online reference enquiries (56,263 last year).



7.4. Lewisham has been held up as a model of good practice for the delivery of library services. The service interacts with London Councils, Arts Council England, the Greater London Assembly, it sits on the Development Groups of the London Libraries Consortium, chairs the Association of London Chief Librarians, and represents London at the Society of Chief Librarians. Lewisham has worked with colleagues across the country to present its model of service delivery.

7.5. The Mayor, Sir Steve Bullock, and the Cabinet Member for Community Services and Older People, Cllr Chris Best, welcomed the Parliamentary Under Secretary of State for Culture, Communications and Creative Industries, Ed Vaizey MP on 25 June 2013. Mr Vaizey was impressed by the Lewisham Library & Information Service, specifically with regard to the Community Library Service and its engagement with community groups.

## 8. The Service – The structure

8.1. The recent reorganisation of the service changed the way in which it is structured substantially, introducing a flatter structure, introducing generic and flexible job roles, increasing the front line, and maintaining key professional roles.

8.2. The structure of the Service allows for flexibility and growth, to support developments through increased collaboration with other library services, other council departments, and with community groups.

8.3. The Service is divided into two teams, the Business Development Unit and the Business Delivery Unit. The first works to develop products and audiences, the second to deliver them to customers.

## **9. The Service – The Community Library Model**

9.1. As part of the Council's £88 million savings programme, Lewisham Council decided to close five "library buildings", to pursue the option of transferring them to the community and to reorganise the remaining provision. By transferring the buildings to the community the Council saved ca. £240k on upkeep and maintenance, and by reorganising the service it saved ca. £755k on salary costs. Including the reduction in costs on IT maintenance and software, the Services contributed ca. £1M of savings.

9.2. This approach created an opportunity for community groups and organisations to acquire the former library buildings for alternative uses at minimal or no rent, as long as they committed to maintaining the building and keeping them open to the community. Crucially, the community library model also means that the Council can still provide Council library services from the building, even after it has been transferred.

9.3. The Council is responsible for the books, for the shelving, for the self-service terminals and the library catalogue. It maintains the stock to the standard it applies to all its collections. It promotes reader development programmes and trains the staff and volunteers at the community libraries.

9.4. The Council never transferred its statutory responsibility to deliver library services to third parties (i.e. volunteers). The community library provision is the responsibility of the Library & Information Service as any other outreach programme it delivers. However, the Service benefits from the commitment of the anchor / host organisations to promote books and reading and offer access to library services in the buildings they are responsible for.

9.5. In May 2011, the Council transferred four library buildings to community groups and relocated one to a community venue. Crofton Park, Grove Park and Sydenham have been leased at no cost to Eco Computer Systems (now Eco Communities), a social enterprise that works recycling technology and delivering training. Age Exchange, a charity based in Blackheath, asked and obtained £200k of funding to match over £500k of money they had raised to support the refurbishment of their Reminiscence Centre. A group of local residents, New Cross Learning, joined up with the social enterprise Bold Vision, to run the New Cross building.

- 9.6. In all cases, the third party, as well as signing a lease or funding agreements with the council, committed to supporting the provision of library services in their buildings at no cost to the Council.
- 9.7. The Service is working with Axiell UK and the Community Libraries to roll out OG Touch. This is a new and bespoke IT solution which will allow volunteers restricted access to the Libraries' database and enable them to more fully support users in accessing services (e.g. searching the catalogue, placing reservations). Lewisham and Axiell UK are developing OG Touch, which is gaining interest from other authorities keen to adopt a system for similar use.

## 10. Performance

- 10.1. In relation to the changes implemented, the disruption inherent in the transformation and the impact of this on the staff and public resulted in a temporary, if marked, decrease in performance two years ago. However, performance has improved ever since. Between April and October 2013 performance at the seven libraries has improved for the second year running: Issues increased by 4.4% (despite substantial closures at Lewisham Library due to redevelopment of the ground floor) and Visits increased by 8.2%.

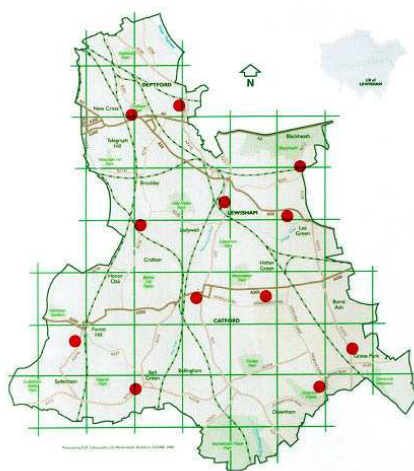
Issues			Issues		
Apr 2012 - March 2013			Apr 2013 to Oct 2013		
12 libraries last year	7 libraries last year	5 libraries last year	12 libraries last year	7 libraries last year	5 libraries last year
748,660	654,032	94,628	478,215	433,572	44,643
12 libraries this year	7 libraries this year	5 libraries this year	12 libraries this year	7 libraries this year	5 libraries this year
794,523	721,718	72,805	501,524	452,752	48,772
Change	Change	Change	Change	Change	Change
6.1%	10.3%	-23.1%	4.9%	4.4%	9.2%

Visits			Visits		
Apr 2012 - March 2013			Apr 2013 to Oct 2013		
12 libraries last year	7 libraries last year	5 libraries last year	12 libraries last year	7 libraries last year	5 libraries last year
1,708,202	1,512,544	195,658	1,062,342	927,370	134,972
12 libraries this year	7 libraries this year	5 libraries this year	12 libraries this year	7 libraries this year	5 libraries this year
1,773,062	1,523,814	249,248	1,204,580	1,003,076	201,504
Change	Change	Change	Change	Change	Change
3.8%	0.7%	27.4%	13.4%	8.2%	49.3%

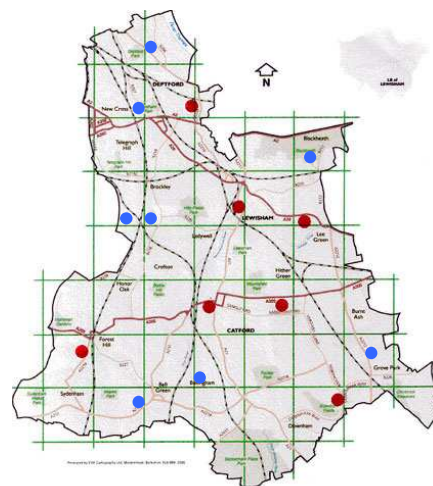
- 10.2. Deptford Lounge is particularly successful contributing averages of over 29,000 visits and over 10,000 issues per month. This library issues 30% more books and welcomes 79% more visitors than the library it replaced in its last full year of operations (2009-2010) data. The availability of Wi-Fi has made this building particularly attractive to younger users, and its

links to the Albany Theatre has made it into a key local cultural venue.

- 10.3. The five community buildings are also thriving both as local hubs and as libraries. The anchor organisation completed important repairs to the roofs, the outside and the interiors of Crofton Park, Sydenham, and Grove Park, and organised events that regularly attract high number of residents.
- 10.4. It is interesting that the new partners are drawing new activities into the buildings. Some have set up work clubs helping residents back to work and providing business start-up advice. Among other activities, they are delivering computer training to residents as well as offering sit down exercise classes for the elderly.
- 10.5. The Council has introduced self-service in these and in the New Cross building. Negotiations on the lease for New Cross are a final stage and should be concluded before the end of the year. The Reminiscence Centre has re-opened following the complete refurbishment of the building, which now includes a new community library service in Blackheath.
- 10.6. In the first seven months of this year, Visits to the Community Libraries have increased substantially (+49.3%) and Issues are now steadily increasing (+9.2%). Over the 12 libraries, performance on Issues has increased by 4.2%.
- 10.7. The performance of Blackheath has markedly improved following the refurbishment of the Reminiscence Centre building. Visits are up 27% on the figures of the library it replaced (2009-2010 figures). And Issues increased three times over those of the previous year. It is expected that these will continue to grow in the future.



Library coverage before May 2011



Library coverage after May 2011

- 10.8. Our work demonstrates Lewisham's continuous commitment to providing a quality library service to residents, while improving its efficiency. Indeed, we are extending the community library provision to a new and



additional service point in the North of the borough. The Pepys Resources Centre is a community venue that has had library books for a while. We have introduced library technology there, which links this collection to the main library service and the London Library Consortium, making it a sixth community library for Lewisham.

- 10.9. As well as investing in the Community Libraries, Lewisham has maintained and increased its book fund and it has acquired the Collection HQ software for the analysis of its collections. These strategic choices will make sure that the quality of the offer in Lewisham's libraries will continue to improve.
- 10.10. Stellar Libraries – the nationally acclaimed reader development agency – have been offered free office space at Crofton Park Library from where, this year's City Read will be coordinated. City Read is a pan London reader development programme with buy-in from all London boroughs.
- 10.11. Anchor/host organisations have helped a number of their volunteers into work and continue to provide opportunities to develop their skills.
- 10.12. The Library & Information Service continues to look at how it can support the anchor/host organisations, by identifying link staff at each hub library to provide assistance with library-related issues as they arise in the Community Libraries. In addition, the Service is exploring how it can work together with the anchor/host organisations to dispose of withdrawn library stock, raising revenue for the local hub and for the Service.
- 10.13. Two years on, the Community Libraries are fulfilling the potential that the Council saw in them. The Service is engaged with local people who care passionately about books and reading and are involved in their community's future.

## **11. Highlights**

- 11.1. Among the most conspicuous achievements of the Service overall
  - 11.1.1 The Central Library at Lewisham has been refurbished to include self issue, an IT suite on the ground floor and a new front door. The toilets are also being refurbished and expanded with work due to complete before Christmas 2013. The ground floor now has a good selection of books/DVDs and is bright airy and inviting. The building also hosts two new partners, the Exchange Group who offer certificated courses to the unemployed and The Camden Society – a charity that works with young Lewisham residents with learning difficulties.
  - 11.1.2 The Service co-ordinated the Lewisham Black History Month programme in a range of settings with high footfall across the borough and audience development work with specific audiences and partners. Events exploring contemporary reminiscence about the 'local' Black music scene drew enthusiastic media coverage and audience feedback,

reinforced by heritage displays on view in 10 Lewisham settings. Evaluation returns from participants and partner organisations speak of the impact the programme has had. For example, mental health charity Rethink and their volunteers spoke of “320 really meaningful conversations about mental health” with Lewisham shoppers and a consequential boost to participant confidence levels and BME community awareness of mental health issues. Targeted work with LeSoCo and ESOL/literacy partners, Deptford’s Vietnamese community, Glassmill Leisure Centre and priority schools were all developed during the month.

- 11.1.3 30 young people from across the borough supported the Summer Reading Challenge as Reading Champions. One success story was Jerry Johnson, a student from Haberdasher Aske's Hatcham College and a Lewisham Reading Champion, who was one of only five young people nationwide to be invited to the Reading Agency’s prestigious annual lecture event in October, where he interviewed bestselling author, Neil Gaiman. Another local Reading Champion Tracy Huynh won the Jack Petchy award for her support as a Reading Champion over the summer holidays. Tracy was a pleasure to work with, an asset to the Library Service and an inspiring ambassador for reading. Overall, the Summer Reading Challenge was another success, with 3,855 children starting and 1,941 completing the Challenge in 2013. Figures are up 33% and 30% on 2012 respectively.
- 11.1.4 In academic year 12-13, the Library & Information Service worked with 70 of our 83 Lewisham primary schools. Lewisham is leading a groundbreaking project that will eventually offer Radio Frequency Identification enabled library card to every school child in the borough. The project, currently being tested will be rolled out to 12 primary schools during the pilot phase, which is funded by Arts Council England. Through the new card children will be able to borrow and return books in their school library as they do in any public library. They will access leisure services such as free swim, too.
- 11.1.5 Also – special focus on local schools in Downham resulted over 400 school children visiting the library during National Storytelling Week in February 2013, repeated quarterly ever since. Malorie Blackman, the children’s laureate, spoke to over 200 local secondary school children in Downham.
- 11.1.6 Lewisham Local History and Archives has focussed on the digitisation of material to improve access to fragile heritage resources, resulting in over 6,000 people per month accessing our online resources such as the War Memorials wiki and our Picasa web albums of historic local images LHAC has also worked with the Public Catalogue Foundation to digitise 160 oil paintings from our art collection, making them available on the Your Paintings website.

11.1.7 Heritage Maroon Plaques have been erected to commemorate Henry Cooper, the Woolworths WW2 bombing at New Cross and the Lewisham V1 bombing.

11.1.8 Library and Information digital resources have been enhanced with the launch of Arena, our web catalogue, enabling users to reserve and renew material from home or on the move. Use of Arena has increased by 200% in the last 2 years and over 28,000 renewals have been done online in 2013-14 so far.

11.1.9 Lewisham has been sharing in the national launch of the Society of Chief Librarians' Universal Offers, which identify and energise four key areas of service to be delivered by all public library services:

- Promoting reading: Lewisham provides over 6 million items as part of the London Libraries Consortium and 1,000 eBooks and eAudio books. We are involved in all national and London adult reading programmes, including World Book Day / Night, London City Read, Six Book Challenge for emergent adult readers, Black History Month, and LGBT History month. This year's Six Book Challenge had the largest take up yet with over 600 participants in partnership with CEL, LeSoCo and AFRIL.
- Promoting information: Lewisham worked to make information available to residents. The work of the Service is particularly notable in relation to job search and benefits information, particularly online. Lewisham has worked in partnership with Benefits to support changes to Emergency Loans and Parking Permits.
- Promoting digital: Lewisham received UK Online funding to deliver Get Online Week in all branches in October 2013. All libraries are registered UK Online Centres and provide Online books and reference resources. Libraries support the eAdmission process.
- Promoting health: Lewisham launched the Books on Prescription Scheme and Mood Boosting Books collection, including targeted promotions during Family Learning Festival in partnership with Public Health and Leisure providers. It supported the first year anniversary of the launch of the Be Active Scheme offering discounted and free leisure access to Lewisham leisure centres using the Lewisham library card. Registrations now exceed 10,000 residents who make over 6,000 visits per month to leisure centres.

11.2. Among the most conspicuous achievements of the anchor / host organisations, it is important to mention:

11.2.1 Eco Communities (formerly Eco Computer Systems) has now re-decorated the interiors of Grove Park and Sydenham Libraries and has remodelled and introduced cafés in all three of its library buildings.

Working with fellow social enterprise, London Reuse Ltd, each space also sells recycled or up-cycled furniture as well as recycled IT

- 11.2.2 Eco Communities has taken on the North Downham Training Project and among the many training programmes it delivers, it is developing its café academy and plans to use the café spaces in the library buildings to support this.
- 11.2.3 At Sydenham Library, volunteers have been successful in securing funding to develop the external space, creating a reading boulevard and to run a heritage project about the History of the library. At Grove Park and Crofton, staff and volunteers continue to build on their local presence and have been securing funding and hosting a range of activities and community days, such as the Grove Park Garden Party and Croffest, which have been incredibly well received. In addition to these, all branches host regular, well attended events for families.
- 11.2.4 At Crofton Park visits ended 10% up in 2012-13 and are up 11% in the first seven months of this year. At Grove Park visits increased 49% last year and continue to be 5% up this year. At Sydenham visits dropped 3% last year and are now increasing ca. 15%.
- 11.2.5 Age Exchange continues to develop their Reminiscence Centre – Number Eleven in Blackheath Village. In December of this year, they launched the next phase of their building project – the extensively refurbished Bakehouse. To celebrate, they hosted an open day with partners, using the space to demonstrate the range of activity on offer and the opportunities for joint working. In addition, they are currently working on two exciting funded projects: a Heritage Lottery funded project – the Children of the Great War – a commemorative project for World War One – of which our Heritage Team have been a part – and an initiative funded by Guy's and St Thomas's Charity creating a model of excellence in the provision of person-centred creative care for older people in South London. This project seeks to improve the quality of life and wellbeing for the older people who participate in the programme, specifically those with dementia. In addition to this broader work, they continue to host regular activities and exhibitions in their library, studio and café space. At Blackheath, visits increased 86% last year and are now over 300% up this year.
- 11.2.6 Bold Vision continue to work to help New Cross Learning establish itself as a separate and sustainable entity, which in time will take over the New Cross building. New Cross Learning continue to deliver a wide range of activities, both on and off site, including the particularly successful 'Party in the Park' and a series of healthy walks during the Summer and a range of events for Black History Month including "Gospel to Garage", a new artwork taking a retrospective look at the importance and influence of black music in the Western world in the 20<sup>th</sup> century which has attracted wide interest. They also continue to run their successful regular activities, including Baby Bounce, poetry workshops, street dance,

acapela singing, and language exchange. At New Cross, visits increased 46% last year and are 16% up this year.

11.2.7 In 2012-13, the Community Libraries issued 23% less books than the year before. This year the trend remains negative. However, there are two important factors to consider when assessing the performance of the community libraries and that of the Service as a whole:

- All the community library buildings have had substantial work done to them, some of which included closures. As a result the offer within the buildings has changed substantially, which makes them more attractive and relevant to new audiences. This is born out by the significant and consistent increase in visits.
- Issues across the borough increased by 6% last year and are on target for another increase this year. This supports the notion of a well used library service, which responds flexibly to the needs of its audiences.

## **12. Legal implications**

12.1. While there are no legal implications to this update, it should be noted that the Lewisham approach has had no impact in relation to TUPE or PLR legislation. The reorganisation of staff was based on a service-wide de-layering approach. Public Lending Right provisions continue to apply to the stock owned by the Council, whether this is placed in the hub libraries or in the community libraries.

## **13. Financial implications**

13.1. There are no specific financial implications to this report. The community libraries use the book stock purchased by the Council and occupy their premises rent-free but otherwise receive no financial support.

## **14. Equalities implications**

14.1. There are no direct equalities implications arising from this report.

## **15. Crime and disorder implications**

15.1. There are no direct crime and disorder implications arising from this report.

## **16. Environmental implications**

16.1. There are no environmental implications in this report.

## **17. Conclusion**

17.1. This report updates Members on the progress of the Library & Information Service and the provision of community library services in

particular, following the major service changes implemented during 2011/12. The performance trends are positive throughout.

### **Background Papers**

1. May 2011 Report + EIA:

<http://councilmeetings.lewisham.gov.uk/mgConvert2PDF.aspx?ID=1443&ISATT=1#search=%22library%22>

2. Mayor and Cabinet Report from HCSC 18 January 2012

<http://councilmeetings.lewisham.gov.uk/mgConvert2PDF.aspx?ID=7306>

3. HCSC report 14 December 2011

<http://councilmeetings.lewisham.gov.uk/mgConvert2PDF.aspx?ID=6983>

4. Mayoral response to the comments of the Healthier Communities Select Committee on the Library & Information Service

<http://councilmeetings.lewisham.gov.uk/documents/s8101/Response%20on%20Community%20Libraries%20to%20Healthier%20Communities%20OSC.pdf>

For further information please contact Liz Dart, Head of Culture and Community Culture on 020 8314 8637.

## Appendix 1

# Visits 2011/2012

2011/2012	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Area 1</b>													
Forest Hill	10,006	11,153	11,332	11,637	12,195	12,496	12,458	11,961	9,106	10,706	10,136	12,460	135,646
Deptford	13,141	12,772	14,277	14,525	16,000	11,900	1	1	1	23,521	34,323	33,224	173,686
<b>Area 2</b>													
Lewisham	24,308	29,857	29,426	27,296	26,044	26,515	28,038	26,477	22,587	24,594	23,882	25,927	314,951
Manor House	12,549	13,525	14,143	16,413	15,372	14,958	14,917	13,849	11,253	13,758	13,315	14,389	168,441
<b>Area 3</b>													
Catford	24,321	26,497	30,433	30,000	25,059	25,419	23,973	23,904	29,080	18,055	18,665	23,423	298,829
Downham	29,894	32,012	33,261	35,340	31,894	32,682	30,166	29,695	22,167	29,667	28,917	33,458	369,153
Torridon Road	1	1	1	7,100	6,800	6,899	6,970	6,365	4,179	4,375	4,047	5,100	51,838
<b>Community Libraries</b>													
Blackheath	5,605	6,758	1	1	511	986	832	989	759	1,072	1,137	931	19,582
Crofton Park	5,754	5,524	3,558	3,650	3,662	3,804	7,230	6,495	6,768	7,110	5,673	6,271	65,499
Grove Park	2,263	2,965	2,362	2,362	2,362	2,362	2,682	2,593	2,042	2,463	2,521	2,803	29,780
New Cross	3,217	3,090	118	119	688	688	4,875	6,102	3,919	4,559	4,766	4,776	36,917
Sydenham	5,324	2,685	2,499	3,544	4,207	4,640	6,109	3,292	1,902	2,879	2,962	3,837	43,880
<b>Total</b>	<b>136,383</b>	<b>146,839</b>	<b>141,411</b>	<b>151,987</b>	<b>144,794</b>	<b>143,349</b>	<b>138,251</b>	<b>131,723</b>	<b>113,763</b>	<b>142,759</b>	<b>150,344</b>	<b>166,599</b>	<b>1,708,202</b>

## Visits 2012/2013

2012/2013	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Area 1</b>													
Forest Hill	10,439	11,760	10,500	11,516	10,909	13,082	13,876	12,474	9,231	11,535	10,618	11,375	137,315
Deptford	23,255	30,315	26,559	29,021	29,733	28,570	29,180	27,203	20,805	25,991	24,424	28,192	323,248
<b>Area 2</b>													-
Lewisham	21,658	23,999	21,063	24,170	24,947	24,842	28,166	25,264	11,134	13,011	26,339	27,403	271,996
Manor House	12,833	13,135	12,440	14,663	13,365	12,852	14,015	14,132	11,375	14,009	13,656	13,661	160,136
<b>Area 3</b>													-
Catford	19,814	21,272	18,464	21,332	21,301	19,038	19,667	18,813	14,561	19,799	18,097	20,018	232,176
Downham	26,230	32,085	31,094	34,275	28,913	29,819	31,440	28,350	23,176	27,780	27,758	26,720	347,640
Torridon Road	4,054	4,981	3,929	4,902	4,773	4,324	4,800	3,945	2,911	4,348	4,087	4,249	51,303
<b>Community Libraries</b>													-
Blackheath	1,074	1,193	1,183	862	1,052	1,039	232	2,253	4,502	4,718	8,978	9,313	36,399
Crofton Park	5,345	6,982	5,454	6,670	5,610	6,399	7,906	4,246	5,122	5,966	6,000	6,578	72,278
Grove Park	2,417	2,845	3,792	2,891	3,897	3,168	4,442	3,551	3,060	3,170	5,006	6,028	44,267
New Cross	3,929	6,109	3,910	5,208	4,757	4,691	4,743	4,329	3,296	4,123	4,410	4,437	53,942
Sydenham	3,677	3,656	3,407	4,470	4,485	3,729	3,748	4,087	2,535	2,994	1,332	4,242	42,362
<b>Total</b>	<b>134,725</b>	<b>158,332</b>	<b>141,795</b>	<b>159,980</b>	<b>153,742</b>	<b>151,553</b>	<b>162,215</b>	<b>148,647</b>	<b>111,708</b>	<b>137,444</b>	<b>150,705</b>	<b>162,216</b>	<b>1,773,062</b>
Variation on previous year	-1.2%	7.8%	0.3%	5.3%	6.2%	5.7%	17.3%	12.8%	-1.8%	-3.7%	0.2%	-2.6%	3.8%



## Visits 2013/1014

2013/2014	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Area 1</b>													
Forest Hill	12,080	11,783	11,216	11,884	11,631	11,712	12,191						82,497
Deptford	26,596	26,550	28,789	30,685	29,580	32,517	30,231						204,948
<b>Area 2</b>													-
Lewisham	31,638	32,175	30,305	31,562	33,282	31,938	33,575						224,475
Manor House	13,156	12,761	11,636	12,302	13,040	12,939	13,959						89,793
<b>Area 3</b>													-
Catford	20,990	20,634	19,403	21,360	21,445	21,811	23,640						149,283
Downham	31,699	32,000	31,966	33,590	30,763	29,326	32,101						221,445
Torridon Road	4,195	4,105	4,207	4,766	4,340	4,261	4,761						30,635
<b>Community Libraries</b>													-
Blackheath	9,115	10,294	9,942	8,425	8,855	10,514	10,781						67,926
Crofton Park	6,841	6,690	6,463	6,675	6,243	7,488	8,349						48,749
Grove Park	3,623	2,742	3,066	3,008	4,295	3,219	3,980						23,933
New Cross	5,145	5,368	5,157	5,464	6,201	4,485	6,350						38,170
Sydenham	-	3,528	3,818	3,470	5,165	5,947	4,778						26,706
<b>Total</b>	<b>165,078</b>	<b>168,630</b>	<b>165,968</b>	<b>173,191</b>	<b>174,840</b>	<b>176,157</b>	<b>184,696</b>						<b>1,208,560</b>
Variation on previous year	+23%	+7%	+17%	+8%	+14%	+16%	+14%						

## Issues 2011/2012

2011/2012	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Area 1</b>													
Forest Hill	6,841	7,146	5,064	7,692	7,629	7,728	7,034	6,916	5,875	6,766	6,003	7,029	<b>81,723</b>
Deptford	6,702	6,518	7,091	7,202	4,873	4,655	99	113	236	9,362	10,538	11,452	<b>68,841</b>
<b>Area 2</b>													
Lewisham	17,591	17,170	21,064	17,591	12,482	18,756	19,963	17,916	15,919	16,438	15,001	15,193	<b>205,084</b>
Manor House	7,381	7,550	8,447	9,368	7,767	8,036	7,468	6,830	5,762	6,731	6,605	6,988	<b>88,933</b>
<b>Area 3</b>													
Catford	7,715	7,819	8,439	8,613	7,338	7,699	8,059	6,913	6,262	6,127	6,147	6,740	<b>87,871</b>
Downham	7,361	7,295	7,208	8,513	7,058	7,693	7,228	7,327	5,154	6,582	6,791	6,965	<b>85,175</b>
Torridon Road	1	1	6	5,100	5,044	4,696	4,325	3,607	2,860	3,700	3,570	3,495	<b>36,405</b>
<b>Community Libraries</b>													
Blackheath	3,911	3,619	2,071	314	516	792	572	756	503	625	450	354	<b>14,483</b>
Crofton Park	4,179	4,004	2,937	3,514	3,961	3,218	2,836	2,581	2,166	2,814	2,471	2,872	<b>37,553</b>
Grove Park	1,910	1,729	1,004	1,442	1,198	950	722	898	649	870	733	904	<b>13,009</b>
New Cross	1,758	2,438	887	158	105	736	458	766	801	1,194	864	996	<b>11,161</b>
Sydenham	2,996	2,672	1,362	1,387	1,610	1,291	1,326	1,014	976	1,126	1,136	1,247	<b>18,143</b>
LRC	19	22	16	11	17	15	36	47	6	25	42	23	<b>279</b>
<b>Total</b>	<b>68,365</b>	<b>67,983</b>	<b>65,596</b>	<b>70,905</b>	<b>59,598</b>	<b>66,265</b>	<b>60,126</b>	<b>55,684</b>	<b>47,169</b>	<b>62,360</b>	<b>60,351</b>	<b>64,258</b>	<b>748,660</b>

# Issues 2012/1013

2012/2013	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Area 1</b>													
Forest Hill	7,077	6,520	6,638	8,464	9,640	8,831	10,349	9,625	7,540	9,261	8,525	8,786	<b>101,256</b>
Deptford	10,783	10,885	9,977	11,217	11,870	11,623	11,986	11,129	8,425	10,717	10,355	9,933	<b>128,902</b>
<b>Area 2</b>													
Lewisham	14,981	13,081	15,229	18,023	19,164	17,168	19,193	18,175	12,691	13,462	15,675	15,244	<b>192,087</b>
Manor House	7,039	6,189	6,116	8,338	8,336	6,728	7,138	7,030	5,397	6,442	5,940	5,795	<b>80,487</b>
<b>Area 3</b>													
Catford	6,998	6,056	6,743	7,900	8,728	6,645	7,993	7,139	5,524	8,211	6,806	6,540	<b>85,282</b>
Downham	7,157	6,504	6,947	8,170	8,149	7,401	8,200	7,973	5,913	7,709	7,303	6,848	<b>88,273</b>
Torridon Road	3,640	3,497	3,300	4,409	4,703	3,830	4,016	3,597	3,127	3,787	3,658	3,392	<b>44,957</b>
<b>Community Libraries</b>													
Blackheath	682	622	470	452	606	589	234	491	918	1,231	1,105	1,174	<b>8,572</b>
Crofton Park	2,740	2,285	2,471	2,917	3,485	2,846	2,944	1,743	1,689	2,486	2,565	2,371	<b>30,541</b>
Grove Park	825	707	828	1,480	943	1,060	1,001	847	401	672	705	626	<b>10,094</b>
New Cross	804	978	774	914	877	836	896	917	588	852	894	802	<b>10,131</b>
Sydenham	1,134	900	936	1,635	1,058	1,131	1,213	1,217	698	1,235	1,126	1,185	<b>13,467</b>
<b>LRC</b>	35	14	28	9	101	112	76	27	24	23	10	15	<b>474</b>
<b>Total</b>	<b>63,895</b>	<b>58,239</b>	<b>60,457</b>	<b>73,927</b>	<b>77,659</b>	<b>68,800</b>	<b>75,237</b>	<b>69,909</b>	<b>52,933</b>	<b>66,088</b>	<b>64,667</b>	<b>62,711</b>	<b>794,523</b>
Variation on previous year	-7%	-14%	-8%	4%	30%	4%	25%	26%	12%	6%	7%	-2%	6%

## Issues 2013/1014

2013/2014	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Area 1</b>													
Forest Hill	9,697	9,360	8,672	10,306	10,995	8,963	10,111	-	-	-	-	-	68,104
Deptford	10,400	10,043	9,611	10,476	10,609	10,565	11,616	-	-	-	-	-	73,320
<b>Area 2</b>													
Lewisham	17,926	17,071	15,282	18,847	21,131	16,874	18,958	-	-	-	-	-	126,089
Manor House	6,835	5,939	6,102	7,600	7,882	6,842	7,260	-	-	-	-	-	48,461
<b>Area 3</b>													
Catford	7,480	6,493	6,303	7,594	9,213	7,053	7,572	-	-	-	-	-	51,708
Downham	8,181	7,166	7,278	8,967	9,144	7,584	8,500	-	-	-	-	-	56,821
Torridon Road	4,189	3,511	3,759	3,960	5,038	3,634	4,157	-	-	-	-	-	28,249
<b>Community Libraries</b>													
Blackheath	1,495	1,688	1,502	1,762	1,830	2,150	2,392	-	-	-	-	-	12,819
Crofton Park	2,678	2,316	2,253	2,633	3,164	2,239	2,614	-	-	-	-	-	17,897
Grove Park	611	409	534	655	673	566	610	-	-	-	-	-	4,057
New Cross	943	990	926	772	886	541	874	-	-	-	-	-	5,932
Sydenham	89	975	1,087	1,382	1,379	1,237	1,722	-	-	-	-	-	7,870
<b>LRC</b>	27	23	28	46	28	20	26	-	-	-	-	-	198
<b>Total</b>	<b>70,551</b>	<b>65,983</b>	<b>63,338</b>	<b>75,000</b>	<b>81,973</b>	<b>68,268</b>	<b>76,411</b>	-	-	-	-	-	<b>501,524</b>
Variation on previous year	5.5%	8.0%	0.2%	-2.7%	0.5%	-5.6%	-3.4%						