

Community Services & Library Needs Assessment



Secondary
Research

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Introduction

Purpose of report

In 2023 Leicester City Council launched the Community Services & Library Needs Assessment (CSLNA) which is a transformational programme for our Neighbourhood Services scoping in all our facilities. It will conduct an in-depth assessment across all communities and the whole of the city to assess present and future needs in the context of our neighbourhood services.

The CSLNA programme was launched in the context of changing city demographics and following the COVID-19 pandemic which has changed what people need from our services. The programme aims to ensure our communities have the right type of service offering for the future, based on robust evidence gathering.

Like many local authorities Leicester City Council is facing a challenging financial situation, so it is vital to ensure the service we provide meets the needs of our users. We will need to ensure resources are used efficiently whilst protecting a service which is highly valued and widely used across the city.

Leicester City Council manages 25 community facilities across the city including 9 multi service centres, 16 libraries and 13 community centres (some co-located with libraries). At these sites people can enjoy books and reading, access online services, attend a group, take part in an event and much more. Libraries, Community Centres and Multi-Service Centres help to bring communities together and support resident families to improve their life chances.

This report presents the findings from the secondary research which has been performed by Leicester City Council's Neighbourhood Services management and project teams. The report should be read together with primary research report which has been conducted by Activist, an independent specialist research agency with specialist knowledge in the field.

Secondary research overview

A broad range of data and information has been gathered and examined to underpin assessments of need, usage, and cost-effectiveness, as well as to identify demographic characteristics in various areas of Leicester. This evidence-led approach will be used to support the development of proposals for transforming the service in the future.

Socioeconomic Data and Data Mapping

The latest Census data has been used to gain insights into the city's population at ward level and within specific catchment areas. The most recent Index of Multiple Deprivation (IMD) domains have been used to provide background and context for the locations of libraries and neighbourhood centres in the city, and the services they offer. The current Neighbourhood Services offer has been assessed using the four Universal Offers (UO) defined by the national Libraries Connected organisation.

With support from LCC's Geographical Information Systems (GIS) Team, we've developed maps to demonstrate access to and current usage of our facilities.

We've used anonymised data from our systems to better understand who is using our community centres and libraries and we have used census data to compare this usage with the demographic profiles of Leicester's wards.

Additionally we have conducted analyses of access factors, including health, public transport links walking distances and times.

Centre Catchment and Mapping

While our library catchment areas extend beyond Leicester's city boundaries in certain instances, our mapping efforts have been intentionally confined to the city itself. This decision reflects our commitment to concentrate our assessments on the needs and impacts concerning Leicester City residents. Libraries located outside the city, even if used by some city residents, have not been included in our mapping considerations. Mapping these catchment areas has provided insights into the communities served by various community centres and libraries. By mapping different datasets at the ward level, we've been able to illustrate the varying levels and types of need within these catchment areas, analyse demographics, and gain insights into usage patterns.

Building Information and Customer Insight

We have completed an analysis of usage data for each community centre and library. This analysis was conducted with the objective of gaining insight into the demand for various community services across Leicester's diverse geographical areas. Our aim was to assess this demand by considering the varying levels of activity within these regions. In the context of our evaluation for libraries, we have used the concept of an "active user". This term refers to individuals who are registered members of our service and have interacted with a library through borrowing materials or booking a computer between 2023 and 2024. Determining the cost per visit was based on a comprehensive examination of usage metrics and budgets associated with the continuous maintenance and operation of each community centre and library.

Benchmarking and Desk-Based Research

As part of our research we have also explored national benchmarking data and case studies from other local authorities. Benchmarking information is readily available for libraries in particular, as many local authorities contribute their data to the annual library report collated by CIPFA (Chartered Institute of Public Finance and Accountancy). We have used a set of "near neighbour" local authority library services as previously defined by CIPFA for comparator purposes.

Introduction to universal offers

Libraries Connected are one of the UK's main national library organisations. They are a membership organisation, made up of every library service in England, Wales and Northern Ireland.

The Universal Library Offers identified by Libraries Connected are widely adopted by the sector. The offers 'aim to connect communities, improve wellbeing and promote equality through learning, literacy and cultural activity' and can be used to describe what libraries (and in the case of Leicester our community centres) can offer people.

We have summarised the Universal Offers in the table below. More detail about them can be read at <https://www.librariesconnected.org.uk/page/universal-library-offers>.

Libraries Connected's Universal Offers

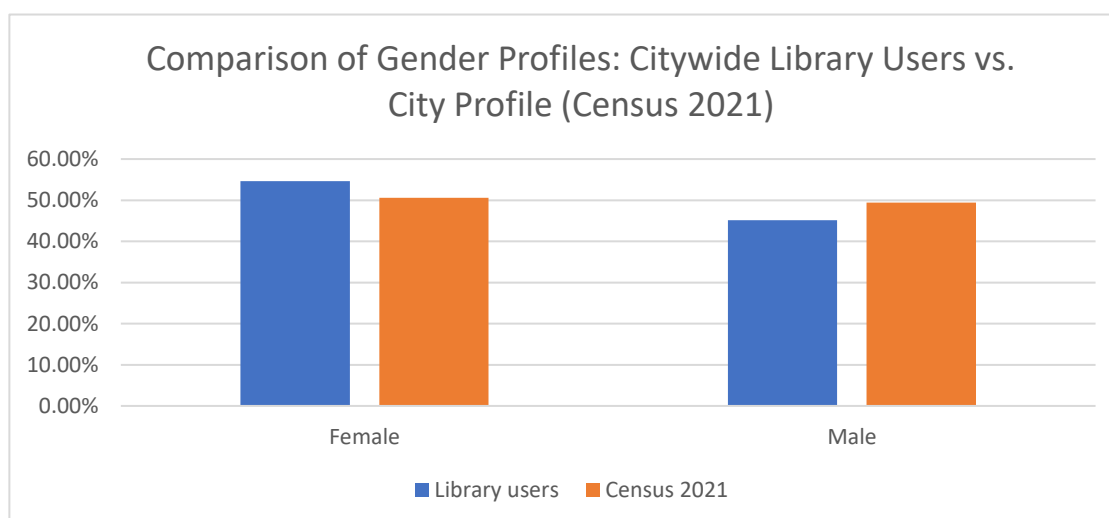
Universal offer and key principles	Summary
Reading <ul style="list-style-type: none"><li data-bbox="304 528 715 562">• <i>Engage, Imagine, Discover</i>	To build a literate and confident society by developing, delivering and promoting creative reading activities in libraries.
Information and Digital <ul style="list-style-type: none"><li data-bbox="304 676 676 710">• <i>Inform, Inspire, Innovate</i>	To ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online.
Culture and creativity <ul style="list-style-type: none"><li data-bbox="304 824 719 857">• <i>Explore, Create, Participate</i>	To enable local communities to access and participate in a variety of quality and diverse arts and cultural experiences through local libraries.
Health and wellbeing <ul style="list-style-type: none"><li data-bbox="304 1016 756 1050">• <i>Healthier, Happier, Connected</i>	To support the health and wellbeing of local people and communities through services that inform, engage and connect.

Community Services & Libraries in Leicester

Population

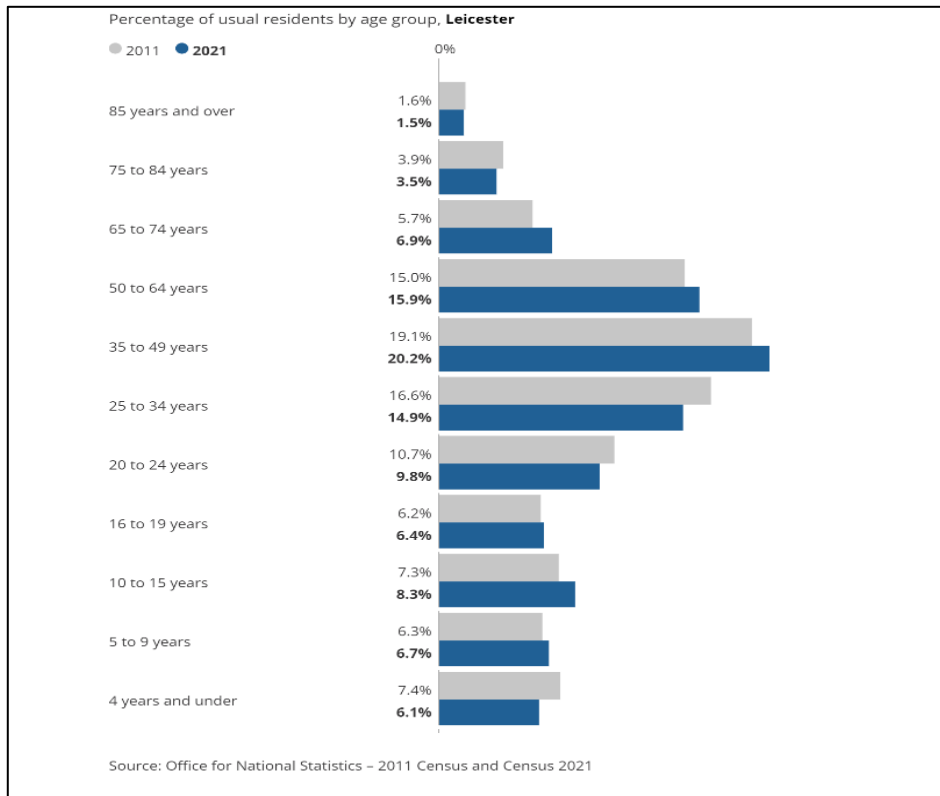
According to figures from the 2021 census, 368,600 people call Leicester their home, an increase of 11% since the last census. With around 36 people per football pitch-sized piece of land, Leicester is the most densely populated local authority area in the East Midlands.¹

The graph below illustrates the gender distribution of citywide library users compared to the overall city population, based on the 2021 Census. It shows that females are slightly overrepresented among library users, with a higher percentage of female library users compared to their share in the general city population. In contrast, males are slightly underrepresented among library users, with a lower percentage of male library users compared to their share in the city's population. This indicates a difference in library usage patterns between genders.

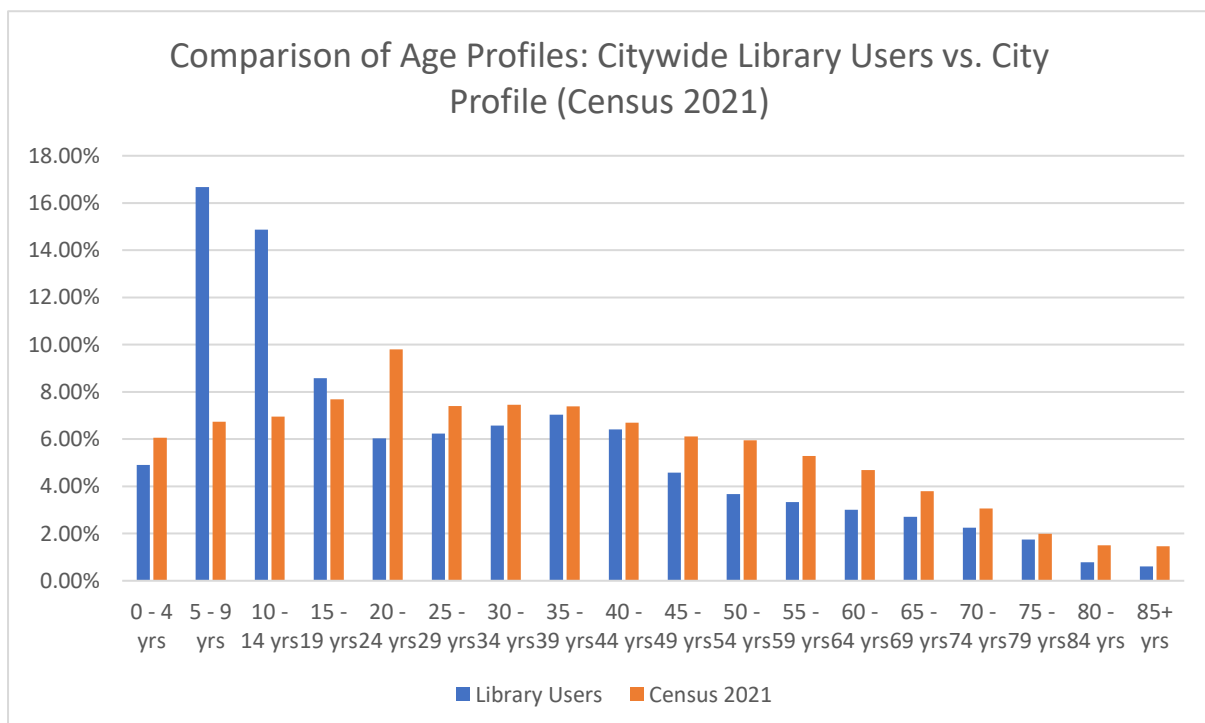


¹ ONS data [How life has changed in Leicester: Census 2021 \(ons.gov.uk\)](https://ons.gov.uk)

Leicester also has a younger than average population than England, and the joint lowest median age in the East Midlands. This is despite a slight increase in the median age in this census, from 31 to 33. The following shows the structure of the Leicester population by age band and how this has changed in the last 10 years:

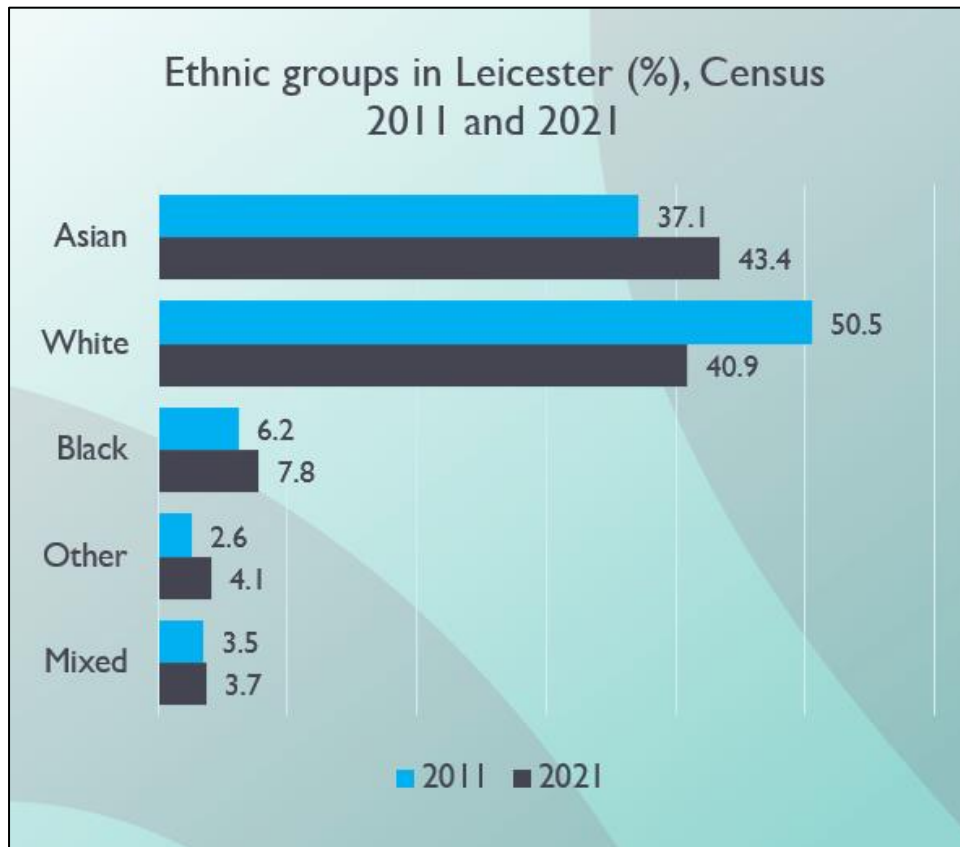


The chart below compares the age profiles of citywide library users with the city's population based on the 2021 census. Children aged 5-14 use the library significantly more than their population share, while those aged 15-19 use it marginally more. Young adults (20-24 years) use the library less than their city representation, and library use among adults aged 25-49 is closely aligned with their demographic share. In contrast, older adults (50+) use the library less than their population proportion, with the gap widening notably for those over 65.



Projected population increases suggest that older people will make up an increasing part of Leicester's population, with an estimated 16% of the population being over 65 by 2041. In addition, population increases are expected in the under 20 and 20-64 age groups as well, meaning that there will be increasing numbers of people accessing services such as education, social care and health services.²

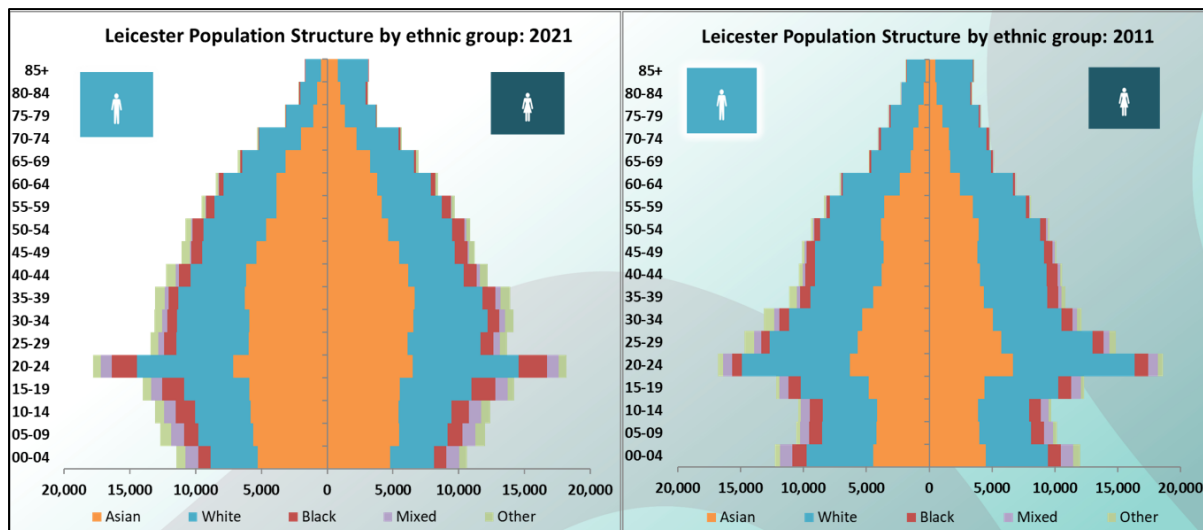
Leicester is home to a wide range of diverse communities, and residents not born in the UK have arrived from over 50 different countries around the world. At the 2021 census, 57.9% of Leicester residents were born in the UK. 43.4% of Leicester residents identify with an Asian ethnicity, of which 34.3% have Indian Heritage. 15.7% identify with other ethnic minorities:



Source: LCC PH analysts; ONS data 2011 + 2021 census

² 'Living in Leicester; Adults JSNA' [Living in Leicester Adults JSNA chapter \(2020\)](#)

The population structure by ethnic group has also changed since the 2011 census:



Source: LCC Public Health Analysts; ONS census data

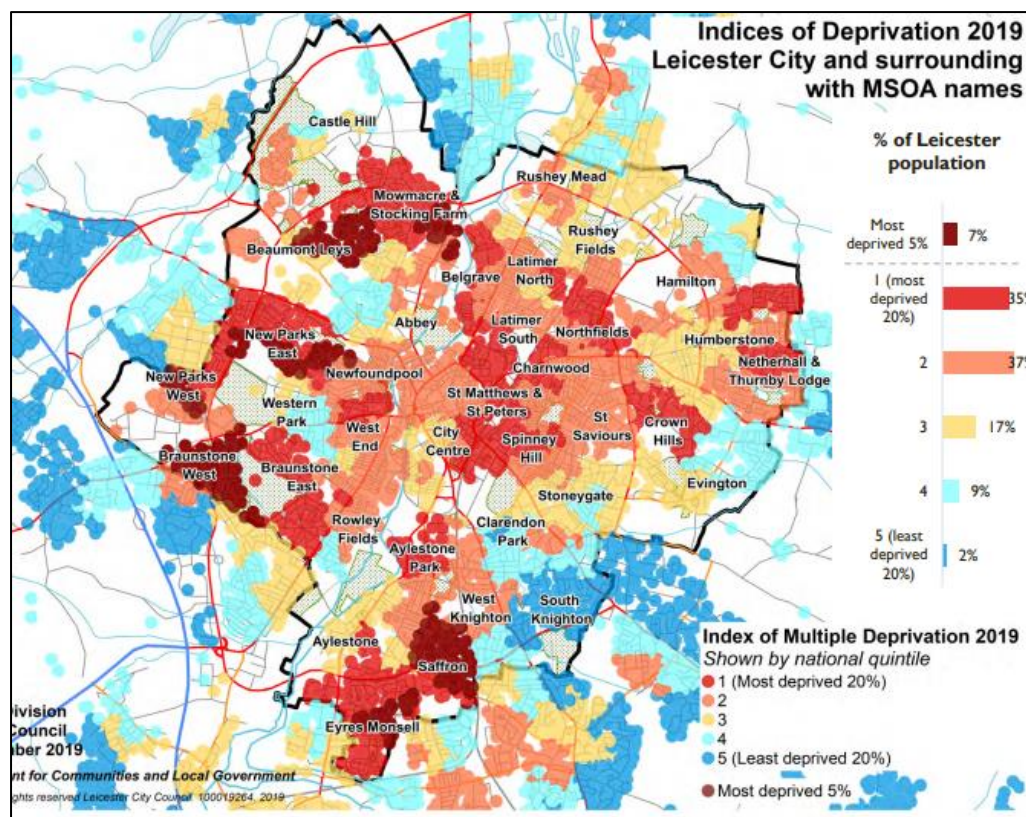
As well as an increase in the population identifying with Asian ethnicity, this also shows significant increases across all age groups in people identifying as Black, Mixed and other ethnicities. Black and Black British residents make up 7.8% of our population, and within this group, 5.8% identify as Black African, 1.2% Caribbean and 0.7 as other Black ethnicity.³

Leicester's population faces significant challenges with socioeconomic deprivation. Three quarters of Leicester residents are living in one of the top 40% most deprived areas nationally, and around 11% of people in one of the top 5% most deprived. Leicester currently ranks 32 out of 317 local authorities by average level of deprivation. Levels of deprivation vary across the city with Saffron and Eyres Monsell being two of the most deprived areas by IMD measure, and South Knighton being the least deprived.⁴

³ ONS 2021 census data, reported by LCC PH analysts.

⁴ Leicester City Council Public Health Division, Indices of Deprivation 2019 Map Pack [PowerPoint Presentation \(leicester.gov.uk\)](#)

Leicester City MSOA map by Index of Multiple Deprivation:



Source: Leicester City Council Public Health Division 2019, using data from department for Local Government and Communities.

Population factors such as age, ethnicity and gender as well as socioeconomic deprivation all have implications for the health needs of a population, and consequently the way that services are designed and used.

General Health and Health Inequalities in Leicester City

The demographic factors highlighted above all work together to create unique challenges for the health of the residents of Leicester and the services that they need. Socioeconomic deprivation is inextricably linked with poor health outcomes, and there are particular challenges in accessing care for people who may not be confident in their written or spoken English, and who may have only recently arrived in the UK.

In Leicester, life expectancy for both men and women is lower than the England average, and within the city there is significant variation between those living in the most and least deprived areas of the city. For example, men living in the Leicester City South MSOA have an average life expectancy of 68 years vs those living in Evington who live an average of 82 years.⁵ There is also a disparity between men and women; although women live slightly longer on average than their male counterparts, in

⁵ Leicester Open Data: Life expectancy by MSOA

Leicester, they live fewer of those years in good health. Disability-free life expectancy (DFLE) for men is around 60 years compared with only 57.7 for women.⁶

These inequalities were highlighted by the Covid-19 pandemic, where there were significant differences in rates of hospitalisation and death from covid infection, with many of our more deprived areas being more severely affected.

The 2021 census asked residents about their general health; asking them to give a rating of their overall health as very good, good, fair, bad or very bad. Only 41.3% of residents in Eyres Monsell rated their health as 'very good' compared with almost 55% in Hamilton North. Saffron Lane had the highest proportion of people rating their health as 'very bad' with 2.3% of respondents selecting this option. Conversely, only 0.6% of people in Hamilton North rated their health as 'very bad.'⁷

These data show that by both objective and subjective measures, there are significant inequalities in health across Leicester city. Unfortunately, these same patterns can be seen across all health outcomes, with adverse health outcomes disproportionately affecting those living in the most deprived areas. Some particular areas of health challenge for Leicester City include:

Cardiovascular Disease

In Leicester, it is the most common cause of death and also contributes to a significant amount of morbidity- estimated to be the cause of up to 14 years of life in ill health. One of the biggest risk factors for CVD is living in areas of socio-economic deprivation- CVD disproportionately affects those who are less well off.

Diabetes

A combination of risk factors means that Leicester has one of the highest prevalence rates for diabetes in adults (17 years and over) in the country.

Screening uptake and cancer late diagnoses

Leicester consistently has lower than average uptake rates across all the cancer screening programmes currently offered, including cervical screening, bowel cancer screening and breast screening. Leicester's overall mortality rates from cancer are worse than the England average.

Oral Health

Oral diseases, including tooth decay, are largely preventable but are still an important public health problem. In Leicester, although improved significantly since 2010, there are still significantly higher than average rates of dental decay among children, with around 37.8% of five-year-olds having decay experience. Leicester ranks 9th out of 132 LAs for dental decay.⁸

Maternal and Child Health

Leicester is a younger than average city, with around 1/3 of households having dependent children. Unfortunately, Leicester also has some of the worst rates in the country of children living in absolute and relative poverty. Rates of smoking in early pregnancy are significantly higher than the England average, as are the percentage of babies born with low birthweight. Although on average,

⁶ Public Health outcomes Framework data 2018-20 data [Public Health Outcomes Framework - Data - OHID \(phe.org.uk\)](https://publichealthoutcomesframework.org.uk/)

⁷ Leicester Open Data: 2021 Census Data, Health

⁸ Oral health Survey for children 2023, Report by LCC Public Health Analysts

breastfeeding rates are similar to the national average in Leicester, this masks significant variation in rates across the city. Infant mortality rates are also significantly higher than the England average, which is down to a complex number of interacting factors. Rates of uptake of childhood vaccination have also fallen behind the national average in Leicester.

Mental Health and Wellbeing

Mental health problems such as anxiety and depression are common. Around 1 in 4 people will experience some sort of mental health problem in any given year.⁹ In Leicester, estimates suggest 43,625 working age adults (aged 18-64 years) had a common mental health problem and 3,772 older people (aged 65 and over) had depression in 2020.¹⁰ As with other health problems, these cases are not evenly spread throughout the city where there are inequalities in mental wellbeing. In 2019/20 there were significantly higher rates of mental health patients compared to the Leicester average in New Parks, Braunstone, Eyres Monsell, Saffron, Highfields, North Evington and Belgrave.¹¹

These numbers refer to those who had a specific diagnosis of a mental health problem by a health professional, however it is likely that this is just the tip of the iceberg in terms of the burden of poor mental wellbeing in the population. In the 2018 Leicester Health and Wellbeing survey, around 1 in 10 residents reported that they felt lonely or isolated often or all of the time.¹² A 2016 study by Age UK reported that there are around half a million older adults in the UK who can go 5 or 6 days a week without seeing or speaking to anyone¹³, and the number of people over 50 who are experiencing loneliness is set to increase to 2 million by 2024/25, an increase of 49% in the last 10 years.¹⁴

Being isolated and lonely is not just bad for your mental health but can affect physical health as well. Loneliness increases the risk of coronary heart disease, stroke, high blood pressure, memory problems and dementia,¹⁵ and one study estimated that the negative health effects are equivalent to smoking 15 cigarettes per day.¹⁶

There is variation across the city in the amount of loneliness and isolation reported, with those living alone, those with long term health conditions and those living in social housing being more likely to experience it. Rates of loneliness and isolation vary across the city, as shown in the map below:

⁹ Mind [How common are mental health problems? - Mind](#)

¹⁰ Leicester City Director of Public Health Annual Report, citing Institute of Public Care (2022) Projecting Adult Needs and Service Information. Available at [Projecting Adult Needs and Service Information System \(pansi.org.uk\)](#) Based on the report Adult psychiatric morbidity in England, 2007: Results of a household survey, published by the Health and Social Care Information Centre in 2009.

¹¹ NHS Digital (2020) Quality and Outcomes Framework, 2019-20. Available at: [Quality and Outcomes Framework, 2019-20 - NHS Digital](#)

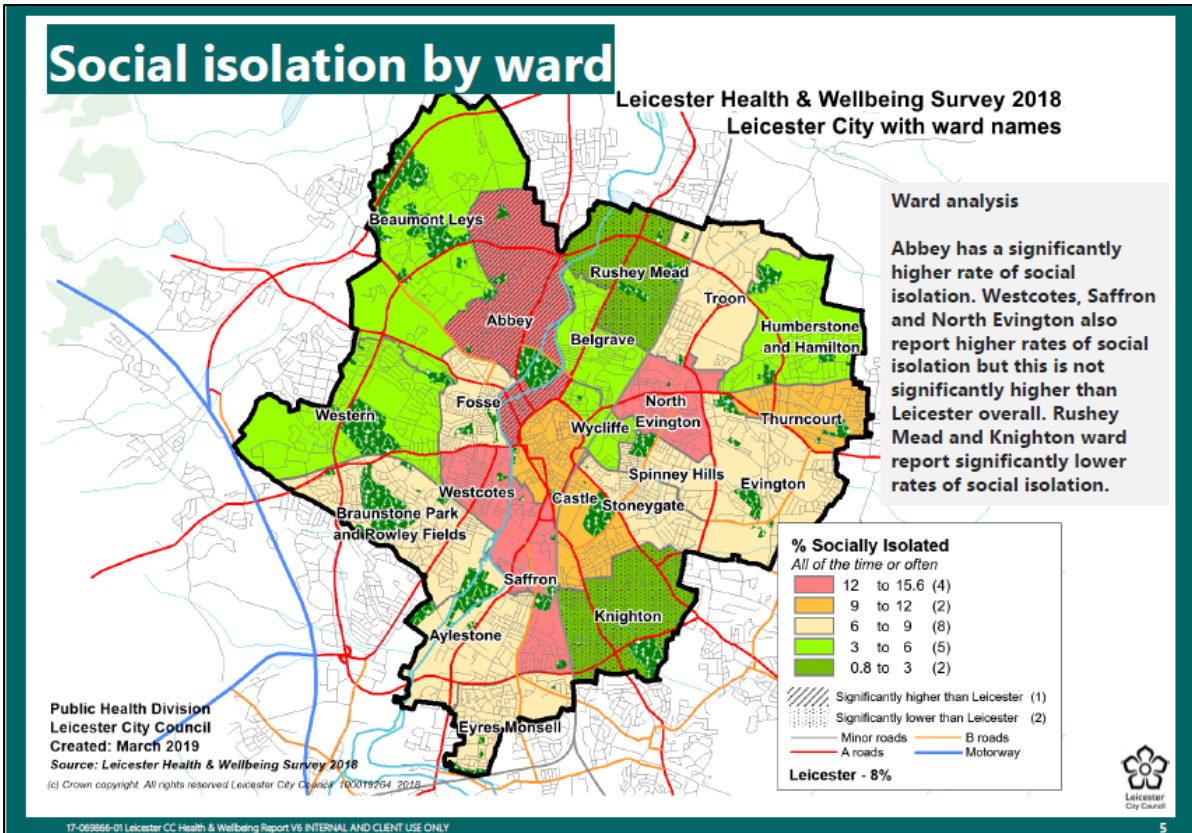
¹² Leicester Health and Wellbeing Survey 2018, Insight Briefings. Available online via: <https://www.leicester.gov.uk/media/186191/leicester-health-and-wellbeing-survey-2018-social-isolation-briefing.pdf>

¹³ Age UK, 2016 'No one should have no one' online via: [rb_dec16_no_one_should_have_no_one.pdf \(ageuk.org.uk\)](#)

¹⁴ Age UK, 2018 'All the Lonely People' online via: [loneliness-report.pdf \(ageuk.org.uk\)](#)

¹⁵ Valtorta NK, Kanaan M, Gilbody S, Ronzi S, Hanratty B. Loneliness and social isolation as risk factors for coronary heart disease and stroke: systematic review and meta-analysis of longitudinal observational studies. *Heart*. 2016 Jul 1;102(13):1009-16. doi: 10.1136/heartjnl-2015-308790. Epub 2016 Apr 18.

¹⁶ Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review. *PLoS Med* 7(7): e1000316



Education

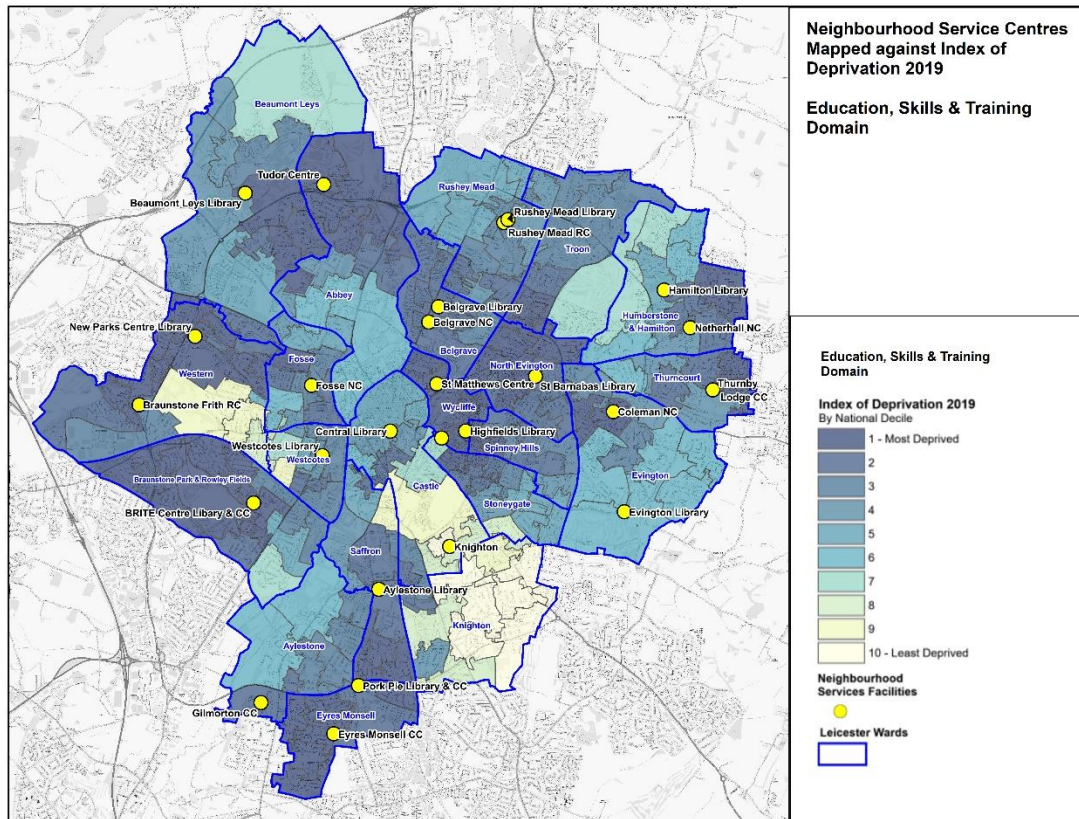
The Education Performance Report, published by Leicester City Council in March 2023, summarises the performance for children in Leicester City for the year as follows:

“Summer 2022 saw the return of Early Years Foundation Stage and National Curriculum assessments for children in primary schools. These annual measures had been suspended during the period of the pandemic with the most recent previous assessments made in 2019.

GCSE and other external qualifications taken at age 15/16 also returned to the normal methodology previously used in 2019. The 2022 results show that education outcomes in Leicester and nationally in primary school assessments are lower than before the pandemic. There is a greater fall in outcomes for younger children as a greater proportion of their lives had been impacted by the pandemic.

Outcomes for the end of primary (key stage 2) and the end of secondary (key stage 4) show that attainment fell in 2022 compared to 2019 but this fall was lower than in many areas of the country. The data continues to show that in Leicester’s schools children make better than national progress in both primary and secondary schools but that the starting points on entry to school is well below national and comparator local authorities.”

The following map shows the Index of Deprivation 2019 for Leicester city for the education, skills and training domain, with the location of Neighbourhood Services facilities.



Employment and Skills

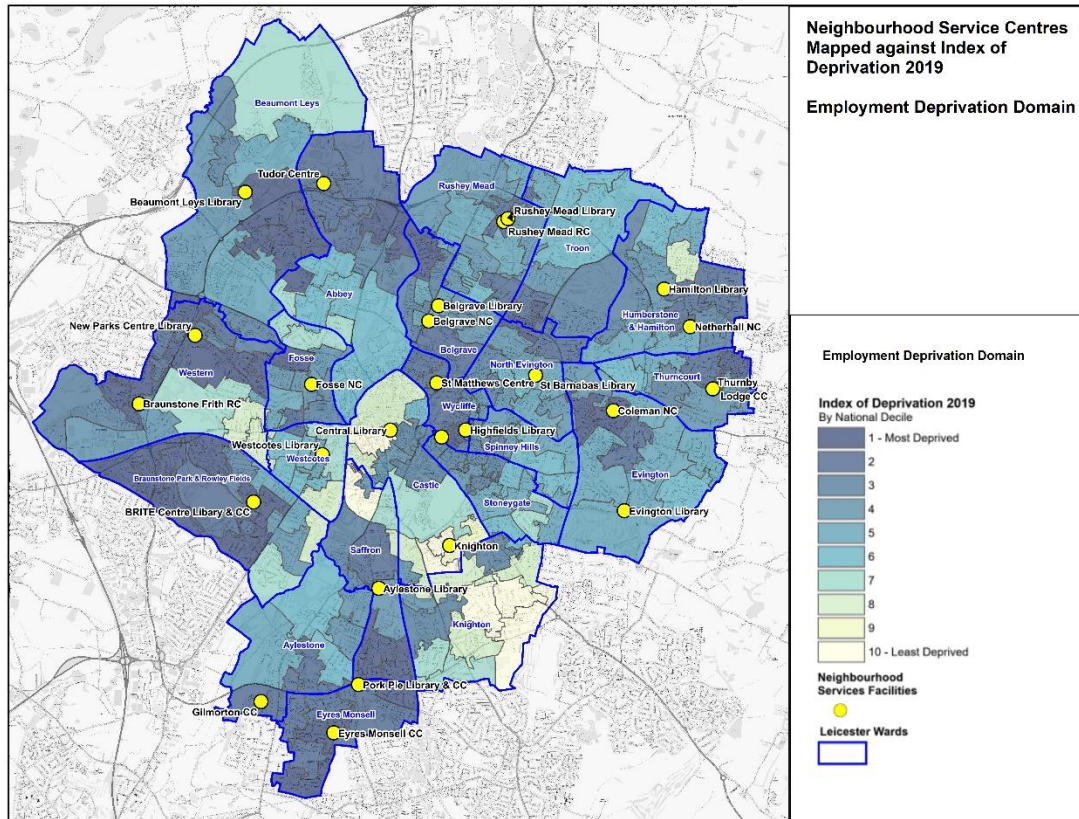
Leicester's eight libraries with Job Centre presence sit in areas of high deprivation with focus including ethnic minorities, youth, 50+, economically inactive and language/cultural/health barriers. Leicester has the highest register of Universal Credit/New Style Jobseekers Allowance figures within the Department for Work & Pension's (DWP) North & East Midlands Group with the current figure of 12,675. Since the 2011 census, the 2021 census revealed the diversity of the city has evolved and is now the most diverse outside London. The government's Race Disparity Audit (RDA) published in October 2017, revealed a number of geographical areas where there was a gap between employment outcomes for some groups with Leicester now a designated government 'RDA challenge area'. Library support in the city addresses these issues with local staff often fluent in various languages and by offering support through language line. Leicester Adult Skills & Learning and other partners provide English for Speakers of Other Languages (ESOL) and other provision key to supporting this agenda.

In terms of the labour market Leicestershire Local Enterprise Partnership figures show that in December 2023 there has been growth in job postings in all but one occupation area (textiles, printing and other skills). Across the jobs market as a whole the number of unique job postings at Dec 2023 has increased from 76,267 in 2019 to 147,273 in 2023. This is growth of 71,006 or 93.1%.

Both Jobcentre and partner presence in libraries are therefore key to supporting city residents in addressing barriers, upskilling and moving in to work through sector training, employability training/CV's and addressing barriers including health, language, childcare and economic inactivity as a whole. Jobcentre partnership with the City Council's Employment Hub further supports community presence, bolstering library presence in most deprived areas of the city with community Job fairs with which the library service engage/refer in to. Leicester libraries have proven to be an

environment that city residents feel comfortable/familiar with and therefore one that has overcome barriers of engagement for those harder to reach, often most vulnerable residents.

The following map shows the Index of Deprivation 2019 for Leicester city for the employment domain, with the location of Neighbourhood Services facilities.



Service Overview

Summary

Neighbourhood Services provide a range of library and community services based in multi-service centres, libraries and community centres located in the heart of neighbourhoods across Leicester City. The service provides welcoming spaces to bring communities together, provide local services and improve life chances through a range of reading, cultural and community programmes.

Following the Transforming Neighbourhood Services programme 2013 – 2018 services are co-located where possible to provide well located, convenient one stop shops. Many libraries and community centres are located together along with other partner services including Adult Learning, Housing Receptions and local Police Offices.

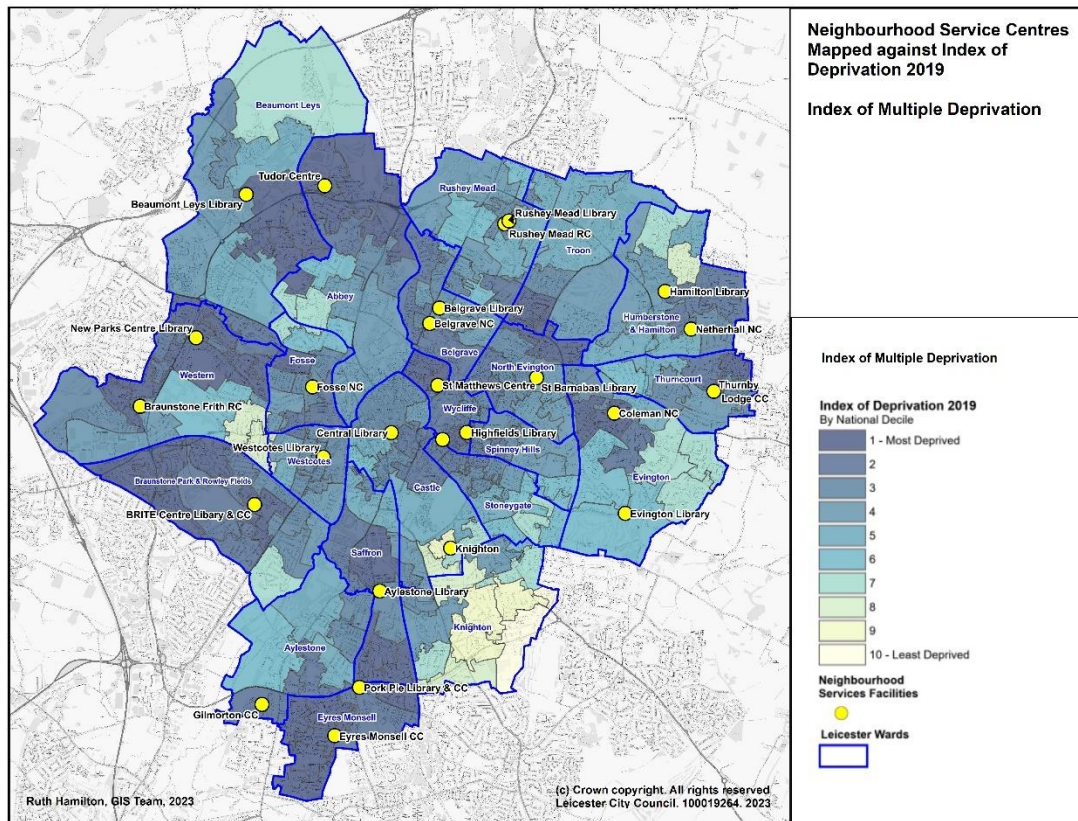
Neighbourhood Services manage 25 facilities including 9 multi-service centres.

Neighbourhood Services provide a statutory library service through a network of 15 neighbourhood-based libraries, city centre based Central Library and a Children’s Bookbus mobile library service. The service is also commissioned to manage a library service at HMP Leicester prison. The service offers

an extensive digital library and a Home Library Service for housebound customers. A range of reading and cultural programmes are delivered through outreach activities.

Community services are delivered through 12 community centres offering room hire and community facilities and an additional 4 libraries offering community room hire. The Ward and Community Engagement Team administer ward community funding to support community projects in all 21 city wards and support local councillors to hold ward meetings.

Our facilities are located in areas of higher deprivation as demonstrated in the map:



Statutory Duty

The Public Libraries and Museum Act 1964 requires the Council “to provide a comprehensive and efficient library service for all persons” who want to make use of it. In fulfilling its duty the Council as a library authority shall in particular have regard to the desirability –

“ (a) of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter and other materials, sufficient in number range and quality to meet the general requirements and any special requirements both of adults and children; and

(b) of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it”

There is no statutory duty for the provision of community centres.

National Context

Libraries Deliver: Ambition for Public Libraries in England 2016 - 21 was the first ever national libraries strategy, produced by the Libraries Taskforce and co-sponsored by the Department for Digital, Culture, Media and Sport and the Local Government Association. The Libraries Taskforce ceased in March 2020, with its final closure report published in June 2021. The strategy encourages library authorities to use seven common design principles to develop their library services, as well as to give due regard under the Equality Act 2010 in considering how different people will be affected by their activities.

Baroness Elizabeth Sanderson of Welton was appointed by the Government to help develop a new strategy to make sure public libraries are providing the best possible service for their communities. In January 2024 Baroness Sanderson published an Independent Review, commissioned at the request of Lord Parkinson of Whitley Bay as part of his remit as Minister for Culture, Communications and Creative Industries within the Department for Culture, Media and Sport (DCMS). The review made 8 recommendations:

1. The establishment of a national data hub to better evidence the role libraries play in our society
2. A national branding campaign to raise awareness of our libraries
3. The closer involvement of the British Library
4. An expanded library membership
5. A stronger volunteer network
6. The creation of a Libraries Minister and a more joined-up approach within government
7. The establishment of a Libraries Laureate
8. A change to the timing of Libraries Week to better involve politicians

The Universal Library Offers framework, launched in 2013 by the Society of Chief Libraries, now Libraries Connected, was introduced to demonstrate the power of public libraries to enrich people's lives. Revised in 2019, the framework supports the core public library offer with its mission to connect communities, improve wellbeing and promote equality through learning, literacy and cultural activity. The aim of each offer is to develop a strategic tool with resources, programmes and advocacy messages at a national level that can then be adapted and delivered locally to meet local needs.

Neighbourhood Services is committed to delivering all four Universal Offers and the Children's Promise for libraries and community centres in Leicester.

Management of Service

Leicester's Libraries and Community Services were merged in 2015 with the creation Neighbourhood Services. Community centres and libraries are run as a single service under a unified management structure.

Under the Transforming Neighbourhood Services programme services were co-located wherever possible in multi-service centre facilities with surplus buildings released to achieve greater efficiencies. The co-located services include partner services from other divisions such as Adult Learning Services and Housing Offices.

For administrative purposes, the service splits the city into four areas, each of which is overseen by an Area Development Manager, reporting to the Head of Neighbourhood Services. Service Delivery Managers oversee small groups of 2 facilities within each area, including multi-service centres, libraries and community centres. Neighbourhood Service Assistants provide reception duties, including information and signposting, library duties and set up of community rooms.

Three Development Librarians posts oversee adult reader development, children & young people's reader development and systems, learning & skills support.

An Operations Development team support customer self-access to unstaffed community centres and also to 2 self-access libraries, available to inducted library members outside of regular staffed hours.

A small team of four Ward and Community Engagement Officers support the city's Councillors to hold ward meetings and administrate ward funding grants to community projects.

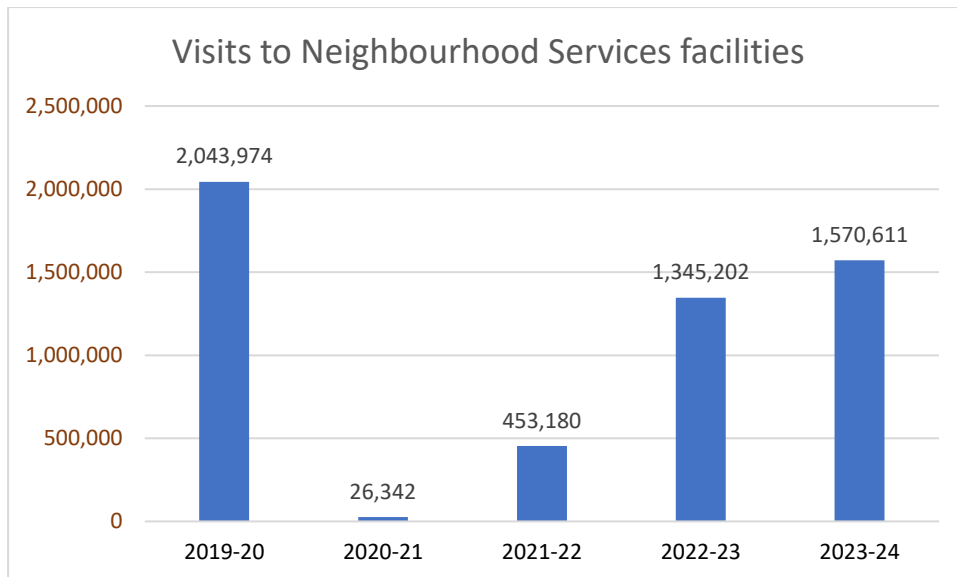
Library & Community Centre Performance & Service Volumes

The charts below demonstrate the recent trends in the use of Leicester's Neighbourhood Services which include libraries, community centres and multi-service centres. The five-year period from April 2019 to March 2024 demonstrates the usage prior to the Covid19 pandemic, the impact of the lockdown and restrictions and the levels of recovery following the pandemic.

Libraries and community centres closed in late March 2020 under emergency government legislation. Community centres in Leicester remained closed for 16 months with 10 reopening in August 2021 and the remaining 3 reopening on a phased basis up until June 2022, all under strict restrictions at the initial stages. Libraries reopened briefly in Autumn 2020 before closing due to the second national lockdown period and local staff redeployment. Libraries reopened again in May 2021 with heavy restrictions in place until government guidelines were removed in April 2022.

The overall five-year trend shows a small decline in overall physical visits at libraries and community centres prior to the pandemic. Whilst usage was severely impacted during the period of lockdown and restrictions there has been a strong recovery of use of both libraries and community centres since restrictions were removed. However, whilst visits to Neighbourhood Services facilities continue to increase month on month, overall visits remain lower in 2023-24 compared with the pre-pandemic year 2019-20. **As services continued to recover throughout 2023-24, overall monthly visits had recovered to around 80% of the pre-pandemic numbers by March 2024.** Our building profiles show that recovery at some sites has been far stronger than others.

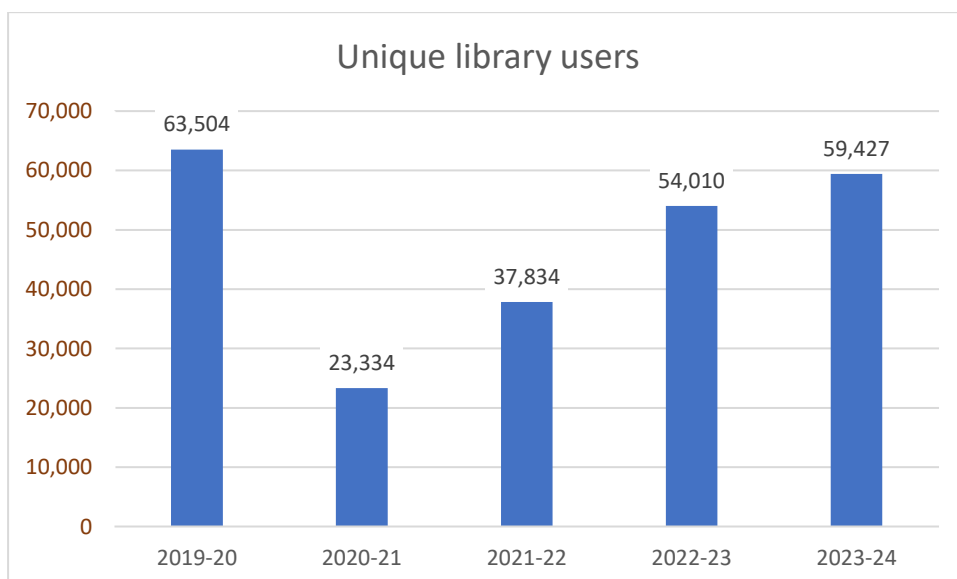
Total Number of Visits to Neighbourhood Services facilities



- The trend shows a decline in overall physical visits at libraries and community centres prior to the pandemic.
- Whilst usage was severely impacted during the period of lockdown and restrictions there has been a strong recovery of use of both libraries and community centres since restrictions were removed.
- However, whilst overall visits remain lower in 2023-24 compared with the pre-pandemic year 2019-20 visits to Neighbourhood Services facilities continue to increase month on month.
- Overall monthly visits had recovered to around 80% of the pre-pandemic numbers by March 2024 in comparison with the monthly average for 2019-20.
- Our building profiles show that recovery at some sites has been far stronger than others (see appendix).

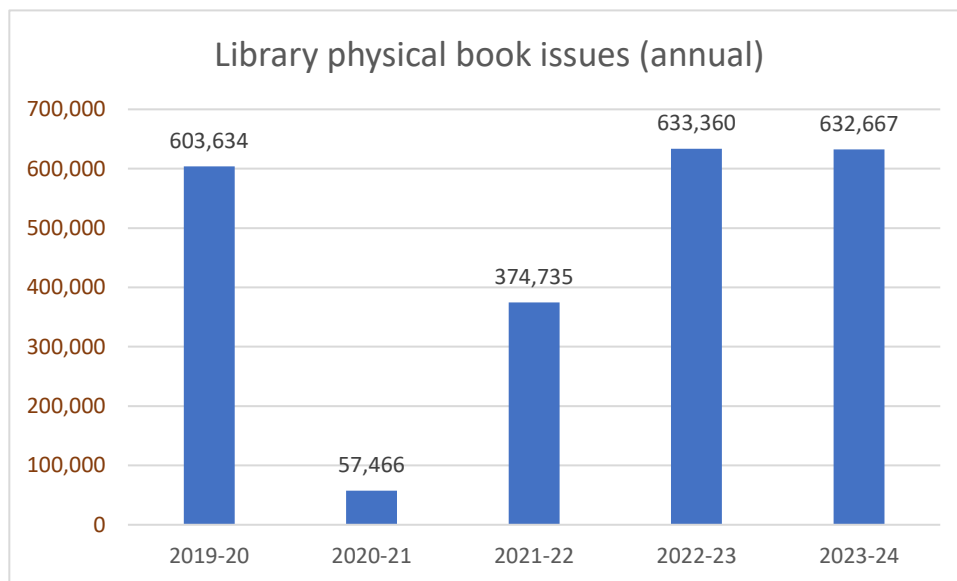
Active Library Users

The library system records all individual registered library users who have accessed library systems at least once within a twelve-month period, including book borrowing, PC usage, and e-Book loans. The active user figure does not include non-system usage such as attendance at events and activities, or use of newspapers and reference resources within the library.



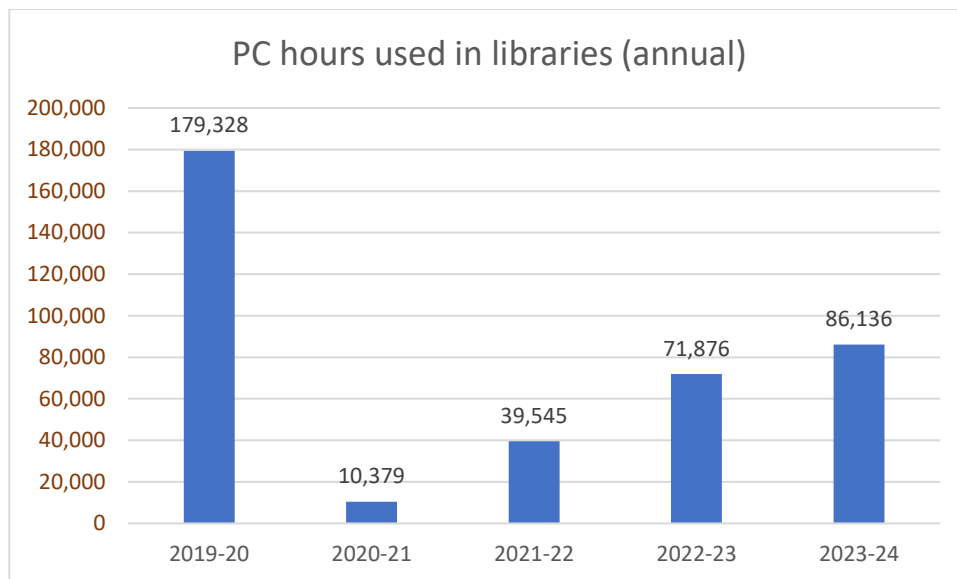
- The overall trend both nationally and locally prior to the pandemic was a consistent decline in individual library users year on year over the past decade.
- Active library users have recovered well since the pandemic period, although the overall number of active library users in March 2024 has recovered to 94% of the pre-pandemic figure.
- Roughly 1 in 6 people in Leicester city used a public library in 2023-24

Total Library Issues (excluding eResources)



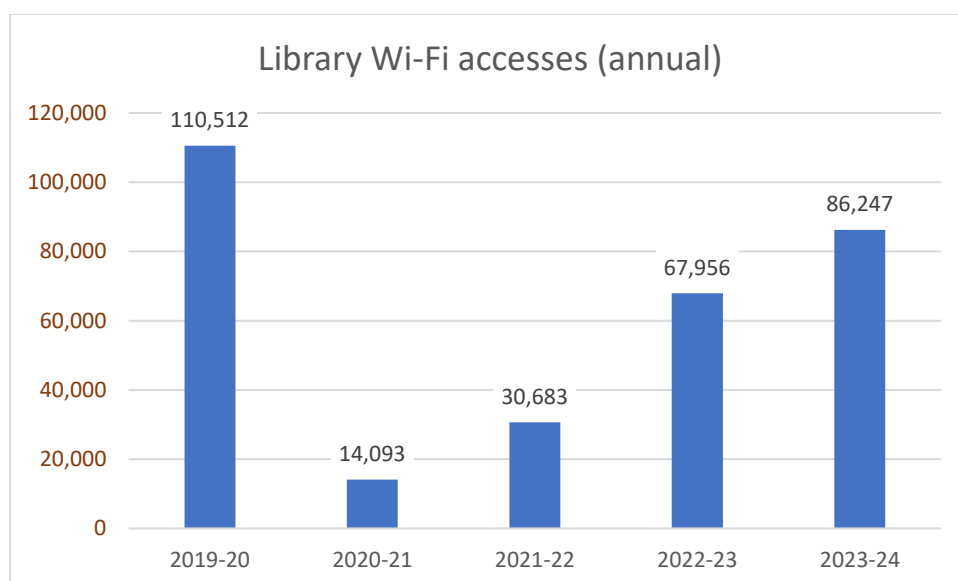
- The national and local trend in library book and audio-visual loans was significantly downwards prior to the pandemic with a 22.6% fall between 2018/19 and 2019/20.
- There has been a strong recovery in library loans following the pandemic with **borrowing restored to levels as at the pre-pandemic year 2019/20.**
- Recovery of library loans is not consistent. The Central Library, which was closed for longer, has seen an overall and significant decline in book loans.

Total Number of Computer Hours Used



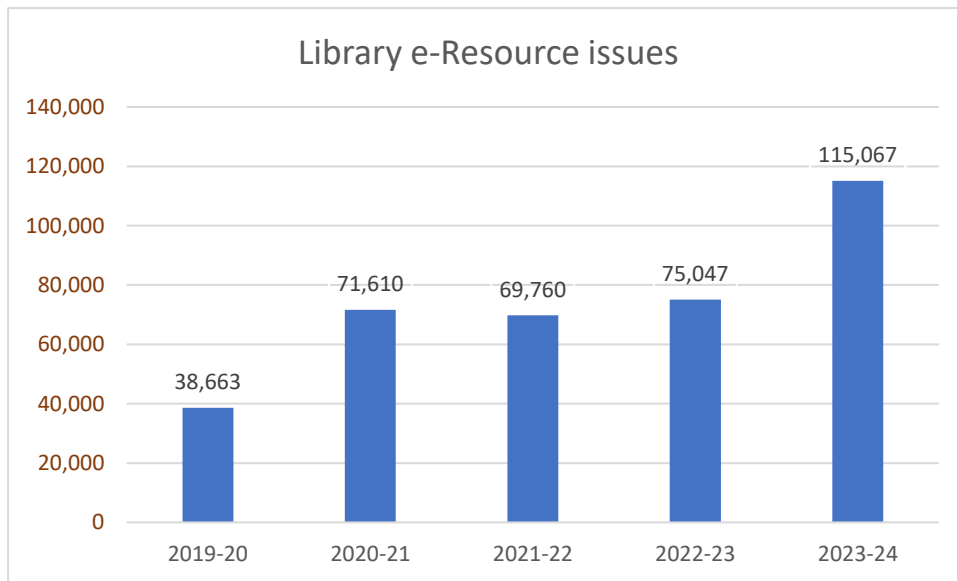
- Whereas prior to the pandemic the number of hours spent by customer using library computers was increasing, there has been a sharp drop in computer usage post pandemic.
- The recovery of computer usage has been slow. Whilst 179,328 hours were spent on library computers in 2019 – 20, only 86,136 hours were used during 2023-24 – less than 50% of the pre-pandemic total.
- However, libraries report a change in user requirements with support for printing, and W-Fi access for own devices as well as help and support to access services on the rise.

Total number of Wi-Fi accesses



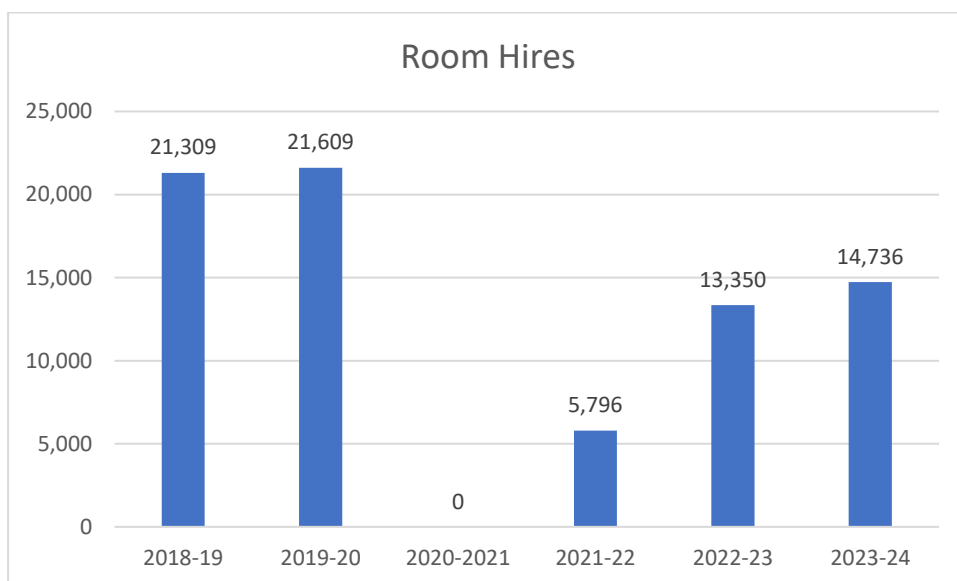
- The return of Wi-Fi usage has been far stronger, as customers are keen to bring and use their own device and to use data services.
- Usage of both PCs and Wi-Fi continues to increase month on month and is projected to return to pre-pandemic levels in the current year 2024 – 25.

Total eResource Loans



- Loans of eResources including eBooks, eAudio, eMagazines and eComics increased dramatically during the lockdown when physical book borrowing was unavailable.
- eResource loans continue to grow following lockdown with a 298% increase in eLoans in 2023/24 compared to 2019/20.

Total Number of Community Room Hires



- The number of community room hire bookings has recovered strongly following a 16-month closure of community centres during the pandemic.
- The number of community room hire bookings continues to increase month on month, perhaps demonstrating an appetite for communities to reconnect following the lockdown.
- However, the recovery of community room hire varies from site to site with some doing significantly less well than before the pandemic, whilst others are exceeding previous usage.

Usage & Costing Information

Overview of Usage of Neighbourhood Services Facilities

The table below shows the opening hours for each building, annual visitor numbers and the budgeted annual running costs (for 2023/2024) including staffing and building budgeted costs minus income budget targets.

Site	Opening hrs	Visitors	Total Running Costs (budget for staff & building)
Aylestone Library	32	99,833	£50,547
Beaumont Leys Library	49.5	73,330	£257,000
Belgrave Library	55	145,109	£239,695
Belgrave Neighbourhood Centre	79	231,016	£251,769
Braunstone Frith Recreation Centre	60	9,372	£5,314
BRITE Centre	57.75	70,039	£219,544
Central Library	52.5	122,358	£559,986
Coleman Neighbourhood Centre	14	14,119	£79,574
Evington Library	47	38,607	£173,456
Eyres Monsell Community Centre	56	34,389	£148,392
Fosse Neighbourhood Centre	50	16,130	£275,332
Gilmorton Community Rooms	84	1,106	£16,566
Hamilton Library & Community Centre	40	47,254	£178,598
Highfields Library	51	117,900	£245,047
Knighton Library	47	56,440	£201,827
Netherhall Neighbourhood Centre	84	10,121	£35,836
New Parks Centre Library	40	44,555	£188,941
Pork Pie Library & Community Centre	45	41,937	£178,888
Rushey Mead Recreation Centre	84	27,054	£15,286
Rushey Mead Library	29	14,457	£98,377
St Barnabas Library	49.5	56,285	£269,788
St Matthews Centre	74	113,822	£315,298
Thurnby Lodge Community Centre	43.5	36,574	£120,248
Tudor Centre	35	16,326	£134,875
Westcotes Library	51	32,014	£180,247

The chart below provides data for each facility using five criteria:

- Visits – annual footfall April 2023 – March 2024

- Community room bookings (Community Centres) April 2023 – March 2024
- Active library users having used the library at least once April 2023 – March 2024 (note this is taken from the library system of registered library members, and therefore not available for community centre use).
- Physical book Issues (Libraries) April 2023 – March 2024
- Physical book issues April 2023 – March 2024
- PC hours used (Libraries) April 2023 – March 2024

Site	Visits	Community room bookings	Active Library Users	Library Issues	Library PC Hours
Aylestone Library	99,833	N/A	1,218	20,893	1,053
Beaumont Leys MSC	73,330	134	5,389	58,958	4,874
Belgrave Library	145,109	N/A	6,456	54,681	6,700
Belgrave Neighbourhood Centre	231,016	3,182			
Braunstone Frith Recreation Centre	9,372	342			
BRITE Centre	70,039	1,658	2,433	20,817	2,984
Central Library	122,358	N/A	9,951	72,693	27,754
Coleman NC	14,119	119			
Evington Library	38,607	N/A	2,906	40,015	1,181
Eyres Monsell CC	34,389	1,212			
Fosse Centre	16,130	124	1,429	10,056	1,448
Gilmorton CC	1,106	0			
Hamilton Library & Community Centre	47,254	806	4,250	45,069	4,128
Highfields Library	117,900	N/A	5,795	45,901	6,339
Knighton Library	56,440	N/A	4,267	55,230	4,153
Netherhall Neighbourhood Centre	10,121	37			
New Parks Library	44,555	644	2,068	18,007	2,732
Pork Pie Library & Community Centre	41,937	957	2,033	18,153	1,915
Rushey Mead Recreation Centre	27,054	749			
Rushey Mead Library	14,457	N/A	1,262	12,382	572
St Barnabas Library	49,937	396	4,996	46,209	6,434

St Matthews Centre	110,089	1,503	1,879	9,556	3,463
Thurnby Lodge Community Centre	34,334	1,464			
Tudor Centre	15,882	1,543			
Westcotes Library	25,037	N/A	3,636	26,210	8,313

Facilities ranked by annual visits

VISITS - ANNUAL FOOTFALL			
Rank	Site	2022-23	2023-24
1	Belgrave Neighbourhood Centre*	110,253	231,016
2	Belgrave Library	115,917	145,109
3	Central Library	107,303	122,358
4	Highfields Library	109,562	117,900
5	St Matthews Centre	110,089	113,822
6	Aylestone Library (Aylestone Leisure Centre)	148,681	99,833
7	Beaumont Leys Library	67,691	73,330
8	BRITE Centre	55,025	70,039
9	Knighton Library	49,283	56,440
10	St Barnabas Library	49,937	56,285
11	Hamilton Library & Community Centre	39,996	47,254
12	New Parks Library	36,883	44,555
13	Pork Pie Library & Community Centre	28,743	41,937
14	Evington Library	29,671	38,607
15	Thurnby Lodge Community Centre	34,334	36,574
16	Eyres Monsell Community Centre	20,978	34,389
17	Westcotes Library	25,037	32,014
18	Rushey Mead Recreation Centre	23,472	27,054
19	Tudor Centre	15,882	16,326
20	Fosse Centre	7,915	16,130
21	Rushey Mead Library	11,558	14,457
22	Coleman Neighbourhood Centre	14,446	14,119
23	Netherhall Neighbourhood Centre	10,919	10,121
24	Braunstone Frith Recreation Centre	8,742	9,372
25	Gilmorton Community Centre	909	1,106

*BNC reopened August 2022

Visits are counted for each individual facility as a whole, using an automatic beam counting device at the entrance door. Multi-service centres where two or more services are co-located will record the visits for all services in the building. For example, at St Matthews Centre the annual footfall includes

customers visiting the centre use the community rooms, library, housing enquiry desk, sports hall and pre-school.

Recovery of footfall following closure and restrictions during the pandemic period has been varied from site to site but has generally increased month on month throughout 2022 as confidence within communities has increased.

The facilities with the highest footfall in the year April 2023 – March 2024 were Belgrave Neighbourhood Centre, Belgrave Library, Central Library and Highfields Library.

The libraries with the lowest footfall in the year April 2023 – March 2024 were Fosse Library & Neighbourhood Centre and Rushey Mead Library. The Community Centres with lowest footfall were Gilmorton Community Rooms, Braunstone Frith Recreation Centre, Netherhall Community Centre, Tudor Centre and Coleman Neighbourhood. All of these facilities recorded annual visits under 20,000.

Community room bookings ranking

COMMUNITY ROOM HIRE - ANNUAL BOOKINGS			
Rank	Site	2022-23	2023-24
1	Belgrave Neighbourhood Centre MSC*	2,267	3,182
2	BRITE Centre MSC	1,480	1,658
3	Tudor Centre	1,274	1,543
4	St Matthews Centre MSC	905	1,503
5	Thurnby Lodge Community Centre	1,242	1,464
6	Eyres Monsell Community Centre	1,029	1,212
7	Pork Pie Library & Community Centre	777	957
8	Hamilton Library & Community Centre	565	806
9	Rushey Mead Recreation Centre	693	749
10	New Parks Centre Library	456	644
11	St Barnabas MSC	219	396
12	Braunstone Frith Recreation Centre	331	342
13	Beaumont Leys Library	204	134
14	Fosse Neighbourhood Centre	234	124
15	Coleman Neighbourhood Centre	216	119
16	Netherhall Neighbourhood Centre	439	37
17	Gilmorton Community Rooms	35	0

*BNC reopened August 2022

Community room bookings are recorded through electronic booking diaries for all community centre and community room hire facilities in Neighbourhood Services. The indicator provides a good measure of the recovery community centre usage, which was closed for 18 months during the pandemic. The number of possible room bookings is dependent on the size of the centre and the number of different rooms available. Most community centres offer self-access outside of staffed hours. Four centres are unstaffed, offering self-access at all times for regular groups: Braunstone Frith Recreation Centre, Gilmorton Community Rooms, Netherhall Neighbourhood Centre, Rushey Mead Recreation Centre

Overall, there has good a good recovery in room hire with numbers of bookings growing across most sites' month on month in the year April 2023 to March 2024. It is to be noted that Belgrave Neighbourhood Centre was used a walk-in test centre and was not full reopened until August 2022.

The centres with the highest number of room bookings in 23/24 were Belgrave Neighbourhood Centre, BRITE Centre, St Matthews, Tudor Centre and Thurnby Lodge Community Centre.

The centres with lowest number of room bookings were Gilmorton, Coleman and the Fosse Centre.

Cost per visit

The table below shows relative cost per visit of each Neighbourhood Services facility the average cost per visit (23/24)

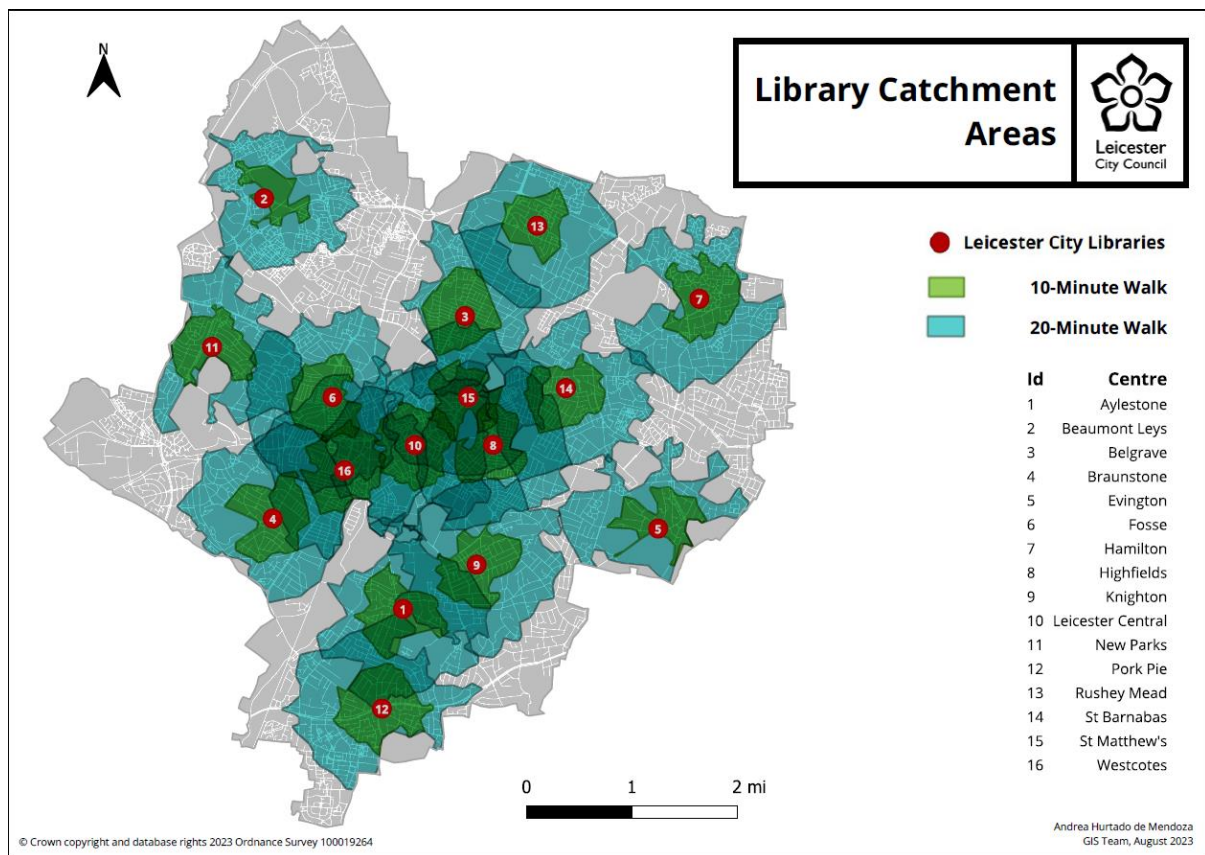
Site	Cost per visit 2023 - 24
Aylestone Library	£0.51
Beaumont Leys MSC	£3.50
Belgrave Library	£1.65
Belgrave NC MSC	£1.09
Braunstone Frith RC	£0.57
BRITE Centre MSC	£3.13
Central Library	£4.58
Coleman NC	£5.64
Evington Library	£4.49
Eyres Monsell CC	£4.32
Fosse Centre	£17.07
Gilmorton CC	£14.98
Hamilton MSC	£3.78
Highfields MSC	£2.08
Knighton Library	£3.58
Netherhall NC	£3.54
New Parks MSC	£4.24
Pork Pie MSC	£4.27
Rushey Mead CC	£0.57
Rushey Mead Library	£6.80
St Barnabas MSC	£4.79
St Matthews MSC	£2.77
Thurnby Lodge CC	£3.29
Tudor Centre	£8.26
Westcotes Library	£5.63

The table shows that Fosse Neighbourhood Centre has the highest cost per visit. This is due to the size and age of the centre and the relatively low use for library and community centre activities. It is to be noted that Adult Learning arts provision was relocated from the centre to a refurbished facility in 2019. The second highest cost per visit library is at Gilmorton Community Centre. Whilst the

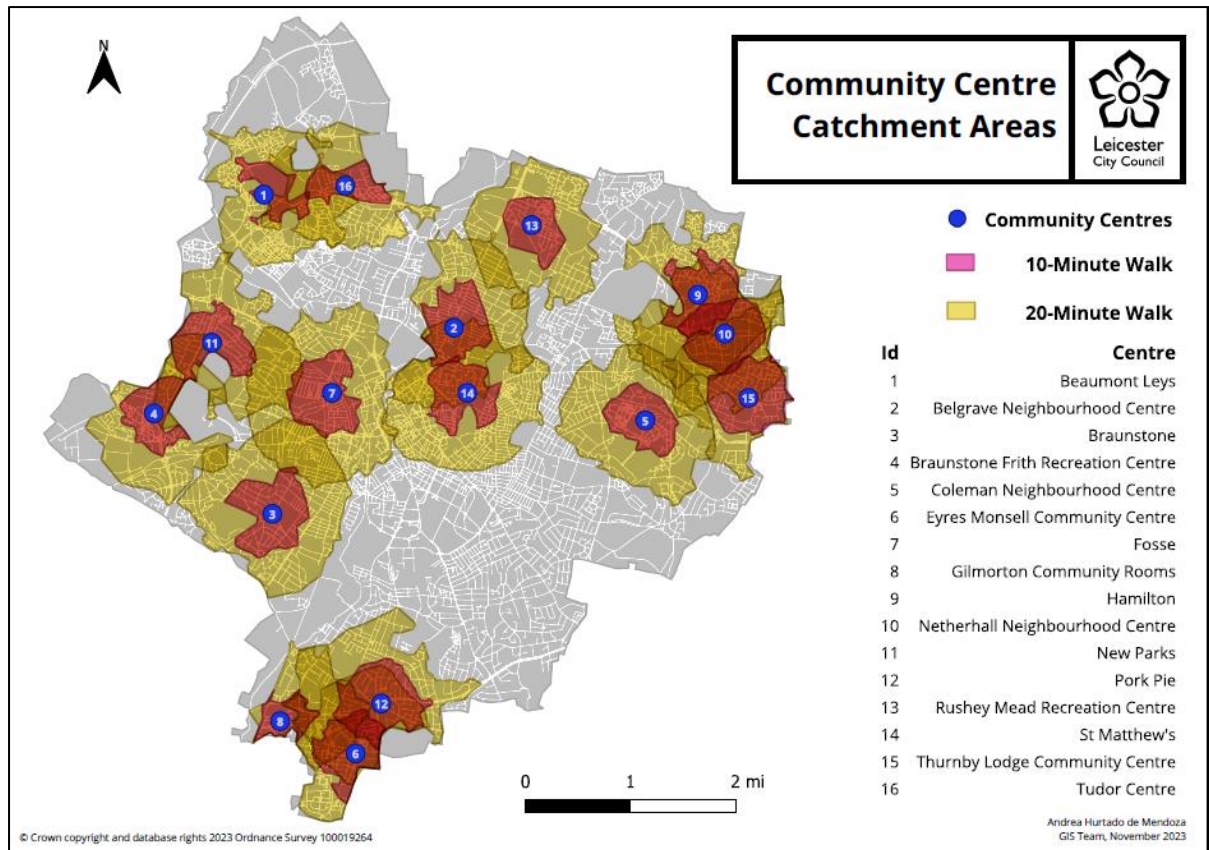
stand-alone centre is small with lower running costs, the overall usage is low, resulting in a cost per visit of £14.98.

Access

The map below shows the residential properties within a 10 and 20-minute walking catchment from each library.



The map below shows the residential properties within a 10 and 20-minute walking catchment from each community centre or room hire facility.

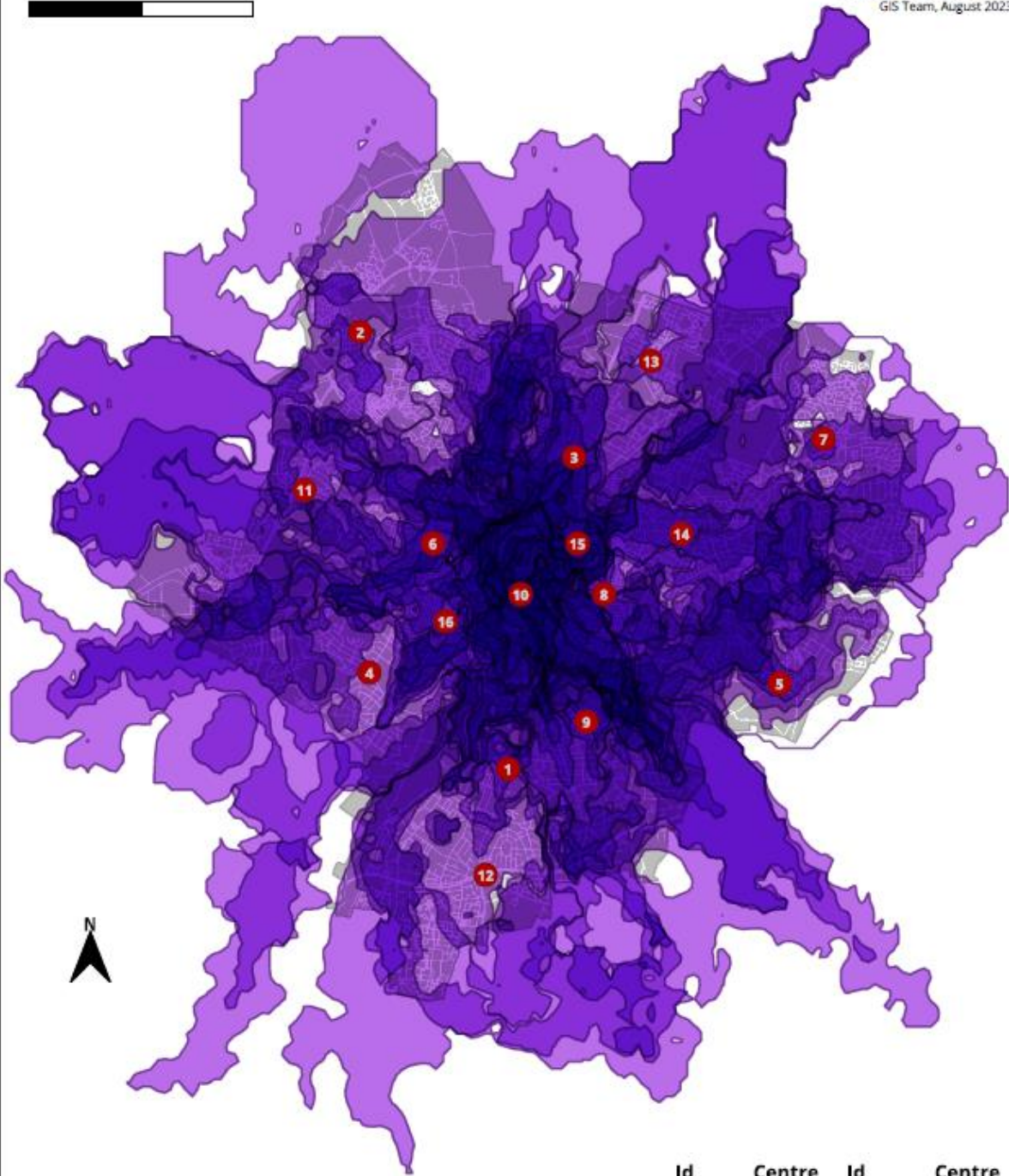


The map below shows the residential properties within a 15 and 30-minute public transport catchment from each library. The distance combines the time taken to walk to the bus stop with time taken to travel on the bus.

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Andrea Hurtado de Mendoza
GIS Team, August 2023



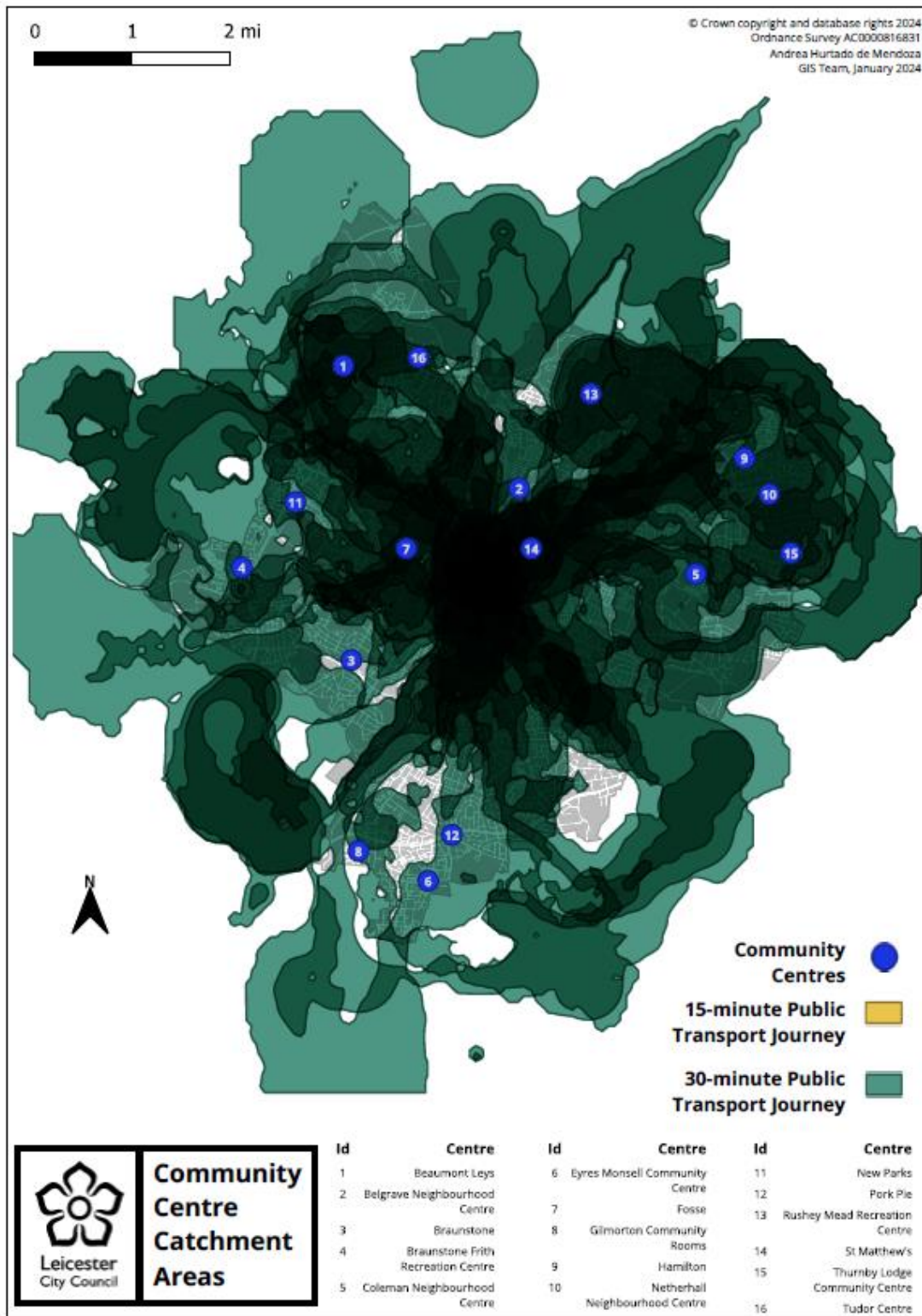
● Leicester City Libraries

■ 15-minute Public Transport Journey

■ 30-minute Public Transport Journey

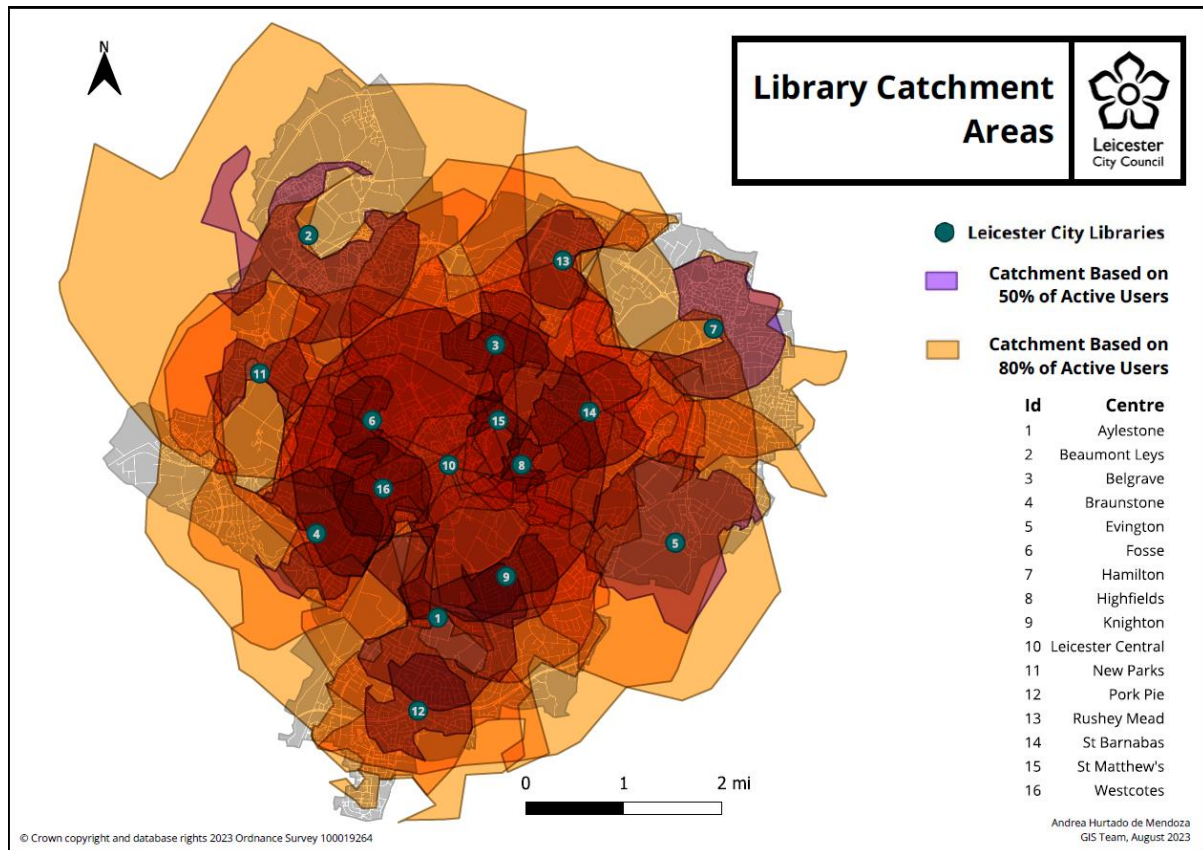
Id	Centre	Id	Centre
1	Aylestone	9	Knighton
2	Beaumont Leys	10	Leicester Central
3	Belgrave	11	New Parks
4	Braunstone	12	Pork Pie
5	Evington	13	Rushey Mead
6	Fosse	14	St Barnabas
7	Hamilton	15	St Matthew's
8	Highfields	16	Westcotes

The map below shows the residential properties within a 15 and 30-minute public transport catchment from each community centre:



Additional access data is available for libraries using the library system database of registered member postcode details.

The map below shows the actual catchment of library users during April 2022 – March 2023 by 50% and 80% of the closest library users. The data is based on one or more actual on-site transactions during the year April 2022 – March 2023.



The table below shows the percentage of users of multiple libraries, indicating where customers are able to access other libraries, and demonstrating potential overlap of provision.

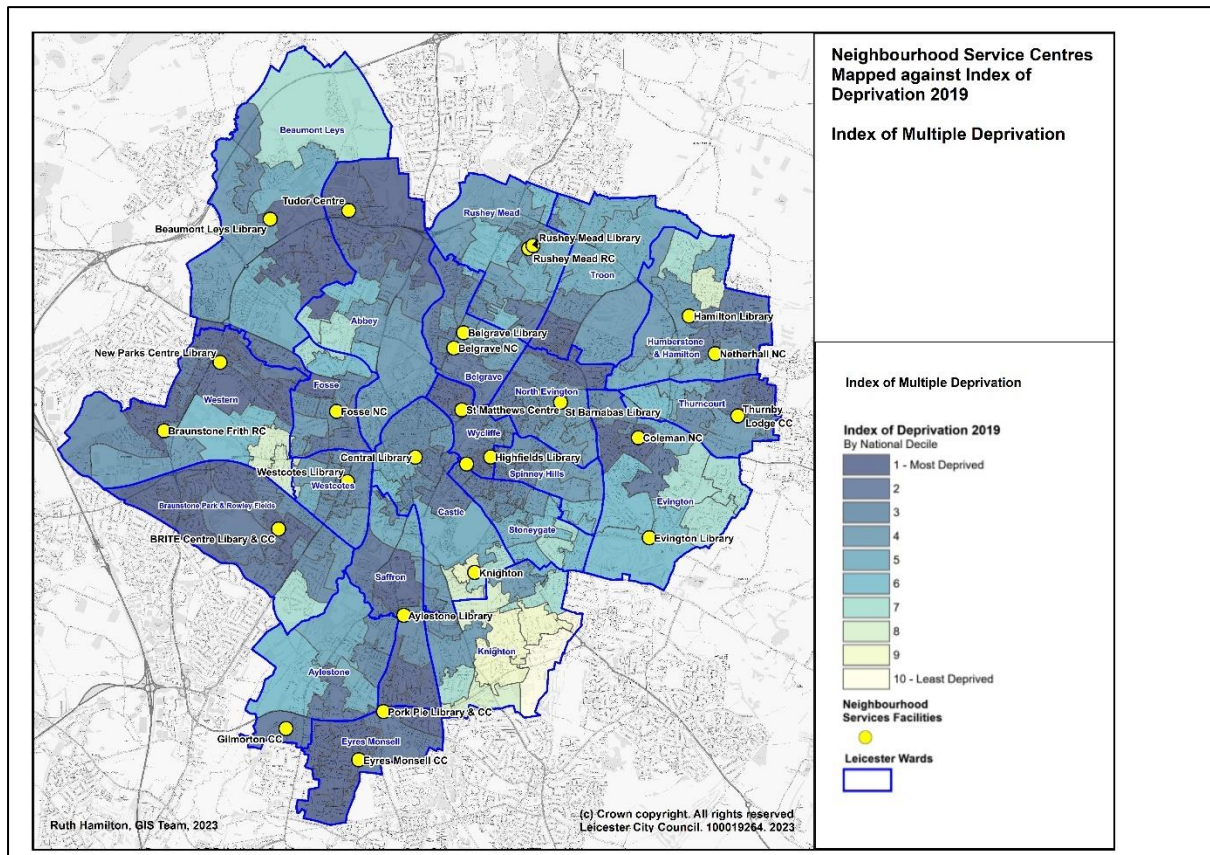
% of Contacts Visting Both Centres	Aylestone	Beaumont	Belgrave	BRITE	Central	Evington	Fosse	Hamilton	Highfields	Knighton	New Parks	Pork Pie	Rushey Mead	St Barnabas	St Matthews	Westcotes
Active Users - in last 12 months	1218	4668	5312	2176	7986	2712	1328	3884	5596	3505	2221	1683	1097	4323	1486	3031
Aylestone		0.69%	0.26%	0.78%	2.68%	1.25%	0.83%	0.39%	0.50%	7.42%	0.81%	7.78%	0.36%	0.32%	0.27%	1.75%
Beaumont	2.63%		2.48%	2.76%	4.16%	1.47%	3.69%	2.29%	0.84%	1.57%	4.73%	1.54%	2.64%	1.02%	2.83%	1.95%
Belgrave	1.15%	2.83%		0.74%	2.03%	1.62%	0.98%	4.33%	1.45%	0.57%	0.86%	0.42%	21.06%	2.98%	3.30%	1.06%
BRITE	1.40%	1.29%	0.30%		1.85%	0.15%	3.01%	0.10%	0.07%	0.51%	1.35%	0.71%	0.18%	0.23%	0.13%	4.85%
Central	17.57%	7.11%	3.05%	6.80%		5.57%	7.30%	4.17%	4.07%	13.67%	5.09%	8.32%	4.74%	4.72%	8.34%	13.66%
Evington	2.79%	0.86%	0.83%	0.18%	1.89%		0.30%	4.61%	4.56%	3.22%	0.45%	0.83%	0.91%	5.18%	4.10%	0.23%
Fosse	0.90%	1.05%	0.24%	1.84%	1.21%	0.15%		0.05%	0.18%	0.31%	2.16%	0.30%	0.18%	0.23%	0.20%	2.67%
Hamilton	1.23%	1.91%	3.16%	0.18%	2.03%	6.60%	0.15%		2.06%	0.40%	0.36%	0.59%	3.10%	1.57%	1.14%	0.40%
Highfeilds	2.30%	1.01%	1.52%	0.18%	2.85%	9.40%	0.75%	2.96%		2.23%	0.68%	1.01%	1.37%	6.85%	6.19%	0.73%
Knighton	21.35%	1.18%	0.38%	0.83%	6.00%	4.17%	0.83%	0.36%	1.39%		0.59%	3.80%	0.73%	1.09%	1.08%	1.91%
New Parks	1.48%	2.25%	0.36%	1.38%	1.41%	0.37%	3.61%	0.21%	0.27%	0.37%		0.59%	1.28%	0.37%	0.40%	1.45%
Pork Pie	10.76%	0.56%	0.13%	0.55%	1.75%	0.52%	0.38%	0.26%	0.30%	1.83%	0.45%		0.18%	1.36%	0.81%	0.66%
Rushey Mead	0.33%	0.62%	4.35%	0.09%	0.65%	0.37%	0.15%	0.88%	0.27%	0.23%	0.63%	0.12%		0.72%	0.67%	0.30%
St Barnabus	1.15%	0.94%	2.43%	0.46%	2.55%	8.26%	0.75%	1.75%	5.29%	1.34%	0.72%	3.51%	2.83%		3.36%	0.40%
St Matthews	0.33%	0.90%	0.92%	0.09%	1.55%	2.25%	0.23%	0.44%	1.64%	0.46%	0.27%	0.71%	0.91%	1.16%		0.40%
Westcotes	4.35%	1.26%	0.60%	6.76%	5.18%	0.26%	6.10%	0.31%	0.39%	1.65%	1.98%	1.19%	0.82%	0.28%	0.81%	

The tables and maps show a high overlap of catchment areas especially for those travelling by bus, and this is demonstrated by the overlap of catchment areas of actual users during the twelve

months April 2022 – March 2023. There is good evidence that a high number of users of some libraries also access one or more other libraries.

Need

The following map shows the location of Neighbourhood Services facilities plotted on a map showing the Indices of Multiple Deprivation by Super Output Area. The Indices included are Income, Employment, Education, Health, Crime, Barriers to Housing and Services, Living Environment.



The following table shows the ranking of Neighbourhood Services facilities by the ward in which they are located, ranked from the ward with highest Indices of Multiple Deprivation (IMD) value to the lowest as of 2019.

NS facilities	IMD Value
Eyres Monsell Community Centre	48.8
BRITE Centre	45.3
Pork Pie Library & Community Centre	45.2
New Parks Library Braunstone Frith Recreation Centre	40.7
St Matthews Centre Highfields Library	38.3
Tudor Centre	36.5
Fosse Neighbourhood Centre	34.9
Beaumont Leys Library	34.1
St Barnabas Library	31.5
Belgrave Library Belgrave Neighbourhood Centre	29.8
Thurnby Lodge Community Centre	29.2
Aylestone Library Gilmorton Community Rooms	26.6
Westcotes Library	26.3
Evington Library Coleman Neighbourhood Centre	25.3
Rushey Mead Library Rushey Mead Recreation Centre	24.3
Central Library Knighton Library	22.4
Hamilton Library Netherhall Neighbourhood Centre	22.2

Benchmarking

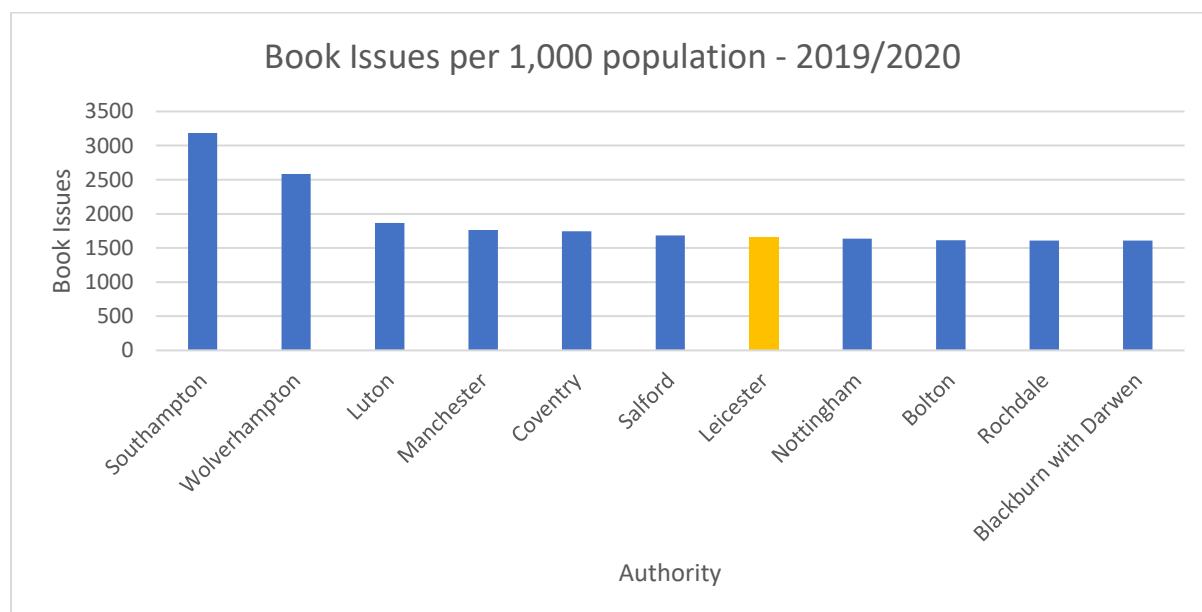
Libraries

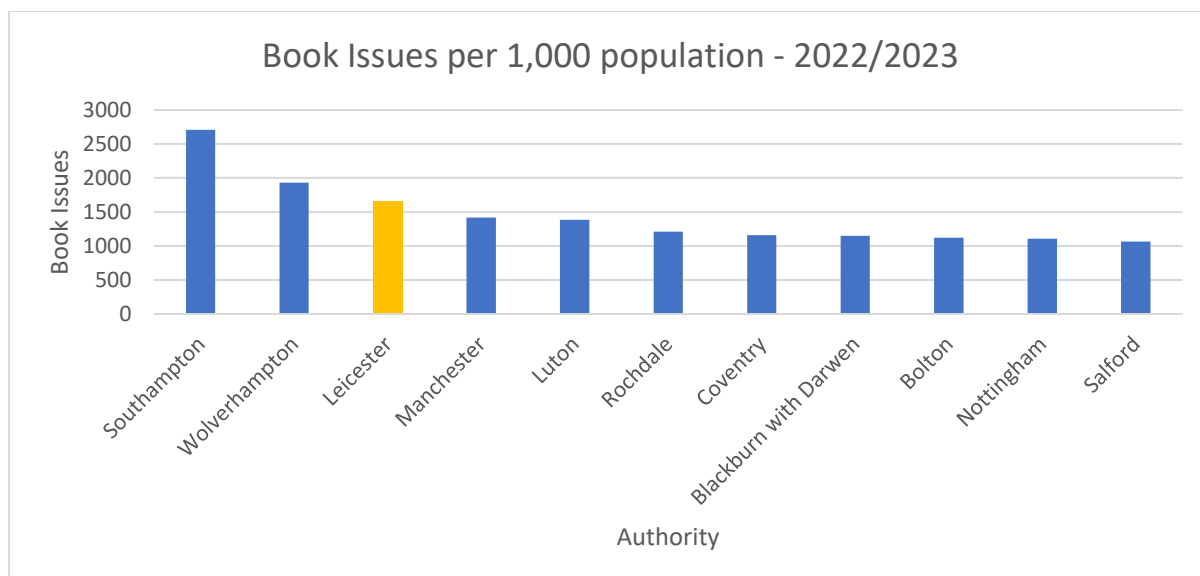
The CIPFA Public Library Users Survey is the leading tool for understanding user attitudes to libraries across the UK. It has a database of thousands of libraries to draw from and allows library services to review their own situation and to measure it against local, regional and national comparators. Leicester City submits figures annually against a number of indicators to help benchmark the service against other authorities, view trends over time and obtain evidence to guide the future development of libraries.

The charts and tables below compare usage and performance of Leicester Libraries to similar sized library authorities known as “near neighbours” for 2019/2020 (pre pandemic) and 2022/2023.

Total book issues per 1,000 population (Leicester vs CIPFA near neighbours)

The charts below show Leicester performs reasonably well in comparison with its ‘near neighbour’ authorities and has recovered to the same levels of issues as before the pandemic and better than most ‘near neighbour’ authorities (1660 per 1000 population in 19/20 and 1661 per 1000 population in 22/23).





Library Opening hours (Leicester v CIPFA near neighbours)

The tables below show Leicester City has the longest library opening hours within its comparator group of 'near neighbours' with all but one library open for 40 hours per week or more.

2019/2020

	10 to 14	15 to 19	20 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 to 49	50 to 54	55 to 59	60 +	% 40+
Blackburn with Darwen	0	2	1	1	0	0	1	0	0	0	0	20%
Bolton	0	0	2	0	0	2	0	4	1	0	1	60%
Coventry	0	1	2	6	0	0	3	2	2	0	1	47%
Leicester	0	0	0	1	0	0	4	4	5	1	2	94%
Luton	0	0	1	0	1	1	1	0	1	1	0	50%
Manchester	0	3	2	0	4	2	1	5	0	0	5	50%
Nottingham	0	0	2	0	0	4	4	1	3	1	0	60%
Rochdale	0	4	0	5	2	2	1	1	1	0	0	19%
Salford	2	0	1	1	3	0	2	1	0	2	4	56%
Southampton	2	0	1	1	1	3	1	2	0	0	0	27%
Wolverhampton	0	6	2	0	3	3	0	1	0	1	0	13%

2022/2023

	10 to 14	15 to 19	20 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 to 49	50 to 54	55 to 59	60 +	% 40+
Blackburn with Darwen	2	1	0	0	1	0	1	0	0	0	0	20%
Bolton	0	2	0	2	1	4	0	0	0	1	0	10%
Coventry	1	1	2	3	2	0	3	4	0	0	1	47%
Leicester	0	0	0	1	0	0	4	3	4	1	4	94%
Luton	0	0	2	0	0	0	2	0	1	1	0	67%
Manchester	0	4	0	0	3	2	2	3	1	0	7	59%
Nottingham	0	0	2	0	0	4	4	1	3	1	0	60%
Rochdale	0	5	0	0	2	5	1	3	0	0	0	25%
Salford	1	1	0	1	4	1	0	0	0	1	5	43%
Southampton	2	0	1	1	1	3	1	2	0	0	0	27%
Wolverhampton	0	6	3	0	2	3	0	1	0	1	0	13%

Service points per 1000 population (Leicester v CIPFA near neighbours)

The tables below show Leicester City has the 4th highest number of service points per 1000 population within its comparator group of 'near neighbours'

2019/2020

	Service points per 1000 population
Rochdale	0.072
Salford	0.062
Wolverhampton	0.061
Leicester	0.054
Coventry	0.046
Nottingham	0.045
Southampton	0.044
Manchester	0.040
Bolton	0.035
Blackburn with Darwen	0.033
Luton	0.028

2022/2023

	Service points per 1000 population
Rochdale	0.070
Wolverhampton	0.060
Salford	0.050
Leicester	0.048
Coventry	0.048
Nottingham	0.046
Southampton	0.044
Manchester	0.039
Bolton	0.033
Blackburn with Darwen	0.032
Luton	0.026

Community Centres

There is no national arrangement for collecting community centre statistics. For the purposes of benchmarking, the CIPFA defined near neighbour local authorities have been contacted to share local authority run provision. The following chart shows the number of stand-alone community centres run by local authorities compared to Leicester City:

Local Authority	Community centres run by LA
Leicester	9
Derby	0
Wolverhampton	0
Nottingham	3
Newcastle	0
Coventry	0
Southampton	0

Whilst the majority of local authorities in Leicester's "near neighbour" comparator group do not directly run stand-alone community centres; many have leased centres on favourable terms to be run by community organisations.

How libraries and community centres are changing

Public library services are recognised as a vital part of social infrastructure supporting outcomes relating to literacy, education, social inclusion, employment, health and wellbeing and digital inclusion. Covid-19 has not changed the strategic priorities of library services, so much as sharpened their focus. It has also made staff acutely aware of the levels of need and vulnerability in communities.

Technological expansion and the changing way individuals gain access to information has deeply impacted the structure of libraries physically as well as conceptually. The relevance of libraries as community hubs with Wi-Fi and available devices provides inclusivity for those without digital access. The professional skills and support of staff, coupled with libraries as safe, trusted and inclusive spaces are needed to help bridge the digital divide.

Looking ahead, public library services have tremendous potential to support individuals and communities across a range of local authority and government priority areas, many of which have been accelerated by the impact of Covid-19 and lockdown. However, it is equally clear that the library services need to continue to adapt and innovate to achieve this alongside challenging financial circumstances.

Summary of different delivery models

A number of library service delivery models are developing innovative, needs-led and sustainable services across a range of agendas, such as healthier and happier lives and greater prosperity. Proponents claim that new delivery models can be an effective way of promoting sustainability, resilience and innovation across the library sector and beyond.

The DCMS has produced a toolkit designed to help library services consider the desirability, viability and feasibility of a range of alternative delivery model (ADM) options. This review provides an evidence base to explore the options that may be suitable for Leicester.

The table below outlines possible ADMs to help libraries services consider whether their current delivery model maximises the library service's sustainability.

Delivery model	Ownership	Governance	Services
Remaining in-house with re-engineering	100% parent council	Within council management structures and hierarchy	Can only deliver local public sector services
Local Authority Trading Company (LATC) - sometimes referred to as a Wholly Owned Company	100% parent council(s)	Can be designed for flexibility/autonomy. Requires a council appointed board. Service Level Agreement (SLA)/contract with parent council(s) - control test	Flexible - but majority of services delivered on behalf of parent council(s) - function test
Public Service Mutual (PSM)	Variety of options: council and staff, staff and community, 100% staff	Can be designed as required. Board membership dependent upon ownership. SLA/contract with council(s). Well positioned to promote co-production	Flexible - can deliver services to councils, private or VCS customers
Outsource to existing social enterprise, third sector or private provider	100% third party provider	Arranged via contract. Well positioned to promote co-production	Contracted services delivered on behalf of council(s)
Joint venture	Potential for joint ownership, including staff, council(s) and/or third party provider	can be designed as required. SLA/contracts as required. Well positioned to promote co-production	Flexible - can be delivered to council(s) and private/Voluntary and Community Sector customers

Universal Offers

Reading

Libraries Connected Universal Offer

“Engage, Imagine, Discover”

Through the Reading Offer, libraries support the growth of a literate, empathetic and confident society.

The offer provides diverse and inclusive reading resources, support programmes and experiences for children and adults to create excitement around reading.

Libraries encourage individuals of all ages to read for pleasure and purpose to increase their understanding of the world, stretch their imaginations and think differently.”

<https://www.librariesconnected.org.uk/universal-offers/reading>

Need in the city

The National Literacy Trust conducts an annual nationwide survey of reading trends. The 2023 survey “recorded the lowest level of reading enjoyment since we started asking children and young people about this in 2005. A large part of the reason is that fewer of those who have traditionally enjoyed reading, such as girls and those aged 8 to 11, now say they enjoy it.”

In addition to the national trend, Leicester City has unique cultural and demographic factors which further promote the importance of support for reading for pleasure.

Analysis of the 2021 Census shows for Leicester:

- 70% of Leicester residents (age 3+) chose English as their main language.
- Gujarati was the most common non-English main language, spoken by 13% of the population. 19 other languages were chosen as a main language by more than 1,000 residents.
- 9% (32,040) Leicester residents have poor English proficiency. Leicester has the highest proportion of residents with poor or no English of 152 English UTLAs. 24,541 say they cannot speak English well and 7,499 speak no English.

The Department for Education recognises the role libraries play in supporting literacy teaching for children in its latest guidance *The reading framework: teaching the foundations of literacy* (updated July 2023) which provides non-statutory evidence-based guidance for teachers and school leaders on teaching reading up to year 9. The updated guidance describes public libraries as “an important resource for teachers, parents and children” and advises schools to develop links with library services. It also includes library use among suggested “core strategies to encourage sustained, voluntary reading” and encourages primary teachers to seek advice from children’s librarians in choosing books to read aloud to children.

The Speech, Language and Communication (SLC) Strategy (2021-2025) developed by Leicester City Council’s Social Care and Education department sets out the vision, priorities and success measures for effective speech, language and communication (SLC) support from pre-birth into adulthood (0-25 years). The report states that “although children develop at their own pace, a child’s early language

can reflect their current wellbeing, and may be a predictor of their potential life chances. Language delay at five years can have implications for children’s longer term social, emotional, learning and economic outcomes.” The report identifies that local library interventions are working well, including the provision of a range of language and literacy support including stories from home, toddler time, and the extensive locally developed Bookstart programme.

The following table shows the percentage of students attaining GCSE grade 4 or above in English language in 2023. This provides an indication of the need for support to access and enjoy reading for learning and pleasure within local communities.

Percentage English language GCSE grade by ward

Ward	4-9 English Language %
Abbey	62.67%
Aylestone	63.51%
Beaumont Leys	61.32%
Belgrave	66.50%
Braunstone Park & Rowley Fields	51.90%
Castle	61.43%
Evington	75.73%
Eyres Monsell	38.20%
Fosse	60.25%
Humberstone & Hamilton	65.20%
Knighton	76.92%
Non-City	67.19%
North Evington	58.09%
Rushey Mead	73.15%
Saffron	51.30%
Spinney Hills	71.27%
Stoneygate	66.54%
Thurncourt	67.61%
Troon	75.36%
Westcotes	58.82%
Western	54.75%
Wycliffe	58.65%

What’s available in the City

What Neighbourhood Services are doing to support the offer

Neighbourhood Services provide an extensive range of reading programmes working with internal and external partners to promote reading for pleasure and learning.

Book Start programme

Leicester City Council's Adult Social Care & Children's department is signed up to the national Book Start programme which is delivered locally by Neighbourhood Services Leicester Libraries service. Book Start is provided through the national Book Trust charity which is the UK's largest children's reading charity. Book Trust work with all English Library Authorities and is funded through the Arts Council and other partners.

Leicester Libraries deliver an enhanced Book Start programme to respond to local need. The programme includes:

- Bookstart Baby with gifting books to all new-born babies in the city through Health Visitor partners
- Book Start Toddler – directly administered by Libraries with a programme of book sharing sessions in partnership with Early Help for Toddlers aged 1 – 2yrs. The programme works closely with children on the priority childrens list
- Bookstart pre-schooler – book gifting and story sharing sessions for 3-4yrs delivered to targeted primary school nurseries.

Toddler Time

Toddler Time sessions are delivered every week at local libraries for young children aged under 5 years at libraries for parents and carers. The sessions are run by local Toddler Time workers and are free to attend, promoting early reading, rhyme and language.

Family Book Time

Family Book Time is a Libraries project engaging young children and their families in book sharing at around 35 schools in areas of greatest disadvantage. The scheme delivers book sharing sessions for nursery & reception age children providing parents and carers with an opportunity to learn how to engage children in books and reading for fun.

Book Awards for School Aged Children

Neighbourhood Services work with partners the Schools Development Support Agency (SDSA) and Creative Learning Services (CLS) to deliver a range of book awards to engage and enthuse primary and secondary school age children in reading for pleasure

- Our Best Picture Book – aimed at years 2 & 3 working with schools & families
- Our Best Book (Leicester Libraries led) – aimed at years 5 & 6, working with 50+ primary schools
- Reading Rampage (Partners as above) – aimed at year 8 secondary school children

Summer Reading Challenge

The Summer Reading Challenge is a national scheme delivered through the Reading Agency, a UK charity with a mission to empower people of all ages to read. Neighbourhood Services Leicester Libraries use the national theme and resources to deliver an extended local reading challenge to provide children with a fun activity programme and to address the summer "reading dip" during July and August. Leicester Libraries work with a wide range of partners to deliver a cohesive summer programme including the Council's Early Help service and the Environmental Education Team, the National Space Centre, Inspire Together, LCFC Leicester City in the Community.

Children's BookBus

Neighbourhood Services run a Children's BookBus service aimed at Children aged 0-12 years. The service operates at set weekly routes and stops in more disadvantaged areas of the city. The BookBus also visits pre-school and nursery settings by appointment and promotes books and reading at city festivals and events throughout the year.

Reading Friends

Neighbourhood Services are part of the national "Reading Friends" project coordinated by the Reading Agency. Reading Friends is The Reading Agency's social reading and befriending programme for adults. It connects people by starting conversations through reading, giving opportunities to meet others, share stories, make new friends and have fun. Originally delivered by telephone during the lockdown, Reading friends is now takes place at a number of Leicester Libraries.

Reading Programmes for Adults

Reading groups: Neighbourhood Services provide reading resources for around 100 reading groups which take place at local libraries and at other venues.

Libraries Week Programme: Neighbourhood Services provide a wide programme of reading and activity programmes during National Libraries Week in early October. The programme is opportunity to promote reading and books for pleasure and interest through a programme of 40+ events delivered at all city libraries. Local and national authors attend during the Libraries week and at authors events throughout the year.

Neighbourhood Services partners

Neighbourhood Services work with a wide range of partners to deliver reading programmes including:

- Adult Social Care and Children's department
- Schools Development Support Agency (SDSA)
- Whatever It Takes (WIT) – Neighbourhood Services are represented on the steering group
- BookTrust (Book Start programme)
- Reading Agency (Summer Reading Challenge, Reading Friends, Reading Well programmes)
- The Spark, Arts for Children

What people have told us

People have told us in our primary research:

- The focus group broadly recognised the role of reading 'devices' and 'changing usage patterns' for accessing reading materials. There was general recognition of a growing demand for alternative reading materials 'in all forms,' such as 'ebooks.'
- Focus group participants' passion for literacy, and books as their preferred reading format, came through strongly in our conversations.

- Children, in particular, were recognised by many groups as needing ‘access to reading materials’
- It was observed that a small number of participants didn't know the library service’s ebook offer existed.
- The Young People’s focus group voiced some frustrations at the current stock options and searchability functions in certain libraries – ‘(I’ve) never really found what I wanted at a library... Online (I’ve) always found I had a better option’; ‘Highfields - definitely (has a good collection)... Aylestone less so’; ‘If I can't find, then I just move on
- The Young People’s group also recognised the Summer Reading Challenge was popular, but as something ‘more for little kids, children in primary school.’ Several young people told us they ‘used to take part in it... (It) was really good; was fun at the time’ and how ‘primary school did a good job of promoting it – (but it’s) not something I'd be interested in now’ they were older.
- The survey returns highlighted a number of requests for better books and materials generally, a significant number of people mentioned materials in community languages, particularly Gujarati and Punjabi
- Reading, and free access to reading materials, was noted by every group as a top priority for libraries and community centres.
- A small number of people suggested offering reading activities tailored for adults, as well children and young people. One comment suggested the use of ‘visuals, audio, video - people like to see things (that might) encourage them’.
- The importance of offering reading materials for non-English speakers which would help encourage more new users from diverse communities.
- The Book Bus was mentioned a handful of times as a valued local resource. There were a handful of queries raised about the choice of its parking locations and some requests to use previous locations (that had since been changed) in discussion with local community centres and groups of users.

What Others Are Doing

Below, you will find several case studies that illustrate actions taken by various Library Services to support their reading initiatives:

READ MANCHESTER

Read Manchester, a collaboration between The National Literacy Trust and Manchester City Council, connects with local families through books and stories, encouraging them to prioritise reading in their daily routines. They support children and young people at different stages of their education, aiming to break the cycle of illiteracy.

<https://literacytrust.org.uk/communities/manchester/>

SUFFOLK – MEASURING IMPACT

The reading initiatives at libraries have undergone significant development, offering activities that encompass reading, language, literacy, learning, communication, social engagement, and confidence building, all aimed at creating positive change for individuals.

Suffolk libraries conducted research to assess the tangible impact of these core activities on communities. The findings highlighted that for every £1 invested in Suffolk Libraries programs, there is a return of £8.04 in social value. In summary, after accounting for investment costs, the social value return is over eight times the initial investment. This notable outcome indicates that Suffolk Libraries is making substantial contributions to its local community and benefiting a diverse range of stakeholders.

[Measuring our impact: Independent research into our social value | Suffolk Libraries](#)

Health & Wellbeing

Libraries Connected Universal Offer

“Healthier, Happier, Connected

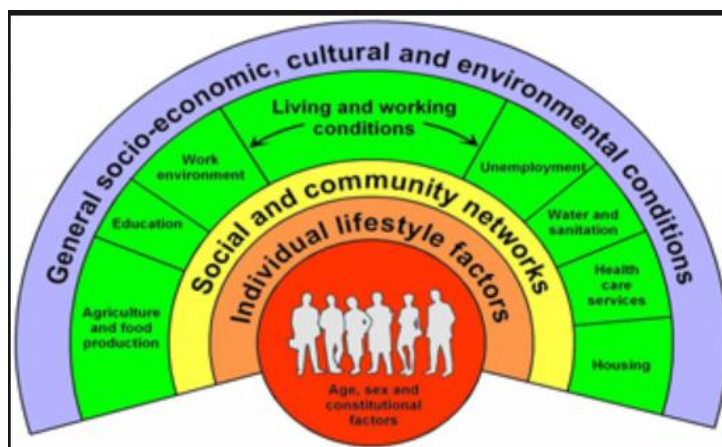
Through the Health and Wellbeing Offer, libraries promote healthy living provide self-management support and engagement opportunities for children and adults supported by welcoming spaces; effective signposting and information to reduce health, social and economic inequalities.

They offer a range of creative and social activities which engage and connect individuals and communities, combat loneliness and improve wellbeing.”

[Health and Wellbeing | Libraries Connected](#)

Need in the City

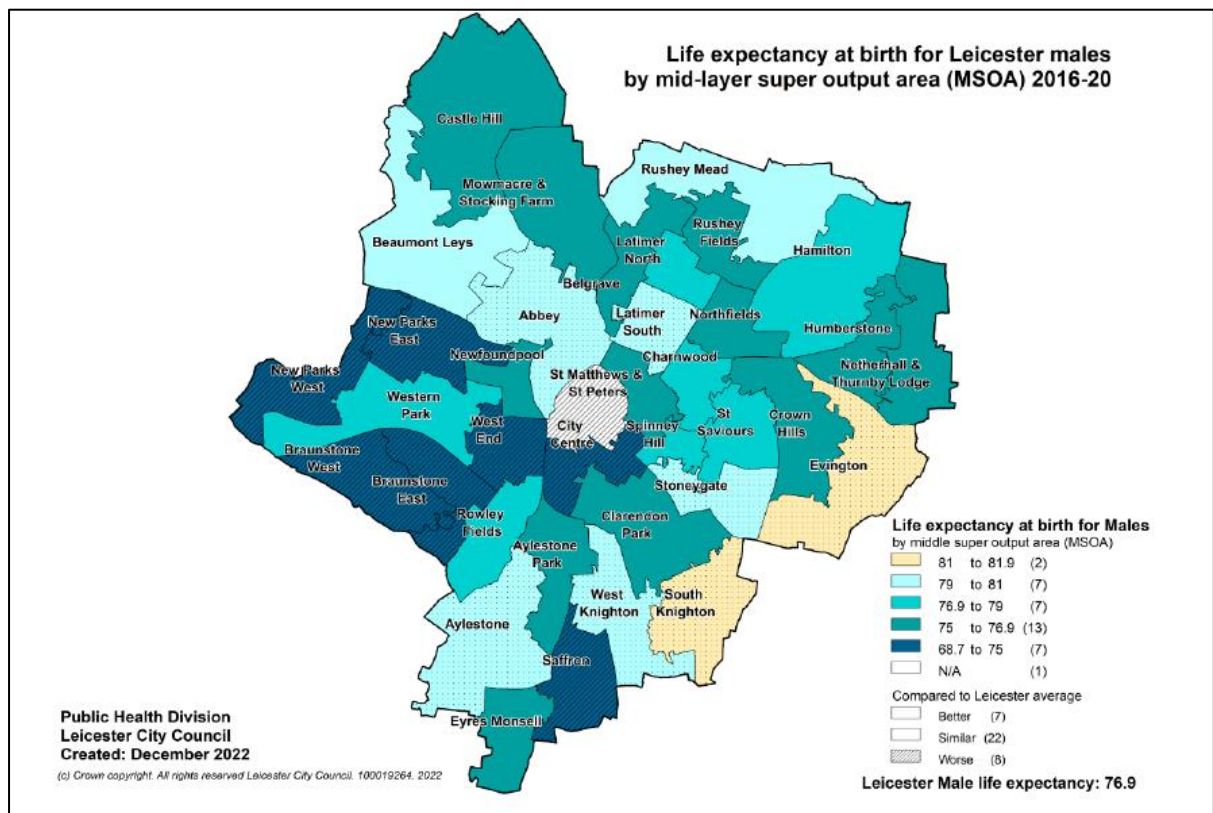
Libraries and community centres play a vital role in the health and wellbeing of the city. To understand how, it is important to understand the role that non-healthcare factors play in people’s health and wellbeing. These are the so-called ‘Wider Determinants of Health.’ The Dahlgren and Whitehead model below remains one of the most effective illustrations of health determinants, and the relationship between the individual and the environments in which they live and work. Many of the health problems mentioned above (see introduction and overview) can be thought about in terms of ‘the causes of the causes’ i.e. the way that these wider factors influence a persons health.

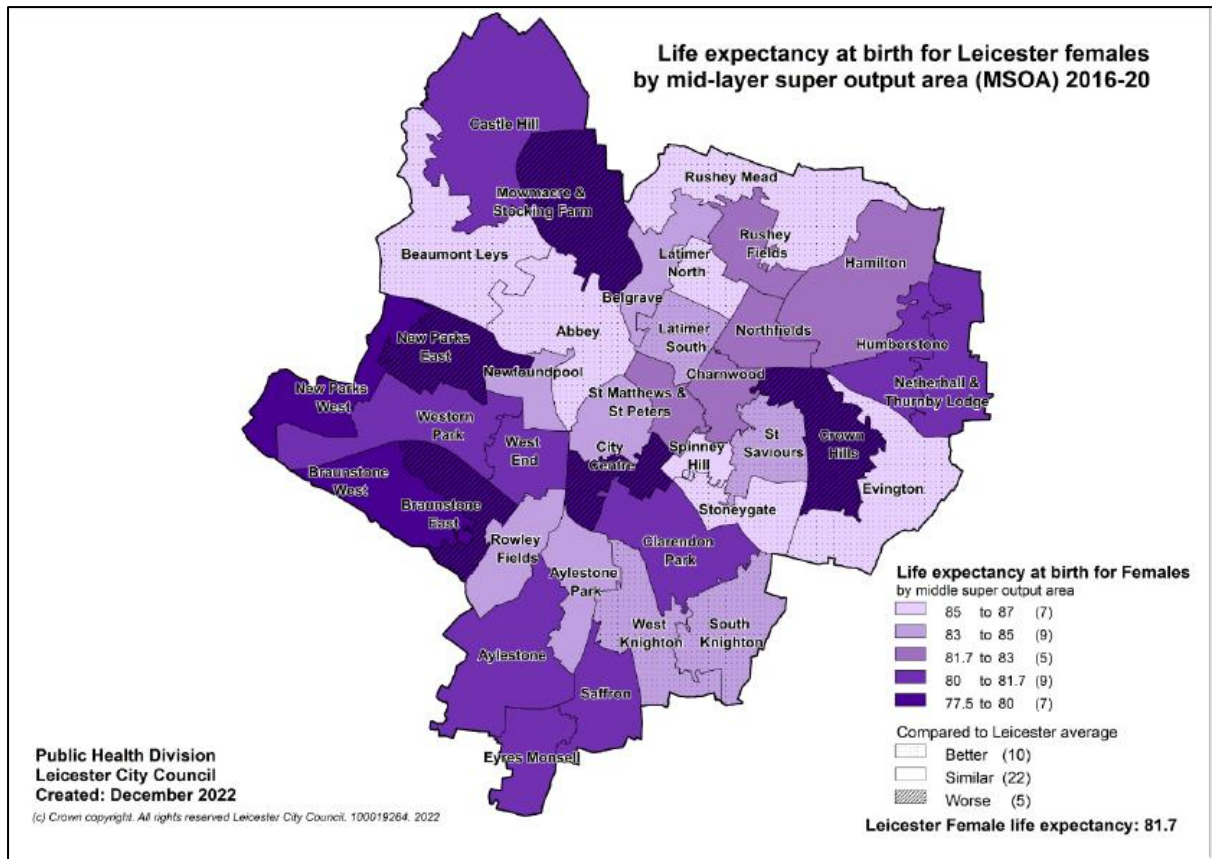


Source: Dahlgren and Whitehead 1991

Health inequalities are avoidable and unfair differences in health between groups. Often, they result from the interplay of these wider determinants and thus organisations other than healthcare organisations have important roles to play in disease prevention and improving people’s health and wellbeing.

The following two maps show the life expectancy by mid-layer super output area for males and females



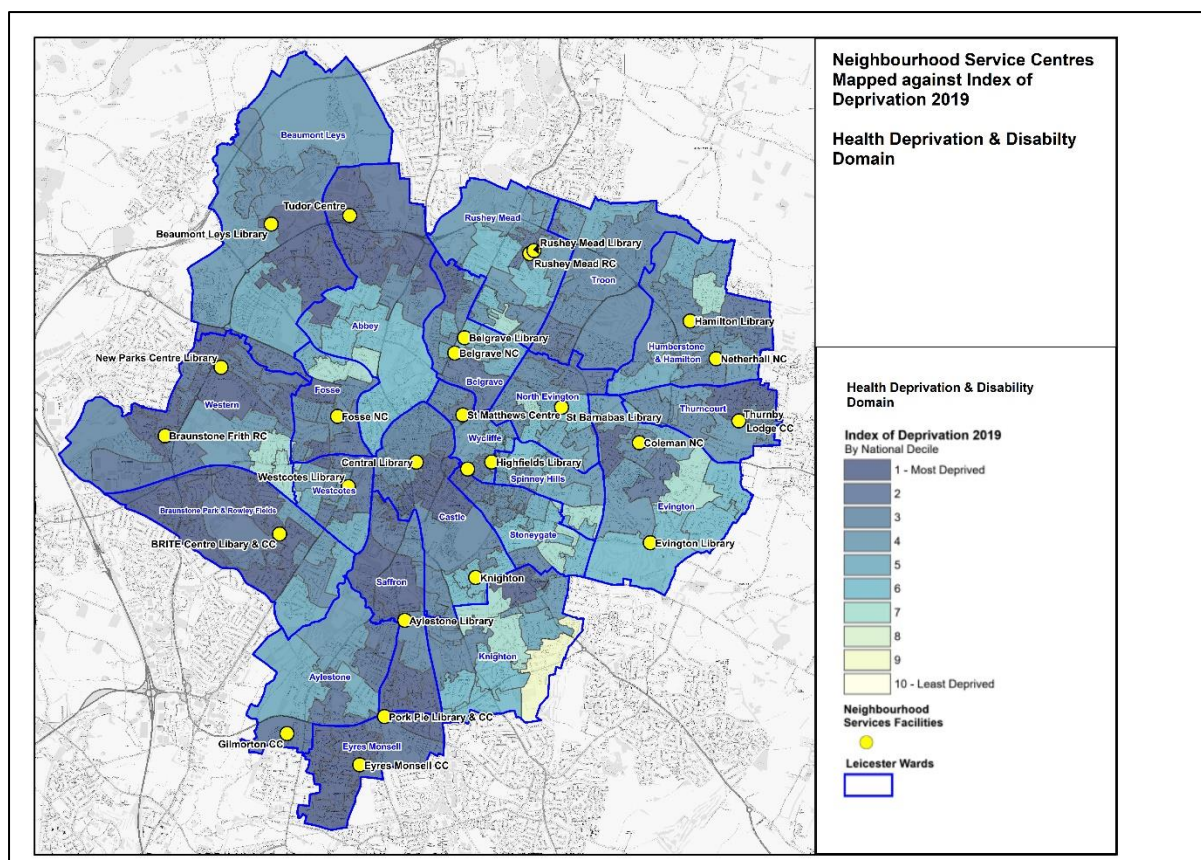


The following map shows Neighbourhood Services facilities mapped against the health deprivation and disability domain:

What's available in the City

What Neighbourhood Services are doing to support the offer

Neighbourhood services have a wide network of assets across the City and deliver a range of citywide health and wellbeing programmes. The following map shows Neighbourhood Services facilities mapped against the health deprivation and disability domain:



The current health and wellbeing offer comprises community group sessions, the “Warm Welcome initiative” which has 16 registered warm spaces and hosts 3 food banks, the “Lets Get Together” aimed at tackling social isolation, the “Let’s Get Growing” community gardening project, the Better Mental Health Fund, the “Reading Friends” project and walking groups to promote light exercise. This wide range of activities not only directly tackles some of the wider determinants of health such as offering access to open space, warm spaces and other related advice, but also has an important role to play in the prevention of many of the health problems highlighted in the section above.

Concessionary Community Room Hire scheme

A concessionary room hire rate is offered at community centres to promote community groups to get together at affordable venues in their local neighbourhood. The aim is to support community organisations and bring local people together at an affordable charge.

Concessionary rates are also in place for training/learning sessions at community centres to promote light fitness and exercise groups and access to cultural and creative activities.

Partnership work with Public Health

The following programmes are delivered in partnership with the Council’s Public Health team and provide examples of the ways in which Neighbourhood Services support the health and wellbeing of people living and working in Leicester city.

The 'Let's Get Together Programme' tackles social isolation, but also brings the physical health benefits of preventing loneliness, which is associated with heart attacks and strokes. The programme is delivered with Public Health in partnership with Neighbourhood Services and other front facing Council Services. It provides governance for a range of health and wellbeing projects delivered by Neighbourhood Services, such as "Together Tables" with games and puzzles to bring people together and provide stimulation.

The "Let's Get Growing" community gardening project offers the mental and physical wellbeing benefits of being outside and doing physical activity which is known to help lower the risk of obesity and high blood pressure. The programme is offered at 12 library and community centres and is supported by the Volunteer Coordinator role. Materials are funded by the Public Health service.

The walking groups have helped many people to get more active, which is important as physical inactivity is a risk factor for many health conditions including diabetes. The groups are delivered in partnership with Public Health and start and finish at libraries and community centres, with tea and coffee to bring people together after the activity.

A Volunteer Coordinator is funded by Public Health through the Better Mental Health fund. The role coordinates a range of volunteer opportunities in libraries and community centres to engage local people in schemes from the Summer Reading Challenge to coffee mornings and mystery shoppers.

Homework Clubs have been relaunched at 12 libraries to support primary and secondary school aged children and their parent/carers with their homework, providing a safe space with a focus on wellbeing. The clubs are part funded by Public Health to contribute towards improving mental health and wellbeing for children and young people.

The Warm Welcome provides warm spaces at all 16 libraries with hot drinks and a programme of activity and learning sessions delivered in partnership with the Adult-Learning Service. The intervention is funded by the Public Health service and runs for 6 months through the winter months to support residents through the cost-of-living crisis.

Information and Resources

The Home Library Service delivers books for loan to individual housebound residents in Leicester city. Books are selected against profile and delivered by bicycle in partnership with Ride Leicester. The service aims to keep housebound residents connected through a range of reading materials and regular volunteer contact. Deposit collections are prepared and delivered by volunteers to local residential and care homes enabling residents to read in range of formats including large print and talking books.

The Reading Friends project is delivered as part of a national project coordinated by the Reading Agency. The groups are signed up to national project to connect people through books and reading and promote better mental health, and now meet physically in local libraries.

The Reading Well programme promotes curated book collections to support residents with a range of health issues, and prominently displayed in local libraries. The programme is coordinated by the Reading Agency.

The BookStart programme is outlined under the Reading Offer (above) delivering a range of interventions to support children under 5 years of age ,their parents and carers with book gifting and activities to promote book sharing.

As important hubs in the communities they serve, our libraries and neighbourhood centres represent an important opportunity to work together with our communities to prevent ill health and to improve people's health and wellbeing.

Neighbourhood Services partners

Neighbourhood Services work with a wide range of partners to deliver Health and Wellbeing programmes including:

- Leicester City Council Public Health service
- Adult Learning Service
- The Reading Agency
- Ride Leicester (delivery of Home Library Service books)
- Book Trust (Book Start programme)
- Reaching People (umbrella organisation for VCSE organisations)
- 100+ Leicester based community groups and organisations delivering in community centres

What people have told us

People have told us in our primary research:

- Survey respondents were asked two preliminary questions about current challenges and future aspirations to gauge the most pressing needs facing people in Leicester in the context of the current Neighbourhood Services offer. 'Cost of living,' 'my physical health' and 'my mental health' were by a clear margin the most frequently cited concerns
- Existing inequalities across Leicester are understood to have been exacerbated by the impact of Covid. This impact has then been multiplied by the current cost-of-living crisis pressures facing many people.
- We have heard that there are a number of localized physical health challenges in Leicester, including oral health, cancer screening, Cardiovascular and diabetes type 2, childhood immunisation
- Mental health challenges are affecting Leicester residents, in particular school-age children (perceived to be linked in part to the impact of Covid on adolescent life experiences). However, the role of community support and 'pulling together' to help people who may be struggling is considered by some to be a unique strength in Leicester.
- We heard from several focus groups about the role of libraries and community centres in 'addressing isolation' and providing human contact – one individual said '(I) think we do have a lack of human contact; Think people are craving human contact since Covid'.
- We were also told how physical activity a relationship with mental wellbeing has – one focus group mentioned how the 'main thing (is to get people) out of homes, into community - have a bit of fun' and that 'the company you're in does make a difference to (your) use of libraries'
- Several groups mentioned the important role of libraries and community centres for 'socialising,' 'companionship' and finding 'friendship'.
- We were also told about the sense of inclusivity, belonging and community in the spaces – one individual said, 'you feel the warmth of the welcome from staff.'
- We were given examples of the positive signposting that libraries and community centres do for physical and mental health activities, including 'community walks currently happen in places and are popular' and 'for adult education'.

- The complementary role of physical activity opportunities in green spaces and parks near to libraries and community centres was mentioned to us a few times

What Others Are Doing

Involving libraries in the initiative to boost public health resulted in the development of strong collaborations with healthcare partners. It has also increased awareness of the crucial role that libraries can play in achieving public health outcomes and promoting overall well-being.

In 2013, Arts and Culture in St Helens, part of St Helens Library Services, secured an Arts Council England (ACE) grant for the Cultural Hubs program. As part of this initiative, Public Health commissioned a successful 12-month pilot Arts on Prescription program through the Alef Trust in 2015, leading to a subsequent program.

The collaboration with Public Health began in 2012, supported by ACE funds for projects exploring the benefits of arts engagement for mental health. Public Health's involvement extended beyond ACE funding, fostering a strong relationship based on positive outcomes like improved self-esteem, resilience, reduced social isolation, and increased physical activity and health.

Post-2015, Library Services joined a Public Health and Well-Being Team, contributing to strengthened partnerships and heightened awareness. The collaboration exemplifies the enduring success of integrating arts and culture into public health initiatives, displaying tangible improvements in well-being and community engagement.

Information and Digital

Libraries Connected Universal Offer

“Inform, Inspire, Innovate

Through the Information and Digital Offer libraries provide quality information and digital support.

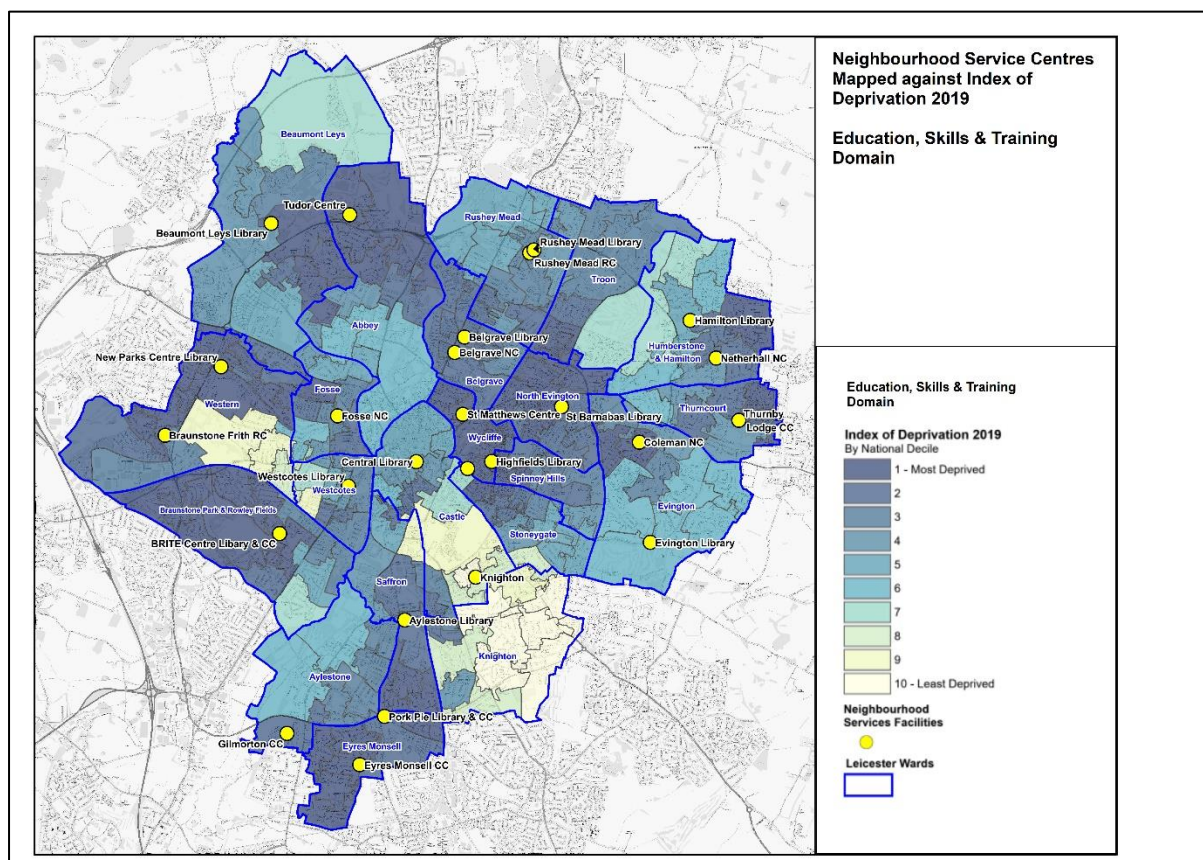
Libraries enable individuals and communities to develop learning skills to find answers and to inform life choices.

The offer helps children and adults to engage and feel safe online. It ensures resources and opportunities are accessible and it embraces creative and innovative technology.”

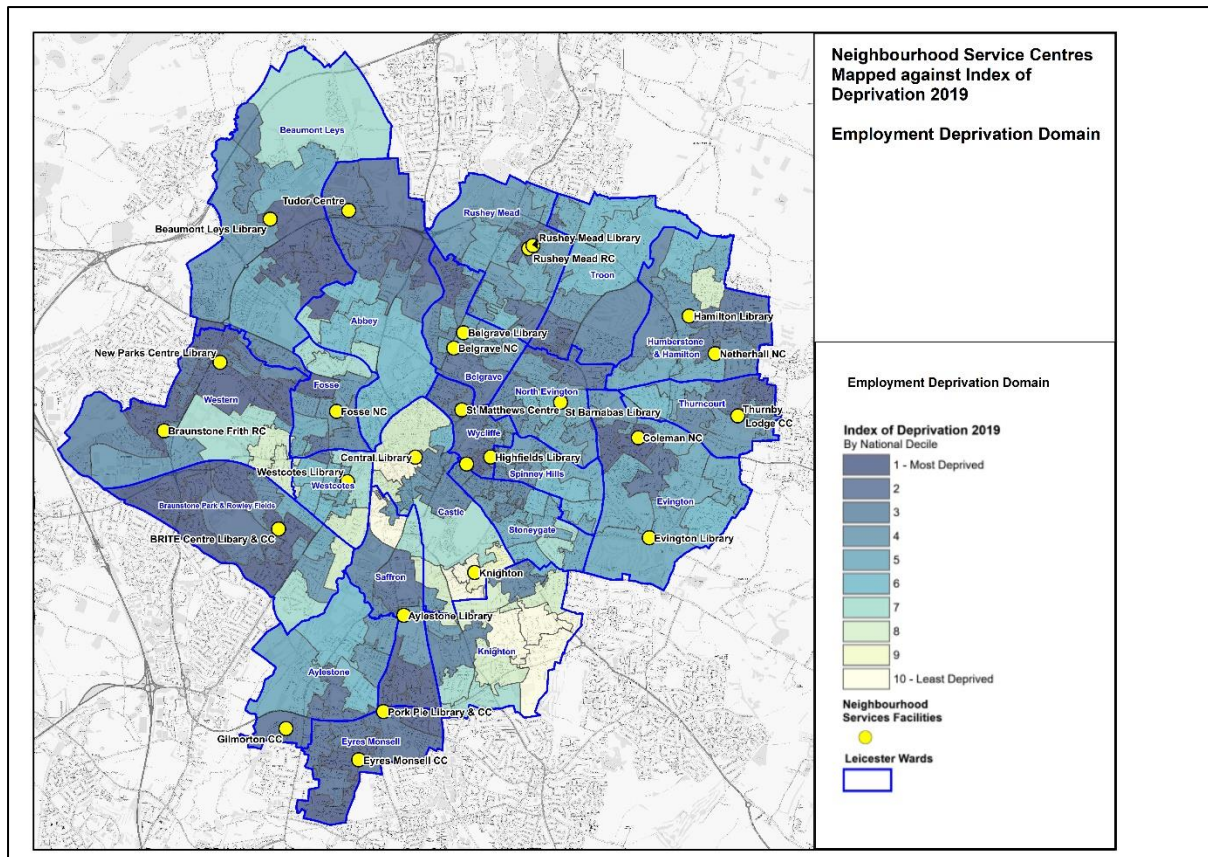
[Information and Digital | Libraries Connected](#)

Need in the city

The following map shows Neighbourhood Services facilities mapped against the education, skills and training deprivation domain:



The information and digital offer includes support for employment and careers. The following map shows Neighbourhood Services facilities mapped against the employment deprivation domain:



What's available in the city

Information

The Customer Services team operate a City Centre based Customer Service Centre open two days a week on Tuesday and Thursday, or by phone every weekday.

A wide range of Council services are accessible online through the Council's website including payments for most Council services.

Digital

The Adult Learning Service provides a range of formal learning programmes to support access to IT and digital skills.

Leicester City Council's Adult Education service offer a range of digital courses in venues across the city. In 2023-24 there are 200 courses planned across 19 venues and there are currently 832 enrolments. This equates to more than 5000 hours of tuition.

Courses include:

'Let's Get Digital' and digital inclusion programme developed in partnership with colleagues in Housing and Public Health to support uptake of online services.

'Digital Skills for Beginners' is a 5-week non-accredited course

'Digital Skills for ESOL' is tailored to those with English as a second language

'Essential Digital Skills' offer two levels of qualification focussed on core digital skills

'Develop your Microsoft Skills' and 'Advanced Microsoft Skills' focus on business administration systems

'Digital Skills for the self-employed' and 'Social media for Business and the Self-employed' and 'Computerised Accounts' are targeted at businesses and the self-employed.

Digital skills are incorporated into all our courses through the use of a learning platform 'Google Classroom' and the provision of email accounts to learners. We also offer a short 'Learn to use Google Classroom' course for new learners.

Employment

Leicester has a number of projects to support people into employment such as the Leicester Employment Hub project which supports businesses looking for recruitment advice alongside support individuals into Apprenticeship, jobs etc. For details see the [Home | Leicester Employment Hub](#) website where you can also see support for young people and Leicester Construction Hub supporting people looking to move into the construction industry. Funded through the UK Shared Prosperity Fund, other employment and skills projects provide support for people who are economically inactive, unemployed and employed for further details see UKSPF website [UK Shared Prosperity Fund \(UKSPF\) \(leicester.gov.uk\)](#).

What Neighbourhood Services are doing to support the offer

Neighbourhood Services offer a wide range of digital and information services, with a particular focus on employment and careers, digital support and informal learning activities.

Digital Access

All 16 libraries offer free to use public access computers which were fully replaced and upgraded to the latest model in 2019, running Microsoft Windows 10 and offering MS Office applications and access to the Internet. The library service offers 170 public access computers, portable scanners and printing at cost.

Wi-Fi access is available at all 16 libraries, and at most community centres. Wi-Fi printing is available from personal devices at all libraries. Only four libraries offer charging points for public devices at this time. Figures show that the recovery of Wi-Fi usage has been far stronger at most library sites, with customers keen to access data and print facilities.

6 Neighbourhood Services multi-service centres provide IT classrooms, hosting a range of formal IT classes delivered by the Adult Learning Service in local neighbourhoods.

Neighbourhood Services staff are trained to support customers with access to Council and other online services.

Learn My Way IT Beginners Courses

Neighbourhood Services support residents to access basic IT courses with support from staff. All 16 libraries use the Learn My Way website which has been designed to help complete beginners and those who wish to gain confidence in using computers and exploring the internet. The course is provided in separate modules completed over a number of weeks.

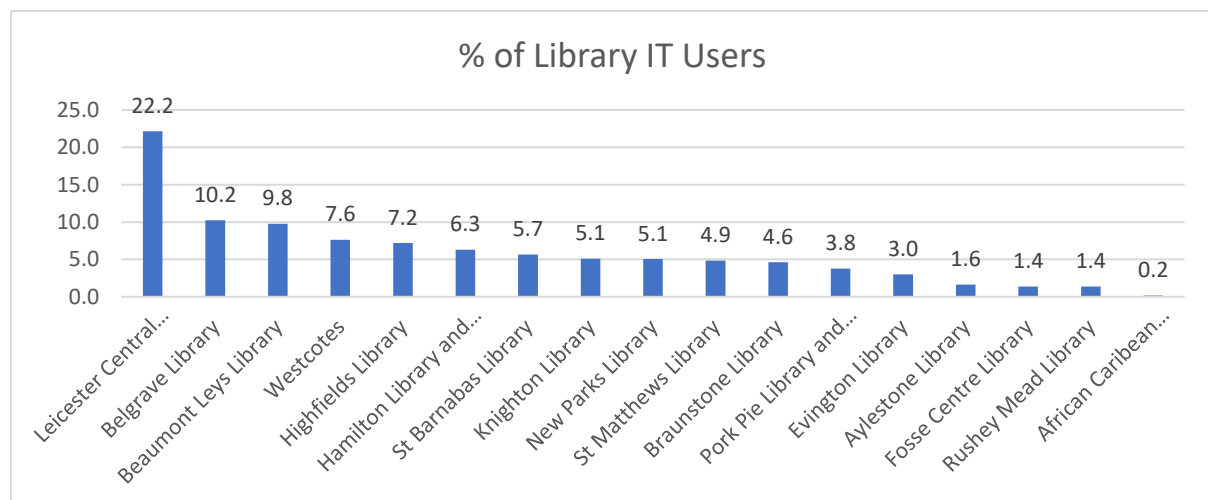
Neighbourhood Services working with Adult Learning Services offer Chromebooks and tablets for loan through the “Leicester Connected” scheme. Residents with limited IT access can be referred for device loans through a range of partners and directly by library staff. Learn My Way courses are offered to all device borrowers.

Digital & Performance Suite

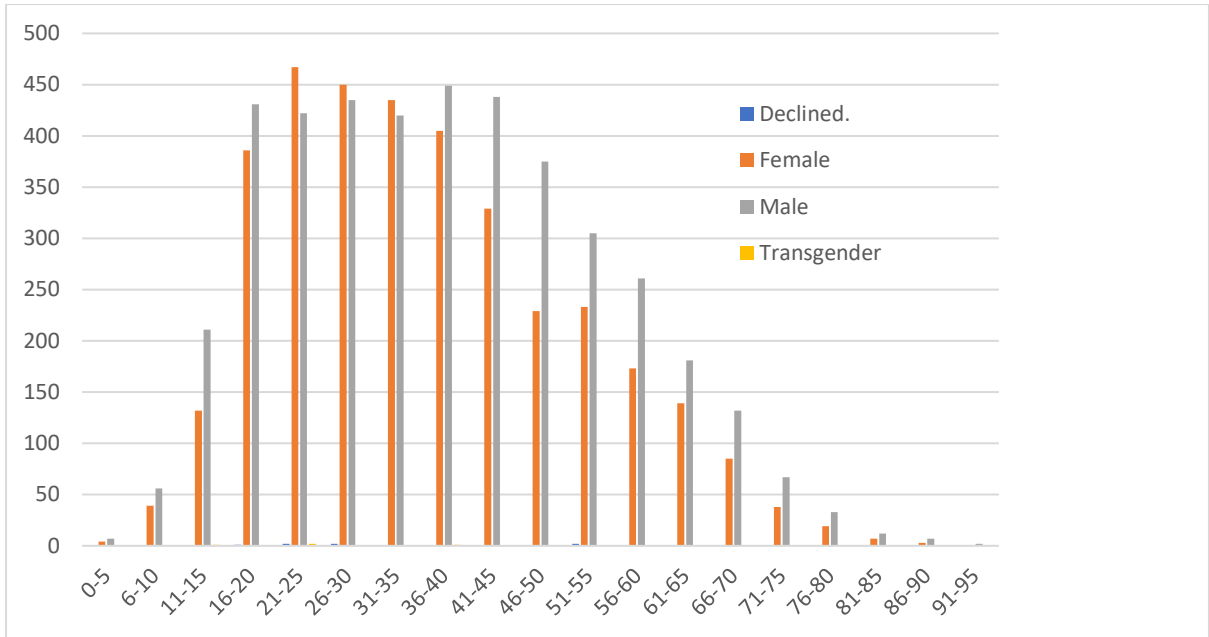
Neighbourhood Services offer a digital and performance suite citywide resource located at St Barnabas Library and funded by Arts Council England through the Library Improvement Fund. The facility offers performance suite and entry level digital recording equipment together with a video editing suite.

Evidence Use and Need

Prior to the lockdown 179,328 hours of PC use were recorded in Leicester Libraries. Overall this equated to roughly 40% of the PC time available. Following the pandemic the use of public computers has dropped significantly with 76,876 hours recorded for the first post pandemic year 2022-23 potentially because many residents have found ways to get online during the lockdown. However anecdotal evidence from library staff shows that those who need to use library computers often require greater support and come for specific purposes such as accessing Council forms and services. The following chart shows the spread of IT users by registered library in March 2023:

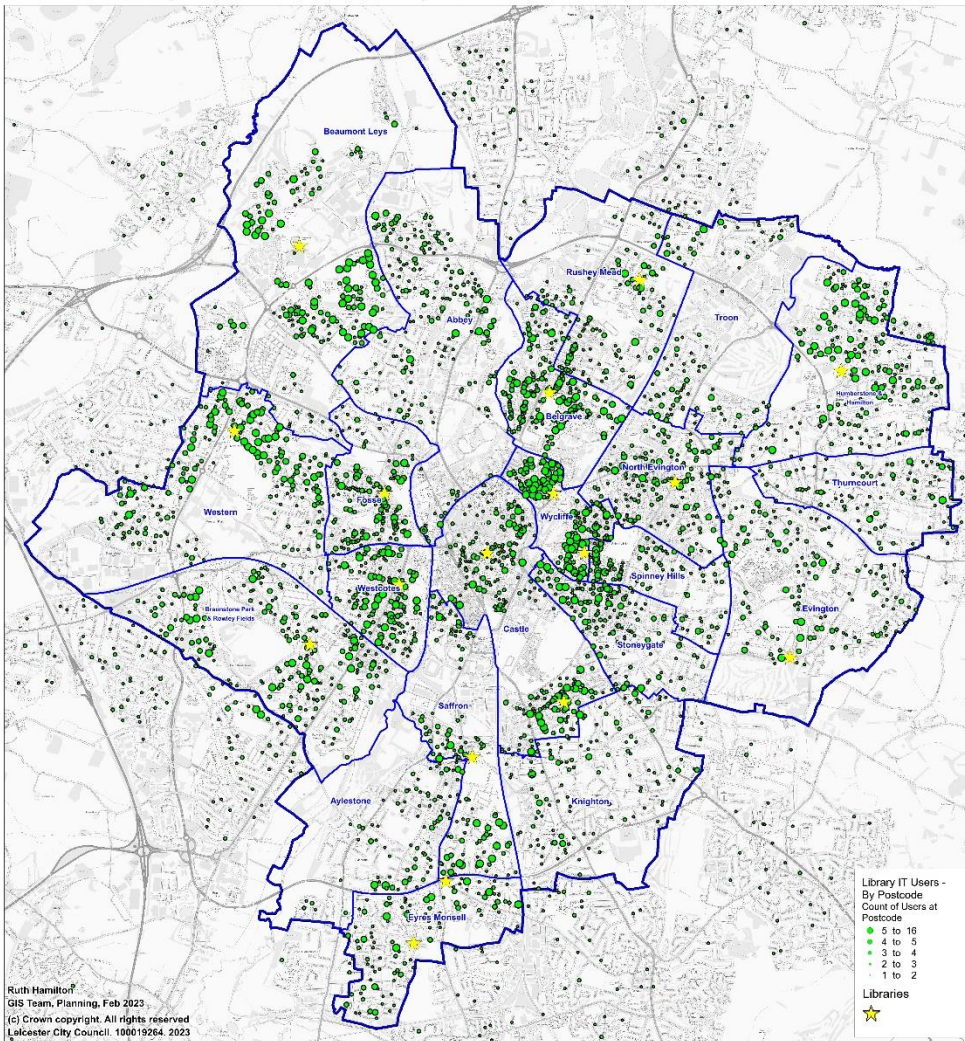


The chart below shows a profile of library IT users (having used a computer or the Wi-F- once in 12 months) in March 2023. The chart shows 54.2% of users are male, as opposed to a majority of registered library members who are female. The highest use is amongst females aged 21-25, however from 36 upwards there are more male IT users at libraries in every age category.



The chart below demonstrates the distribution of library IT users by home postcode, identifying pockets of greatest need across the city:

Map - Showing Location of IT Library Users



Employment and Careers Advice

Neighbourhood Services work in partnership with the Department of Work and Pensions (DWP) to deliver weekly Job Shops in 8 libraries across the city. DWP work coaches support residents into work, assisting with CV writing, supported job search, interview skills and tips and direct links to vacancies.

Employment fairs are organised at Neighbourhood Services venues in partnership with the DWP, Adult Learning Services and other agencies including the NHS.

Customer Self-Services in Neighbourhood Buildings

As more Council services move online, customer self-service facilities have been installed in our multi-service centres. Facilities include dedicated Council services kiosks enabling customer to request services and make payments. Dedicated customer service free phones are also provided, together with document scanning equipment. Signposting and navigation support is available from Neighbourhood Services staff who are trained to support a number of council service processed such as Housing Repairs Online and Blue Badge applications.

In addition, the Housing Service delivers housing enquiry receptions at four Neighbourhood Services facilities located in or near social housing estates.

Neighbourhood Services partners

Neighbour Services work with multiple partners to deliver digital and information services:

- Department for Work and Pensions (Job Shops in Libraries)
- Adult Learning Services (formal learning classes in community centres and libraries; IT classes)
- Learn My Way (Basic IT courses)
- LCC Customer Services
- LCC Housing

What people have told us

Stakeholders and focus groups have said:

- The drivers for channel shift are considered to be broadly understood by the public, however 'some people can't/won't get online; they just need help'
- The nature of the support required ranges from general queries about public services and local activities; to employment, housing, homelessness, ESOL, to compassionate support to people facing social isolation or those struggling with online access. Staff have described how users want 'help with access to services – all moved online'
- It is widely perceived that staff are regularly providing in-person support for people with multiple, interrelated and complex needs. They are seen as 'trusted' contact points for the people of Leicester
- Many people told us that face to face support and the provision of in-person information is highly valued. One individual said: 'Help with completing forms... is very important.'
- Libraries were perceived by some as a 'starting point' for accessing free-to-use computers, advice and guidance, especially if people were new to the UK, or the local area.

The survey responses showed:

- 23.46% of all respondents to the survey said that Computers, Wi-Fi and IT support were the most important service in their libraries; 6.5% learning and skills activities; 4.4% access to council services by phone or kiosk; 4.1% support with finding a job
- 30.91% of respondents said that computers, Wi-Fi and IT facilities were the most important thing on offer at the Central Library; 23.57% said IT services should be prioritised at the Central Library in the future. 12.28% said staff support
- 16.18% of respondents said that Adult Learning Classes were the most important thing at Community Centres; 6.3% said the Housing Enquiries Desk.

What Others Are Doing

WESTMINSTER – SMART CITY

Below is an outline of how Westminster city council intends to support their pledge to the information and digital initiative.

Westminster City Council has established a partnership with The Rebel Business School to deliver digital skills training to local market traders. The initiative covers various aspects, including website creation and setting up a Google Pin, aiming to support the growth and enhancement of businesses in the area.

Additionally, Westminster City Council is implementing free Wi-Fi connectivity in street markets through a collaboration with Ontix. This marks the initial phase of efforts to enhance connectivity throughout the city, demonstrating the council's commitment to improving digital access for local businesses and residents.

<https://www.westminster.gov.uk/smart-city-residents>

BRENT COUNCIL – DIGITAL INCLUSION

Through the Resident Support Fund (RSF), Brent Council has extended assistance to individuals facing financial challenges due to the pandemic. Devices and internet access have been provided to over 200 digitally excluded residents as part of this initiative.

In collaboration with Social Box, a community interest group specializing in refurbishing organizations' laptops, Brent Council has facilitated the distribution of 55 council laptops. This collaborative effort, conducted in partnership with Brent's Living Room, the Refugee Support Network, and the homeless community, has specifically targeted residents aiming to enhance their digital skills.

Brent Council has also collaborated with Infosys to supply 25 laptops to housing tenants, supporting them in accessing the new housing portal. This partnership has enabled residents to improve their digital proficiency, actively engaging with services and family members.

Furthermore, Brent Council has provided 65 Looked After Children and Care Leavers with laptops, ensuring continuous access to education and promoting digital inclusion in their lives.

[09a. Appendix 1 - Draft Digital Strategy 2022-2026.pdf \(brent.gov.uk\)](#)

Culture and Creativity

Libraries Connected Universal Offer

“Curious, Creative and Cohesive Communities

The Culture and Creativity Universal Library Offer aims to provide:

Opportunity: Opportunities that spark curiosity, imagination, creativity and fun

Participation: Enabling access to, and participation, in high quality arts and cultural activities

Enrichment: Enriching people’s lives enabling new creative skills and talent to flourish

Understanding: Celebrating diversity, promoting inclusivity, encouraging understanding and tolerance of one another”

[Culture and Creativity | Libraries Connected](#)

Need in the City

Leicester’s creative industries comprise 1,440 companies and a workforce of 30,000 people, 15,600 of whom are based in the city and the remainder across the county. This indicates that potential for the creative economy as a driver for inclusive growth is far greater than suggested by national statistics (895 businesses and 4,395 employees).

Sector Strengths

Internationally renowned for its fashion manufacturing, Leicester boasts a nationally significant cluster of design businesses, working both across creative services of advertising, marketing and graphic design and in delivering innovation and added value across Leicester’s manufacturing and services sectors.

The city is increasingly recognised as a hub for original digital content: immersive technology pioneers **Metro-Boulot-Dodo** have gained national and international recognition for their work and **National Space Centre** is developing applications of mixed reality in live performance and in large-scale specialist digital content.

Creative Workforce

65% of the creative workforce in Leicestershire is full-time or part-time permanent employment, suggesting that creative industries employment – and therefore economic output - is roughly double that shown by BRES: 9,880 in Leicester and 18,665 in the LLEP area. There is, in addition, a large talent pool of freelance or self-employed creative workers: some 11,700 people, of whom half are based in the city and half in the rest of Leicestershire.

What’s available in the City

Leicester offers a rich and vibrant cultural and creative scene which increasingly reflects and champions the city’s diversity to local, national and international audiences. Cultural organisations include:

Curve Theatre, a state-of-the-art theatre hosting a wide range of productions, including musicals, plays, dance performances and community engagement; **Phoenix**, offering film screenings, art

exhibitions, performances, workshops, and a digital media centre, promoting engagement with the arts and creative technology; and **Attenborough Arts Centre** at University of Leicester, a centre of excellence for disability arts creating and curating a range of inspiring artistic exhibitions, live performances, events and creative courses.

Serendipity Institute for Black Arts and Heritage centres perspectives from the African and African Caribbean Diaspora as part of cultural experiences for all. Arts Council England has added diverse-led organisations such as **Inspirate**, **Opal 22** and **Phizzical** to its National Portfolio which also includes theatre companies such as **Bamboozle**, South Asian dance company **Nupar Arts**, **Darbar** (a national centre of excellence for Indian classical music). **Aakash Odedra**, an international dance company uses the voice of British-Asian experience to tell new stories about modern life. **Leicester Museums** and arts companies such as **Soft Touch**, **Spark** and **The Mighty Creatives** have many years of experience working with young people in disadvantaged communities.

The city boasts a vibrant music scene. **De Montfort Hall** is a historic concert venue that hosts classical music, popular concerts, and touring acts; **The Shed**, **The Soundhouse** and **2Funky Music Cafe** promote a range of upcoming artists and club nights covering a vast range of musical genres. **HQ Recording** is a regional hub for Urban, R&B and Hip-Hop artists, and there are multiple local community radio stations.

Leicester festivals reflect the diverse cultural traditions, arts, and music of its residents. It hosts the largest **Diwali** celebration outside India, the long-standing **Caribbean Carnival**, **Leicester Mela** and **Leicester Comedy Festivals**, and exciting new festivals such as **Bring The Paint**, **Journeys** and **Cosmopolitan Arts Festival**, alongside multiple commercial and community festivals that take place annually in parks and city centre spaces.

What Neighbourhood Services are doing to support the offer

Leicester's culture and creativity offer extends across the city by utilising a network of neighbourhood libraries and community centres. These facilities serve as dynamic hubs hosting events, workshops, and exhibitions, fostering a creative environment. From author talks, art displays and interactive programs displays to holiday food poverty programmes, Leicester's neighbourhood services actively contribute to the city's cultural landscape, inviting diverse communities to participate and express themselves.

Annually, over 1.5 million visits take place across the Councils neighbourhood facilities for a range of purposes including cultural events and activities. In partnership with local organisations Leicester has been able to deliver a wide programme of festivals and events celebrating key themes and milestones such as Diwali, Navratri, Eid, Christmas, Windrush 70th Anniversary, Black History, and King Richard III.

Leicester's offer provides an opportunity for people who do not normally participate or are at risk of isolation to engage, enjoy and take part in a range of new as well as established activities including luncheon clubs, sewing groups, knitting groups, reading groups, creative writing, bowls, and a range of more physical recreational activities.

Leicester's culture and creativity offer provides tangible benefits and outcomes to health and wellbeing, education, community engagement and employment and the city. Through the network of neighbourhood facilities across the city the service is seen as the hub of cultural activity within communities for people to engage and get involved.

Concessionary Community Room Hire scheme

A concessionary room hire rate of 65% reduction on standard charge is offered at community centres to promote community groups to get together at affordable venues in their local neighbourhood. The aim is to support community organisations and bring local people together from a wide range of backgrounds and to provide space and resources for ongoing or one off cultural and creative activities.

Neighbourhood Services partners

The Spark Arts for Children – Neighbourhood Services have worked in partnership with The Spark for over a decade to provide creative and cultural opportunities for children and their families especially in areas of higher disadvantage where children may have more limited access. Successive Arts Council grant funded projects such as Imaginative Neighbourhoods 1 & 2 have seen artists in residence based at libraries and community centres, undertaking outreach into communities to engage children in creative arts and performance. The regional Amongst Ideal Friends programme developed a consortium of library authorities to bring touring performances for children and young people to local libraries and community centres over a six-year period to date. The annual Spark Children's festival provides a week of creative activities for children across the city, with libraries partnering to deliver activities in the heart of local neighbourhoods.

The National Space Centre – Neighbourhood Services partnered with the NSC in 2019 to support a successful community outreach bid, delivering STEAM activities to children and families in priority areas of the city to promote engagement. Outreach activities are delivered by the NSC through libraries and community centres during half term and summer holidays.

Leicester Museums and Galleries – Neighbourhood Services work with the museums service to provide community outreach activities in neighbourhood locations. Three libraries host permanent display units with local groups engaged in selecting, finding and creating exhibits at these sites. Museums outreach exhibitions are toured across the city through Neighbourhood Services venues. Community engagement programmes run throughout the year.

What people have told us

Stakeholders

- In the activities they currently deliver, Leicester's Neighbourhood Services team are broadly perceived by their key local and regional cultural and creative activity partners as well engaged, enthusiastic and popular to work with.
- Some stakeholders consider Neighbourhood Services, including the library service and community centres, are not currently positioning themselves as part of a broader 'Leicester' cultural offer - but that they should be.
- Leicester is a hugely vibrant place, proudly made up of different communities and unique local interests. Some stakeholders say that the library service and community centres should offer a revised cultural and creative programme of activities to further reflect this diversity.
- Community spaces in libraries and community centres are broadly considered 'essential,' helping with community cohesion and addressing social isolation challenges. They are seen as 'trusted' and 'safe places' to visit.
- We have heard the suggestion that there is significant local voluntary sector provision of community space locally.

- We have also heard opinions suggesting that information about available community spaces, whether on offer from the Council or other local providers, and the activities taking place within them could be better promoted and shared with residents to help improve awareness about what is happening and how to access spaces so that people (including new communities) can look to book and lead their own activities.

Focus Groups

- Groups said that Leicester residents of all ages have an appetite for activity programmes taking place in their libraries and community centres.
- The groups recognised the need to provide creative, and socialization, opportunities and activities that help address community issues, 'especially isolation for older people.' We heard how libraries are perceived to be 'a good space... Talk to seniors, they feel a little left behind in online / social media world... Not online - they can come here and feel good', and how they help '(get) people out - especially older community... A social service - as well as an escalator to other things... About making friends'.
- Local provision is also considered key, especially during the cost of living crises – 'you don't need to pay for the bus... it's handy,' as well as the pricing of activities 'especially if for children - costs to attend - can bump price up'.
- The community cohesion role of cultural activity programmes, particularly in a diverse city like Leicester, was recognised by many of the groups we spoke with. One group particularly acknowledged that Leicester people were 'keen to come and hear other cultures' and 'celebrate festivals of all cultures' across the whole city

Survey findings

- Asked what they are hoping to change about their in future, residents prioritised:
 - (1st place) Be more physically active 52.8%
 - (2nd place) **Meet more people in my local community** 33.50%
 - (3rd place) **Experience more arts, heritage, history and culture** 32.86%

What Others Are Doing

COVENTRY CITY COUNCIL – GET LOUD IN LIBRARIES

Coventry Libraries initiated live music events in 2016 with the performance of Spring King, a post-punk band from Manchester, at Central Library. Since that inaugural event, the library has been a venue for numerous emerging and established music acts, including Idles, Fontaines DC, Sam Fender, VANT, and Jorja Smith. Typically, these bands are on the verge of mainstream breakthrough, making these events ideal for young people and families. These remarkable performances are all part of the distinctive and award-winning Get It Loud In Libraries project. This project aims to provide music enthusiasts with the opportunity to witness top-notch artists in their local library. As part of this initiative, the library also hosted an evening featuring Tim Burgess, the lead singer of The Charlatans.

MANCHESTER HERITAGE

Archives Northwest, the film archive, records office, BFI, family history society, and local studies library have come together to establish a comprehensive heritage experience within the main library building. The resulting heritage centre offers interactive exhibitions, events, talks, sound and film bytes, and web content, creating a culturally enriching experience for both visitors and citizens. Volunteers from these partners are available at specified times to share their expertise and information.

This collaborative project not only attained accreditation, enhancing its visibility, but also facilitated fundraising for long-term sustainability. The partnership had a significant impact, resulting in increased footfall, participation, outreach, and engagement. Crucially, it played a role in preserving cultural heritage material for the long term, making it more accessible to the community and fostering civic pride

Contributors

This report was jointly written by Leicester City Council's Neighbourhood Services team with contributions from specialists across the authority.

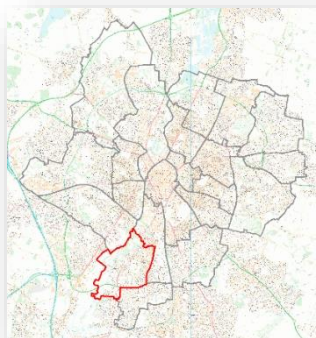
Leicester City Council's Neighbourhood Services team contributed significantly to the Phase 1 research and this report in providing information and data about the service's performance and information about their offer across the city.

Leicester City Council's GIS Team provided demographic data, mapping and analysis to support the research. Leicester City Council's Communication's Team helped to develop the public survey. In addition to the publicity and promotion of this project and in the development and distribution of supporting internal and external communications.

Thank you to all involved for your expertise, input and advice.

Appendices – Building Profiles

AYELSTONE LIBRARY



Address: 2 Knighton Lane East, LE2 6LU (Situated inside of Aylestone leisure centre) Telephone: 0116 454 1032	
Day	Opening times (staffed hours)
Monday	8am - 7pm (1pm - 6pm)
Tuesday	8am - 7pm (10am - 6pm)
Wednesday	8am - 7pm (2pm - 6pm)
Thursday	8am - 7pm (10am - 6pm)
Friday	8am - 7pm (2pm - 6pm)
Saturday	8am - 1pm (10am - 1pm)
Sunday	8am - 1pm (Not staffed)
Hours open per week: 65 (32)	Usage per hour*: 62.4
Gross internal area: 131 sqm	Total frontline staffing hours: 37
*Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION			
Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	99,833	Net Running Cost (Budget)	£50,547
PC usage (Hrs)	1,053	Income (Budget)	£500
Stock issues	20,893	Cost per visit (against budget)	£0.51
Total Running Cost (Budget)	£51,047	Visitor recovery % since 2019	98%
Library Services		Regular Events	
Free use of computers	1:1 computer session	Toddler Time	
Microsoft Office	Study Zone / charging	Walking group	
Free Wi-Fi			

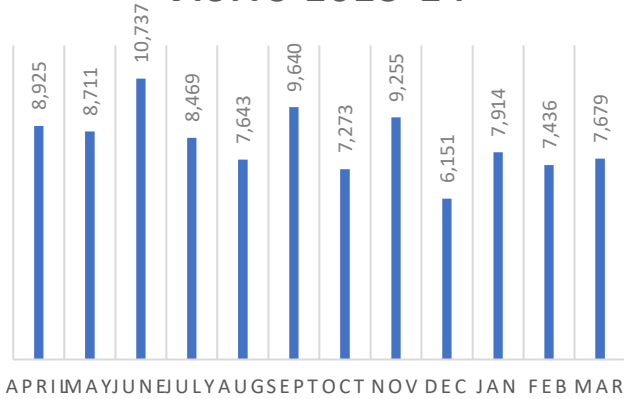
SERVICE INFORMATION

Customer Insight Key usage Statistics: 2023/24			
Aylestone Library	Number	% of Leicester Total	
All registered users	2,444	3.5%	<i>of all library members</i>
Active library users	1,299	2.3%	<i>of all library users</i>
Annual book issues	20,893	3.8%	<i>of all issues</i>

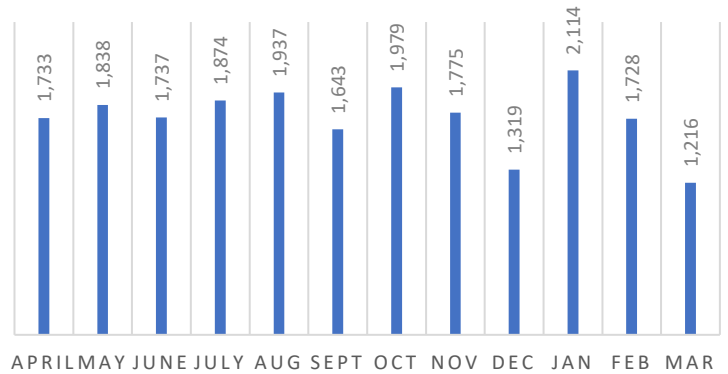
LOCAL INFORMATION		
Transport Links	Bus Routes: Very Good	
Local Schools	<ul style="list-style-type: none"> • Knighton Mead Primary School (0.13 km) • Lancaster Academy (0.91 km) • Millgate School (0.51 km) • Sir Jonathan North Girl's College (0.76 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Pork Pie Library • Knighton Library 	1.8km 1.7km
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Aylestone Leisure Centre • Kingfisher Youth Centre • Saffron Children Young People & Family Centres • Saffron Lane Sports Centre 	Onsite 0.98 km 0.89 km 0.28 km
	External Community Spaces include:	
	<ul style="list-style-type: none"> • Saffron Lane Neighbourhood Council 	

WARD PROFILE INFORMATION		Aylestone Community	Leicester City
Total Population		11,942	368,581
Age	Under 15 (%)	18.5%	19.7%
	15-64 (%)	65.4%	68.5%
	65+ (%)	16.2%	11.8%
Ethnicity	Asian or Asian British (%)	9.6%	43.4%
	Black, Black British, Caribbean or African (%)	5.1%	7.8%
	Mixed or multiple ethnic groups (%)	4.7%	3.7%
	White (%)	78.9%	40.9%
	Other Ethnic Group (%)	1.8%	4.1%
The age profile of the Aylestone population is similar to that of the City population			
A high proportion (over 78%) of the Aylestone ward population is made up of the White ethnic group. It has one of the lowest proportions of Asian/Asian British populations across all City wards.			
Total DWP claimants (% of Leicester total claimants)		3.5%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		3.2%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.2%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		63.5%	2588 (59.8% of total number of students across City)
Average Indices of Multiple Deprivation score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 26.6 Ranked 14 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 78.9 (Leicester average: 76.9)	Female: 80.4 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 45.7% of Aylestone residents reported that their general health was 'very good,' 34.9% reported 'good' health and only 1.3% reported 'very bad' health. These figures are in line with the Leicester average.		

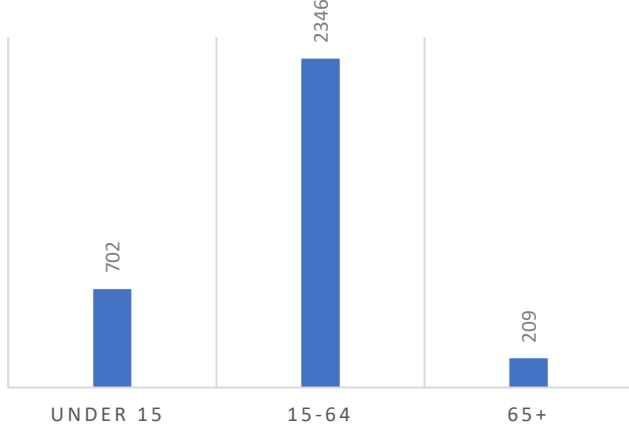
AYLESTONE ANNUAL VISITS 2023-24



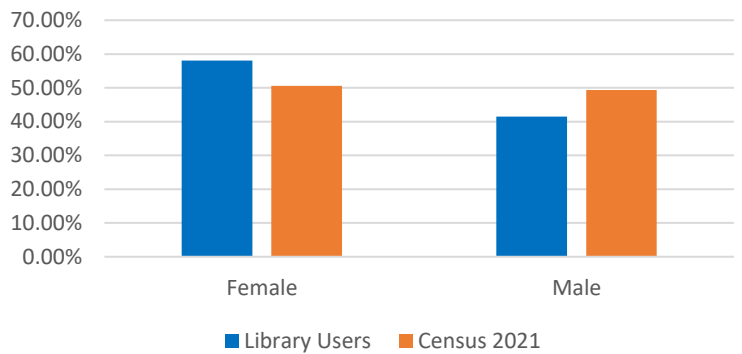
AYLESTONE ANNUAL ISSUES 2023-24



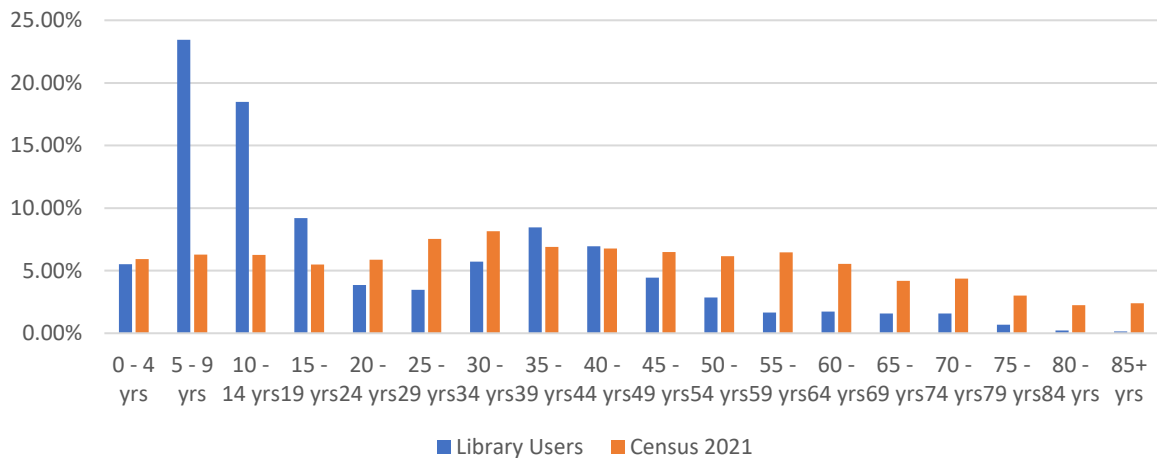
AYELSTONE LIBRARY ACTIVE USERS BY AGE



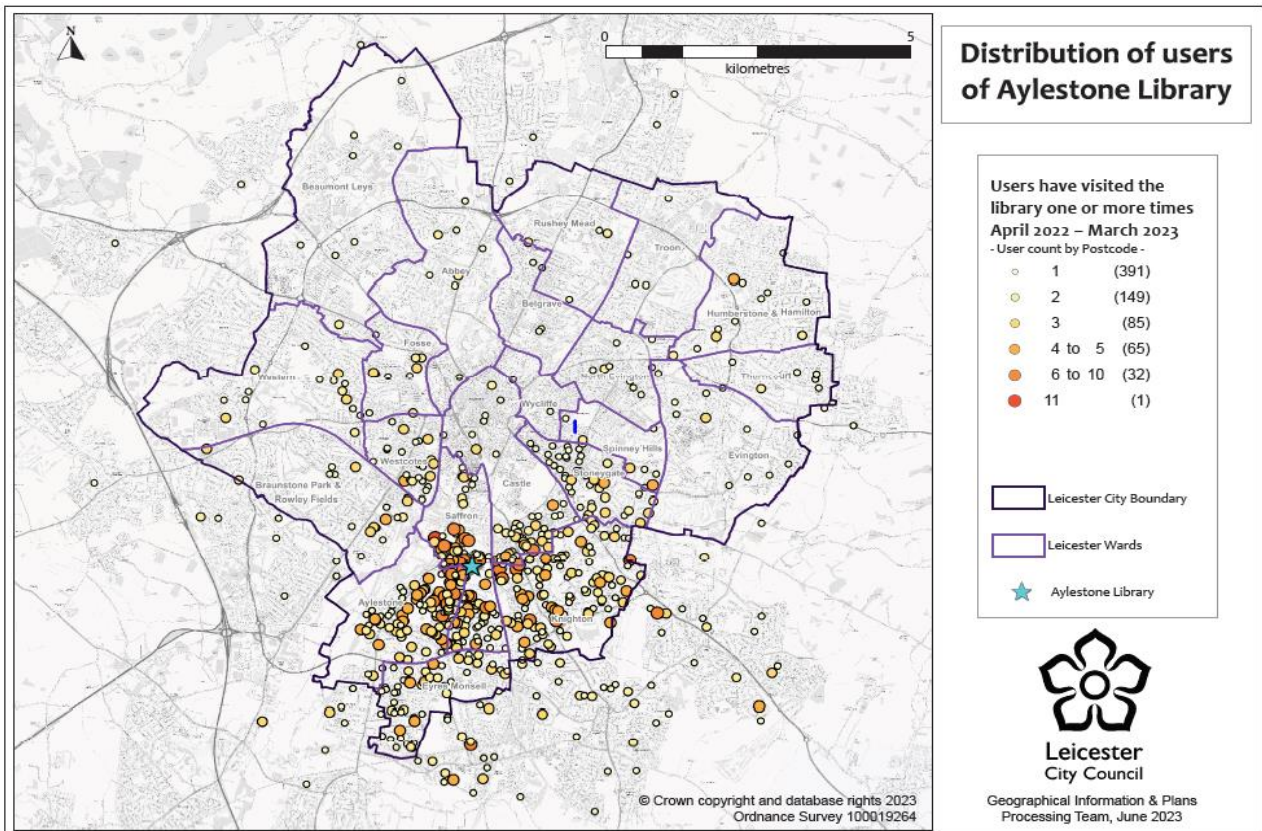
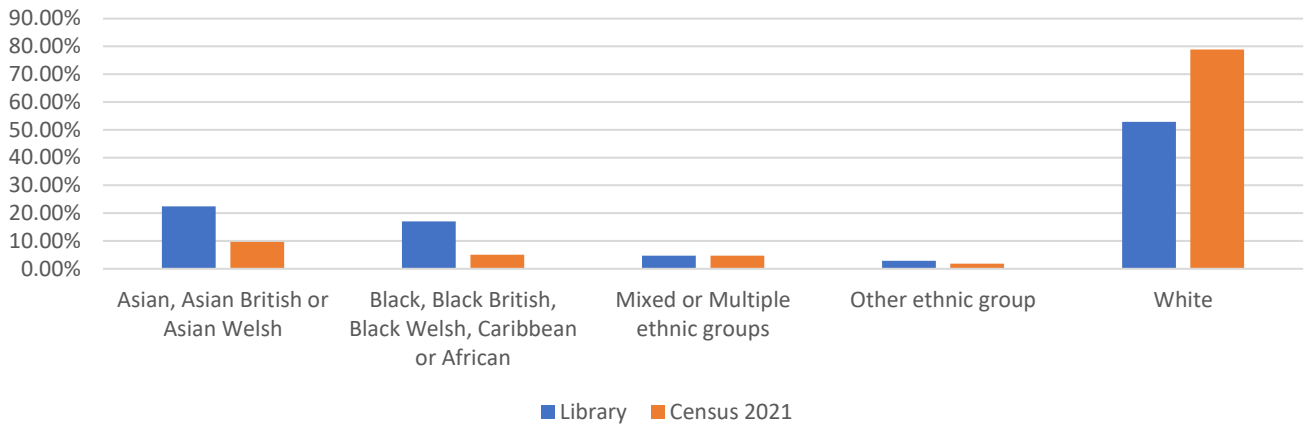
Comparison of Gender Profiles: Aylestone Library vs. Aylestone Ward (Census 2021)



Comparison of Age Profiles: Ayleston Library vs. Aylestone Ward (Census 2021)

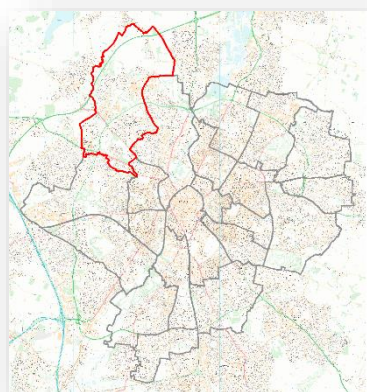


Comparison of Ethnicity Profiles: Aylestone Library vs. Aylestone Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.

BEAUMONT LEYS LIBRARY



Address: Beaumont Way, LE4 1DS
Telephone: 0116 454 3270

Day	Opening Times
Monday	9am - 6.30pm
Tuesday	9am - 6.30pm
Wednesday	9am - 6.30pm
Thursday	9am - 6.30pm
Friday	9am - 5pm
Saturday	9:30am – 1pm
Sunday	Closed
Hours open per week: 49.5	Usage per hour *: 29.63
Gross internal area (m2): 1,213	Total frontline staffing hours: 185
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	73,330	Net Running Cost (Budget)	£257,000
PC usage (Hrs)	4,874	Income (Budget)	£8,200
Stock issues	58,958	Cost per visit (against budget)	£3.50
Total Running Costs (Budget)	£265,200	Visitor recovery % since 2019	63%
Library Services		Regular Events	
DWP Job Club	Read Easy	Art Group	Community gardening
Learn MY Way computer course	1:1 computer session	Story Café	Walking Group
Study Support	Study Zone + charging	Love 2 Move	Knit and Natter
Partner Services		Toddler Time	
DWP	LCC Housing		

SERVICE INFORMATION

Customer Insight			
Key usage Statistics: 2023-24			
Beaumont Leys Library	Number	% of Leicester Total	
All registered users	10,071	8.9%	<i>of all library members</i>
Active users	5,389	8.6%	<i>of all library users</i>
Annual Issues	58,958	10.8%	<i>of all issues</i>

SERVICE INFORMATION

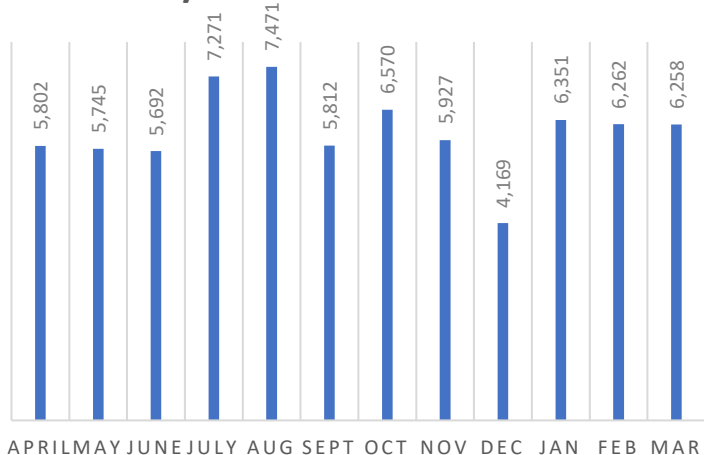
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Hall (all 3 sections)	7.10	12.20	51.00
Hall (2 sections)	5.60	9.70	40.80
Hall (1 section)	4.10	7.10	30.60
Number of room bookings 2023-24			134
Income from room bookings 2023-24			£1,093

LOCAL INFORMATION

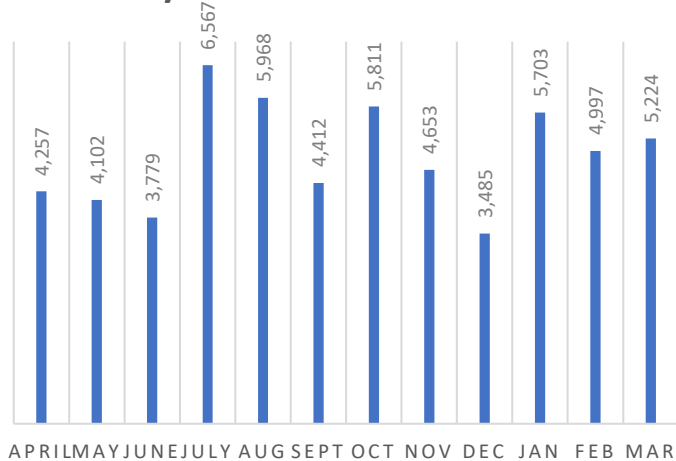
Transport Links	Bus Routes: Good		
Local Schools	<ul style="list-style-type: none"> • Babington Academy (0.64 km) • Beaumont Lodge Primary School (0.92 km) • Buswells Lodge Primary School (0.70 km) • Heatherbrook Primary Academy (0.81 km) 		
Libraries Nearby	Library	Distance	
	<ul style="list-style-type: none"> • New Parks Centre Library • Anstey Community Library 	2.8km 1.8km	
Community Buildings	LCC Community Centres	Distance	
	<ul style="list-style-type: none"> • Leicester Leys Leisure Centre • Tudor Centre 	0.1km 1.6km	
	External Community Spaces include:		
<ul style="list-style-type: none"> • Christ the King Church 0.2km • Barley Croft Community Centre 1.6km • Beaumont Lodge Neighbourhood Association 1.5km • E2 Community Hub 1.4km • Home Farm Community Centre 1.3km • Community shop 1.9km • Bewcastle children’s centre 1.7km • Beaumont Leys children’s centre 1.4km 			

WARD PROFILE INFORMATION		Beaumont Leys Community	Leicester City
Total Population		18823	368,581
Age	Under 15 (%)	22.7%	19.7%
	15-64 (%)	64.9%	68.5%
	65+ (%)	12.4%	11.8%
Ethnicity	Asian or Asian British (%)	22.8%	43.4%
	Black, Black British, Caribbean or African (%)	14.9%	7.8%
	Mixed or multiple ethnic groups (%)	4.7%	3.7%
	White (%)	54.3%	40.9%
	Other Ethnic Group (%)	3.3%	4.1%
The age profile of the Beaumont Leys population is similar to that of the City population			
Over half of the of the Beaumont Leys ward population is made up of white ethnicity. It has one of the highest proportions of Black, Black British, Caribbean or African populations across all City wards.			
Total DWP claimants (% of Leicester total claimants)		5.7%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		6.5%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		5.8%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		53.1%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: Ranked 6 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 78.9 (Leicester average: 76.9)	Female: 80.4 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 45.7% of Aylestone residents reported that their general health was 'very good,' 34.9% reported 'good' health and only 1.3% reported 'very bad' health. These figures are in line with the Leicester average.		

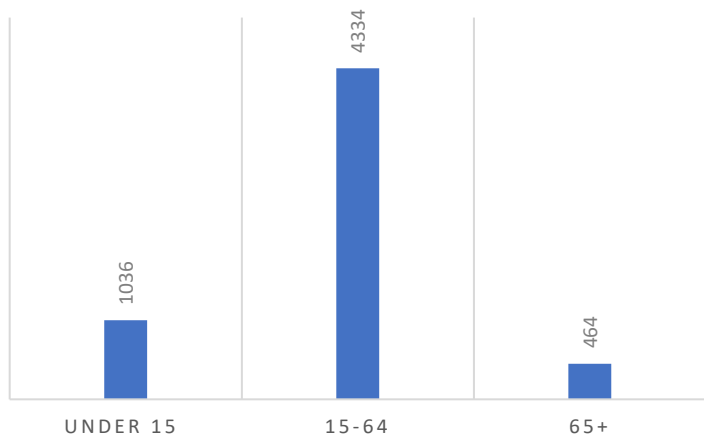
BEAUMONT LEYS LIBRARY 23/24 ANNUAL VISITS



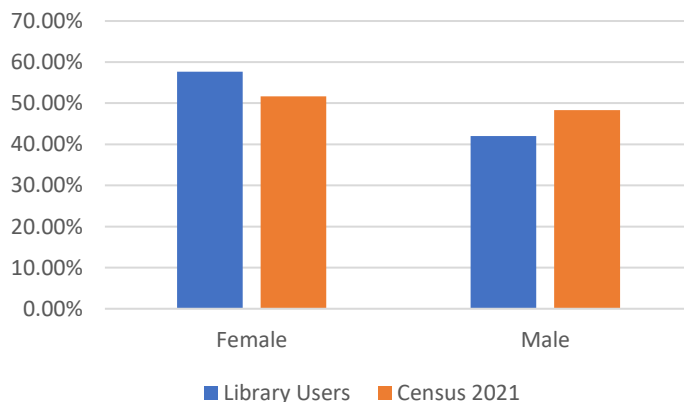
BEAUMONT LEYS LIBRARY 23/24 ANNUAL ISSUES



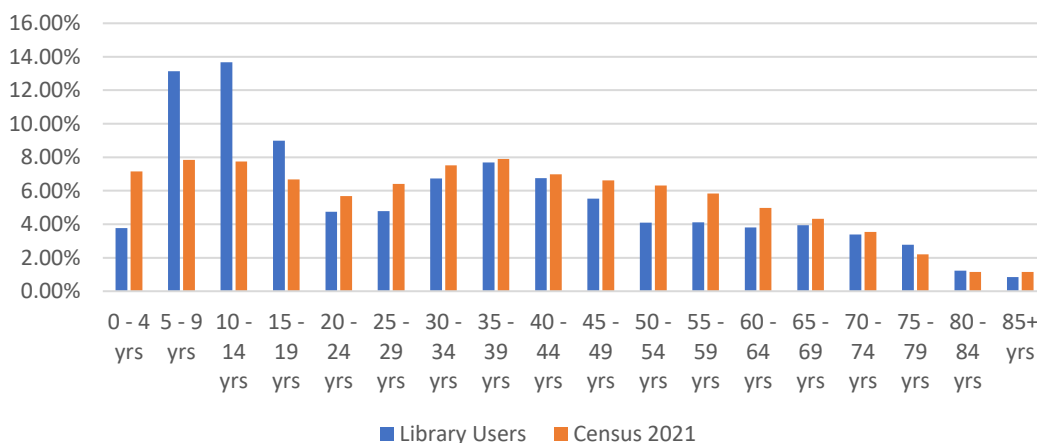
BEAUMONT LEYS LIBRARY ACTIVE USERS BY AGE



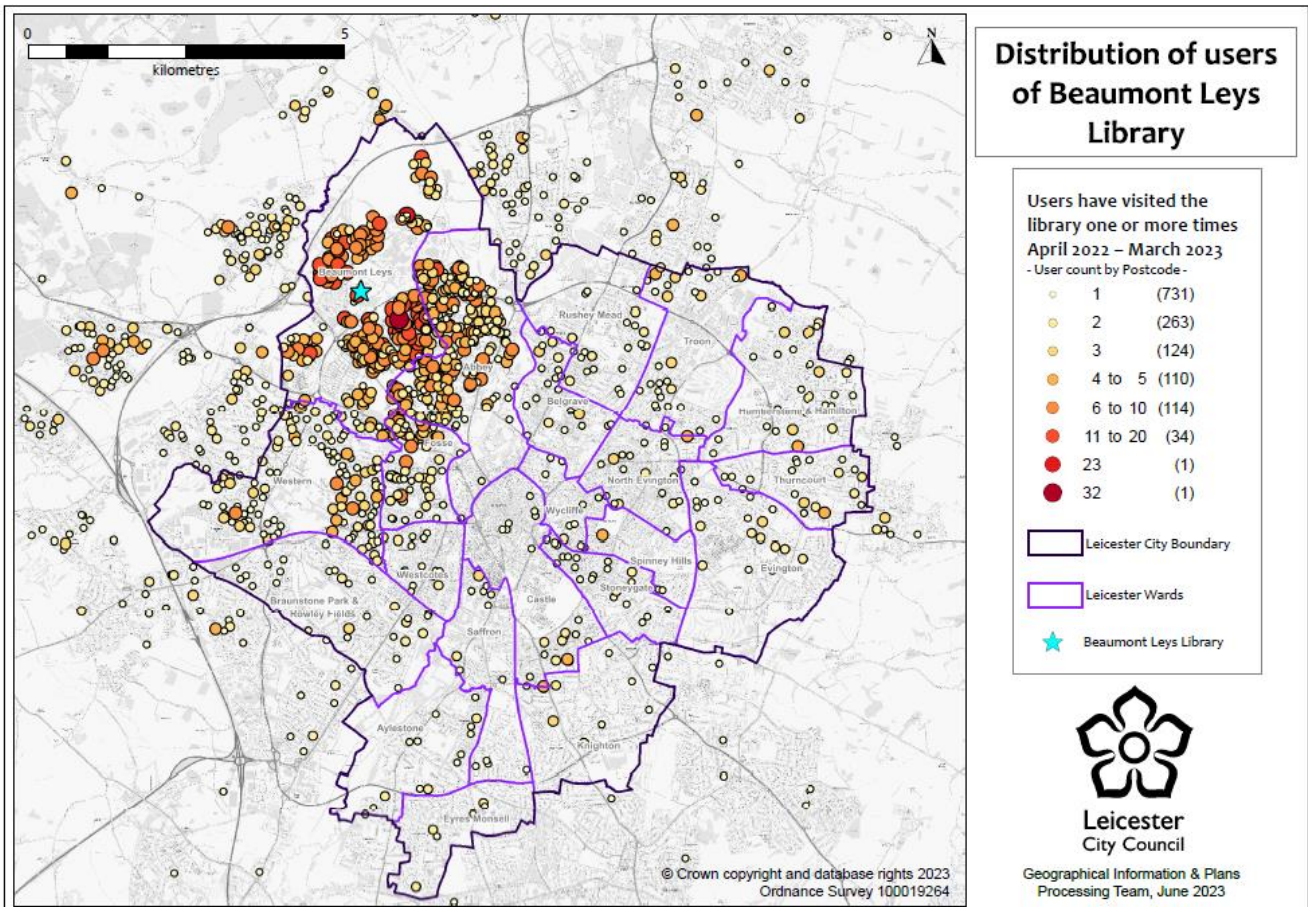
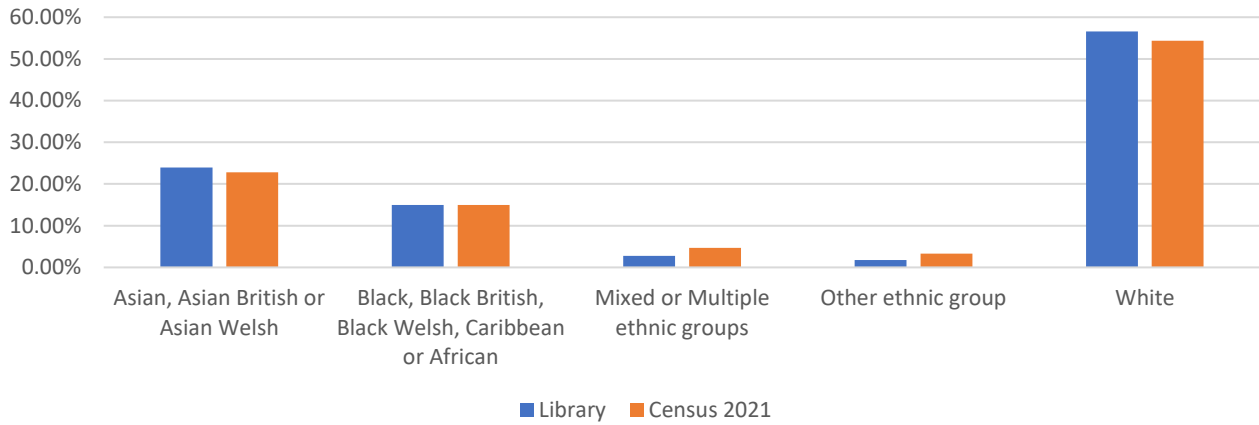
Comparison of Gender Profiles: Beaumont Leys Library vs. Beaumont Leys Ward (Census 2021)



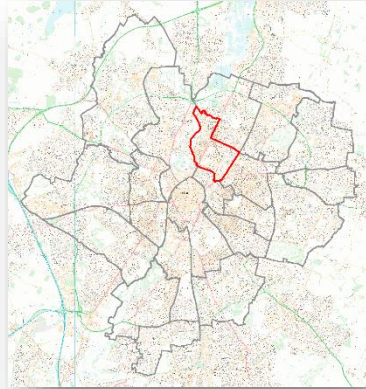
Comparison of Age Profiles: Beaumont Leys Library vs. Beaumont Leys Ward (Census 2021)



Comparison of Ethnicity Profiles: Beaumont Leys Library vs. Beaumont Leys Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



BELGRAVE LIBRARY

Address: 39 Cossington Street, LE4 6JD
Telephone: 0116 454 0400

Day	Opening Times
Monday	10am - 7pm
Tuesday	10am - 7pm
Wednesday	10am - 7pm
Thursday	10am - 7pm
Friday	10am - 7pm
Saturday	10am - 4pm
Sunday	12 noon - 4pm
Hours open per week: 55	Usage per hour*: 52.77
Gross internal area (m2): 479	Total frontline staffing hours: 185
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	145,109	Net Running Cost (Budget)	£239,695
PC usage (Hrs)	6,700	Income (Budget)	£8,000
Stock issues	54,681	Cost per visit (against budget)	£1.65
Total Running Cost (Budget)	£247,695	Visitor recovery % since 2019	50%
Library Services		Regular Events	
Job Club	Wi-Fi	Learn My Way computer course	Gardening Club
Study Zone + charging	Scanning	Toddler Time	Knit and Natter
1:1 Computer session	Office Software	Study Support	Knitting group
Partner services		Chai and Chat - ladies group	
DWP/Job Centre	Action Homeless Staff		
Wellbeing advice	NHS Diabetes Support		

SERVICE INFORMATION

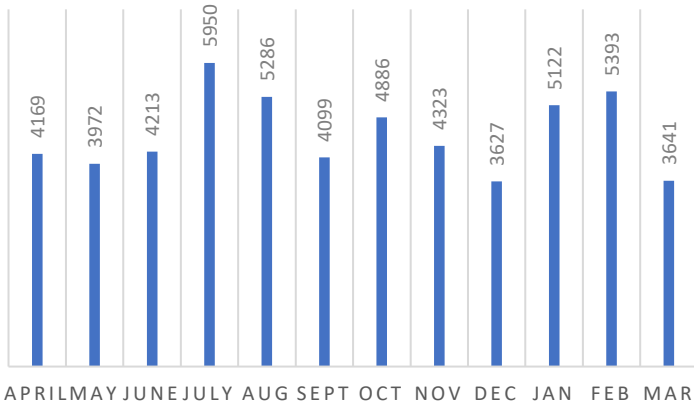
Customer Insight Key usage Statistics: 2023/2024			
Belgrave Library	Number	% of Leicester Total	
All registered users	12,185	10.9%	of all library members
Active users	6,456	10.5%	of all active users
Annual Issues	54,681	9.8%	of all issues

LOCAL INFORMATION

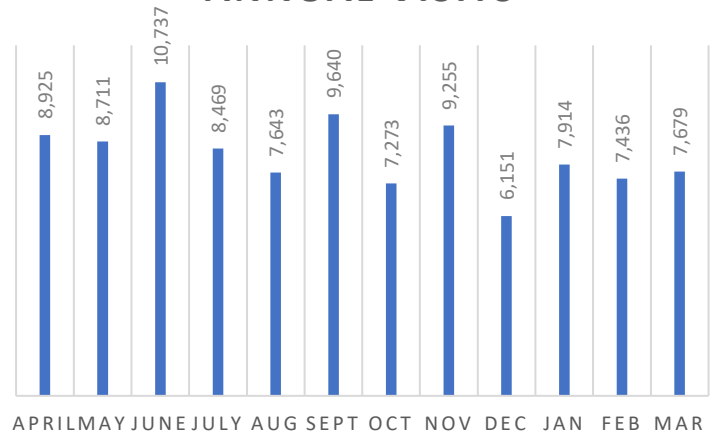
Transport Links	Accessibility: Very Good	
Local Schools	<ul style="list-style-type: none"> • Abbey Mead Primary Academy (0.33 km) • Catherine Infant School (0.50 km) • Catherine Junior School (0.39 km) • Darul Uloom School (0.54 km) • Mellor Community Primary School (0.96 km) • Rushey Mead Primary School (0.84 km) • Saint Patrick’s Catholic Voluntary Academy (0.52km) • Taylor Road Primary School (1 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Rushey Mead Library • St Matthews centre 	1.73 km 1.36 km
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Belgrave Neighbourhood Centre • Belgrave & Rushey Mead Children, Young People & Family Centre • Cossington Street Sports Centre • St. Matthew’s Children Young People & Family Centre • Rushey Mead Recreation Centre 	0.30 km 0.09 km 0.03 km 0.88 km 2.40 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • Peepul Centre 0.6km • Belgrave Union Church 1.1m • Gheewala Lohana Centre 0.4km • Shree Shakti Mandir 0.7km • Sanatan Manvta Day Centre 0.9km 		

WARD PROFILE INFORMATION		Belgrave Community	Leicester City
Ward Population (% of city total)		20,563 (5.6%)	368,581
Age	Under 15 (%)	17.3%	19.7%
	15-64 (%)	68.2%	68.5%
	65+ (%)	14.5%	11.8%
Ethnicity	Asian or Asian British (%)	85.4%	43.4%
	Black, Black British, Caribbean or African (%)	3.1%	7.8%
	Mixed or multiple ethnic groups (%)	1.6%	3.7%
	White (%)	7.0%	40.9%
	Other Ethnic Group (%)	2.9%	4.1%
The age profile of the Belgrave population is similar to that of the City population			
A high proportion (over 85%) of the Belgrave ward is made up of an Asian or Asian British population. Belgrave has one of the highest proportions of Asian/Asian British populations across all City wards. Also, it has one of the lowest proportion of White populations across all City wards.			
Ward Population as percentage of city total		5.6%	
Total DWP claimants (% of Leicester total claimants)		5.7%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.8%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.0%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		66.3%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 29.8 Ranked 10 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.5 (Leicester average: 76.9)	Female: 83.1 (Leicester average: 81.7)	
Health	"The 2021 census results provide a summary of the general health level of residents. 48.9% of Belgrave residents reported that their general health was 'very good,' 32.9% reported 'good' health and only 1.3% reported 'very bad' health. These figures are in line with the Leicester average."		

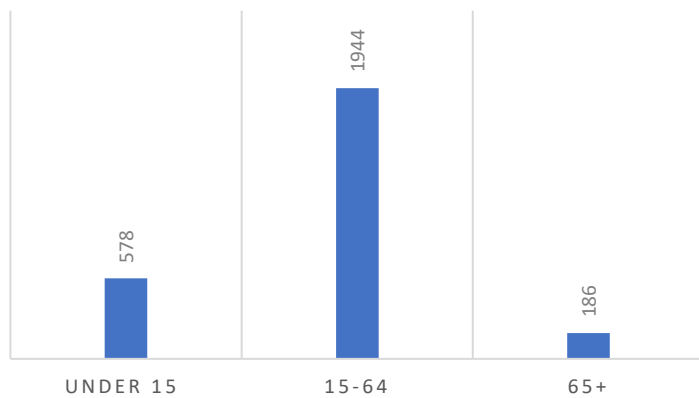
BELGRAVE LIBRARY 23/24 ANNUAL ISSUES



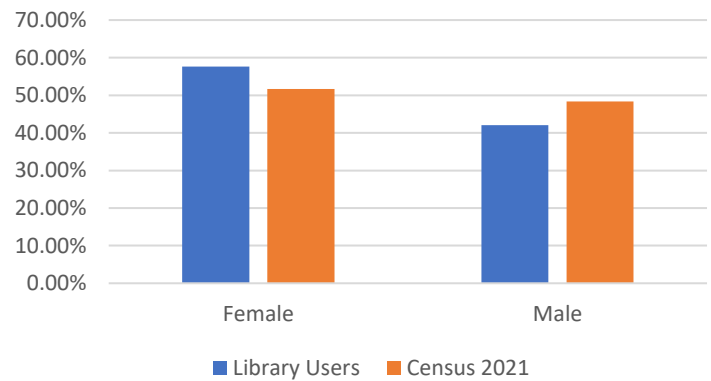
BELGRAVE LIBRARY 23/24 ANNUAL VISITS



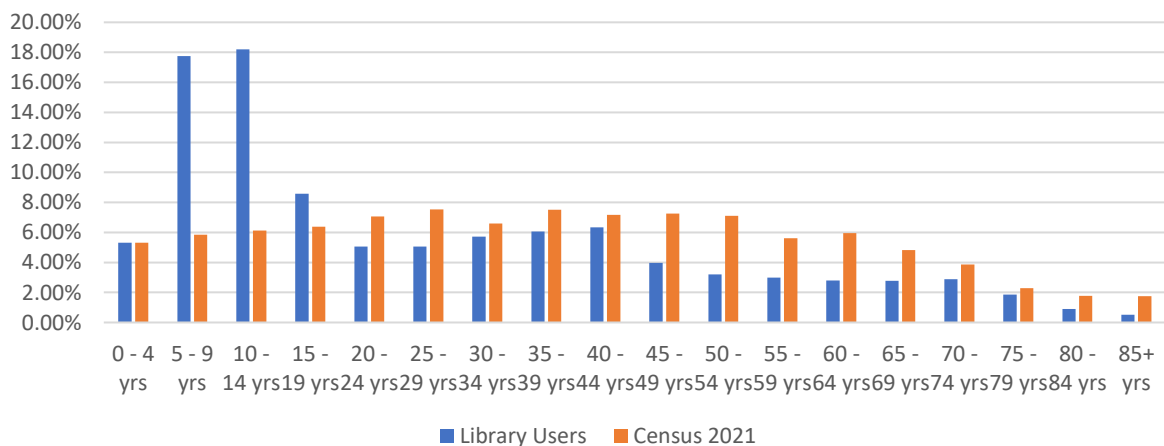
BELGRAVE LIBRARY 23/24 ACTIVE USERS BY AGE



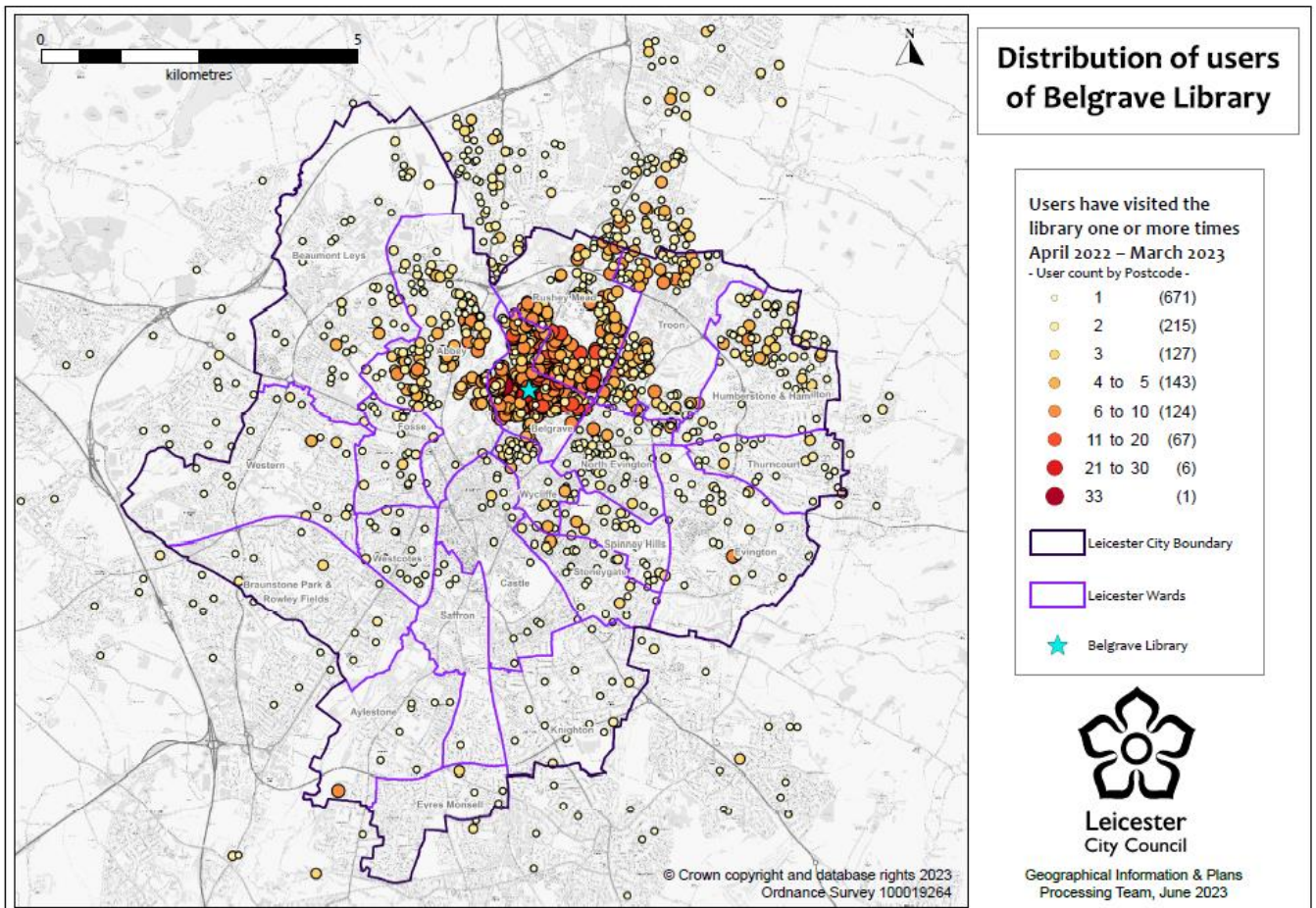
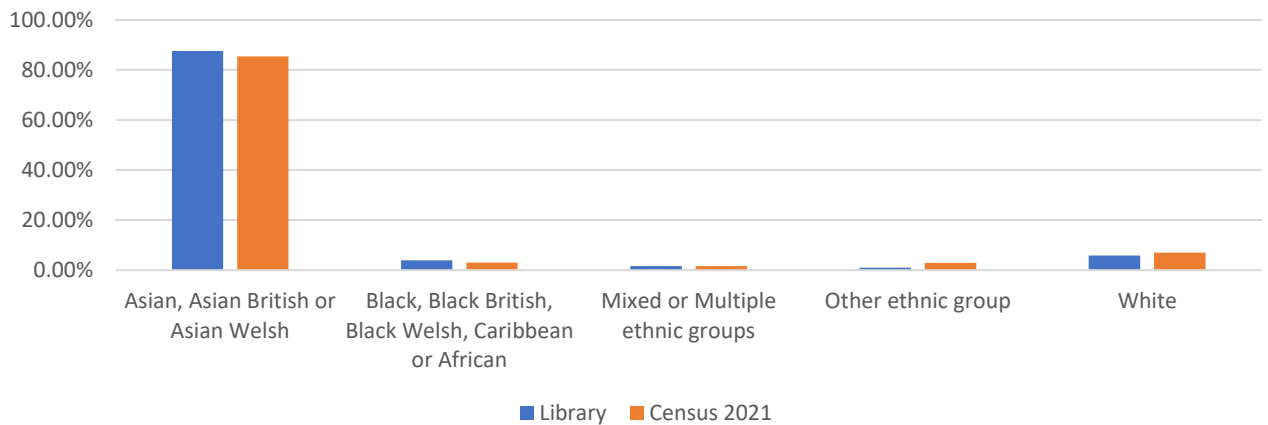
Comparison of Gender Profiles: Belgrave Library vs. Belgrave Ward (Census 2021)



Comparison of Age Profiles: Belgrave Library vs. Belgrave Ward (Census 2021)



Comparison of Ethnicity Profiles: Belgrave Library vs. Belgrave Ward (Census 2021)



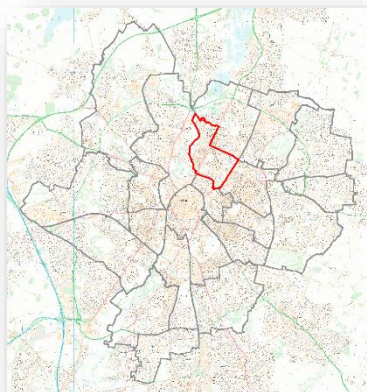
*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



BELGRAVE NEIGHBOURHOOD CENTRE

Address: Rothley Street, Leicester, LE4 6LF
Telephone: 0116 222 1004

Day	Opening Times
Monday	9am - 9pm
Tuesday	9am - 9pm
Wednesday	9am - 9pm
Thursday	9am - 9pm
Friday	9am - 9pm
Saturday	9am - 9pm
Sunday	9am - 4pm
Hours open per week: 79	Usage per hour*: 58.49
Gross internal area (m2): 1,663	Total frontline staffing hours: 185
* Average hourly rate (visitors/total hours open)	



SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	231,016	Net Running Cost (Budget)	£251,769
PC usage (Hrs)	N/A	Income (Budget)	£50,000
Stock issues	N/A	Cost per visit (against budget)	£1.09
Total Running Cost (Budget)	£301,769	Visitor recovery % since 2019	90%
Community Services		Regular Events	
Advice services		Lunch club	Ladies Wellbeing
Multi-purpose meeting rooms		Mens exercise club	Tai chi
		Tae Kwon Do	Bhajans (Religious singing events)
Partner Services		Dance classes	Hindu Religious studies
Hearing aid clinic	Multi-agency coffee morning	Childrens Tuition	Meditation
Leicester Adult education	Police	Music classes (multiple)	Leicester Tamil Academy
Childrens Gujarati	Mela Office	Playgroup	Diabetes prevention

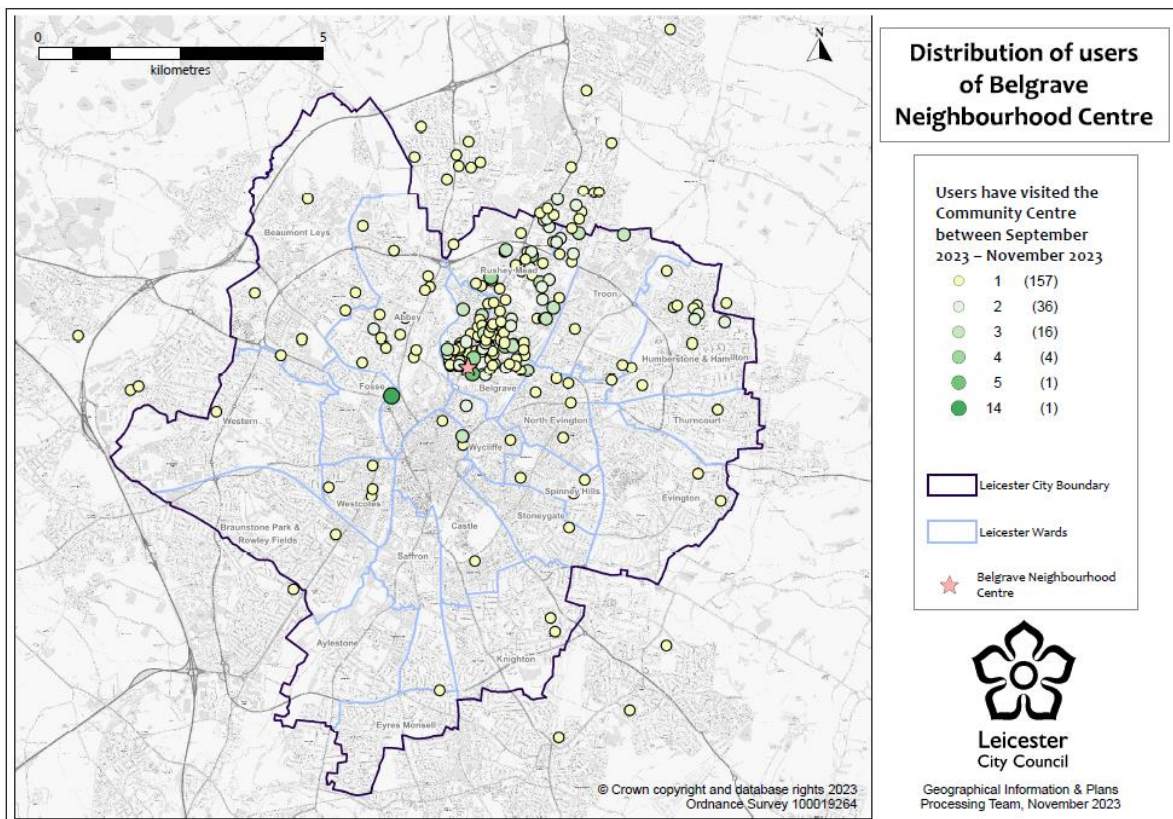
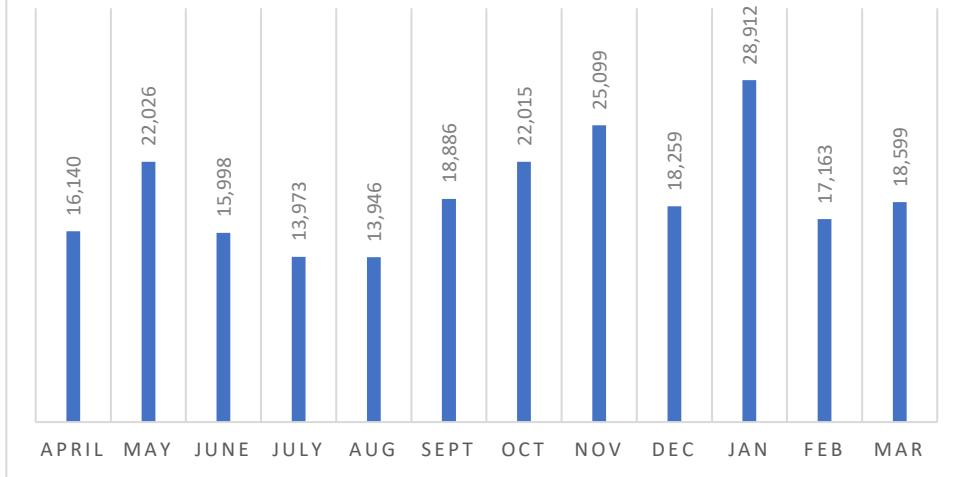
Community Use (£ per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Main Hall	7.10	12.20	51.00
Balcony	7.10	12.20	51.00
Main Kitchen	4.10	7.10	30.60
Activity Room 2	5.60	9.70	40.80
Room 3	4.10	7.10	30.60
Playroom 4	4.10	7.10	30.60
Room 6	3.10	5.10	20.40
Room 7	5.60	9.70	40.80
Room 8	4.10	7.10	30.60
Room 9	3.10	5.10	20.40
Room 6	3.10	5.10	20.40
Number of bookings 2023-24	3,182		
Income from bookings 2023-24			£55,443.34

LOCAL INFORMATION

Transport Links	Accessibility: Very Good	
Local Schools	<ul style="list-style-type: none"> Abbey Mead Primary Academy (0.43 km) Catherine Infant School (0.48 km) Catherine Junior School (0.25 km) Darul Uloom Leicester (0.78 km) Saint Patrick's Catholic Voluntary Academy (0.82 km) Taylor Road Primary School (0.75 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> Belgrave Library St. Matthews Centre Rushey Mead Library 	0.30 km 1km 1.64 km
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none"> Belgrave & Rushey Mead Children Young People & Family Centres Cossington Street Sports Centre St. Matthews Centre St. Matthews Children Young People & Family Centres 	0.35 km 0.33 km 1km 0.63 km
	External Community Spaces include:	
	<ul style="list-style-type: none"> Peepul Centre 0.6km Belgrave Union Church 1.1m Gheewala Lohana Centre 0.4km Shree Shakti Mandir 0.7km Sanatan Manvta Day Centre 0.9km 	

WARD PROFILE INFORMATION		Belgrave Community	Leicester City
Ward Population (percentage of city total)		20563 (5.6%)	368,581
Age	Under 15 (%)	17.3%	19.7%
	15-64 (%)	68.2%	68.5%
	65+ (%)	14.5%	11.8%
Ethnicity	Asian or Asian British (%)	85.4%	43.4%
	Black, Black British, Caribbean or African (%)	3.1%	7.8%
	Mixed or multiple ethnic groups (%)	1.6%	3.7%
	White (%)	7.0%	40.9%
	Other Ethnic Group (%)	2.9%	4.1%
The age profile of the Belgrave population is similar to that of the City population			
A high proportion (over 85%) of the Belgrave ward is made up of an Asian or Asian British population. Belgrave has one of the highest proportions of Asian/Asian British populations across all City wards. Also, it has one of the lowest proportion of White populations across all City wards.			
Ward population as percentage of city		5.6%	
Total DWP claimants (% of Leicester total claimants)		5.7%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.8%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.0%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		66.3%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 29.8 Ranked 10 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.5 (Leicester average: 76.9)	Female: 83.1 (Leicester average: 81.7)	
Health	"The 2021 census results provide a summary of the general health level of residents. 48.9% of Belgrave residents reported that their general health was 'very good,' 32.9% reported 'good' health and only 1.3% reported 'very bad' health. These figures are in line with the Leicester average."		

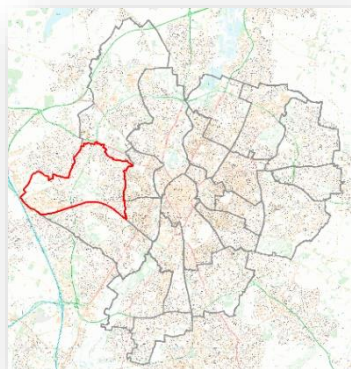
BELGRAVE CC 23/24 ANNUAL VISITS



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



BRAUNSTONE FRITH RECREATION CENTRE



Address: 39 Cossington Street, LE4 6JD	
Telephone: 0116 299 5500	
Day	Opening Times (unstaffed centre)
Monday	9am - 9pm
Tuesday	9am - 9pm
Wednesday	9am - 9pm
Thursday	9am - 9pm
Friday	9am - 9pm
Saturday	Closed
Sunday	Closed
Hours available per week: 60	Usage per hour*: 2.4
Gross internal area (m2): 146	Total frontline staffing hours: 0
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	9,372	Net Running Cost (Budget)	£5,314
PC usage (Hrs)	N/A	Income (Budget)	£5000
Stock issues	N/A	Cost per visit (against budget)	£0.57
Total Running Cost (Budget)	£10,314	Visitor recovery % since 2019	259%
Community Services		Regular Events	
None Staffed building		Food Bank	Councillors Surgery
		Coffee Morning	Bingo
		TARA meeting	Ward meeting

SERVICE INFORMATION

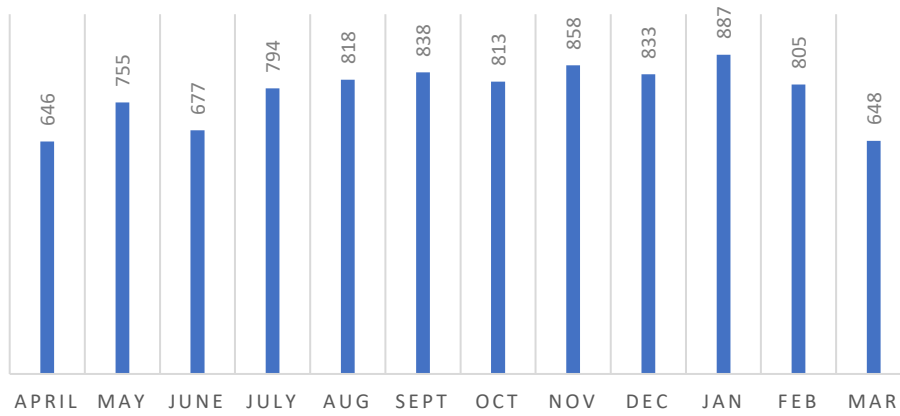
Community Use (£ per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Small Centre	7.10	12.20	51.00
Number of bookings 2023-24			342
Income from bookings 2023-24			£311

LOCAL INFORMATION

Transport Links	Accessibility: Good	
Local Schools	<ul style="list-style-type: none"> • Braunstone Community Primary School (1 km) • Braunstone Frith Primary Academy (0.32 km) • New College Leicester (0.90 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • New Parks Centre Library • Kirby Muxloe Library • Glenfield Library 	1.3km 2 km 1.8km
Community Buildings	LCC Community Centres	
	<ul style="list-style-type: none"> • New Parks Centre Library 	1.3km
	External Community Spaces include:	
<ul style="list-style-type: none"> • Team Hub 1.3km • Allextion Youth & Community Centre 0.4km 		

WARD PROFILE INFORMATION		Community	Leicester City
Ward Population (percentage of city total population)		21,074 (5.7%)	368,581
Age	Under 15 (%)	24.0%	19.7%
	15-64 (%)	63.4%	68.5%
	65+ (%)	12.6%	11.8%
Ethnicity	Asian or Asian British (%)	11.1%	43.4%
	Black, Black British, Caribbean or African (%)	9.7%	7.8%
	Mixed or multiple ethnic groups (%)	4.6%	3.7%
	White (%)	71.4%	40.9%
	Other Ethnic Group (%)	3.3%	4.1%
The age profile of the Western population is similar to that of the City population			
A high proportion (over 70%) of the Western ward is made up of a White population. The Western ward has one of the lowest proportion of Asian or Asian British populations across all City wards.			
Ward population as percentage of city total		5.7%	
Total DWP claimants (% of Leicester total claimants)		6.6%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		8.0%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		10.0%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		46.4%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 40.7 Ranked 4 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 75.1 (Leicester average: 76.9)	Female: 79.9 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 46.4% of Western residents reported that their general health was 'very good,' 33.5% reported 'good' health and only 1.5% reported 'very bad' health. These figures are in line with the Leicester average.		

BRAUNSTONE FIRTH 23/24 ANNUAL VISITORS

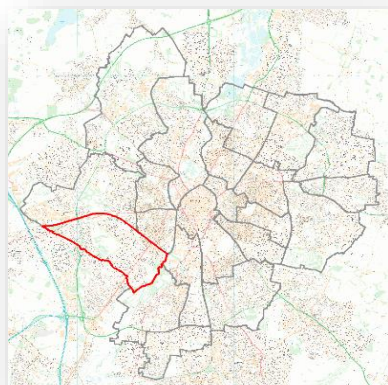




BRITE CENTRE

Address: Braunstone Avenue, Leicester, LE3 1LE

Telephone: 0116 299 5476



Day	Opening times (Community Centre)	Opening times (Library)
Monday	9am – 8:30pm	9am - 5pm
Tuesday	9am – 7:30pm	9am - 7pm
Wednesday	9am - 8pm	9am - 5pm
Thursday	9am - 7:45pm	9am - 7pm
Friday	9am - 5pm	9am - 5pm
Saturday	10am - 4pm	10am - 4pm
Sunday	Closed	Closed
Hours open per week: 57.75 /50		Usage per hour: 24.26
Gross internal area: 1,266		Total staffed hours: 166.50
* Average hourly rate (visitors/total hours open)		

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	70,039	Net Running Cost (Budget)	£219,544
PC usage (Hrs)	2,984	Income (Budget)	£31,400
Stock issues	20,817	Cost per visit (against budget)	£3.13
Total Running Costs (Budget)	£250,944	Visitor recovery % since 2019	87%
Services		Regular Events	
1:1 computer session	Training kitchen	Talent 25	Seasonal Parties
Cafe	Community garden	Knit and Knatter	Toddler Time
Study zone + charging	Computers & Wi-Fi	LEAP	Study Support
Partner Services		Psychology meeting	Seasonal Arts & Crafts
LCC Adult Education	LCC Housing	Encore Dance	Fun Palace
LCC STAR	NHS	Memory Café	Dance group

SERVICE INFORMATION

Customer Insight			
Key usage Statistics: 2023/2024			
BRITE Centre	Number	% of Leicester Total	
All registered users	4,644	3.9%	of all library members
Active users	2,433	4.4%	of all active users
Annual Issues	20,817	4.2%	of all issues

SERVICE INFORMATION

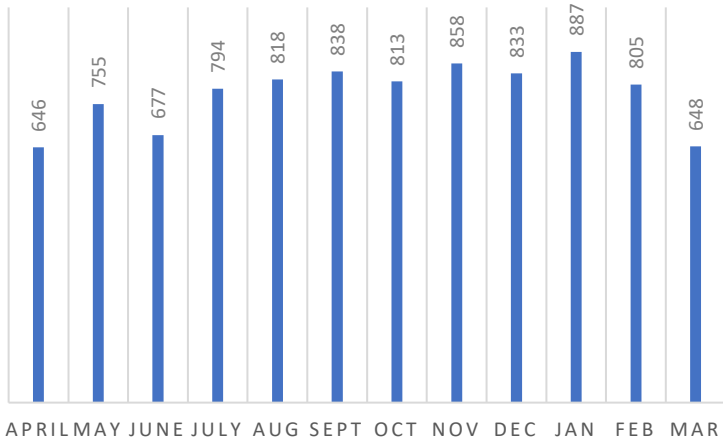
Community Use (£ per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Room 1	4.10	7.10	30.60
Room 2	4.10	7.10	30.60
Room 3	4.10	7.10	30.60
Room 4	4.10	7.10	30.60
Kitchen	4.10	7.10	30.60
Function room	7.10	12.20	51.00
Number of bookings 2023-24			1,480
Income from bookings 2023-24			£25,165

LOCAL INFORMATION

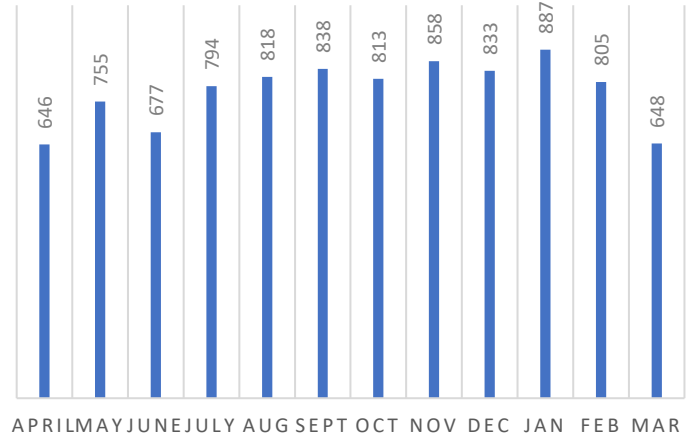
Transport Links	Accessibility: Good	
Local Schools	<ul style="list-style-type: none"> • Caldecote Community Primary School (0.82 km) • Cherryleas Assessment Centre (0.93 km) • Folville Junior School (0.34 km) • Imperial Avenue Infant School (0.23 km) • St. Mary's Field Primary School (0.83 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Braunstone Library • Braunstone Town Library • Westcotes Library 	On site 1.46 km 1.27 km
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Braunstone Leisure Centre 	1.31 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • Oak Centre 1.6km • Cort Crescent Community Centre 1.6km • Manor House Neighbourhood Centre 1.4km • Blessed Sacrament Catholic Church 0.8km • West End Working Mens Club 0.1km • Braunstone Grove 1.7km • Robert Hall (Baptist Memorial Church) 1.2km • Holy Apostles Church Hall 0.8km 		

WARD PROFILE INFORMATION		Braunstone Park & Rowley Fields Community	Leicester City
Ward population as percentage of city total population		21021 (5.7%)	368,581
Age	Under 15 (%)	22.4%	19.7%
	15-64 (%)	66.4%	68.5%
	65+ (%)	11.3%	11.8%
Ethnicity	Asian or Asian British (%)	13.62%	43.4%
	Black, Black British, Caribbean or African (%)	8.4%	7.8%
	Mixed or multiple ethnic groups (%)	4.5%	3.7%
	White (%)	70.1%	40.9%
	Other Ethnic Group (%)	3.4%	4.1%
The age profile of the Braunstone Park and Rowley Fields population is similar to that of the City population			
A high proportion (over 70%) of the Braunstone Park and Rowley Fields ward is made up of a White population.			
Ward population as percentage of city total		5.7%	
Total DWP claimants (% of Leicester total claimants)		6.8%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		8.6 %	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		9.2%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		47.3%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 45.3 Ranked 3 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 73.9 (Leicester average: 76.9)	Female: 78.3 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 45.4% of Braunstone Park & Rowley Fields residents reported that their general health was 'very good,' 33.2% reported 'good' health and only 1.6% reported 'very bad' health. These figures are in line with the Leicester average.		

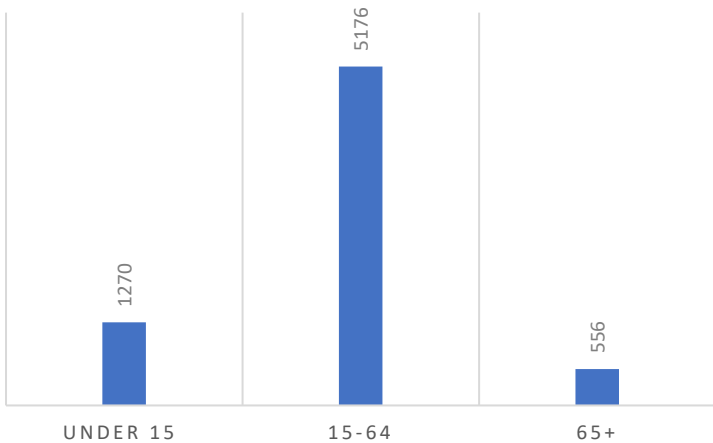
BRITE CENTRE 23/24 ANNUAL ISSUES



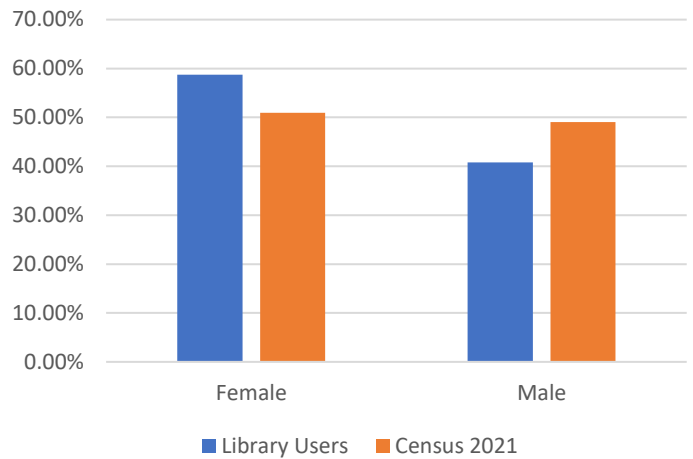
BRITE CENTRE 23/24 ANNUAL ISSUES



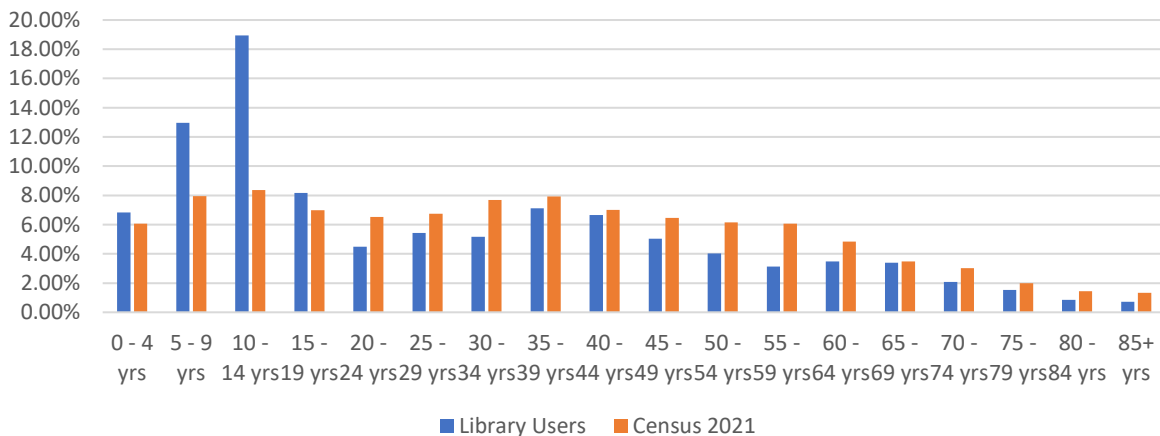
BRITE CENTRE LIBRARY ACTIVE USERS BY AGE



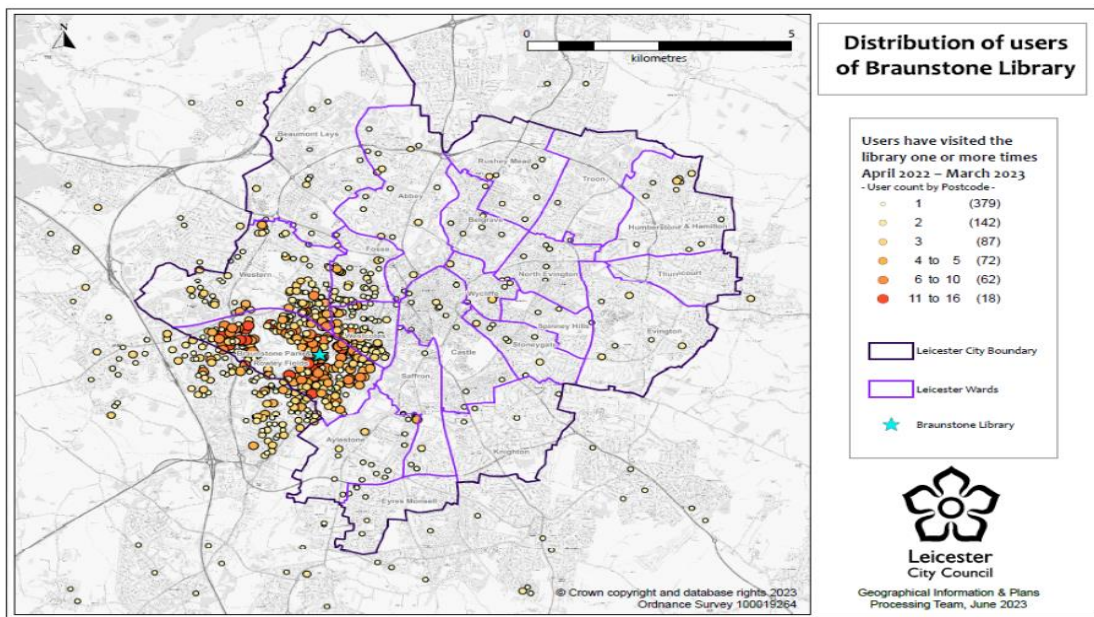
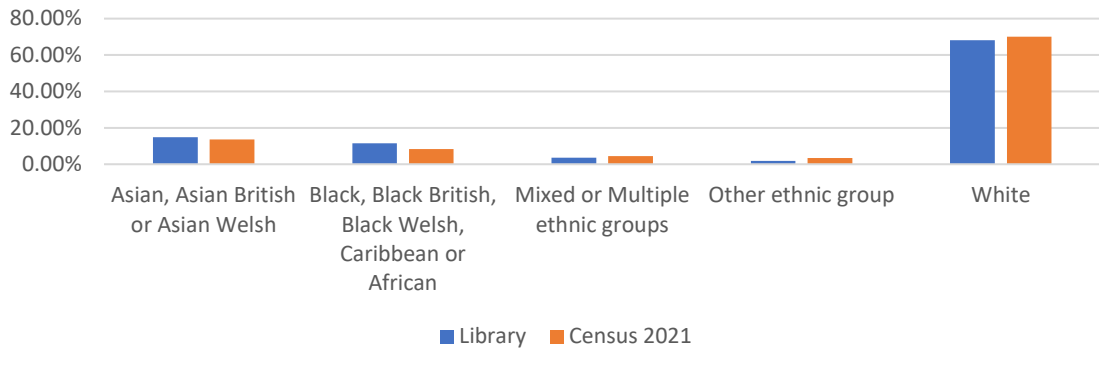
BRITE Centre Library vs Braunstone Park & Rowley Fields Ward



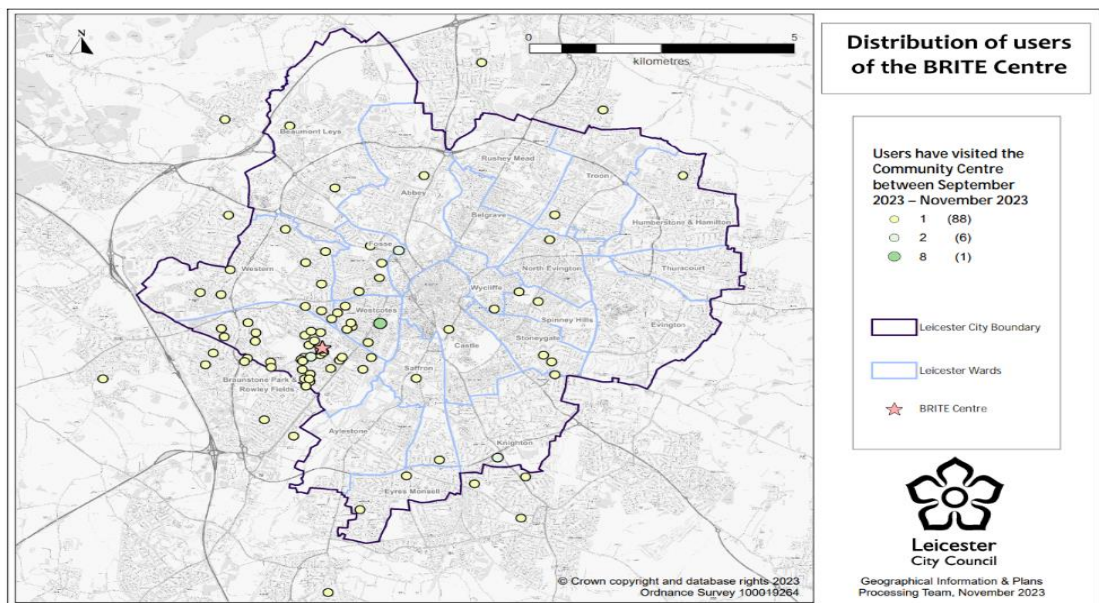
Comparison of Age Profiles: BRITE Centre Library vs Braunstone Park & Rowley Fields Ward



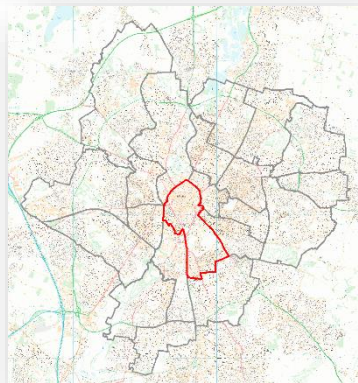
Comparison of Ethnicity: Profiles Braunstone Library vs. Braunstone Park & Rowley Feilds Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



CENTRAL LIBRARY

Address: Bishop Street, LE1 6AA
Telephone: 0116 299 5401

Day	Opening Times
Monday	9.30am - 7pm
Tuesday	9.30am - 7pm
Wednesday	9.30am - 7pm
Thursday	9.30am - 7pm
Friday	9.30am - 5pm
Saturday	9am - 4pm
Sunday	Closed
Hours open per week: 52.5	Usage per hour*: 46.61
Gross internal area (m2): 1,935	Total frontline staffing hours: 382.21
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

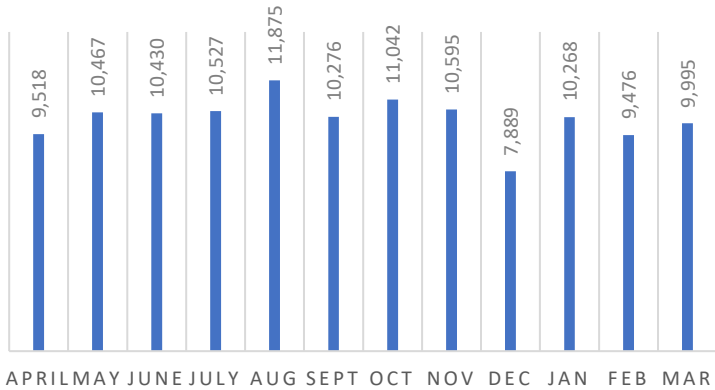
Building Highlights 2023/2024		Regular Events	
Visitors	122,358	Net Running Cost (Budget)	£559,986
PC usage (Hrs)	27,754	Income (Budget)	£21,500
Stock issues	72,693	Cost per visit (against budget)	£4.58
Total Running Cost (Budget)	£581,486	Visitor recovery % since 2019	56%
Library Services		Regular Events	
Study zone + charging	Free use of computers	The Story Tree	
Wi-Fi	1:1 computer sessions	Untitled: Book Club	
Scanner	Family & local history	We are the Headliners	
Partner Services		Third Tuesday	
LCC Adult Education		Author events	
		Toddler Time	
		Adult Education Courses	

Customer Insight			
Key usage Statistics: 2023/2024			
Central Library	Number	% of Leicester Total	
All registered users	18,624	15.7%	<i>of all library members</i>
Active users	9,951	16.2%	<i>of all active users</i>
Annual Issues	72,693	9.8%	<i>of all issues</i>

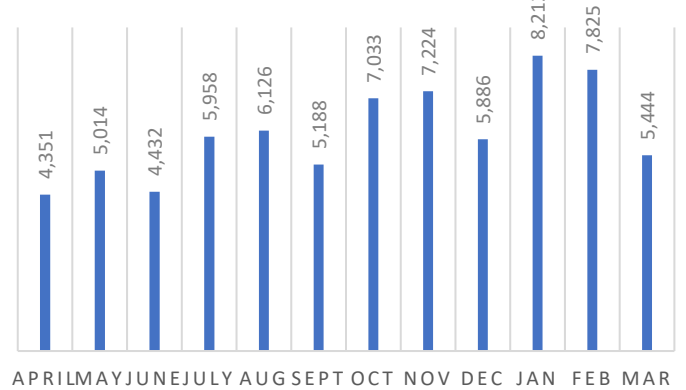
LOCAL INFORMATION		
Transport Links	Accessibility: Excellent	
Local Schools	<ul style="list-style-type: none"> • Beauchamp City Sixth Form (0.37 km) • Brook Mead Academy (0.88 km) • Castle Mead Academy (0.91 km) • De Montfort University (0.63 km) • Moat Community College (0.90 km) • The Childrens Hospital School (0.73 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • St Matthews Centre • Highfields Library • Westcotes Library • DMU Kimberlin Library (public access) • University of Leicester David Wilson Library (public access) 	1.01 km 1.29 km 1.4 km 0.8km 1.8km
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Adult Education Centre • Highfields Children Young People & Family Centres • Customer Service Centre • City Hall • Town Hall • New Walk Museum • Newarke Houses Museum 	0.09 km 0.92 km 0.4km 0.1km 0.6km 0.7km
	External Community Spaces include:	
	<ul style="list-style-type: none"> • African Caribbean Centre 0.83 km • St. Peter's Health Centre • St Matthews Centre 1km • Age Concern 0.6km • Voluntary Action Leicester 0.3km 	

WARD PROFILE INFORMATION		Castle Community	Leicester City
Ward population as percentage of city population		23,691 (6.4%)	368,581
Age	Under 15 (%)	6.1%	19.7%
	15-64 (%)	89.2%	68.5%
	65+ (%)	4.6%	11.8%
Ethnicity	Asian or Asian British (%)	22.1%	43.4%
	Black, Black British, Caribbean or African (%)	11.6%	7.8%
	Mixed or multiple ethnic groups (%)	5.0%	3.7%
	White (%)	56.7%	40.9%
	Other Ethnic Group (%)	4.6%	4.1%
The Caste population has a larger proportion of 15–64-year-olds compared to the city population. The proportion of under 15 and over 65-year-olds is less than the city population.			
The Castle ward has a smaller proportion of Asian or Asian British population when compared to the city population. The Castle ward has one of the greatest proportions of mixed or multiple ethnic population groups when compared to all city wards.			
Ward population as percentage of city total		6.4%	
Total DWP claimants (% of Leicester total claimants)		3.4%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.3%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		2.8%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		61.4%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 22.4 Ranked 20 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.0 (Leicester average: 76.9)	Female: 84.1 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 51.8% of Castle residents reported that their general health was 'very good,' 35.4% reported 'good' health and only 0.67% reported 'very bad' health. These figures are in line with the Leicester average.		

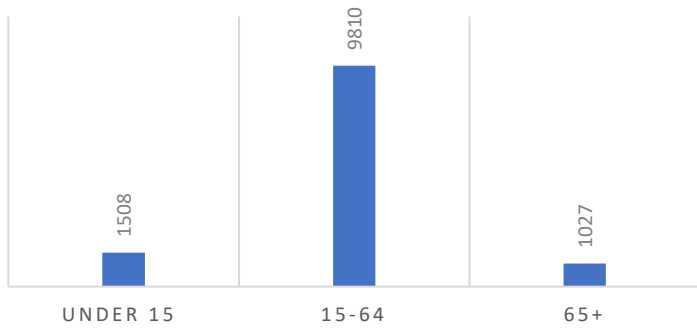
CENTRAL LIBRARY 23/24 ANNUAL VISITORS



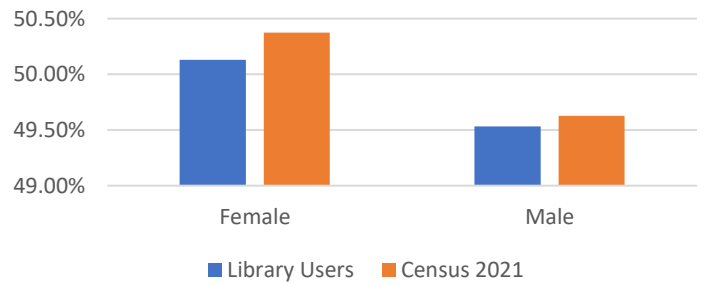
CENTRAL LIBRARY 22/23 ANNUAL ISSUES



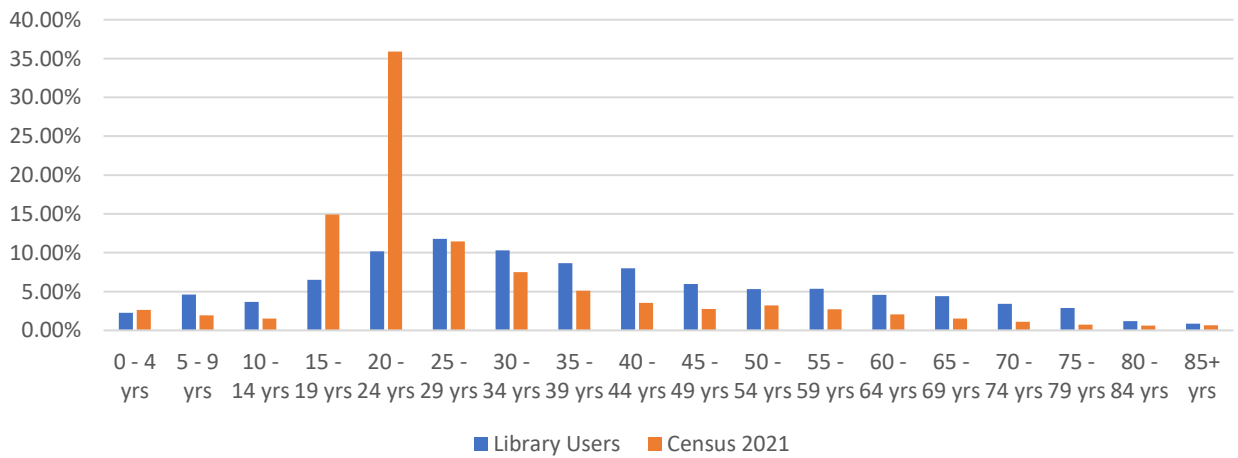
CENTRAL LIBRARY ACTIVE USERS BY AGE



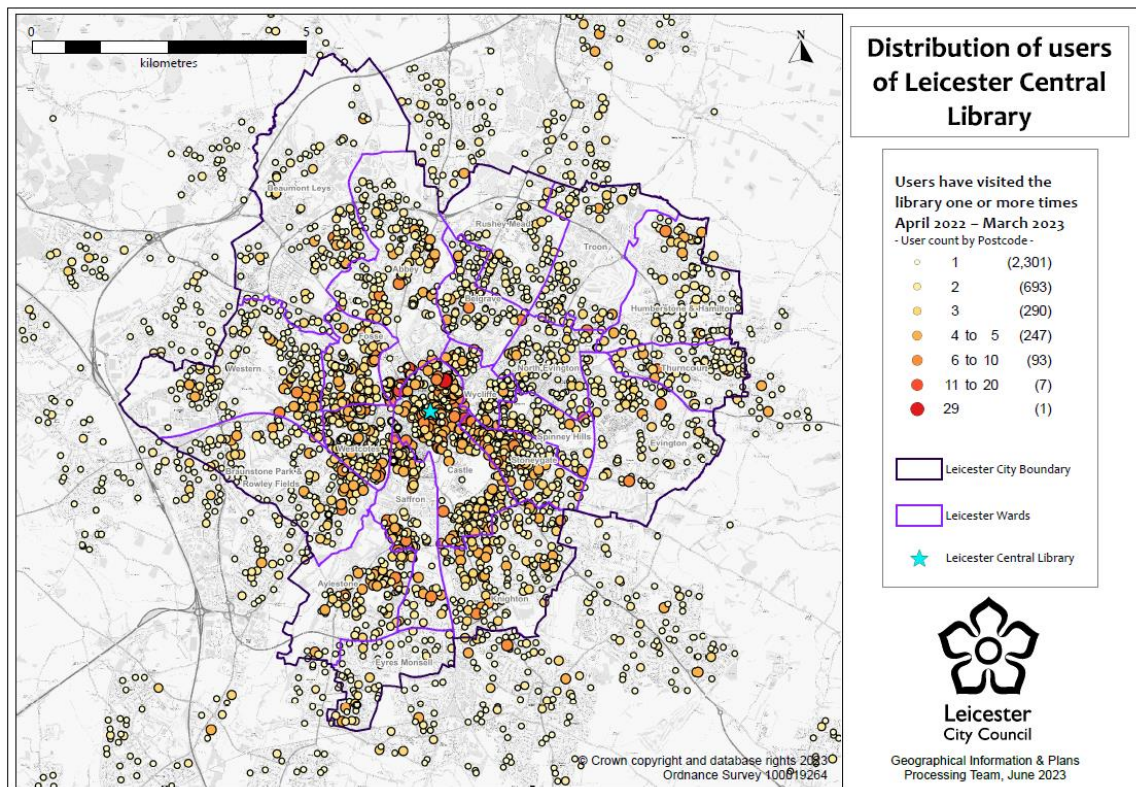
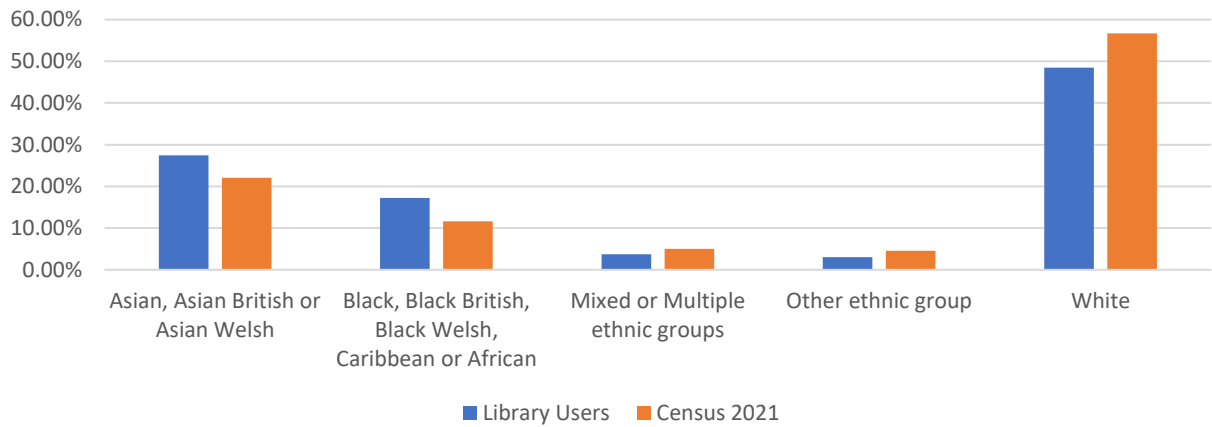
Comparison of Gender Profiles: Central Library Users vs. Castle Ward (Census 2021)



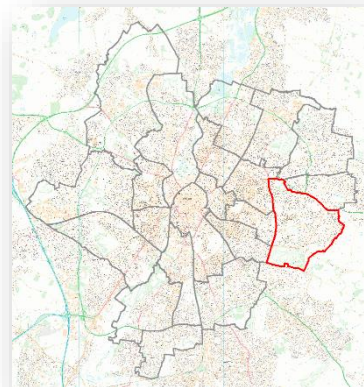
Comparison of Age Profiles: Central Library Users vs. Castle Ward (Census 2021)



Comparison of Ethnicity Profiles: Central Library vs. Castle Ward (Census 2021)



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



COLEMAN NEIGHBOURHOOD CENTRE

Address: 39 Cossington Street, LE4 6JD

Telephone: 0116 221 1421

Day	Opening Times
Monday	9.30am - 12.30pm
Tuesday	1pm - 4pm
Wednesday	1pm - 4pm
Thursday	9.30am - 12.30pm
Friday	2pm - 4pm
Saturday	Closed
Sunday	Closed
Hours available per week: (available on a bookable basis)	Usage per hour*: 3.4
Gross internal area (m ²): 431	Total frontline staffing hours: 0
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	14,119	Net Running Cost (Budget)	£79,574
PC usage (Hrs)	N/A	Income (Budget)	£12,500
Stock issues	N/A	Cost per visit (against budget)	£5.64
Total Running Costs (Budget)	£92,074	Visitor recovery % since 2019	54%
Services		Regular Events	
Outdoor ball court	Lounge	Pre-school	
Kitchen		Madrasah	
Large Hall		Bowling group	

SERVICE INFORMATION

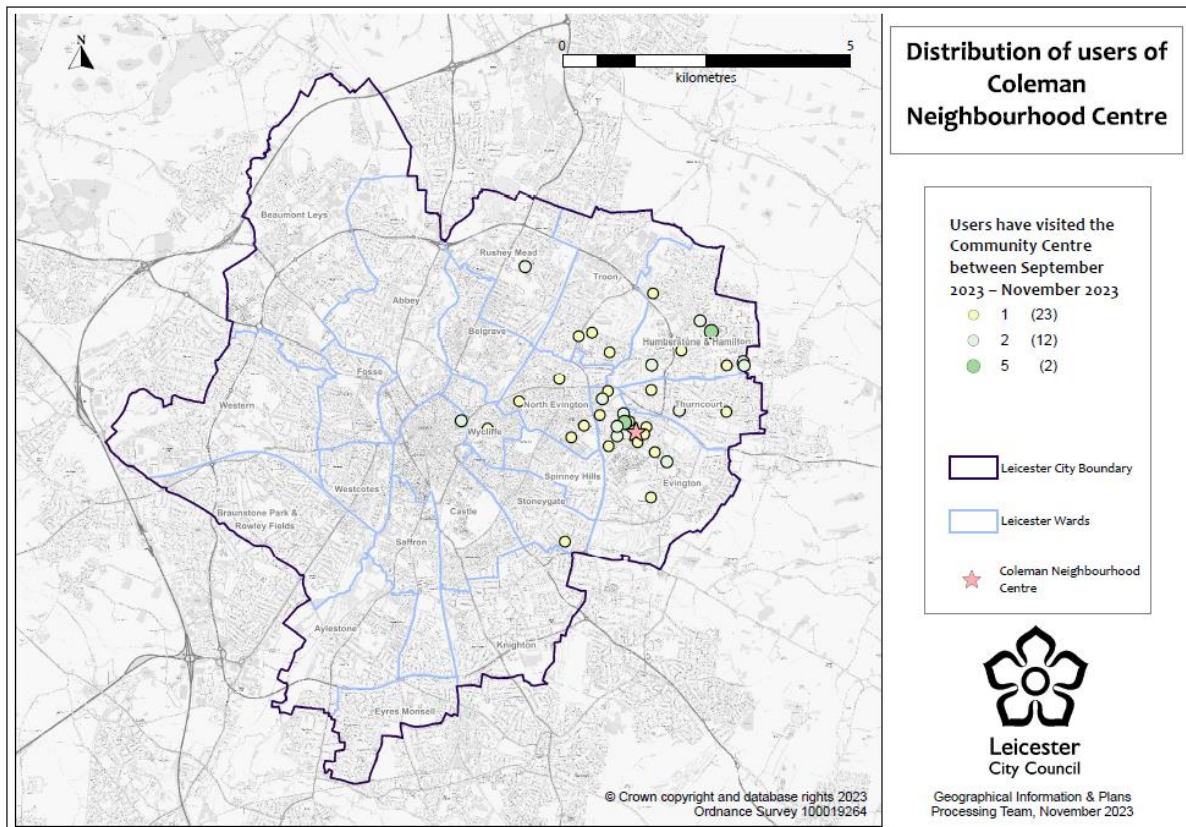
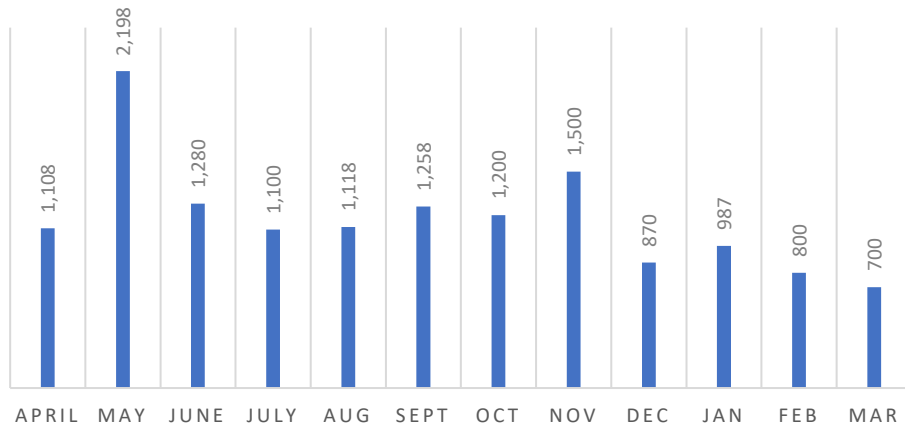
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Main Hall	7.10	12.20	51.00
Lounge	4.10	7.10	30.60
Community Room 1	4.10	7.10	30.60
Community Room 2	3.10	5.10	20.40
Community Room 1&2	4.10	7.10	30.60
Small meeting room	3.10	5.10	20.40
Kitchen	3.10	5.10	20.40
Number of bookings 2023-24			119
Income from bookings 2023-24			£8,291.35

LOCAL INFORMATION

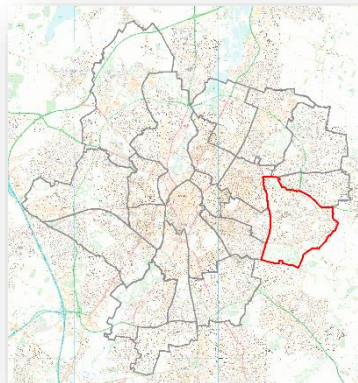
Transport Links	Accessibility: Very Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Al-Aqsa Schools Trust (0.81 km) • Ash Field Academy (0.84 km) • Rowlatts Mead Primary Academy (0.15 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • St Barnabas Library • Evington Library • Hamilton Library 	1.23 km 1.69 km 1.95 km
Community Buildings (within a 1km radius)	LCC Community Centres	
	<ul style="list-style-type: none"> • Thurnby Lodge Community Centre 	1.62 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • Coleman Lodge Community Centre 0.75 km 		

WARD PROFILE INFORMATION		Evington Community	Leicester City
Ward population as percentage of city population		17,261 (4.7%)	368,581
Age	Under 15 (%)	20.0%	19.7%
	15-64 (%)	62.9%	68.5%
	65+ (%)	17.1%	11.8%
Ethnicity	Asian or Asian British (%)	64.1%	43.4%
	Black, Black British, Caribbean or African (%)	5.1%	7.8%
	Mixed or multiple ethnic groups (%)	3.6%	3.7%
	White (%)	21.8%	40.9%
	Other Ethnic Group (%)	5.5%	4.1%
The age profile of the Evington population has a slightly lower proportion of 15-64 year olds, and slightly higher proportion of 65+ year olds, when compared to the City population			
A higher proportion (over 60%) of the Evington ward is made up of Asian or Asian British population. The Evington ward has a lower proportion of White population when compared to the City statistics.			
Ward population as percentage of city population		4.7%	
Total DWP claimants (% of Leicester total claimants)		5.2%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.8%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		2.4%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		68.9%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 25.3 Ranked 17 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 78.2 (Leicester average: 76.9)	Female: 82.0 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 47.7% of Evington residents reported that their general health was 'very good,' 32.5% reported 'good' health and only 1.4% reported 'very bad' health. These figures are in line with the Leicester average.		

COLEMAN NC 23/24 ANNUAL VISITORS



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



EVINGTON LIBRARY

Address: 200 Evington Lane, LE5 6DH

Telephone: 0116 454 0320

Day	Opening Times (staffed)	Opening Times (Library Plus hours)
Monday	10am- 6:30pm	8am - 10am/ 6:30 – 8pm
Tuesday	10am- 6:30pm	8am - 10am/ 6:30 – 8pm
Wednesday	10am- 6:30pm	8am - 10am/ 6:30 – 8pm
Thursday	10am- 6:30pm	8am - 10am/ 6:30 – 8pm
Friday	10am – 5pm	8am - 10am/ 5 – 8pm
Saturday	10am – 4pm	N/A
Sunday	Closed	Closed
Hours open per week: 47 / 64.5		Usage per hour: 16.42
Gross internal area (m2): 271		Total frontline staffing hours: 120.25
* Average hourly rate (visitors/total hours open)		

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	38,607	Net Running Cost (Budget)	£173,456
PC usage (Hrs)	1,660	Income (Budget)	£2,700
Stock issues	40,015	Cost per visit (against budget)	£4.49
Total Running Cost (Budget)	£176,156	Visitor recovery % since 2019	71%
Library Services		Regular Events	
Learn My Way computer sessions	Self-access	Craft Group	Page Turners
Toddler Time	Study Zone + charging	Between The lines	Novel Group
Energywise Sessions	PC & Wi-Fi access	Writing Quartet	
Partner Services			
Councillors Surgery			

SERVICE INFORMATION

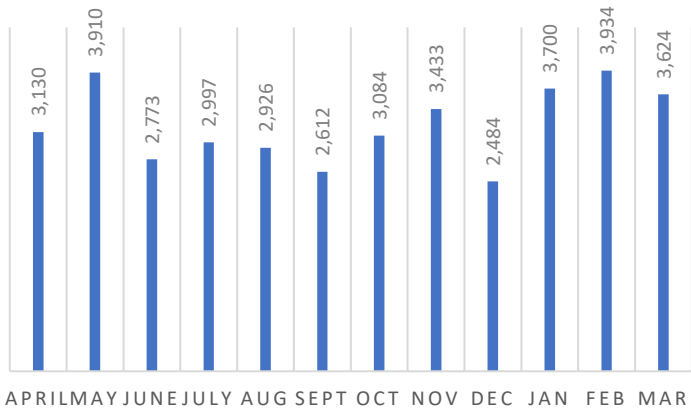
Customer Insight			
Key usage Statistics: 2023/2024			
Central Library	Number	% of Leicester Total	
All registered users	5,301	7.1%	of all library members
Active users	2,906	5.3%	of all active users
Annual Issues	40,015	7.3%	of all issues

LOCAL INFORMATION

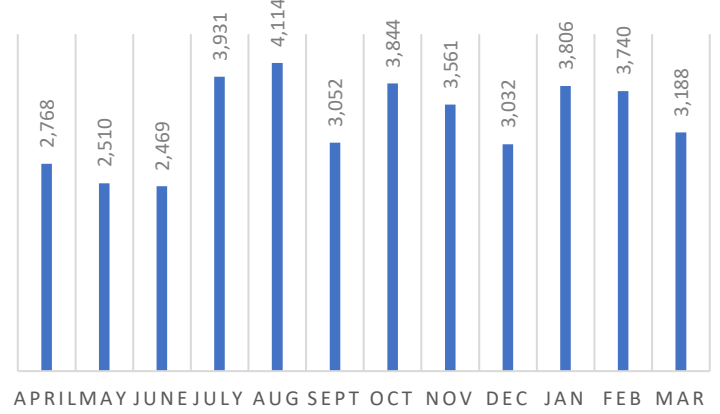
Transport Links	Accessibility: Good	
Local Schools	<ul style="list-style-type: none">• Judgemeadow Community College (0.93 km)• Krishna Avanti Primary School (1 km)• Linden Primary School (0.47 km)• Oaklands School (0.80 km)• Whitehall Primary School (0.80 km)	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none">• St Barnabas Library	3km
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none">• Coleman Neighbourhood Centre• Evington Leisure Centre	1.62k 1.05k
	External Community Spaces include:	
	<ul style="list-style-type: none">• Evington Village Hall 0.3km	

WARD PROFILE INFORMATION		Evington Community	Leicester City
Ward population as a percentage of city population		17,261 (4.7%)	368,581
Age	Under 15 (%)	20.0%	19.7%
	15-64 (%)	62.9%	68.5%
	65+ (%)	17.1%	11.8%
Ethnicity	Asian or Asian British (%)	64.1%	43.4%
	Black, Black British, Caribbean or African (%)	5.1%	7.8%
	Mixed or multiple ethnic groups (%)	3.6%	3.7%
	White (%)	21.8%	40.9%
	Other Ethnic Group (%)	5.5%	4.1%
The age profile of the Evington population has a slightly lower proportion of 15-64 year olds, and slightly higher proportion of 65+ year olds, when compared to the City population			
A higher proportion (over 60%) of the Evington ward is made up of Asian or Asian British population. The Evington ward has a lower proportion of White population when compared to the City statistics.			
Ward population as percentage of city total		4.7%	
Total DWP claimants (% of Leicester total claimants)		5.2%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.8%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		2.4%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		68.9%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 25.3 Ranked 17 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 78.2 (Leicester average: 76.9)	Female: 82.0 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 47.7% of Evington residents reported that their general health was 'very good,' 32.5% reported 'good' health and only 1.4% reported 'very bad' health. These figures are in line with the Leicester average.		

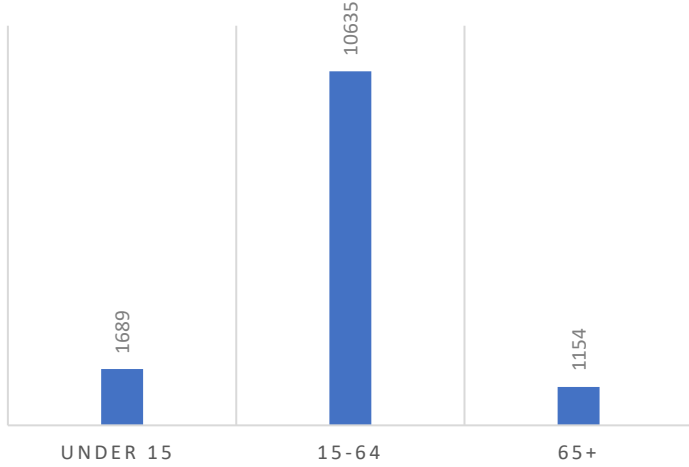
EVINGTON LIBRARY 23/24 ANNUAL VISITORS



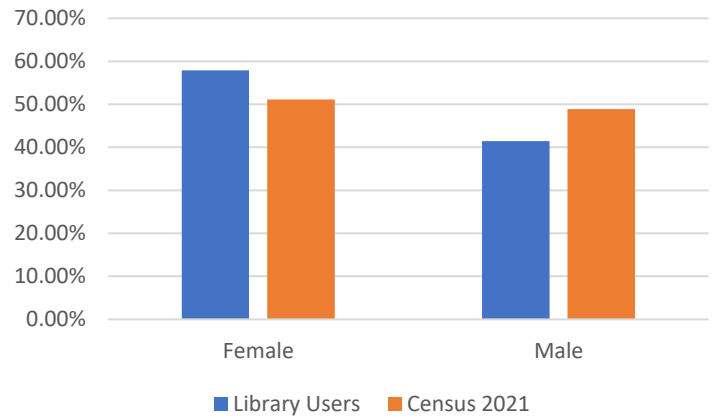
EVINGTON LIBRARY 23/24 ANNUAL ISSUES



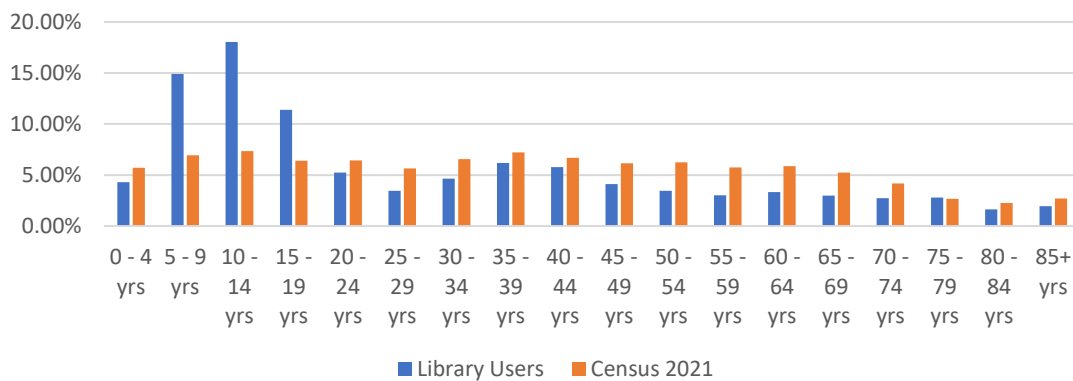
EVINGTON LIBRARY ACTIVE USERS BY AGE



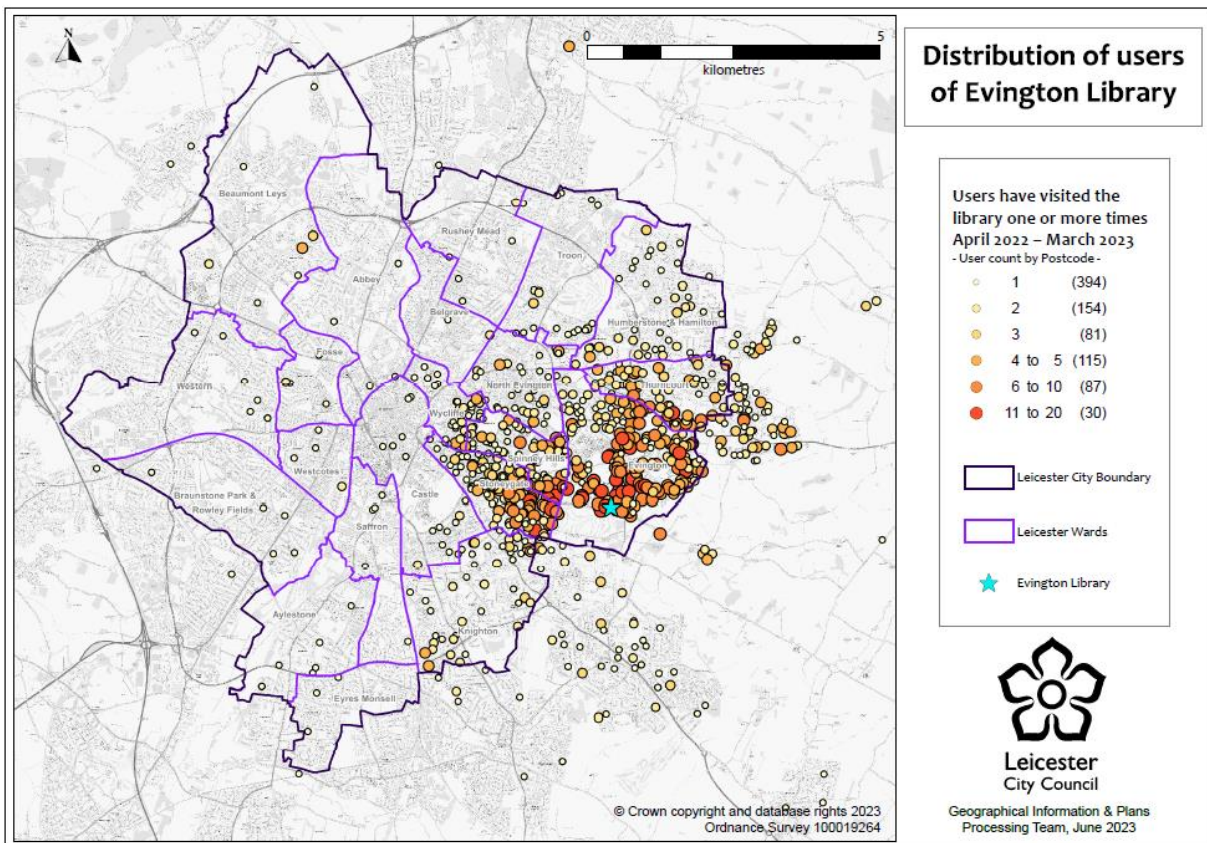
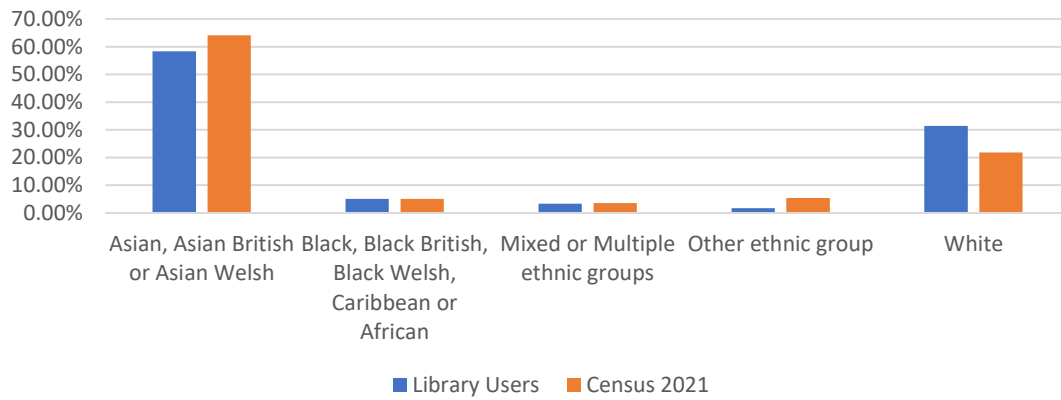
Comparison of Gender Profiles: Evington Library vs. Evington Ward (Census 2021)



Comparison of Age Profiles: Evington Library vs. Evington Ward (Census 2021)



Comparison of Ethnicity Profiles: Evington Library vs. Evington Ward (Census 2021)

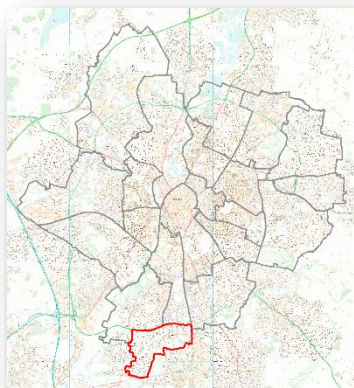


*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



Eyres Monsell Community Centre

Address: Hillsborough Road, LE2 9PQ
Telephone: 0116 278 7294



Day	Opening times (Community Centre)	Opening time (Library)
Monday	9am - 8.30pm	9am - 5pm
Tuesday	9am - 8.30pm	9am - 5pm
Wednesday	9am - 9.30pm	9am - 5pm
Thursday	9am - 9.30pm	9am - 5pm
Friday	9am - 5pm	9am - 5pm
Saturday	Closed	Closed
Sunday	Closed	Closed
Hours open per week: 56 / 40		Usage per hour*: 12.28
Gross internal area: 501		Total frontline staffing hours: 74
* Average hourly rate (visitors/total hours open)		

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	34,389	Net Running Cost (Budget)	£148,392
PC usage (Hrs)	1181	Income (Budget)	£10,400
Stock issues	424	Cost per visit (against budget)	£4.32
Total Running Costs (Budget)	£158,792	Visitor recovery % since 2019	158%
Community Services		Regular Events	
Rooms for hire	Ball court	Wigston Musical Theatre	Love4Life
Wi-Fi	Community garden	Showstoppers	Sport4 fun
Public PCs	Large hall	Children Madrasah	Coffee Club
Partner Services		Indoor Bowls	Social Sewing
NHS		Caterpillar Club	Judges Guild
Housing reception		Book Borrowers	NHS Mental health Café
		Slimming World	LCC Housing support

SERVICE INFORMATION

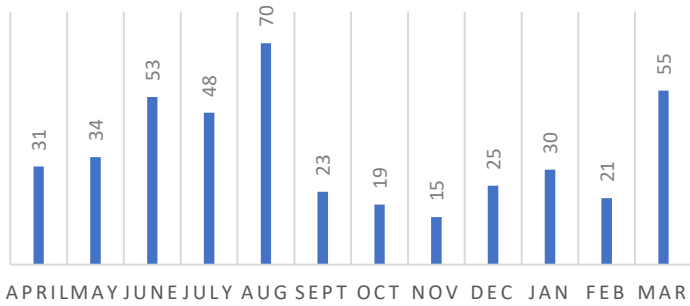
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Main Hall	5.60	9.70	40.80
Lounge	4.10	7.10	30.60
Library	3.10	5.10	20.40
Kitchen	3.10	5.10	20.40
Magpie Hall	5.60	9.70	40.80
Number of bookings 2023-24			1,212
Income from bookings 2023-24			£22,425.07

LOCAL INFORMATION

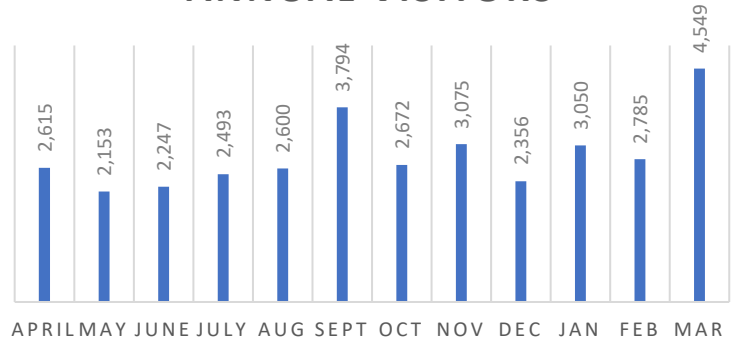
Transport Links	Accessibility: Good	
Local Schools	<ul style="list-style-type: none"> • Eyres Monsell Primary School (0.26 km) • Holy Cross Catholic School (0.87 km) • Rolleston Primary School (0.54 km) • Tudor Grange Samworth Academy (0.58 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Pork Pie Library & Community Centre • South Wigston Library • Glen Hills Library 	0.86km 1.41 km 1.28 km
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Eyres Monsell Children Young People & Family Centres • Pork Pie Library & Community Centre 	0.51 km 0.86 km
	External Community Spaces	
	<ul style="list-style-type: none"> • Eyres Monsell Club for Young People 0.2km • Tudor Grange Academy Samworth 0.8km 	

WARD PROFILE INFORMATION		Eyres Monsell Community	Leicester City
Ward population as a percentage of city population		12,011 (3.3%)	368,581
Age	Under 15 (%)	22.9%	19.7%
	15-64 (%)	64.0%	68.5%
	65+ (%)	13.2%	11.8%
Ethnicity	Asian or Asian British (%)	7.0%	43.4%
	Black, Black British, Caribbean or African (%)	8.3%	7.8%
	Mixed or multiple ethnic groups (%)	4.2%	3.7%
	White (%)	79.0%	40.9%
	Other Ethnic Group (%)	1.5%	4.1%
The age profile of the Eyres Monsell population is similar to that of the City population			
A higher proportion (almost 80%) of the Eyres Monsell ward is made up of a white population. The Eyres Monsell ward has the lowest proportion of Asian or Asian British population when compared to all city wards.			
Ward population as a percentage of city population		3.3%	
Total DWP claimants (% of Leicester total claimants)		4.3%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		5.7%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		7.3%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		39.3%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 48.8 Ranked 1 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 78.2 (Leicester average: 75.9)	Female: 80.6 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 42.3% of Eyres Monsell residents reported that their general health was 'very good,' 34.5% reported 'good' health and only 1.9% reported 'very bad' health. These figures are in line with the Leicester average.		

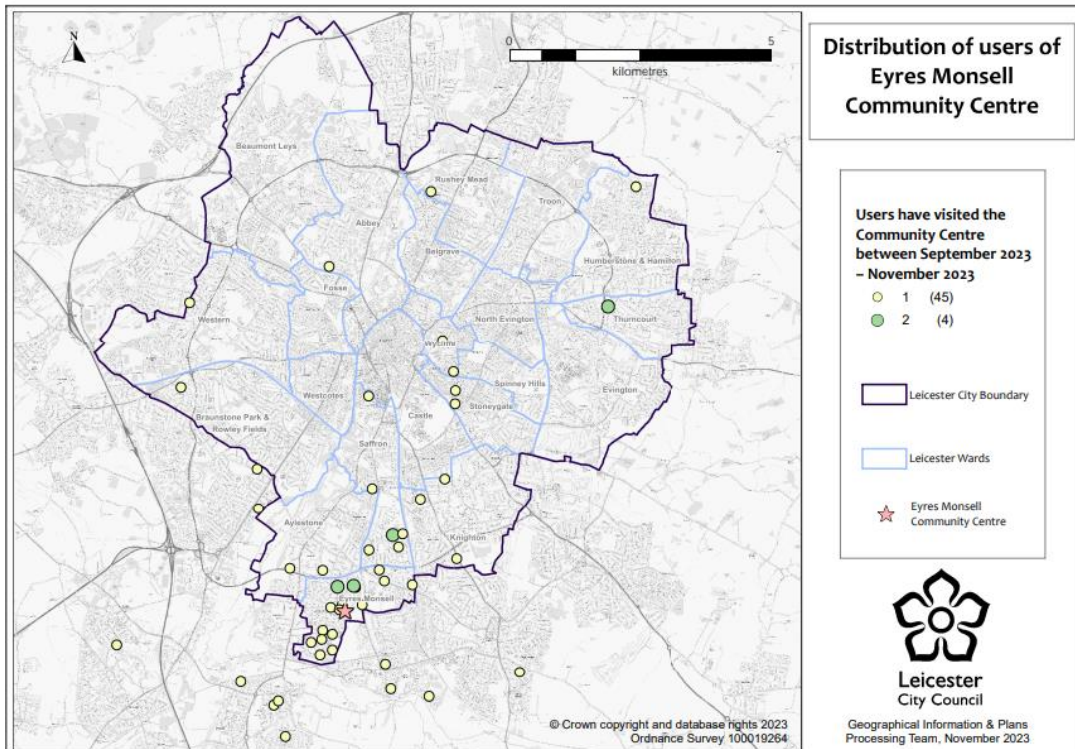
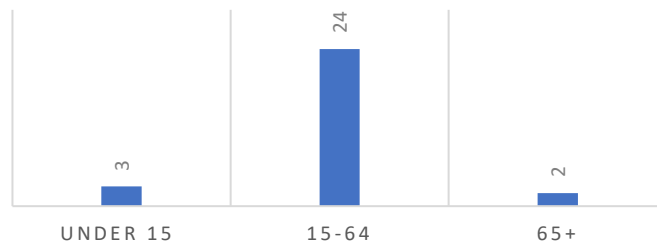
EYRES MONSELL 23/24 ANNUAL ISSUES



EYRES MONSELL CC 23/24 ANNUAL VISITORS



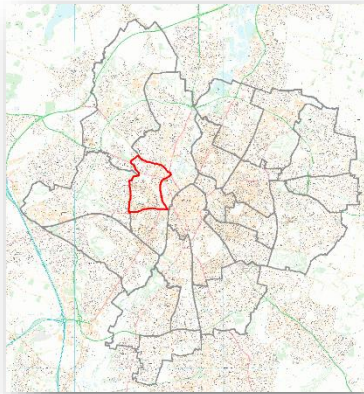
EYRES MONSELL CC ACTIVE USERS BY AGE



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



FOSSE NEIGHBOURHOOD CENTRE & LIBRARY



Address: 0116 225 4995		
Telephone: Mantle Road, LE3 5HG		
Day	Opening times (Community Centre)	Opening time (Library)
Monday	9am - 6pm	9am – 6pm
Tuesday	9am - 5pm	10am – 5pm
Wednesday	9am - 9pm	10am – 6pm
Thursday	9am - 5pm	10am – 5pm
Friday	9am - 4pm	10am – 4pm
Saturday	10am - 4pm	10am – 4pm
Sunday	Closed	Closed
Hours open per week: 50 / 43		Usage per hour*: 6.45
Gross internal area (M2): 3,896		Total frontline staffing hours: 185
* Average hourly rate (visitors/total hours open)		

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	16,130	Net Running Cost (Budget)	£275,332
PC usage (Hrs)	1,448	Income Budget (Budget)	£21,900
Stock issues	10,056	Cost per visit (against budget)	£17.07
Total Running Costs (Budget)	£297,232	Visitor recovery % since 2019	43%
Services		Regular Events	
Free Wi-Fi	Community garden	Speech Therapy	Diabetic meeting
PCs for use	Scanning & printing	Fosse Singers	Coffee Morning
Study Zone + charging	Large hall	Bowls Group	Toddler Time
Partner Services		Food bank	Madrasah
Midwives Clinic	NHS	Latvian School	
Police beat office	Alice Hawkins Foodbank		

SERVICE INFORMATION

Customer Insight			
Key usage Statistics: 2023/2024			
Fosse - Library	Number	% of Leicester Total	
All registered users	2,401	1.8%	<i>of all library members</i>
Active users	1,429	2.0 %	<i>of all active users</i>
Annual Issues	10,056	1.6%	<i>of all issues</i>

SERVICE INFORMATION

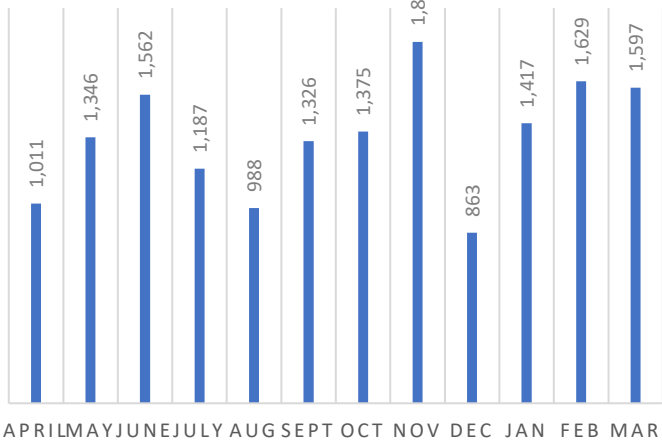
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Hall	7.10	12.20	51.00
Multifunction Room 1	4.10	7.10	30.60
Multifunction Room 2	4.10	7.10	30.60
Meeting Room	4.10	7.10	30.60
Number of bookings 2023-24			124
Income from bookings 2023-24			£6,834.60

LOCAL INFORMATION

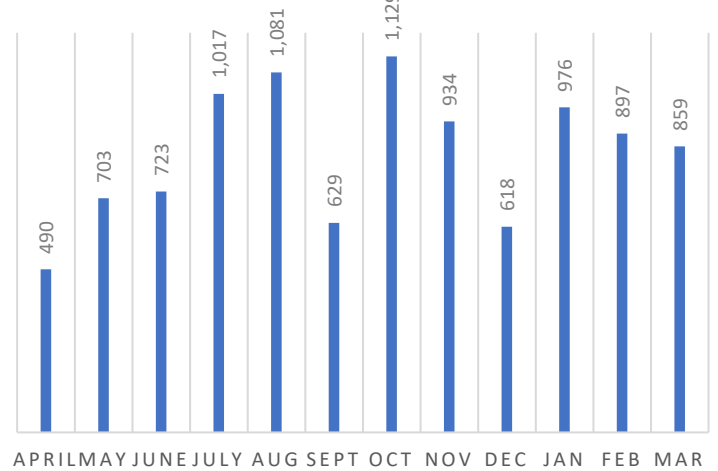
Transport Links	Accessibility: Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Brook Mead Academy (0.61 km) • Castle Mead Academy (0.54 km) • Fosse Mead Primary Academy (0.36 km) • Inglehurst Infant School (0.62 km) • Inglehurst Junior School (0.65 km) • King Richard III Infant & Nursery School (0.84 km) • Slater Primary School (0.59 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Fosse Neighbourhood Centre (library) • Westcotes Library • New Parks Library 	On Site 1.12 km 2 km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • New Parks Centre Library 	2 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • East West Community Centre 1.6km • West End Neighbourhood Centre 0.77 km • Woodgate Resource Centre 0.55 km • Active Arts (Newfoundpool Community Centre) 0.4km • Newfoundpool Working Mens Club 0.5km • St Paul's & St Augustine's Worship Centre Hall 0.7km • St Annes church hall 1.7km 		

WARD PROFILE INFORMATION		Fosse Community	Leicester City
Ward population as a percentage of city population		14,363 (3.9%)	368,581
Age	Under 15 (%)	20.6%	19.7%
	15-64 (%)	71.4%	68.5%
	65+ (%)	8.0%	11.8%
Ethnicity	Asian or Asian British (%)	14.74%	43.4%
	Black, Black British, Caribbean or African (%)	11.47%	7.8%
	Mixed or multiple ethnic groups (%)	4.79%	3.7%
	White (%)	65.31%	40.9%
	Other Ethnic Group (%)	3.68%	4.1%
The age profile of the Fosse population is similar to that of the City population, however a slightly lower proportion of 65+ year olds			
A higher proportion (over 60%) of the Fosse ward population is made up of the White ethnic group. It has a lower proportion of Asian/Asian British populations when compared to the total City population.			
Ward population as a percentage of city population		3.9%	
Total DWP claimants (% of Leicester total claimants)		3.8%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		3.7%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		4.0%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		57.8%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 34.9 Ranked 7 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 75.9 (Leicester average: 76.9)	Female: 82.3 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 49.0% of Fosse residents reported that their general health was 'very good,' 35.0% reported 'good' health and only 1.0% reported 'very bad' health. These figures are in line with the Leicester average.		

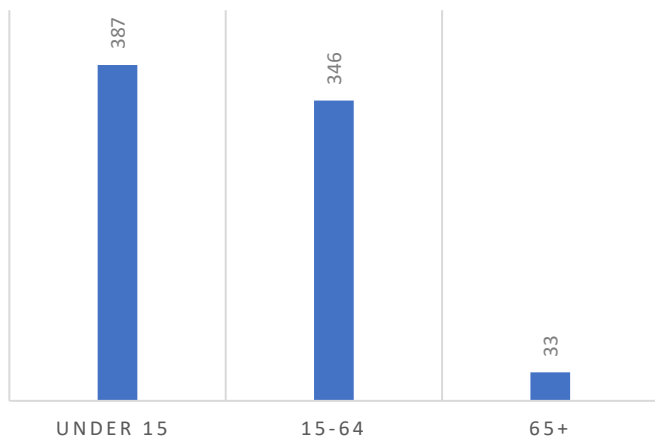
FOSSE NC 23/24 ANNUAL VISITORS



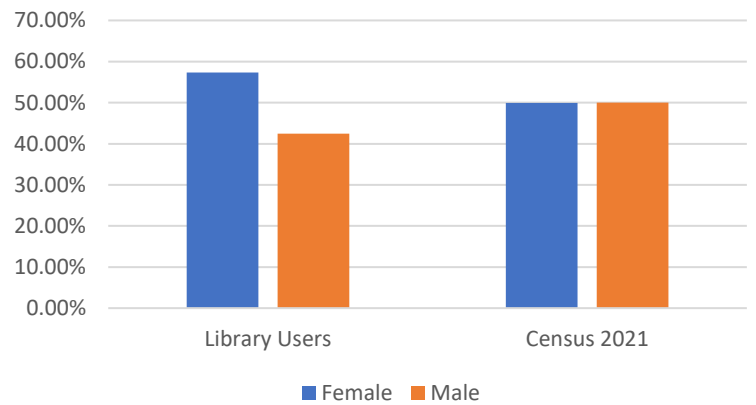
FOSSE NC 23/24 ANNUAL ISSUES



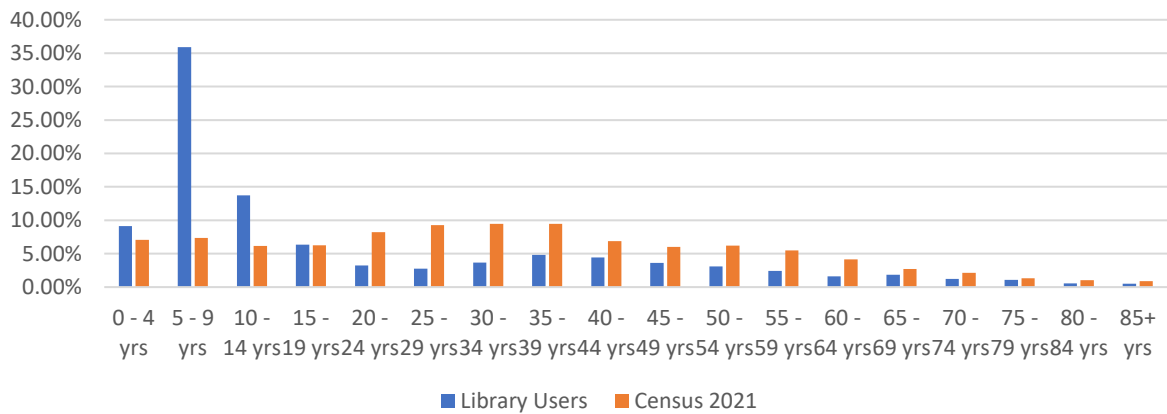
FOSSE LIBRARY ACTIVE USERS BY AGE



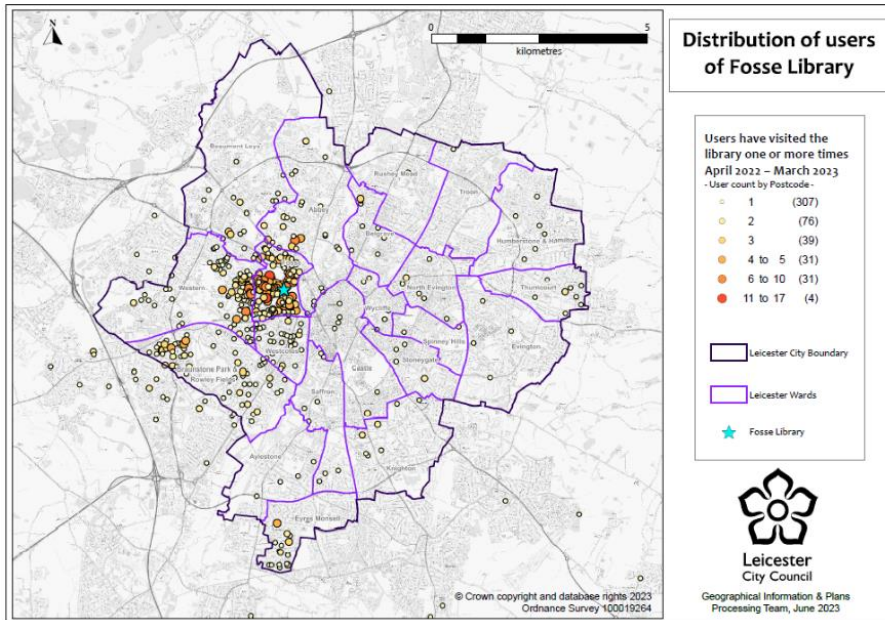
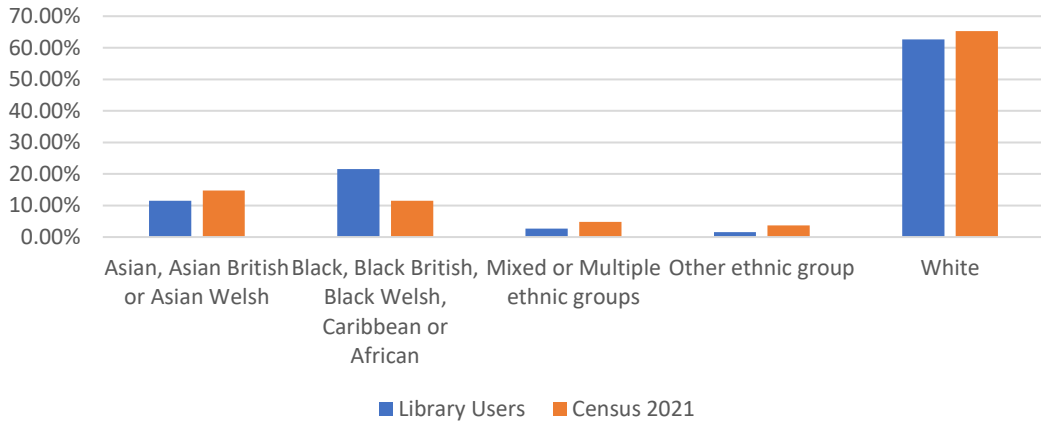
Comparison of Gender Profiles: Fosse Library Users vs. Fosse Ward (Census 2021)



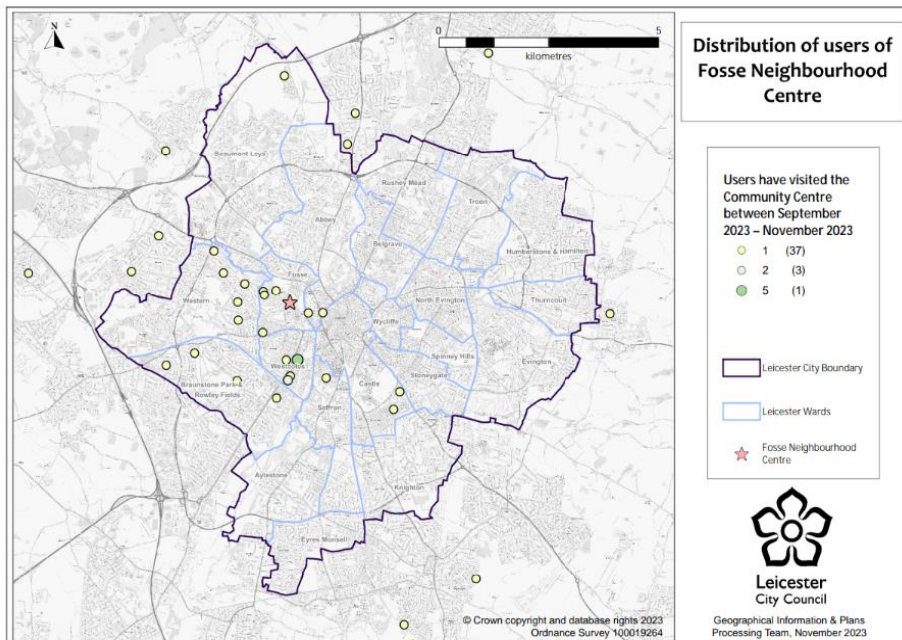
Comparison of Age Profiles: Fosse Library Users vs. Fosse Ward (Census 2021)



Comparison of Ethnicity Profiles: Fosse Library vs. Fosse Ward (Census 2021)



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023

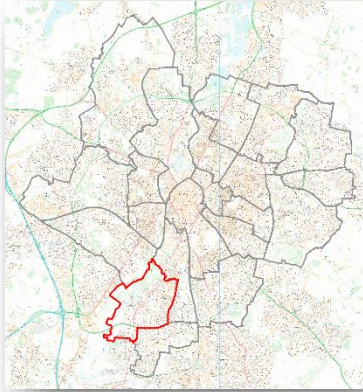




GILMORTON COMMUNITY CENTRE

Address: 4 Hopyard Cl, Leicester LE2 9GY

Telephone: 0116 299 5480 (pork pie)



Day	Opening Times (unstaffed centre)
Monday	9am - 9pm
Tuesday	9am - 9pm
Wednesday	9am - 9pm
Thursday	9am - 9pm
Friday	9am - 9pm
Saturday	9am - 9pm
Sunday	9am - 9pm
Hours open per week: (available on a bookable basis)	Usage per hour*: 0.25
Gross internal area: 178	Total frontline staffing hours: 0
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	1,106	Net Running Cost (Budget)	£16,566
PC usage (Hrs)	N/A	Income (Budget)	£600
Stock issues	N/A	Cost per visit (against budget)	£14.98
Total Running Cost (Budget)	£17,166	Visitor recovery % since 2019	112%
Services		Regular Events	
Community hall		Food Bank	
Partner Services			
Gilmorton food bank			

SERVICE INFORMATION

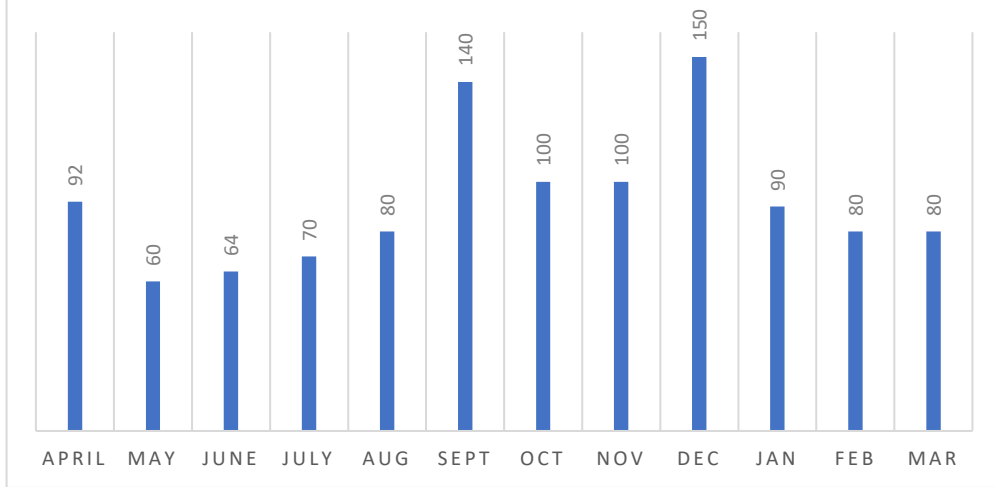
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Small Centre	7.10	12.20	51.00
Number of bookings 2023-24			25
Income from bookings 2023-24			0

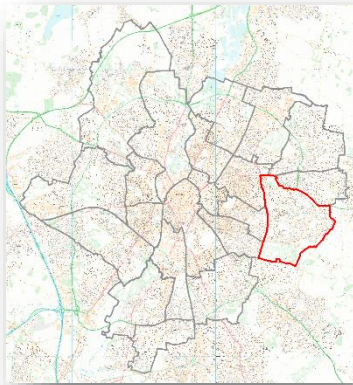
LOCAL INFORMATION

Transport Links	Accessibility: Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none">Eyres Monsell Primary School (1km)	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none">Glen Hills LibraryPork Pie Library and Community Centre	0.65 km 1.49 km
Community Buildings (within a 2km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none">Pork Pie Library and Community CentreEyres Monsell Community Centre	1.49 km 1.7km
	External Community Spaces include:	
	<ul style="list-style-type: none">Blaby and District social centre 2.2km	

WARD PROFILE INFORMATION		Aylestone Community	Leicester City
Ward Population as a percentage of city population		11,942 (3.2%)	368,581
Age	Under 15 (%)	18.5%	19.7%
	15-64 (%)	65.4%	68.5%
	65+ (%)	16.2%	11.8%
Ethnicity	Asian or Asian British (%)	9.6%	43.4%
	Black, Black British, Caribbean or African (%)	5.1%	7.8%
	Mixed or multiple ethnic groups (%)	4.7%	3.7%
	White (%)	78.9%	40.9%
	Other Ethnic Group (%)	1.8%	4.1%
The age profile of the Aylestone population is similar to that of the City population			
A high proportion (over 78%) of the Aylestone ward population is made up of the White ethnic group. It has one of the lowest proportions of Asian/Asian British populations across all City wards.			
Ward Population as a percentage of city population		3.2%	
Total DWP claimants (% of Leicester total claimants)		3.5%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		3.2	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.2	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		63.5%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 26.6 Ranked 14 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 78.9 (Leicester average: 76.9)	Female: 80.4 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 45.7% of Aylestone residents reported that their general health was 'very good,' 34.9% reported 'good' health and only 1.3% reported 'very bad' health. These figures are in line with the Leicester average.		

GILMORTON 23/24 ANNUAL VISITORS





HAMILTON LIBRARY & LEARNING CENTRE

Address: 20 Maidenwell Avenue, LE5 1BL

Telephone: 0116 454 0340

Day	Opening Times
Monday	10am - 2pm
Tuesday	10am - 5pm
Wednesday	10am - 5pm
Thursday	2pm - 7pm
Friday	10am - 5pm
Saturday	10am - 4pm
Sunday	12pm - 4pm
Hours open per week: 40	Usage per hour: 23.63
Gross internal area:	Total frontline staffing hours: 111
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	47,254	Net Running Cost (Budget)	£178,598
PC usage (Hrs)	4,128	Income (Budget)	£8,600
Stock issues	45,069	Cost per visit (against budget)	£3.78
Total Running Costs (Budget)	£187,198	Visitor recovery % since 2019	74%
Library Services		Regular Events	
PCs & Wi-Fi	Study Zone + charging	GKR Karate	Armchair Aerobics
Scanner	Community hall	Walking Group	Friday prayers
1:1 computer sessions	Community garden	Table tennis	Indoor Bowls
Partner Services		Toddler Time	Bhangra Blaze
Girl Guiding Association	Hamilton Residents Association	Brownies/Guides	First Class Learning

Customer Insight Key usage Statistics: 2023/2024			
Hamilton Library	Number	% of Leicester Total	
All registered users	7,562	6.2%	<i>of all library members</i>
Active users	4,250	7.2%	<i>of all library users</i>
Annual Issues	45,069	8.4%	<i>of all issues</i>

SERVICE INFORMATION

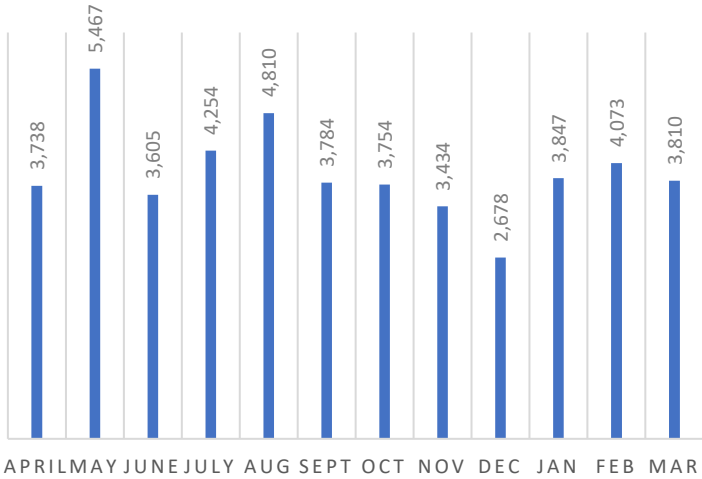
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Hall	5.60	9.70	40.80
Number of bookings 2023-24			656
Income from bookings 2023-24			£16,165.22

LOCAL INFORMATION

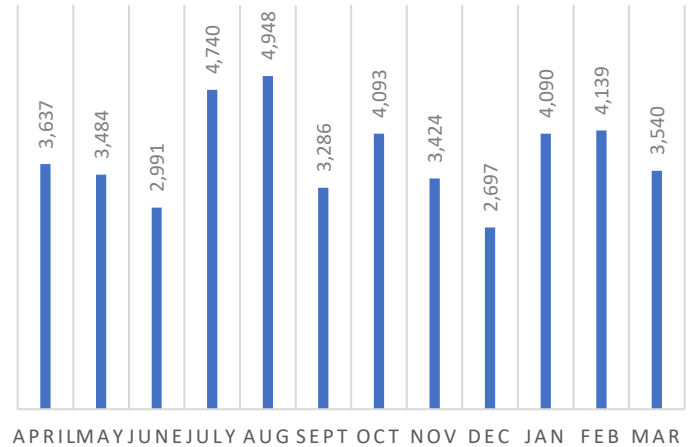
Transport Links	Accessibility: Good	
Local Schools	<ul style="list-style-type: none">• Judgemeadow Community College (0.94 km)• Krishna Avanti Primary School (1 km)• Linden Primary School (0.47 km)• Oaklands School (0.80 km)• Whitehall Primary School (0.81 km)	
Libraries Nearby	Library	Distance
	N/A	
Community Buildings	LCC Community Centres	Distance
	<ul style="list-style-type: none">• Netherhall Neighbourhood Centre	0.78 km
	External Community Spaces include:	
	<ul style="list-style-type: none">• Emerald Community Centre 2.1km• St Mary's Church and community centre 1km• Leicester Jamatkhana 0.9km	

WARD PROFILE INFORMATION		Humberstone & Hamilton Community	Leicester City
Ward population as a percentage of city population		21,133 (5.7%)	368,581
Age	Under 15 (%)	24.2%	19.7%
	15-64 (%)	65.0%	68.5%
	65+ (%)	10.8%	11.8%
Ethnicity	Asian or Asian British (%)	51.6%	43.4%
	Black, Black British, Caribbean or African (%)	5.3%	7.8%
	Mixed or multiple ethnic groups (%)	4.5%	3.7%
	White (%)	33.5%	40.9%
	Other Ethnic Group (%)	4.9%	4.1%
The age profile of the Humberstone & Hamilton population is similar to that of the City population.			
Over half of the Humberstone & Hamilton ward is of Asian or Asian British population.			
Ward population as a percentage of city population		5.7%	
Total DWP claimants (% of Leicester total claimants)		5.2%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		5.0%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		4.5%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		63.0%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 22.2 Ranked 19 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.5 (Leicester average: 76.9)	Female: 81.6 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 51.7% of Humberstone & Hamilton residents reported that their general health was 'very good,' 32.1% reported 'good' health and only 1.1% reported 'very bad' health. These figures are in line with the Leicester average.		

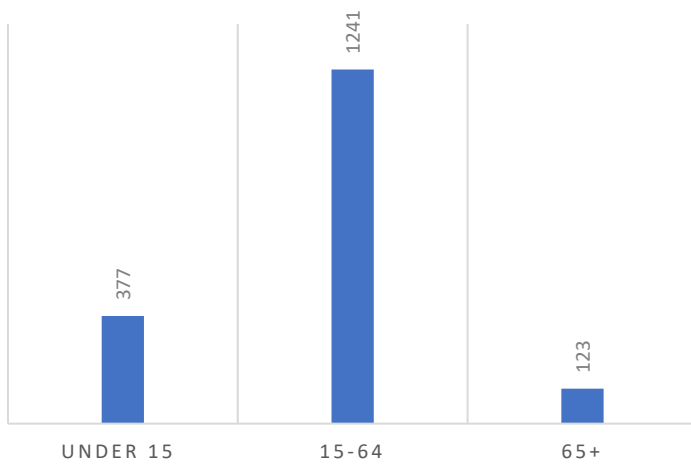
HAMILTON 23/24 ANNUAL VISITORS



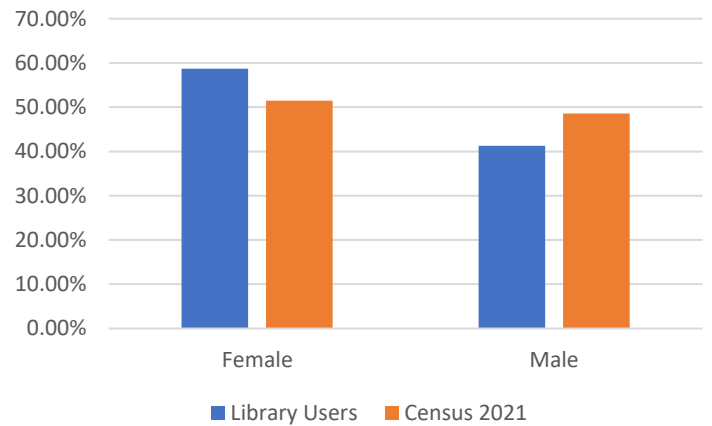
HAMILTON 23/24 ANNUAL ISSUES



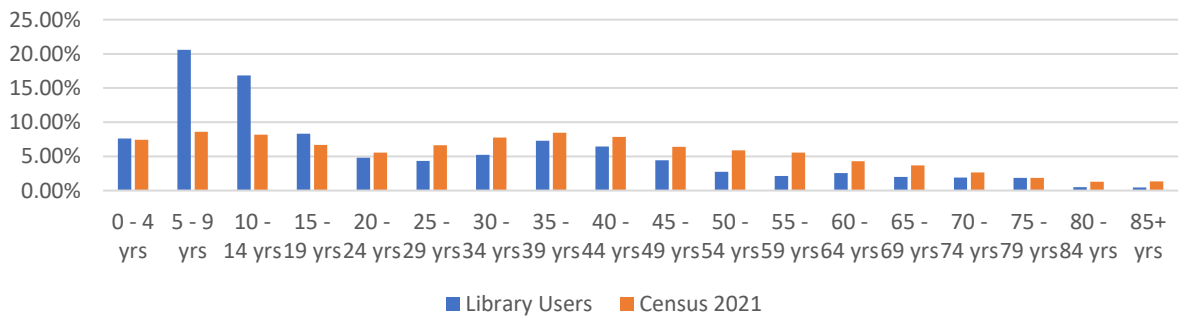
HAMILTON LIBRARY ACTIVE USERS BY AGE



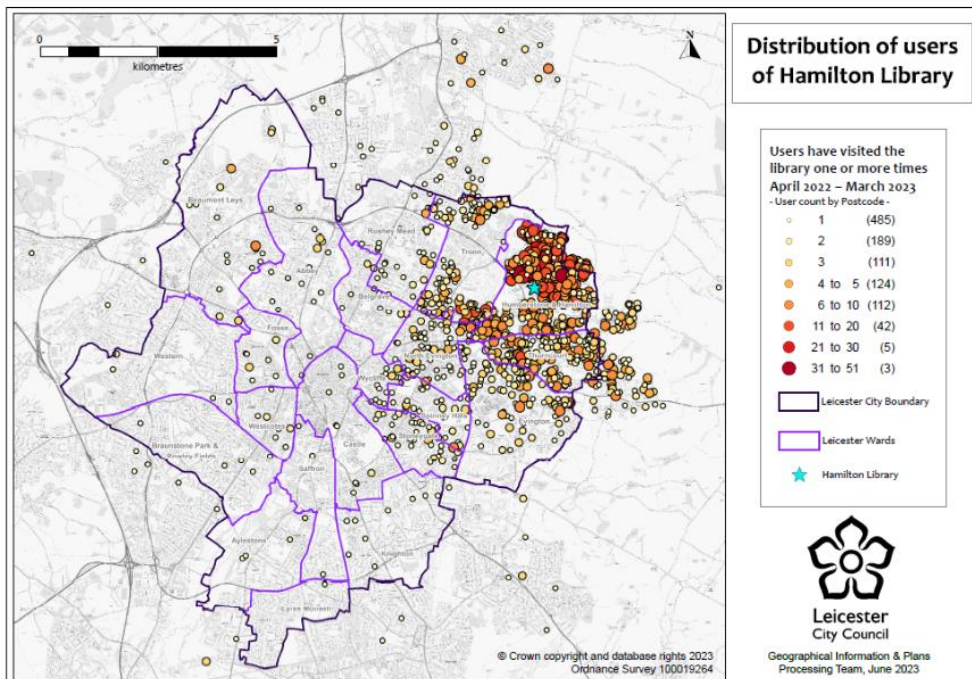
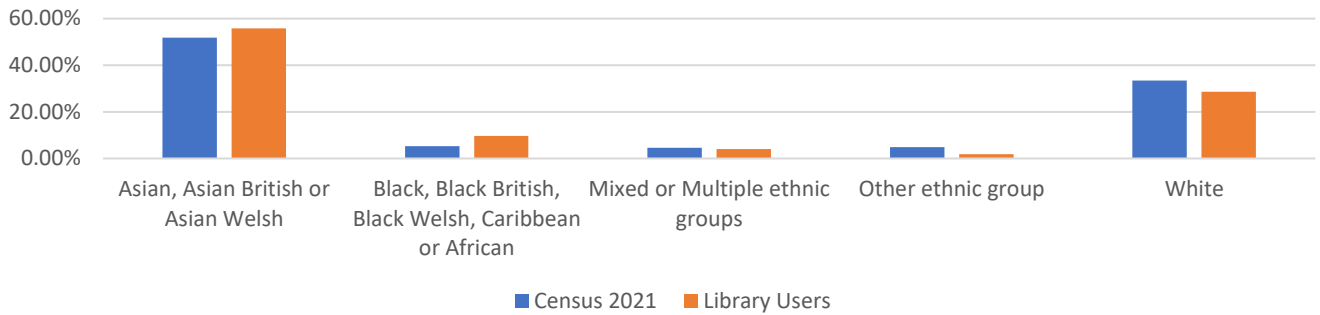
Comparison of Gender Profiles: Hamilton Library vs. Humberstone & Hamilton Ward (Census 2021)



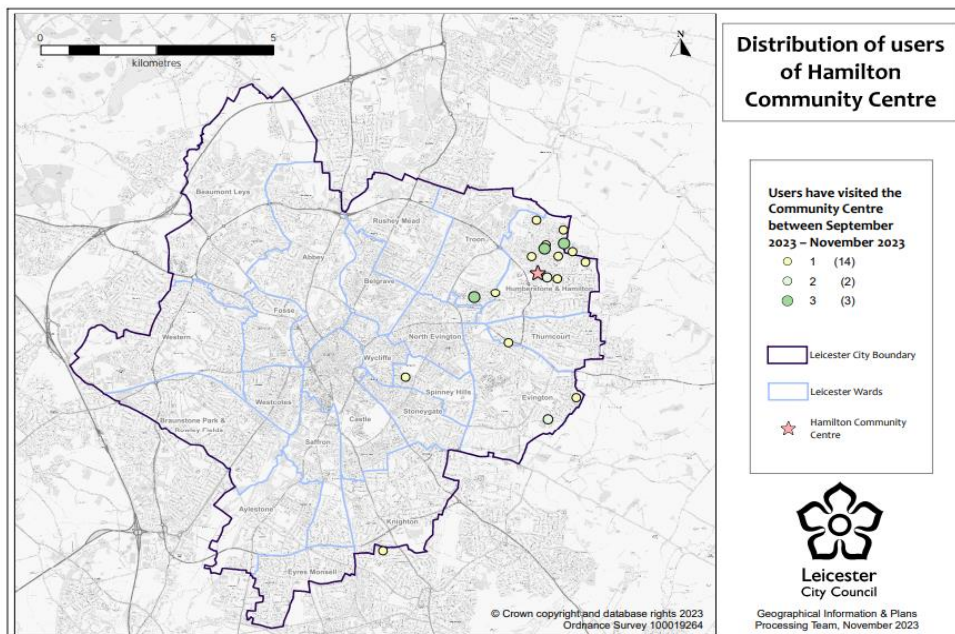
Comparison of Age Profiles: Hamilton Library vs. Humberstone & Hamilton Ward (Census 2021)



Comparison of Ethnicity Profiles: Hamilton Library vs. Humberstone & Hamilton Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023

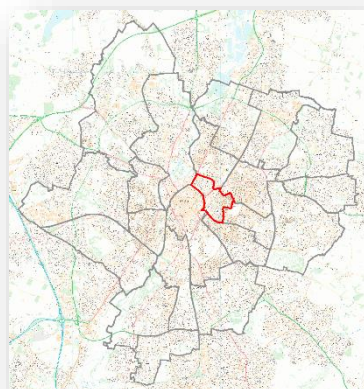


HIGHFIELDS LIBRARY

Address: 98 Melbourne Road, LE2 0DS

Telephone: 0116 2995494

Day	Opening Times
Monday	9am - 6pm
Tuesday	9am - 6pm
Wednesday	9am - 6pm
Thursday	9am - 6pm
Friday	9am - 6pm
Saturday	10am - 4pm
Sunday	Closed
Hours open per week: 51	Usage per hour*: 46.24
Gross internal area (m2): 506	Total frontline staffing hours: 203.50
* Average hourly rate (visitors/total hours open)	



SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	117,900	Net Running Cost (Budget)	£245,046
PC usage (Hrs)	6,339	Income (Budget)	£4,800
Stock issues	45,901	Cost per visit (against budget)	£2.08
Total Running Costs (Budget)	£249,847	Visitor recovery % since 2019	62%
Library Services		Regular Events	
Study Sessions	Printers/scanners	Toddler Time	BookStart
Leicester Seed Library	1:1 computer sessions	Reading Friends	Get Ready for Work
Wi-fi		ESOL Classes	Warm Hub programme
Partner Services		Mental Health Sessions	
Adult Education	Leicestershire Cares	Energy Wise Sessions	
DWP	Belinda Consulting	Leicestershire Cares sessions	
Jamila's Legacy	TCV/Let's Get Growing	Warm Welcome	
EnergyWise	Members Services		

SERVICE INFORMATION

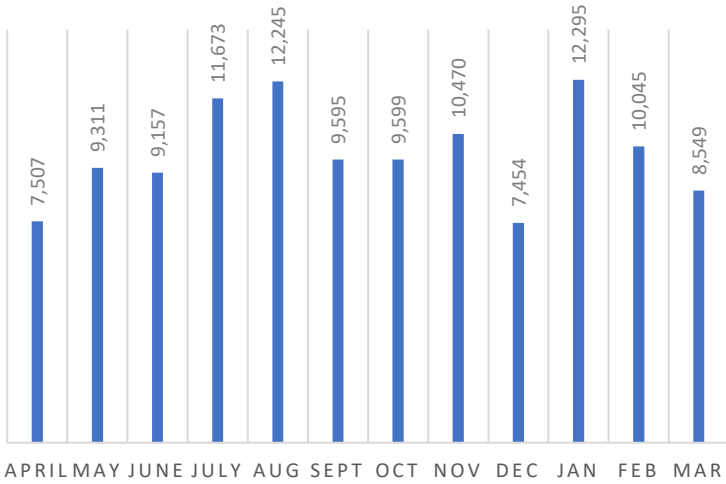
Customer Insight			
Key usage Statistics: 2023/2024			
Highfields - Library	Number	% of Leicester Total	
All registered users	9,946	8.5%	<i>of all library members</i>
Active users	5,795	10.5%	<i>of all active users</i>
Annual Issues	45,901	10.3%	<i>of all issues</i>

LOCAL INFORMATION

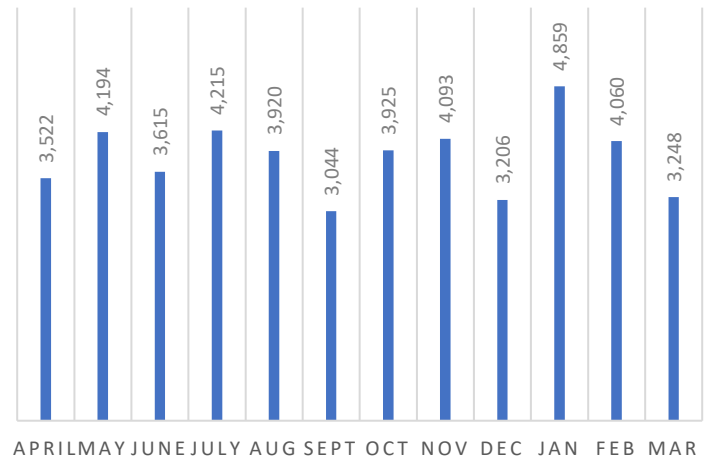
Transport Links	Accessibility: Very Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Al-Islamia Institute for Education (0.32 km) • Beauchamp City Sixth Form (0.96 km) • Bridge Junior School (0.89 km) • Charnwood Primary School (0.61km) • Green Lane Infant School (0.98km) • Highfields Primary School (0.07 km) • Jameah Boys Academy (0.85 km) • Jameah Girls Academy (0.85 km) • Medway Community Primary School (0.24 km) • Moat Community College (0.31 km) • Shenton Primary School (0.77 km) • Sparkenhoe Community Primary School (0.24 km) • Spinney Hill Primary School (0.83 km) • Uplands Infant School (0.07 km) • Uplands Junior L.E.A.D Academy (0.07 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • St Barnabas Library • St. Matthews centre (library) 	1.70km 0.88 km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Highfields Children Young People & Family Centres • St. Matthews Centre 	0.40 km 0.31 km 0.88 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • African Caribbean Centre 0.40 km • Highfields Centre 0.1km • Sharma Women’s Centre 0.6km • Sikh Community Centre 1.2km • Somali Development Services 0.8km • St. Peters’ Health Centre 0.7km • Wesley Hall Community Project 0.6km 		

WARD PROFILE INFORMATION		Wycliffe Community	Leicester City
Total Population		15,792 (4,3%)	368,581
Age	Under 15 (%)	23.6%	19.7%
	15-64 (%)	66.9%	68.5%
	65+ (%)	9.5%	11.8%
Ethnicity	Asian or Asian British (%)	73.6%	43.4%
	Black, Black British, Caribbean or African (%)	15.4%	7.8%
	Mixed or multiple ethnic groups (%)	1.9%	3.7%
	White (%)	4.4%	40.9%
	Other Ethnic Group (%)	4.7%	4.1%
The age profile of the Wycliffe population is similar to that of the City population			
A high proportion (over 73%) of the Wycliffe ward population is made up of the Asian, Asian British or Asian Welsh group. It has one of the lowest proportions of White population across all City wards.			
Ward population as a percentage of city population		4.3%	
Total DWP claimants (% of Leicester total claimants)		4.4%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.3%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		4.0%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		57.0%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 38.2542 Ranked 5 of 21 wards.	Leicester Average score: 30.87675
Life expectancy	Male 77.53 (Leicester average: 76.93)	Female 82.46 (Leicester average: 81.69)	
Health	The 2021 census results provide a summary of the general health level of residents. 52.0% of Wycliffe residents reported that their general health was 'very good,' 30.7% reported 'good' health and only 1.4% reported 'very bad' health.		

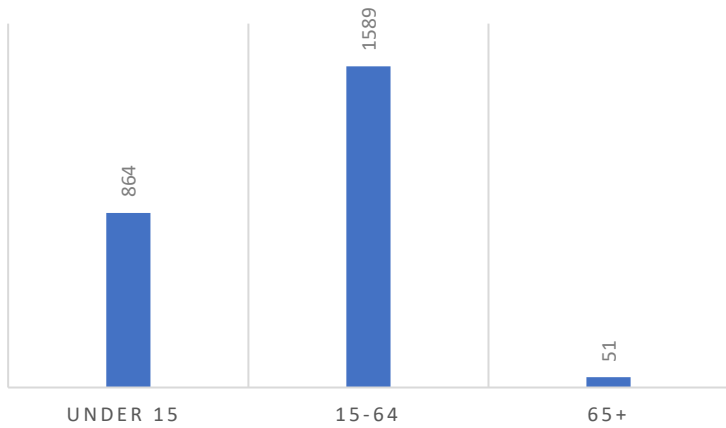
HIGHFIELDS 23/24 ANNUAL VISITORS



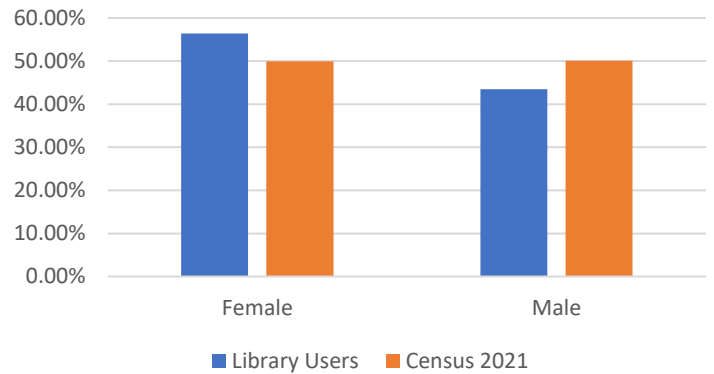
HIGHFIELDS 22/23 ANNUAL ISSUES



HIGHFIELDS LIBRARY ACTIVE USERS BY AGE



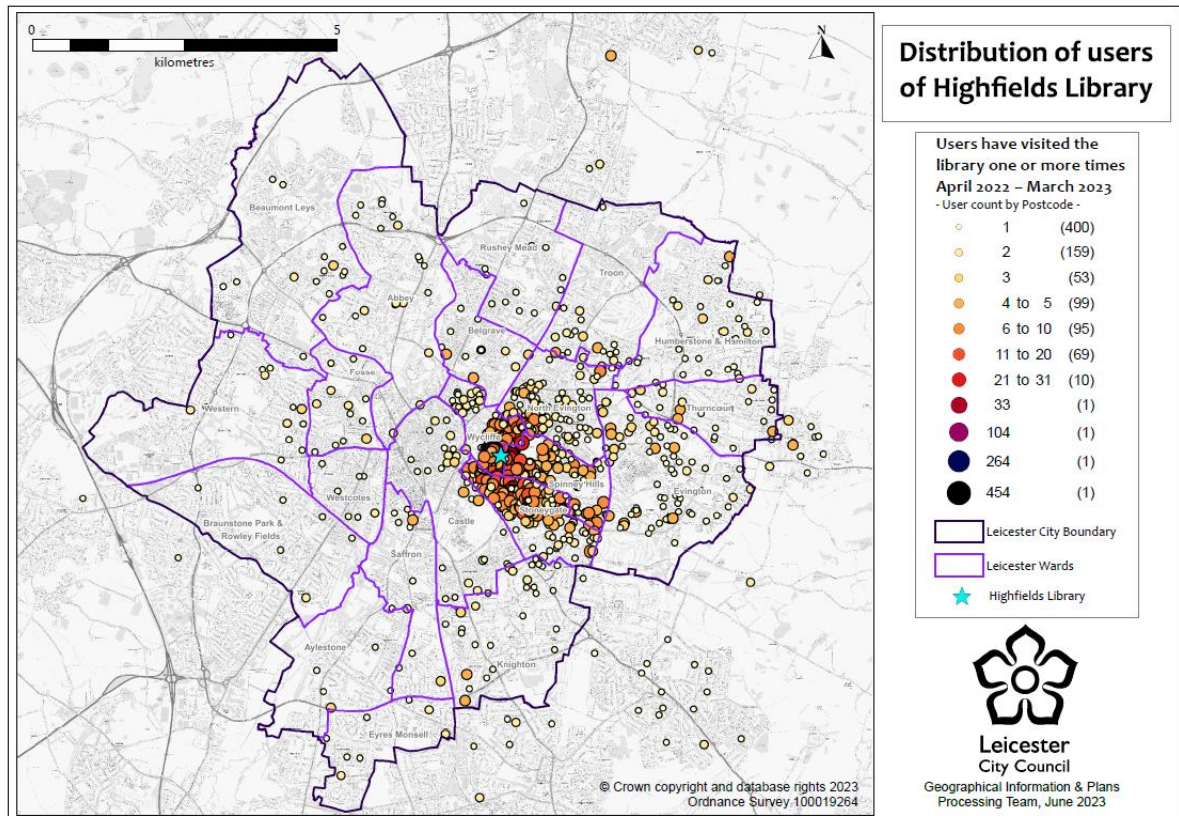
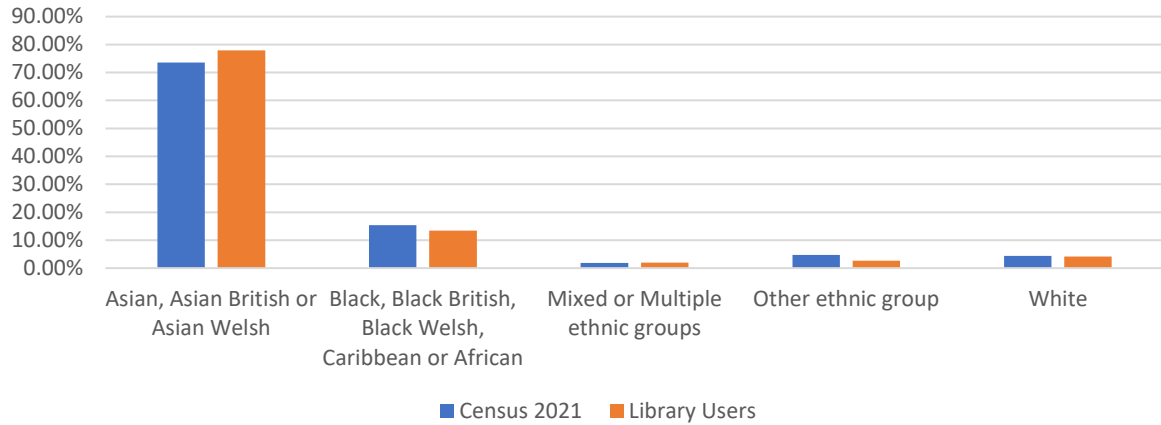
Comparison of Gender Profiles: Highfields Library vs Wycliffe Ward (Census 2021)



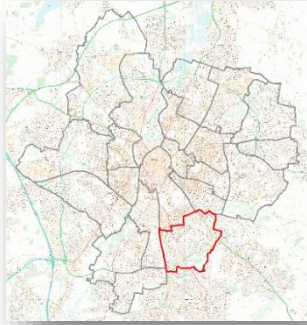
Comparison of Age Profiles: Highfields Library vs Wycliffe Ward (Census 2021)



Comparison of Ethnicity Profiles: Highfields Library vs. Wycliffe Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



KNIGHTON LIBRARY

Address: 167-9 Clarendon Park Road, LE2 3AJ

Telephone: 0116 299 5477

Day	Opening Times (Staffed)	Opening Hours (Library Plus)
Monday	10am – 6:30pm	8am – 10am/ 6:30 - 8pm
Tuesday	10am – 6:30pm	8am – 10am/ 6:30 - 8pm
Wednesday	10am – 6:30pm	8am – 10am/ 6:30 - 8pm
Thursday	10am – 6:30pm	8am – 10am/ 6:30 - 8pm
Friday	10am – 6:30pm	8am – 10am/ 5 - 8pm
Saturday	10am – 4pm	N/A
Sunday	Closed	Closed
Hours open per week: 47 / 17.5		Usage per hour: 24.02
Gross internal area: 291		Total frontline staffing hours: 120.25
* Average hourly rate (visitors/total hours open)		

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	56,440	Net Running Cost (Budget)	£201,827
PC usage (Hrs)	4,153	Income (Budget)	£4,400
Stock issues	55,230	Cost per visit (against budget)	£3.58
Total Running Cost (Budget)	£206,227	Visitor recovery % since 2019	93%
Library Services		Regular Events	
Learn My Way computer sessions	Scanner/Printer	Reading Friends	
Wi-fi		Toddler Time	
PCs for use			
Partner Services			

SERVICE INFORMATION

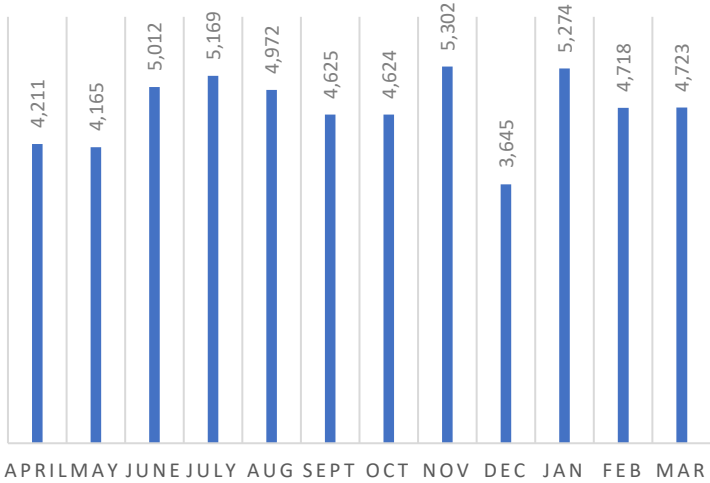
Customer Insight			
Key usage Statistics: 2023/2024			
Knighton Library	Number	% of Leicester Total	
All registered users	6,679	5.1%	<i>of all library members</i>
Active users	4,267	6.8 %	<i>of all Library users</i>
Annual Issues	55,230	9.4%	<i>of all issues</i>

LOCAL INFORMATION

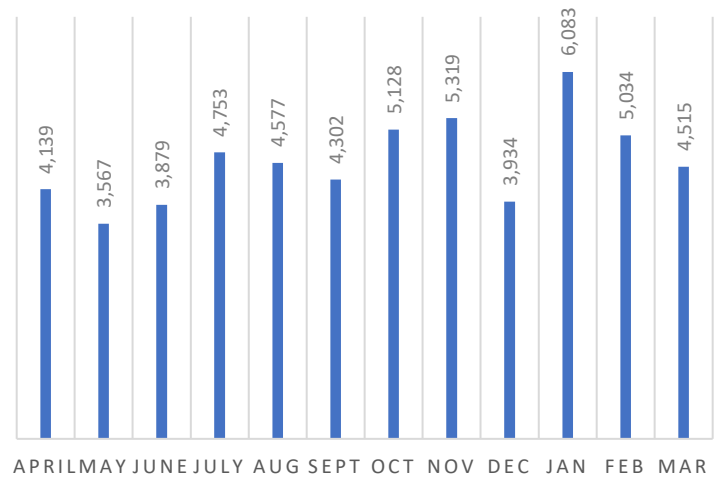
Transport Links	Accessibility: Very Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Avenue Primary School (0.23 km) • Leicester Islamic Academy (0.68 km) • Leicester Partnership School (0.94 km) • Leicester Preparatory School (0.71 km) • Millgate School (0.94 km) • St. John the Baptist CofE Primary School (0.47 km) • St. Thomas More Catholic Voluntary Academy (0.76 km) • University of Leicester (0.67 km) • WQE & Regent College Group (0.47 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • David Wilson Library (University of Leicester) (0.7km) • Central Library • Highfields Library 	2.5km 2.1km
Community Buildings (within a 1km radius)	LCC Community Centres	
	External Community Spaces include:	
<ul style="list-style-type: none"> • The Nasihah Centre (Mayfield Children’s Centre) (1km) 		

WARD PROFILE INFORMATION		Castle Community	Leicester City
Total Population		23,691 (6.4%)	368,581
Age	Under 15 (%)	6.1%	19.7%
	15-64 (%)	89.2%	68.5%
	65+ (%)	4.6%	11.8%
Ethnicity	Asian or Asian British (%)	22.1%	43.4%
	Black, Black British, Caribbean or African (%)	11.6%	7.8%
	Mixed or multiple ethnic groups (%)	5.0%	3.7%
	White (%)	56.7%	40.9%
	Other Ethnic Group (%)	4.6%	4.1%
The Castle population has a larger proportion of 15–64-year-olds compared to the city population. The proportion of under 15 and over 65-year-olds is less than the city population.			
The Castle ward has a smaller proportion of Asian or Asian British population when compared to the city population. The Castle ward has one of the greatest proportions of mixed or multiple ethnic population groups when compared to all city wards.			
Ward population as a percentage of city population		(6.4%)	368,581
Total DWP claimants (% of Leicester total claimants)		3.4%	111,593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.3%	10,397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		2.8%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		61.4%	2,588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 22.4 Ranked 21 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.0 (Leicester average: 76.9)	Female: 84.1 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 51.8% of Castle residents reported that their general health was 'very good,' 35.4% reported 'good' health and only 0.67% reported 'very bad' health. These figures are in line with the Leicester average.		

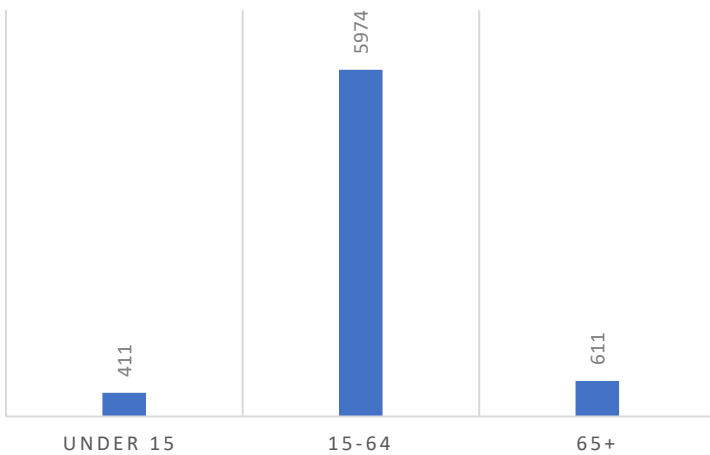
KNIGHTON 23/24 ANNUAL VISITORS



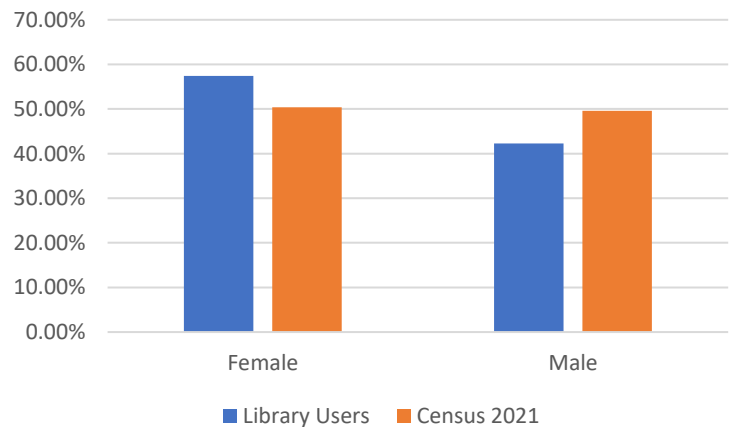
KNIGHTON 23/24 ANNUAL ISSUES



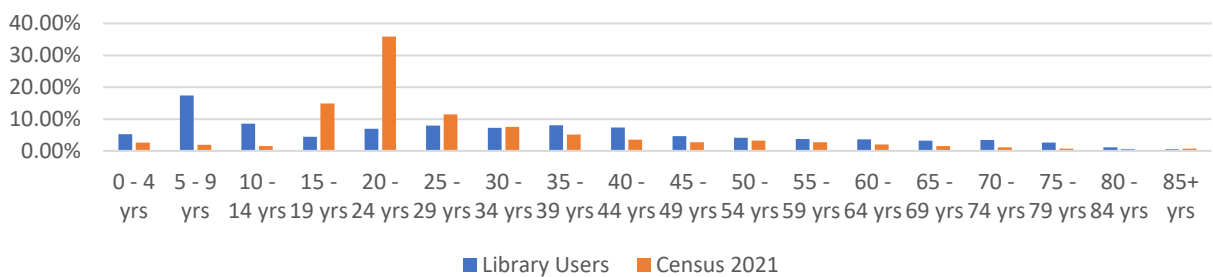
KNIGHTON ACTIVE USERS BY AGE



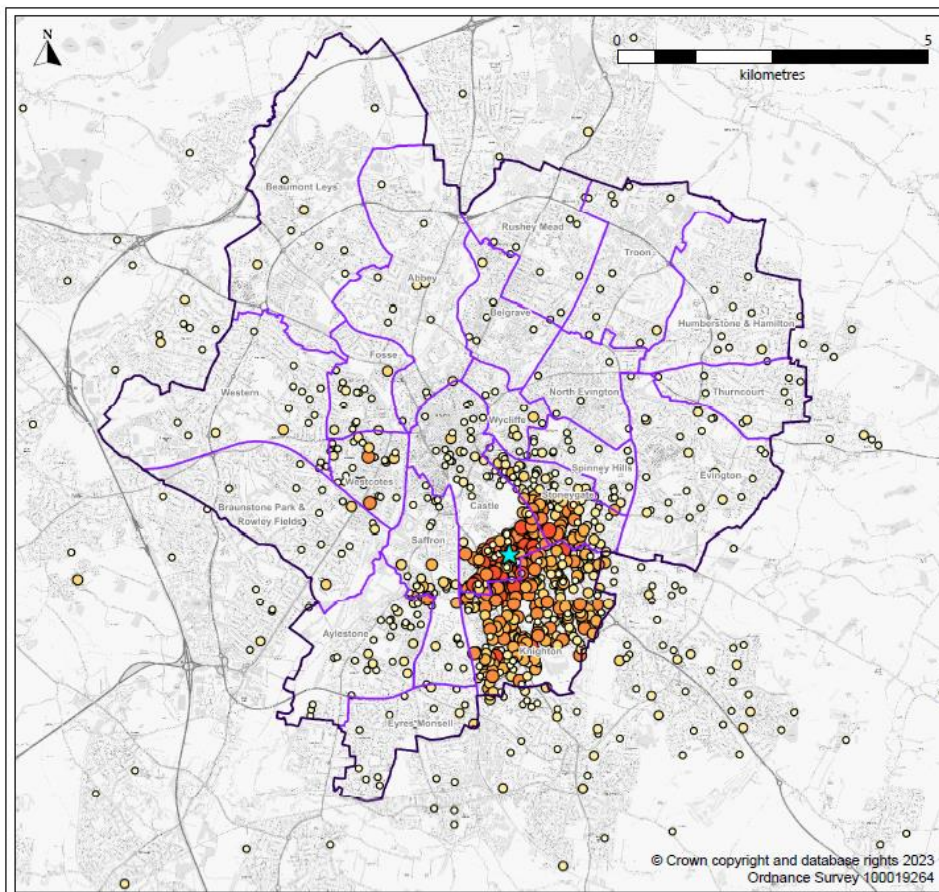
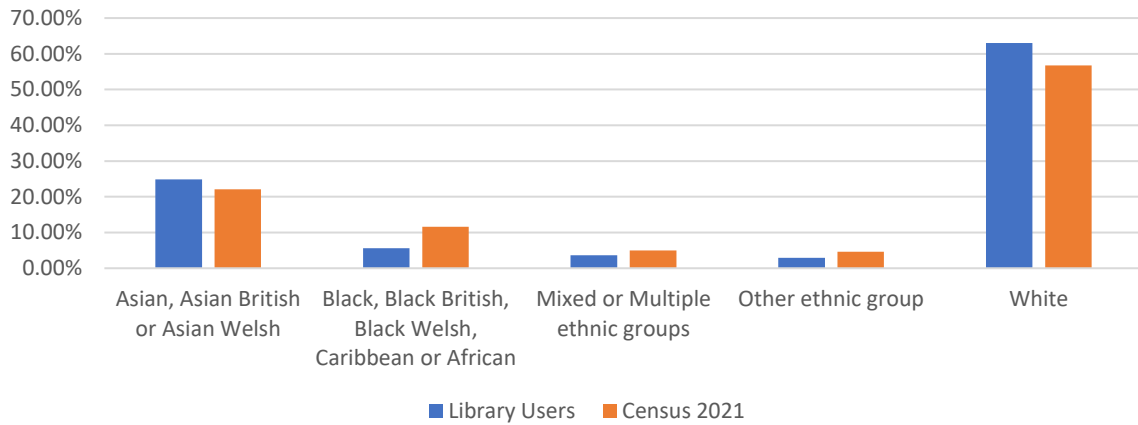
Comparison of Gender Profiles: Knighton Library vs. to CastleWard (Census 2021)



Comparison of Age Profiles: Knighton Library vs. to Castle Ward (Census 2021)



Comparison of Ethnicity Profiles: Knighton Library vs. Castle Ward (Census 2021)



Distribution of users of Knighton Library

Users have visited the library one or more times
April 2022 – March 2023

- User count by Postcode -

- 1 (505)
- 2 (149)
- 3 (78)
- 4 to 5 (92)
- 6 to 10 (102)
- 11 to 29 (64)

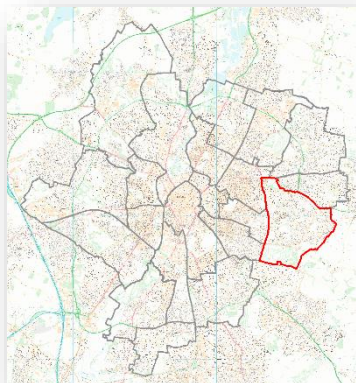
- Leicester City Boundary
- Leicester Wards
- ★ Knighton Library



Leicester
City Council

Geographical Information & Plans
Processing Team, June 2023

*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



NETHERHALL NEIGHBOURHOOD CENTRE

Address: Armadale Drive, Leicester, LE5 1HF

Telephone: 0116 454 3250

Day	Opening Times (unstaffed centre)
Monday	9am - 9pm
Tuesday	9am - 9pm
Wednesday	9am - 9pm
Thursday	9am - 9pm
Friday	9am - 9pm
Saturday	9am - 9pm
Sunday	9am - 9pm
Hours open per week: (available on a bookable basis)	Usage per hour: 2.41
Gross internal area (m2): 452	Total frontline staffing hours: 0
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	10,121	Net Running Cost (Budget)	£35,836
PC usage (Hrs)	N/A	Income (Budget)	£20,000
Stock issues	N/A	Cost per visit (against budget)	£3.54
Total Running Costs (Budget)	£55,836	Visitor recovery % since 2019	67%
Community Services		Regular Events	
Ball Court		Nursery	Meditation group
		Youth club	Church Group
		Dance School	
Partner Services			
LCC Youth Services	Bright Bee Nursey		

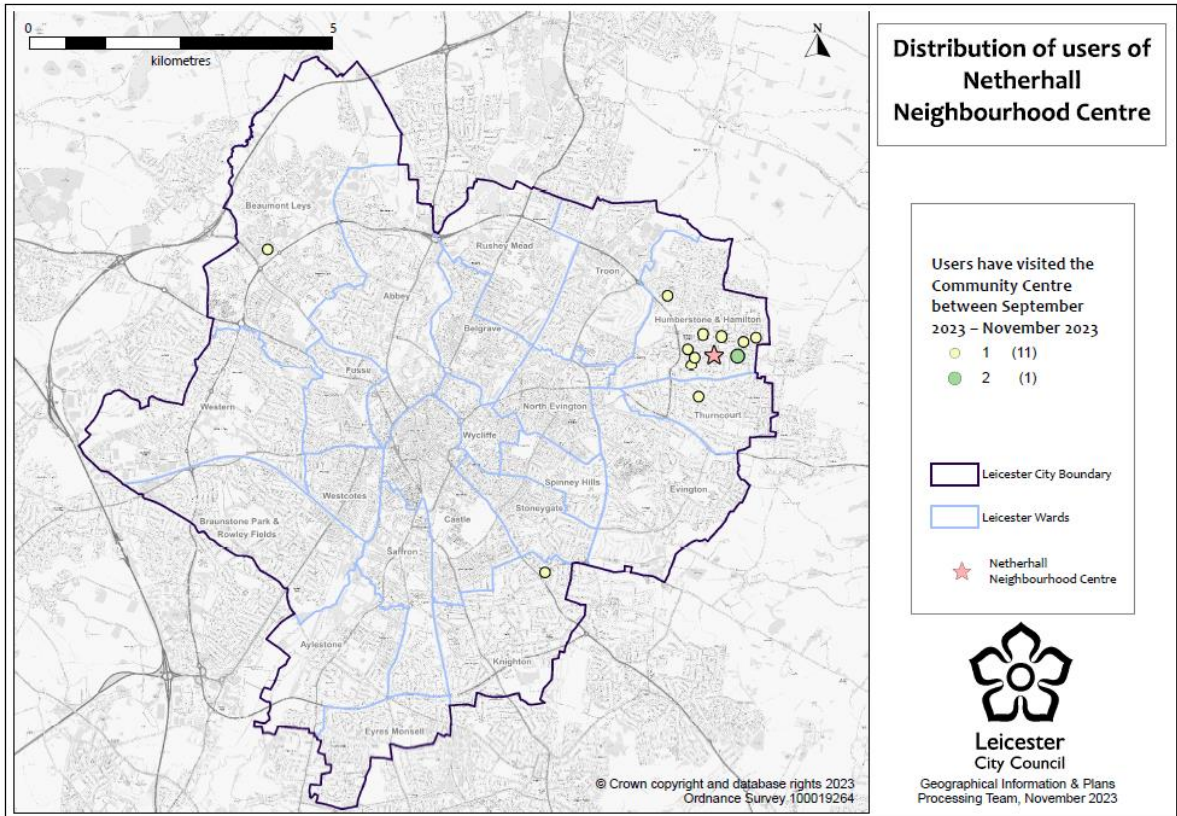
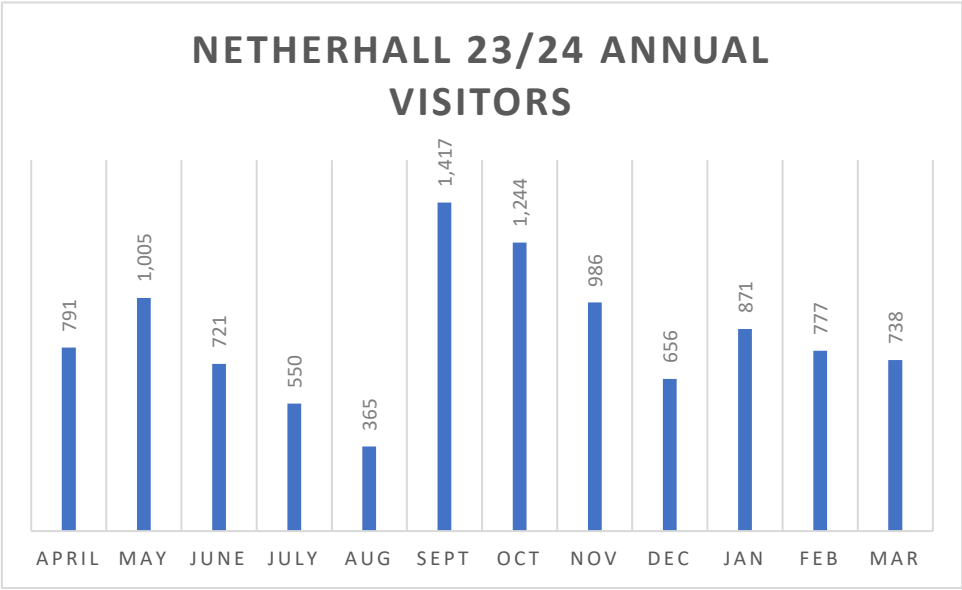
SERVICE INFORMATION

Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Main Hall	5.60	9.70	40.80
Lounge	4.10	7.10	30.60
Office	3.10	5.10	20.40
Extension	4.10	7.10	30.60
Kitchen	3.10	5.10	20.40
Number of bookings 2023-24			37
Income from bookings 2023-24			£20,554.56

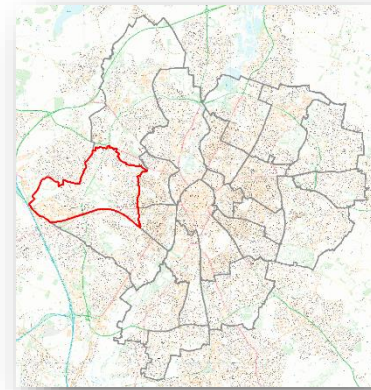
LOCAL INFORMATION

Transport Links	Accessibility: Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Gateway Sixth Form College (0.92 km) • Humberstone Infant Academy (0.81 km) • Humberstone Junior Academy (0.85 km) • Kestrel Mead Primary Academy (0.73 km) • Keyham Lodge School (0.53 km) • Nether Hall School (0.95 km) • Orchard Mead Academy (0.95 km) • Scraftoft Valley Primary School (0.56 km) • St. Josephs Catholic Academy (0.2 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Hamilton Library & Community Centre 	0.72 km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Hamilton Library & Community Centre • Netherhall Children Young People & Family Centres • Thurnby Lodge Community Centre 	0.72 km 0.55 km 1.4km
	External Community Spaces include:	
	<ul style="list-style-type: none"> • Peace Centre (1.4km) • Royal British Legion Club (1.3km) 	

WARD PROFILE INFORMATION		Humberstone & Hamilton Community	Leicester City
Total Population		21,133 (5.7%)	368,581
Age	Under 15 (%)	24.2%	19.7%
	15-64 (%)	65.0%	68.5%
	65+ (%)	10.8%	11.8%
Ethnicity	Asian or Asian British (%)	51.6%	43.4%
	Black, Black British, Caribbean or African (%)	5.3%	7.8%
	Mixed or multiple ethnic groups (%)	4.5%	3.7%
	White (%)	33.5%	40.9%
	Other Ethnic Group (%)	4.9%	4.1%
The age profile of the Humberstone & Hamilton population is similar to that of the City population.			
Over half of the Humberstone & Hamilton ward is of Asian or Asian British population.			
Ward population as percentage of city total		5.7%	368,581
Total DWP claimants (% of Leicester total claimants)		5.2%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		5.0%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		4.5%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		63.0%%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 22.2 Ranked 19 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.5 (Leicester average: 76.9)	Female: 81.6 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 51.7% of Humberstone & Hamilton residents reported that their general health was 'very good,' 32.1% reported 'good' health and only 1.1% reported 'very bad' health. These figures are in line with the Leicester average.		



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



NEW PARKS LIBRARY

Address: 321 Aikman Avenue, LE3 9PW

Telephone: 0116 454 0370

Day	Opening Times
Monday	10am - 5pm
Tuesday	10am - 5pm
Wednesday	10am - 7pm
Thursday	10am - 5pm
Friday	10am - 5pm
Saturday	10am - 1pm
Sunday	Closed
Hours open per week: 40	Usage per hour*: 22.28
Gross internal area (m2): 679	Total frontline staffing hours: 111
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	44,555	Net Running Cost (Budget)	£188,941
PC usage (Hrs)	2,732	Income (Budget)	£9,200
Stock issues	18,007	Cost per visit (against budget)	£4.24
Total Running Costs (Budget)	£198,141	Visitor recovery % since 2019	67%
Library Services		Regular Events	
Wi-Fi	Scanning documents to CSC	NewParks NewFriends	Study Support
PCs for Use	Orange Bags	Lunch Club	Adult Education classes
Computers	Seating area / Toilets	Panel Meeting	Beat Surgery
Partner Services		Toddler Time	DWP sessions
LCC Adult Education	DWP	CraftyHands	

SERVICE INFORMATION

Customer Insight			
Key usage Statistics: 2023/2024			
New Parks Centre Library	Number	% of Leicester Total	
All registered users	4,074	3.6%	of all library members
Active users	2,068	3.9%	of all library users
Annual Issues	18,007	3.2%	of all issues

SERVICE INFORMATION

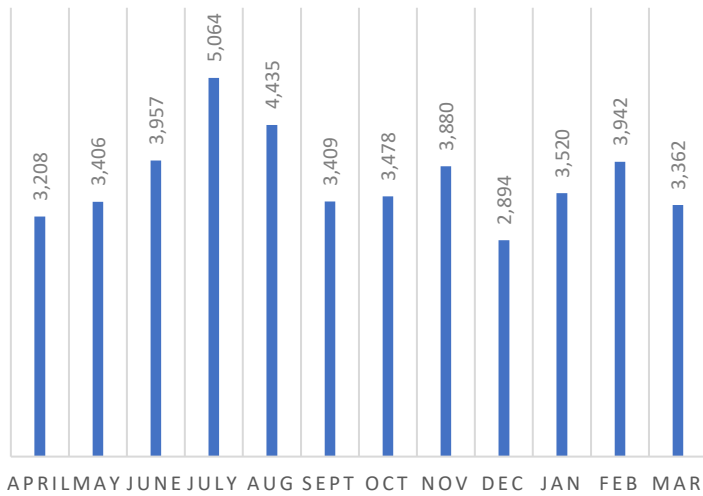
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
New Community Room	5.60	9.70	40.80
Hall	5.60	9.70	40.80
IT Suite	4.10	7.10	30.60
Kitchen	4.10	7.10	30.60
Sound Room / Office	3.10	5.10	20.40
Number of bookings 2023-24			644
Income from bookings 2023-24			£3867.43

LOCAL INFORMATION

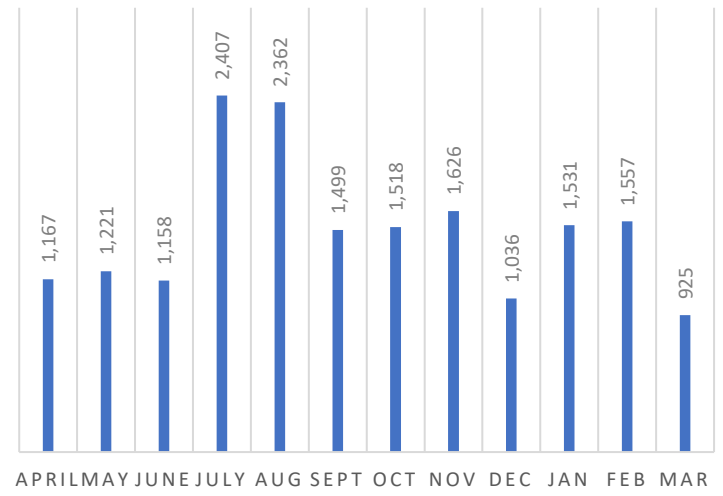
Transport Links	Accessibility: Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Forest Lodge Academy (0.35 km) • New College Leicester (0.57 km) • Parks Primary School (0.79 km) • Stokes Wood Primary School (0.82 km) • West Gate School (0.80 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Fosse Library 	2.2km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • New Parks Children Young People & Family Centres • New Parks Leisure Centre • New Parks Youth Centre • Braunstone Frith Recreation Centre 	0.90 km 0.30 km 0.37 km 1.6 km
	External Community Spaces include:	
	<ul style="list-style-type: none"> • New Parks Community Centre (0.4 km) • St Annes Church Hall (1.8 km) • Allerton youth and community centre (1 km) 	

WARD PROFILE INFORMATION		Western Community	Leicester City
Total Population		21,074 (5.7%)	368,581
Age	Under 15 (%)	24.0%	19.7%
	15-64 (%)	63.4%	68.5%
	65+ (%)	12.6%	11.8%
Ethnicity	Asian or Asian British (%)	11.1%	43.4%
	Black, Black British, Caribbean or African (%)	9.7%	7.8%
	Mixed or multiple ethnic groups (%)	4.6%	3.7%
	White (%)	71.4%	40.9%
	Other Ethnic Group (%)	3.3%	4.1%
The age profile of the Western population is similar to that of the City population			
A high proportion (over 70%) of the Western ward is made up of a White population. The Western ward has one of the lowest proportion of Asian or Asian British populations across all City wards.			
Ward population as percentage of city total		5.7%	368,581
Total DWP claimants (% of Leicester total claimants)		6.6%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		8.0%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		10.0%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		46.4%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 40.7 Ranked 4 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 75.1 (Leicester average: 76.9)	Female: 79.9 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 46.4% of Western residents reported that their general health was 'very good,' 33.5% reported 'good' health and only 1.5% reported 'very bad' health. These figures are in line with the Leicester average.		

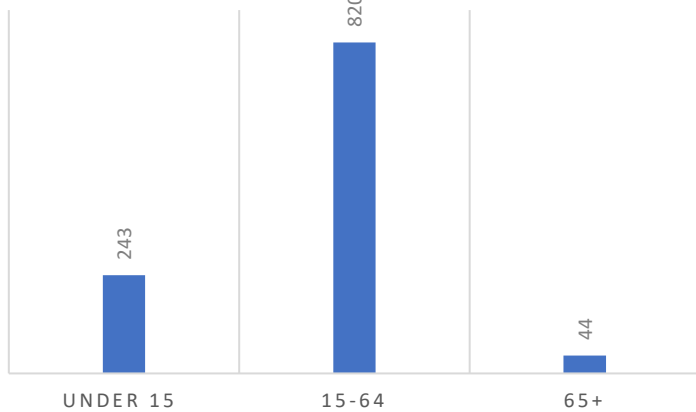
NEW PARKS 22/23 ANNUAL VISITORS



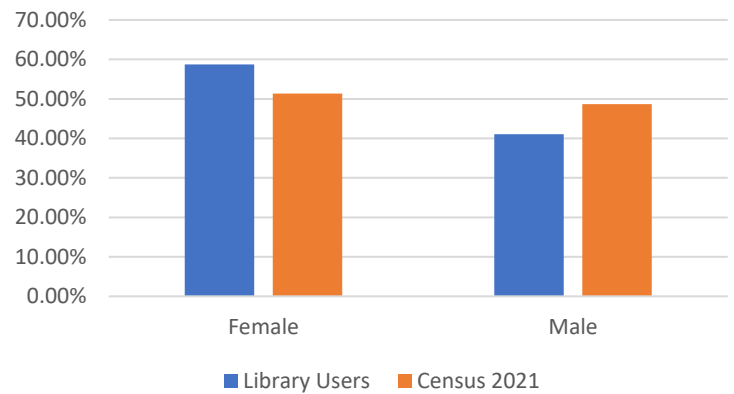
NEW PARKS 23/24 ANNUAL ISSUES



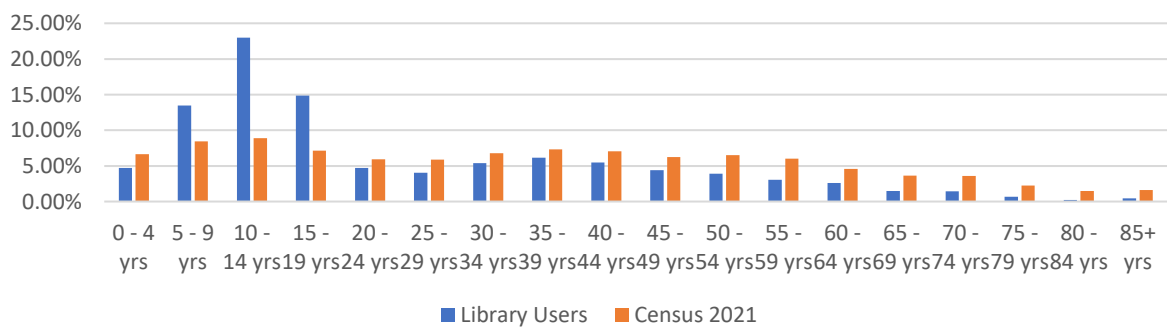
NEW PARKS ACTIVE USERS BY AGE



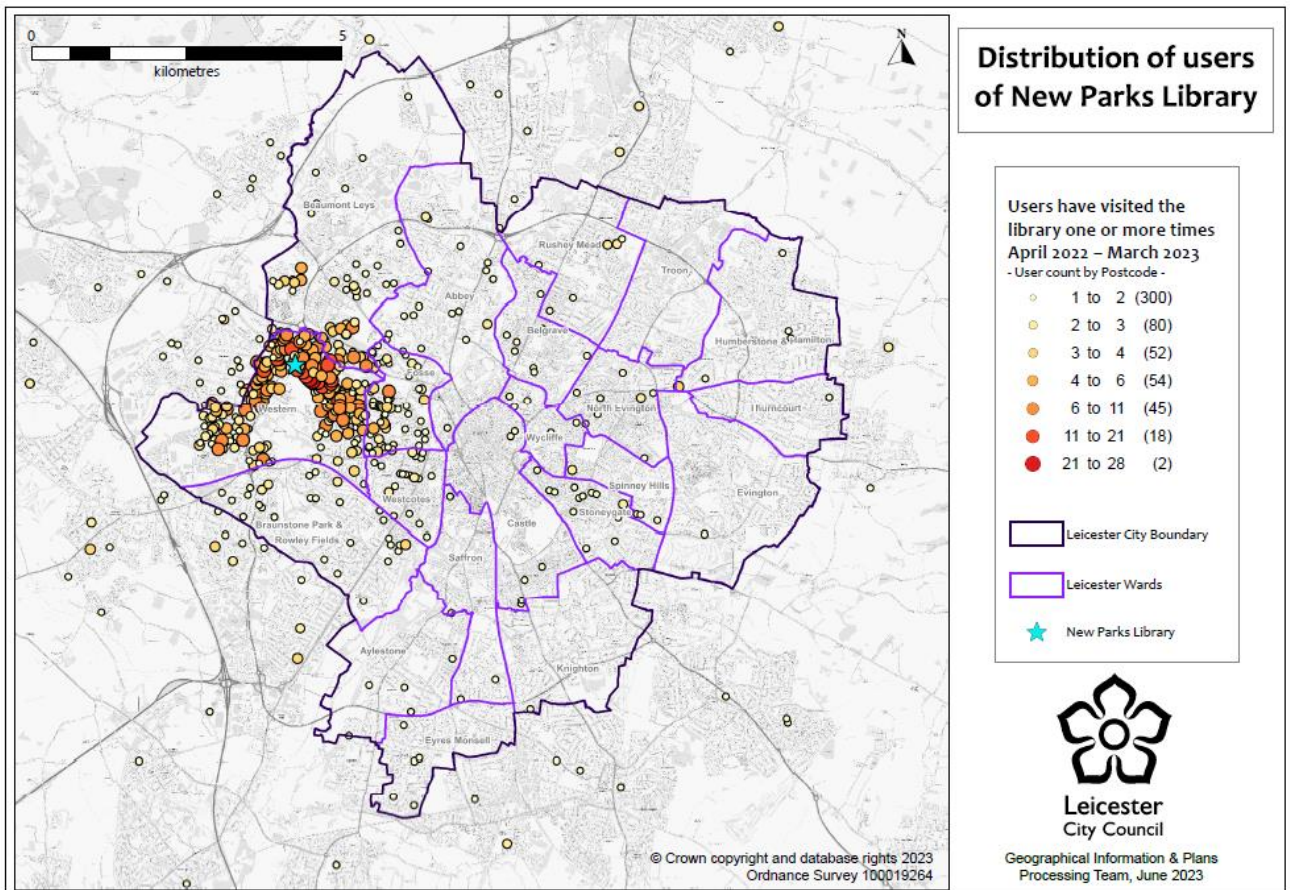
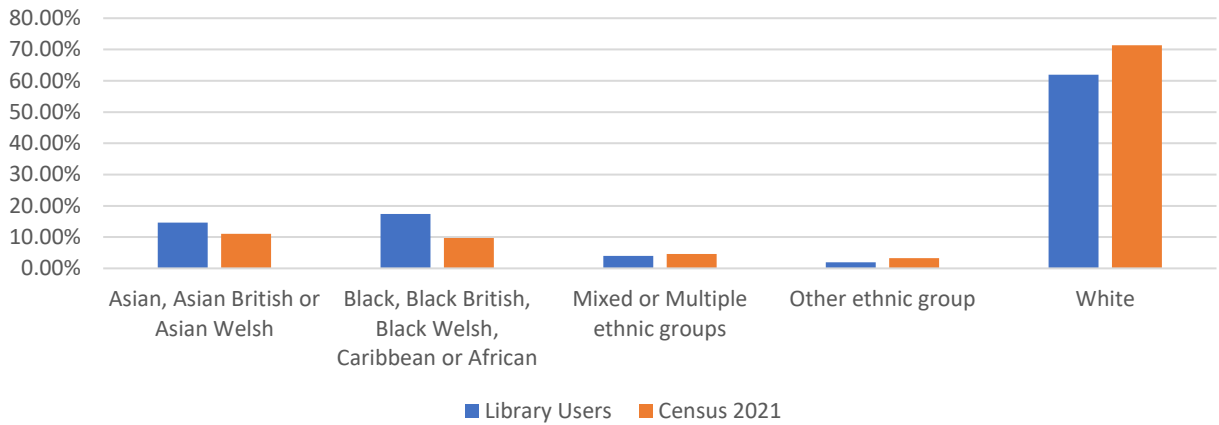
Comparison of Gender Profiles: New Parks Library vs. Western Ward (Census 2021)



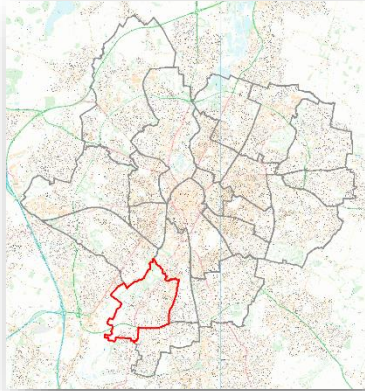
Comparison of Age Profiles: New Parks Library vs. Western Ward (Census 2021)



Comparison of Ethnicity Profiles: New Parks Library vs. Western Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



PORK PIE LIBRARY AND COMMUNITY CENTRE

Address: Southfields Drive (Pork Pie Island), Leicester, LE2 6QS
Telephone: 0116 299 5480

Day	Opening Times
Monday	9am - 5pm
Tuesday	9am - 5pm
Wednesday	9am - 7pm
Thursday	9am - 5pm
Friday	9am - 5pm
Saturday	10am - 1pm
Sunday	Closed
Hours open per week: 45	Usage per hour*: 18.64
Gross internal area (m2): 1,159	Total frontline staffing hours: 120.25
*Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	41,937	Net Running Cost (Budget)	£178,888
PC usage (Hrs)	1,915	Income (Budget)	£9,000
Stock issues	18,153	Cost per visit (against budget)	£4.27
Total Running Costs (Budget)	£187,888	Visitor recovery % since 2019	78%
Partner Services		Regular Events	
DWP work coach		Toddler time	Semper Singers
LCC Adult Education		Study Support	Lunch Club
		Irish Dance	Friendship group
Library Services		Community Services	
1:1 Computer sessions	Scanner		
PCs for use	Printers		
Wi-Fi			

SERVICE INFORMATION

Customer Insight			
Key usage Statistics: 2023/2024			
Pork Pie - Library	Number	% of Leicester Total	
All registered users	4,037	3.3%	of all library members
Active users	2,033	3.3%	of all active users
Annual Issues	18,153	3.0%	of all issues

SERVICE INFORMATION

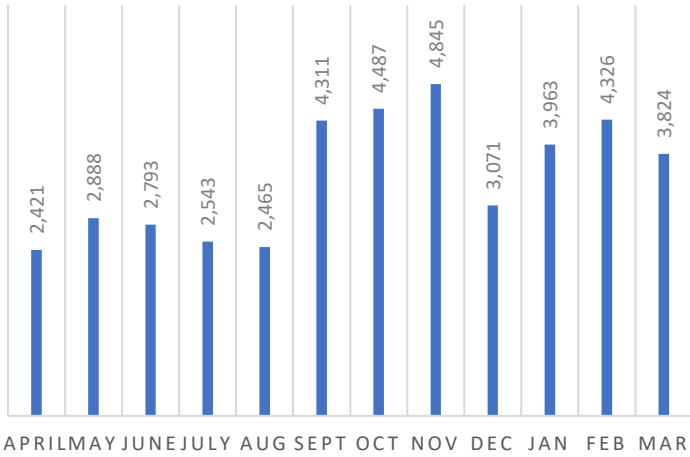
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Theatre and kitchen/food prep area	7.10	12.20	51.00
Theatre (inc stage)	5.60	9.70	40.80
Kitchen/food prep area	4.10	7.10	30.60
Classroom	5.60	9.70	40.80
Community Room	4.10	7.10	30.60
IT suite	4.10	7.10	30.60
Number of bookings 2023-24			957
Income from bookings 2023-24			£ 13,391.42

LOCAL INFORMATION

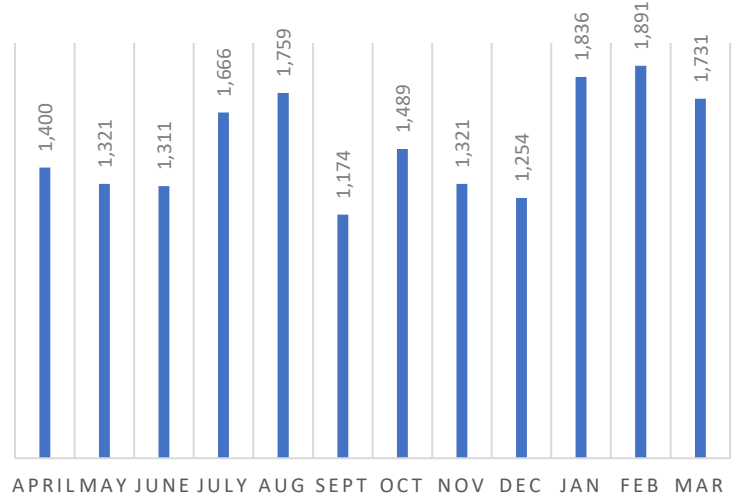
Transport Links	Accessibility: Very Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Eyres Monsell Primary School (0.82 km) • Holy Cross Catholic School (0.40 km) • Marriott Primary School (0.52 km) • Montrose School (0.68 km) • Tudor Grange Samworth Academy (0.41km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Aylestone Library 	1.8 km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Eyres Monsell Community Centre • Kingfisher Youth Centre • Saffron Children Young People & Family Centres 	0.86 km 0.86 km 0.70 km
	External Community Spaces include:	
	<ul style="list-style-type: none"> • Saffron Lane Neighbourhood Council 0.75 km 	

WARD PROFILE INFORMATION		Saffron Community	Leicester City
Total Population		13888	368,581
Age	Under 15 (%)	19.6%	19.7%
	15-64 (%)	73.8%	68.5%
	65+ (%)	6.6%	11.8%
Ethnicity	Asian or Asian British (%)	14.2%	43.4%
	Black, Black British, Caribbean or African (%)	15.2%	7.8%
	Mixed or multiple ethnic groups (%)	6.0%	3.7%
	White (%)	60.7%	40.9%
	Other Ethnic Group (%)	3.8%	4.1%
The age profile of the Aylestone population is similar to that of the City population, however there is a slightly higher proportion of 15-64 year olds, and lower proportion of 65+ year olds.			
A higher proportion (over 60%) of the Saffron ward population is made up of White ethnic groups. It has one of the highest proportions of Black, Black British, Caribbean or African populations across all City wards.			
Ward population as percentage of city total		3.8%	368,581
Total DWP claimants (% of Leicester total claimants)		3.7%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		5.6%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		6.6%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		46.8%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 45.2 Ranked 2 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 71.4 (Leicester average: 76.9)	Female: 78.9 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 46.7% of Saffron residents reported that their general health was 'very good,' 34.5% reported 'good' health and only 1.5% reported 'very bad' health. These figures are in line with the Leicester average		

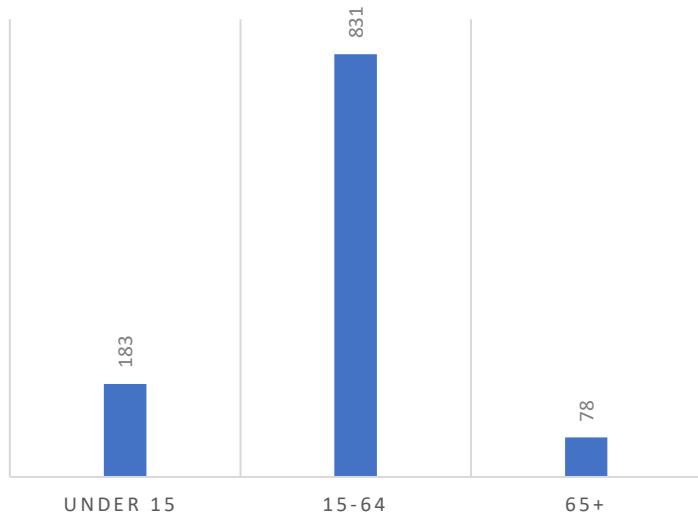
PORK PIE 23/24 ANNUAL VISITORS



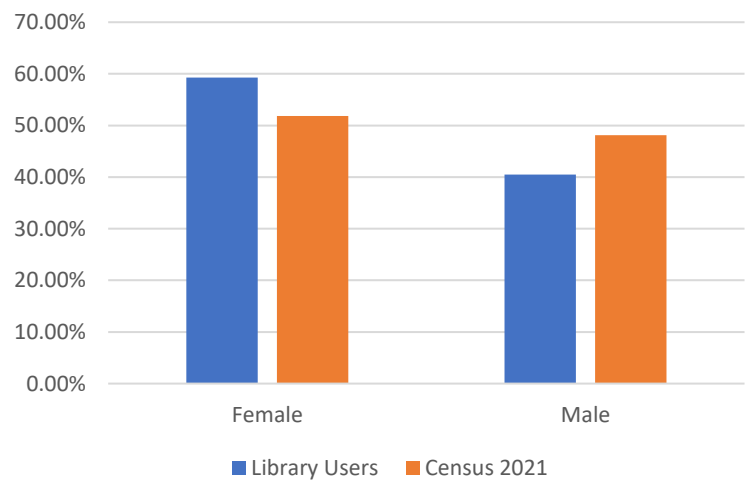
PORK PIE 23/24 ANNUAL ISSUES



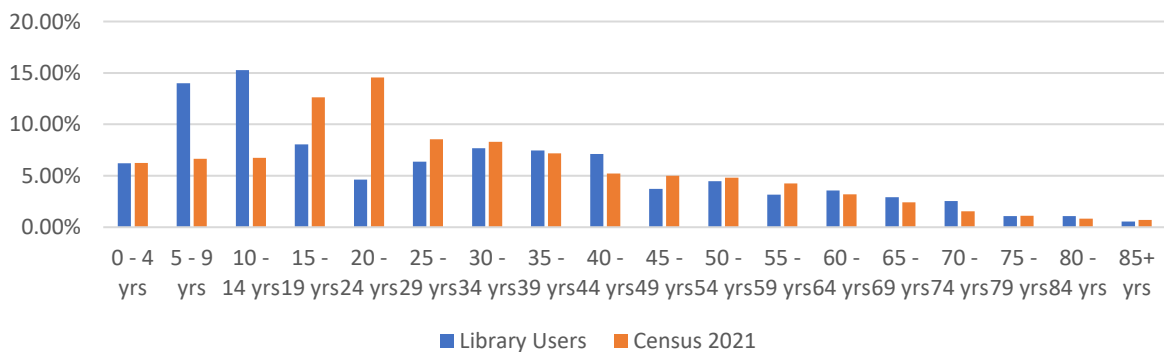
PORK PIE ACTIVE USERS BY AGE



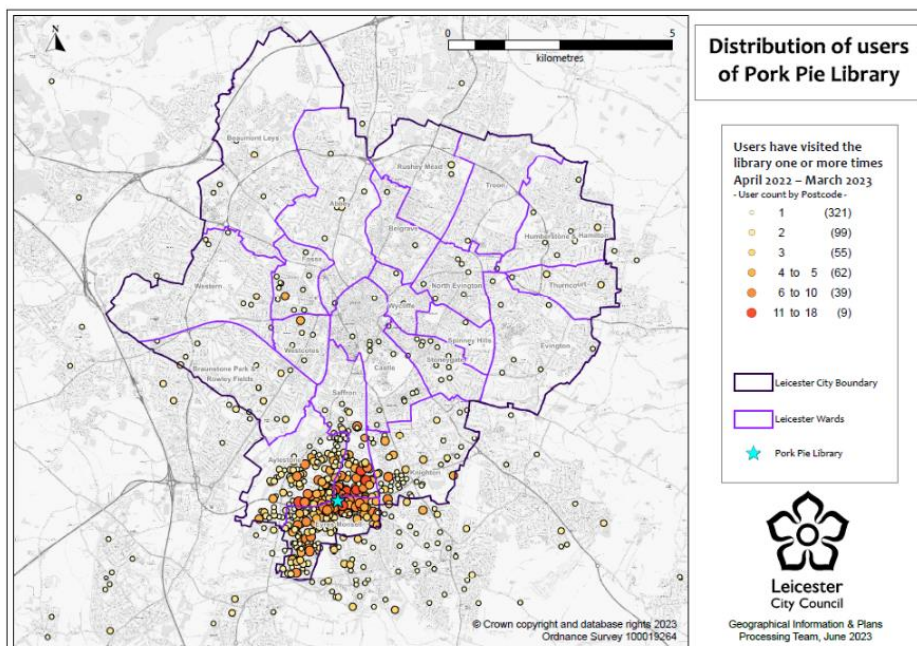
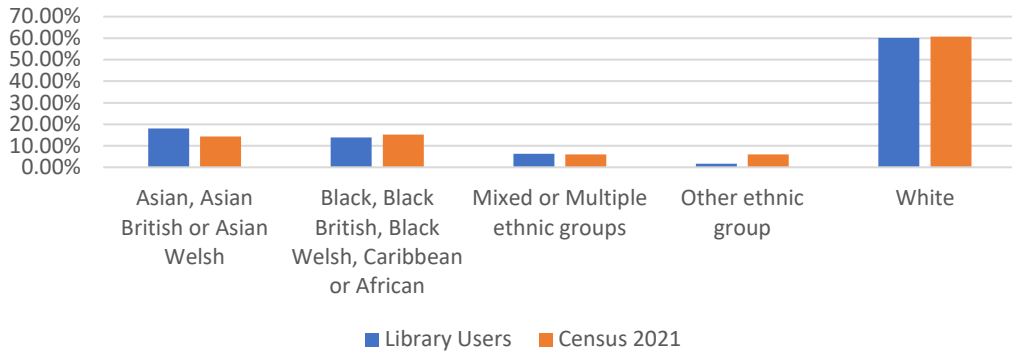
Comparison of Gender Profiles: Pork Pie Library vs. Saffron Ward (Census 2021)



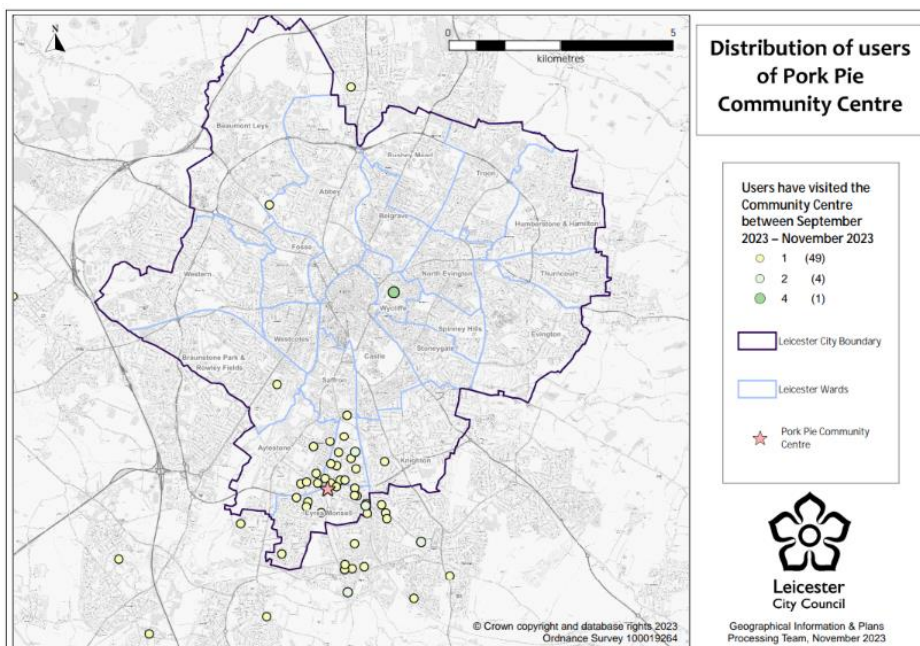
Comparison of Age Profiles: Pork Pie Library vs. Saffron Ward (Census 2021)



Comparison of Ethnicity Profiles: Pork Pie Library vs. Saffron Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.

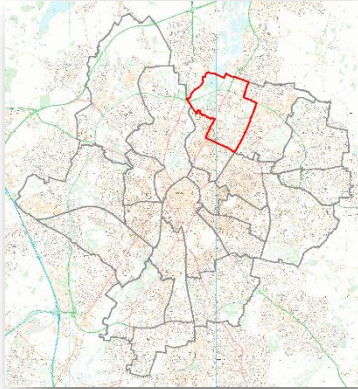


*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



RUSHEY MEAD RECREATION CENTRE

Address: Gleneagles Avenue, Leicester, LE4 7YJ
Telephone: 0116 266 5112 (Rushey Mead Library)



Day	Opening Times (unstaffed Centre)
Monday	9am to 9pm
Tuesday	9am to 9pm
Wednesday	9am to 9pm
Thursday	9am to 9pm
Friday	9am to 9pm
Saturday	9am to 9pm
Sunday	9am to 9pm
Hours open per week: (available on a bookable basis)	Usage per hour*: 6.44
Gross internal area (m2): 229	Total frontline staffing hours: 185
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

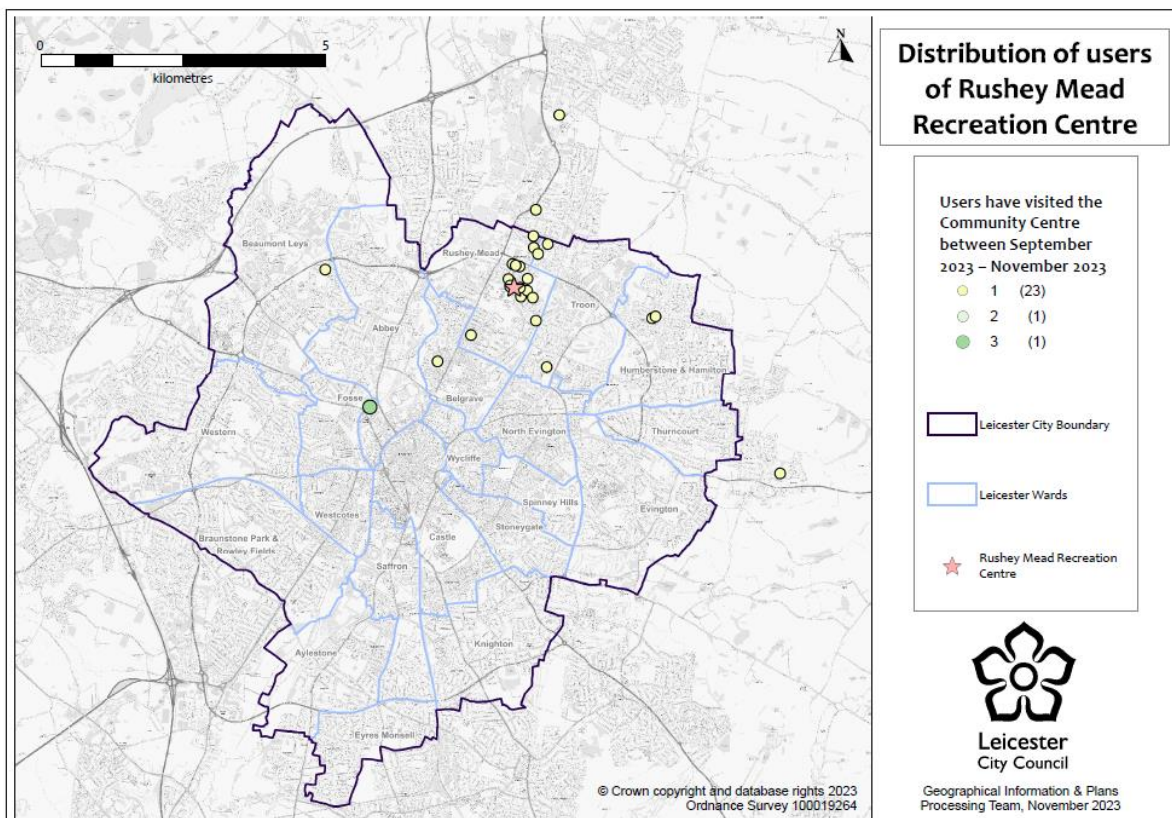
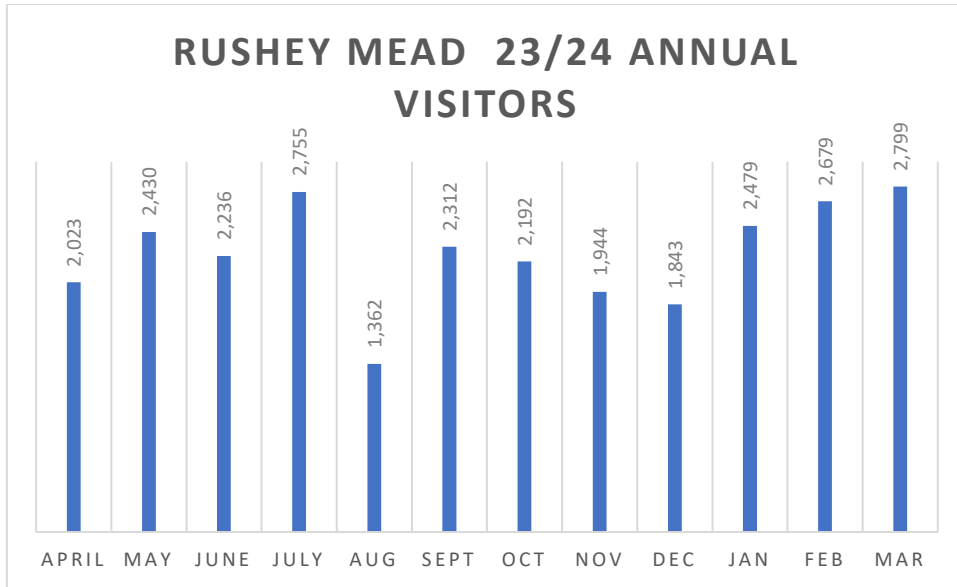
Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	27,054	Net Running Cost (Budget)	£15,286
PC usage (Hrs)	N/A	Income (Budget)	£9,400
Stock issues	N/A	Cost per visit (against budget)	£0.57
Total Running Costs (Budget)	£24,686	Visitor recovery % since 2019	100%
Services		Regular Events	
N/A		Yoga	Bhajan Sandhiya
		Ta Kwon Do	Hariprasadam
		Dance classes	Private social groups
Partner Services		Lunch club	Church group
N/A		Chai and chat	Yogi Devine

Community Use (£ per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Small Centre	7.10	12.20	51.00
Number of bookings 2023-24			749
Income from bookings 2023-24			£13,078.60

LOCAL INFORMATION

Transport Links	Accessibility: Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Herrick Primary School (0.12 km) • Rushey Mead Academy (0.52 km) • Rushey Mead Primary School (0.88 km) • Sandfield Close Primary School (0.78 km) • Soar Valley College (0.25 km) • Wyvern Primary School (0.64 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Rushey Mead Library • Thurmaston Library • Belgrave Library • Birstall library 	0.12 km 1.58 km 1.71 km 1.87 km
Community Buildings (Within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Belgrave Neighbourhood Centre 	2.3 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • Soar Valley College (0.25 km) • All Saints Church (1.0 km) 		

WARD PROFILE INFORMATION		Rushey Mead Community	Leicester City
Total Population		17,396 (4.7%)	368,581
Age	Under 15 (%)	16.3%	19.7%
	15-64 (%)	65.2%	68.5%
	65+ (%)	18.4%	11.8%
Ethnicity	Asian or Asian British (%)	82.3%	43.4%
	Black, Black British, Caribbean or African (%)	1.4%	7.8%
	Mixed or multiple ethnic groups (%)	1.4%	3.7%
	White (%)	11.2%	40.9%
	Other Ethnic Group (%)	3.8%	4.1%
The Rushey Mead ward population has a higher proportion of 65+ year olds when compared to the City population			
A high proportion (over 80%) of the Rushey Mead ward is made up of an Asian or Asian British population.			
Ward population as percentage of city total		4.7%	368,581
Total DWP claimants (% of Leicester total claimants)		5.4%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.2%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.2%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		75.0%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 24.3 Ranked 18 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.9 (Leicester average: 76.9)	Female: 84.1 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 45.7% of Rushey Mead residents reported that their general health was 'very good,' 34.5% reported 'good' health and only 1.5% reported 'very bad' health. These figures are in line with the Leicester average.		



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023

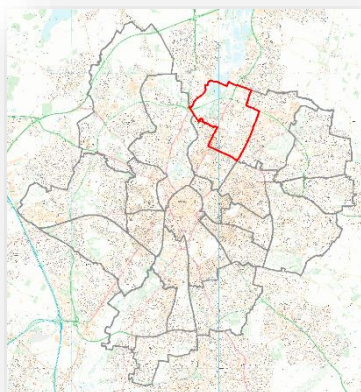


RUSHEY MEAD LIBRARY

Address: Lockerbie Walk, LE4 7YJ

Telephone: 0116 266 5112

Day	Opening Times
Monday	10am - 6pm
Tuesday	1pm - 6.30pm
Wednesday	Closed
Thursday	1pm - 6.30pm
Friday	10am - 5pm
Saturday	10am - 1pm
Sunday	Closed
Hours open per week: 29	Usage per hour*: 9.97
Gross internal area: 160	Total frontline staffing hours: 74
* Average hourly rate (visitors/total hours open)	



SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	14,457	Net Running Cost (Budget)	£98,377
PC usage (Hrs)	572	Income (Budget)	£1,200
Stock issues	12,382	Cost per visit (against budget)	£6.80
Total Running Costs (Budget)	£99,577	Visitor recovery % since 2019	66%
Library Services		Regular Events	
1:1 Computer sessions	Scanner	Toddler Time	Laughter Yoga
PCs for use	Printer	Chai and Chat	
Wi-Fi			
Partner Services			
Councillors' surgery			

SERVICE INFORMATION

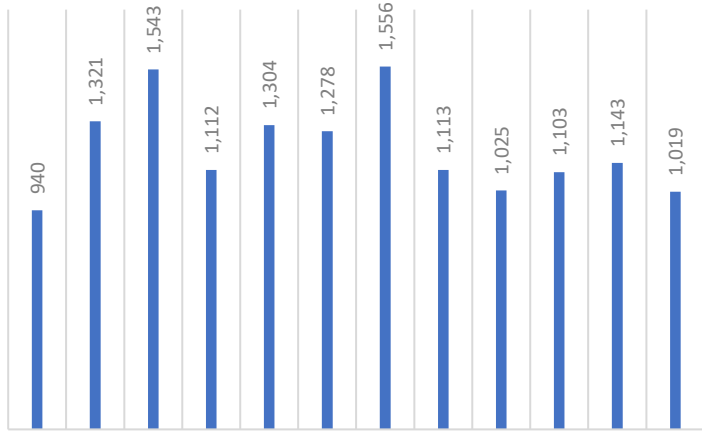
Customer Insight			
Key usage Statistics: 2023/2024			
Rushey Mead	Number	% of Leicester Total	
All registered users	2,347	2.0%	<i>of all library members</i>
Active users	1,262	2.2%	<i>of all library users</i>
Annual Issues	12,382	2.4%	<i>of all issues</i>

LOCAL INFORMATION

Transport Links	Accessibility: Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none">• Herrick Primary School (0.11 km)• Rushey Mead Academy (0.54 km)• Rushey Mead Primary School (0.88 km)• Sandfield Close Primary School (0.78 km)• Soar Valley College (0.25 km)• Wyvern Primary School (0.64 km)	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none">• Belgrave Library	2.3 km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none">• Rushey Mead Recreation Centre	0.12 km
	External Community Spaces include:	
	<ul style="list-style-type: none">• Soar Valley College (0.25 km)• All Saints Church (1.0 km)	

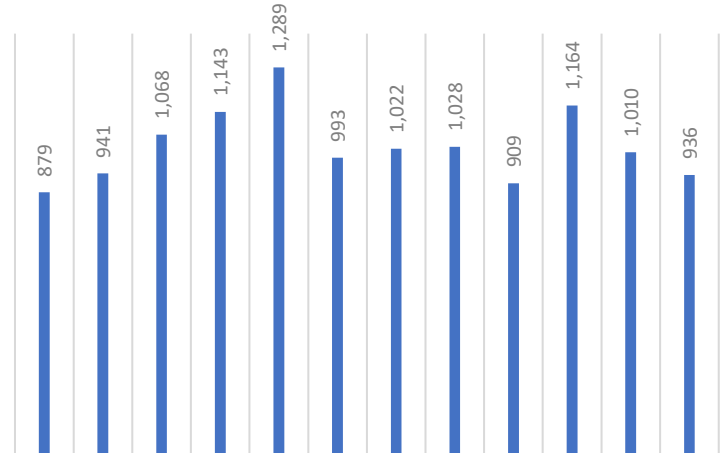
WARD PROFILE INFORMATION		Rushey Mead Community	Leicester City
Total Population		17,396 (4.7%)	368,581
Age	Under 15 (%)	16.3%	19.7%
	15-64 (%)	65.2%	68.5%
	65+ (%)	18.4%	11.8%
Ethnicity	Asian or Asian British (%)	82.3%	43.4%
	Black, Black British, Caribbean or African (%)	1.4%	7.8%
	Mixed or multiple ethnic groups (%)	1.4%	3.7%
	White (%)	11.2%	40.9%
	Other Ethnic Group (%)	3.8%	4.1%
The Rushey Mead ward population has a higher proportion of 65+ year olds when compared to the City population			
A high proportion (over 80%) of the Rushey Mead ward is made up of an Asian or Asian British population.			
Ward population as percentage of city total		4.7%	368,581
Total DWP claimants (% of Leicester total claimants)		5.4%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.2%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.2%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		75.0%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 24.3 Ranked 18 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.9 (Leicester average: 76.9)	Female: 84.1 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 45.7% of Rushey Mead residents reported that their general health was 'very good,' 34.5% reported 'good' health and only 1.5% reported 'very bad' health. These figures are in line with the Leicester average.		

RUSHEY MEAD LIBRARY 24/23 ANNUAL VISITORS



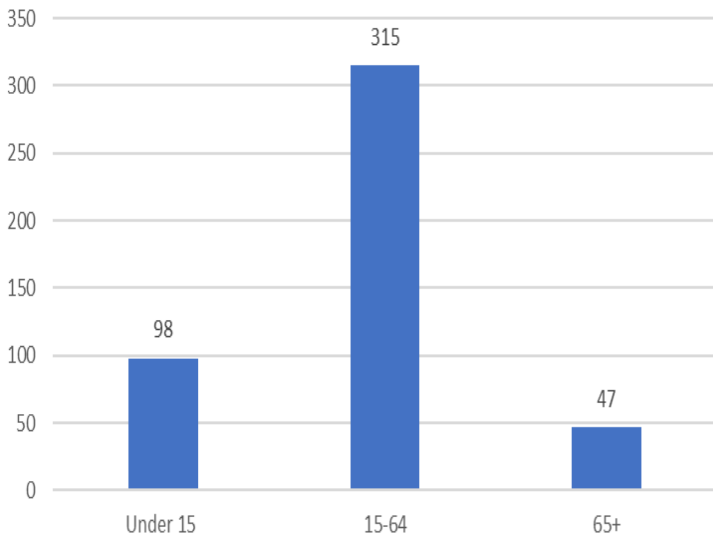
APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MAR

RUSHEY MEAD LIBRARY 23/24 ANNUAL ISSUES

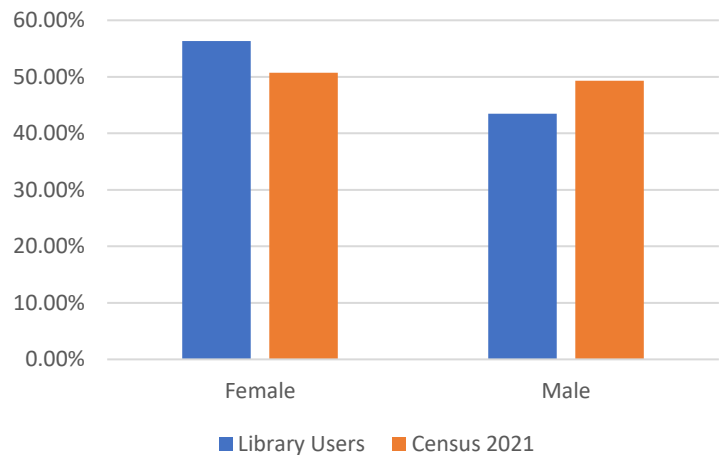


APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MAR

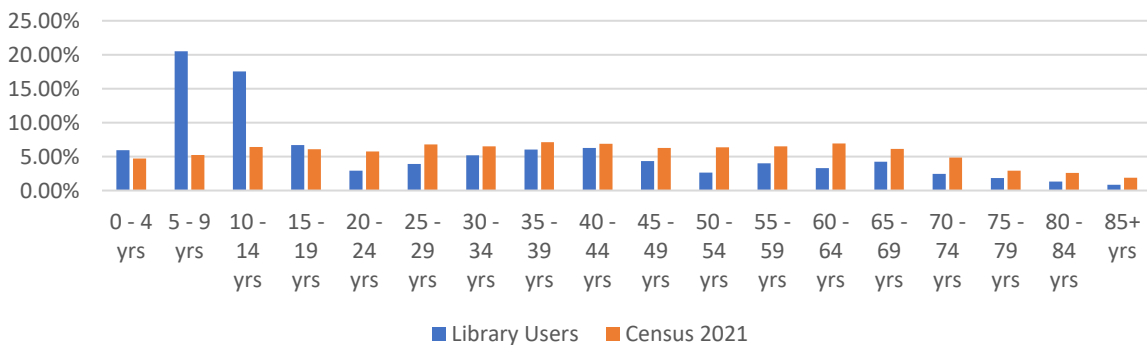
Rushey Mead Library Active Users by Age

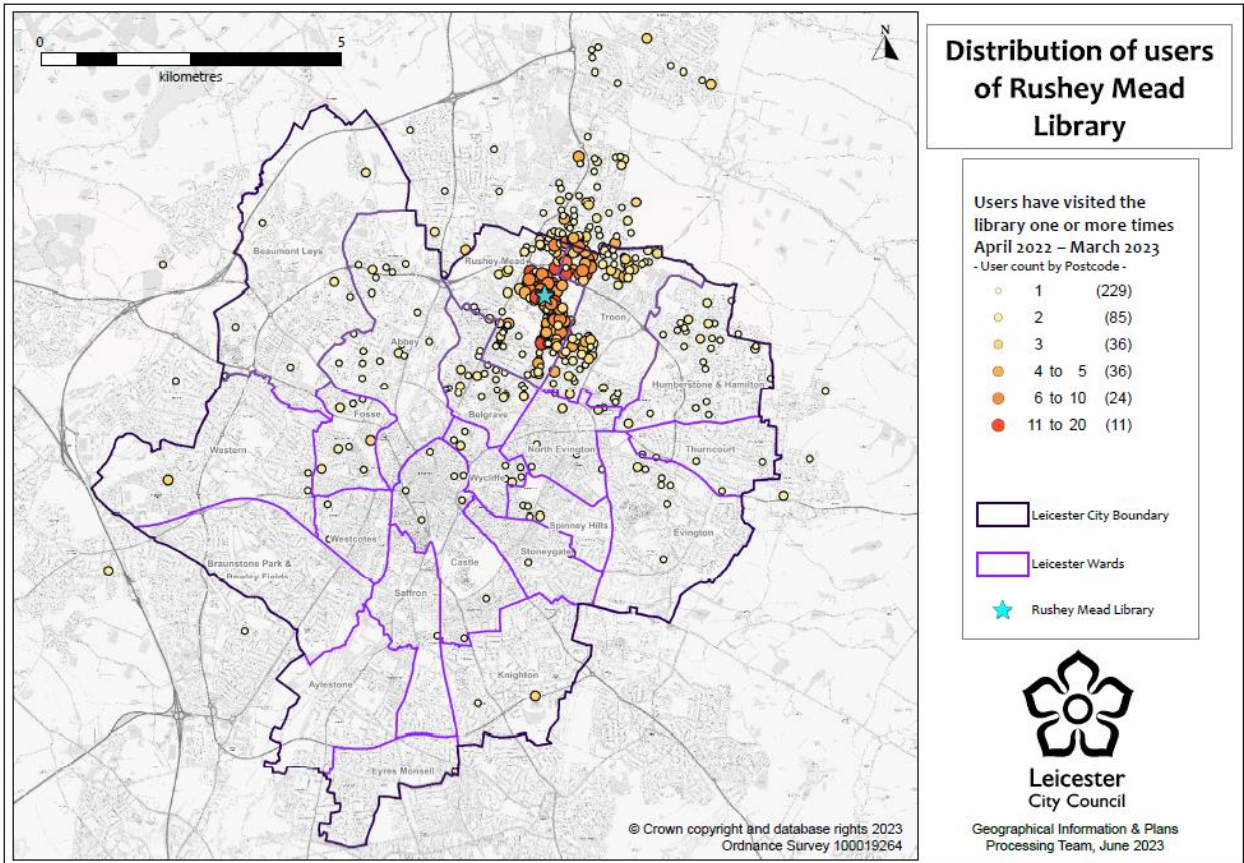
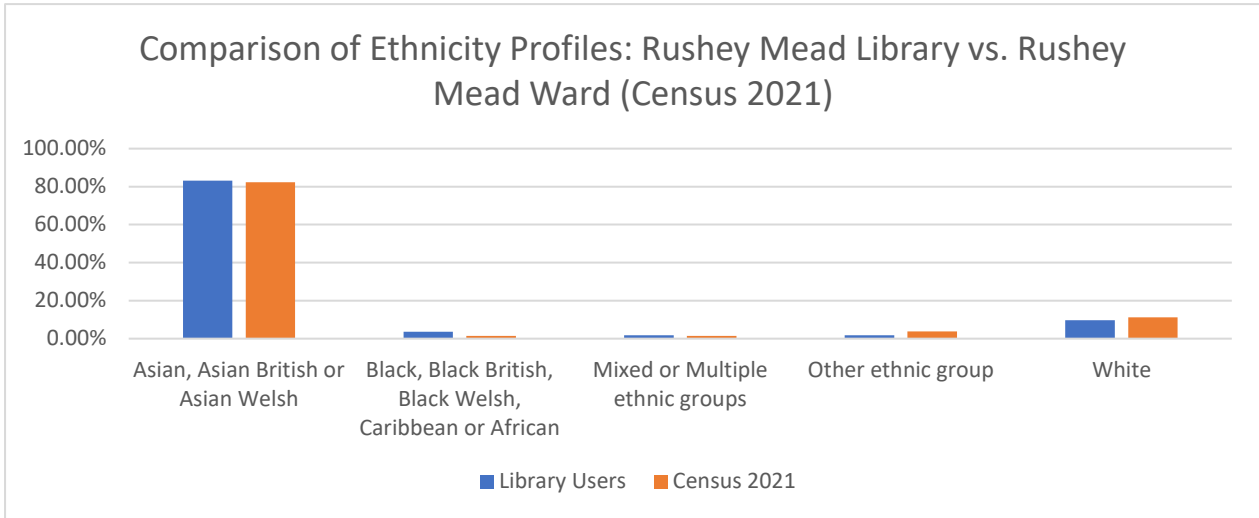


Comparison of Gender Profiles: Rushey Mead Library vs. Rushey Mead Ward (Census 2021)



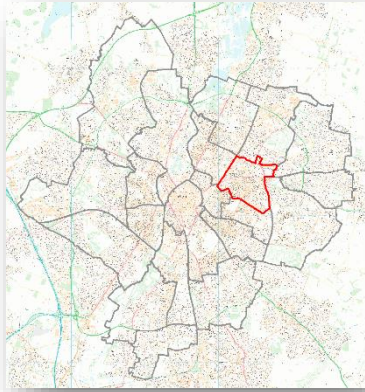
Comparison of Age Profiles: Rushey Mead Library vs. Rushey Mead Ward (Census 2021)





*Based on active library members who have used the library at least once in 12 months during 2022 – 23.





ST. BARNABAS LIBRARY

Address: Beaumont Way, LE4 1DS

Telephone: 0116 454 3250

Day	Opening Times
Monday	9.30am - 5pm
Tuesday	9.30am - 7pm
Wednesday	9.30am - 7pm
Thursday	9.30am - 7pm
Friday	9.30am - 5pm
Saturday	10am - 4pm
Sunday	Closed
Hours open per week: 49.5	Usage per hour*: 20.18
Gross internal area: 1,024	Total frontline staffing hours: 175.75
* Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	49,937	Net Running Cost (Budget)	£269,788
PC usage (Hrs)	6,434	Income (Budget)	£13,100
Stock issues	46,209	Cost per visit (against budget)	£4.79
Total Running Costs (Budget)	£282,888	Visitor recovery % since 2019	103%
Library Services		Regular Events	
Digital and Performance Suite	PCs for use	CAB (appointments only)	
Free Wi-Fi		DWP (appointments only)	
Computer sessions for beginners			
Partner Services		Trussel Trust	
DWP	Adult Learning	LCC Housing	Citizen's Advice Bureau

SERVICE INFORMATION

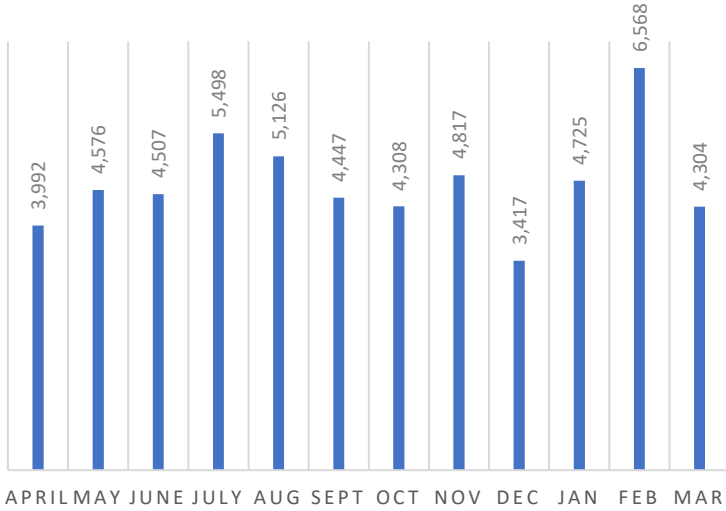
Customer Insight			
Key usage Statistics: 2023/2024			
St. Barnabas Library	Number	% of Leicester Total	
All registered users	9,350	7.8%	of all library members
Active users	4,996	8.4%	of all active users
Annual Issues	46,209	8.2%	of all issues

LOCAL INFORMATION

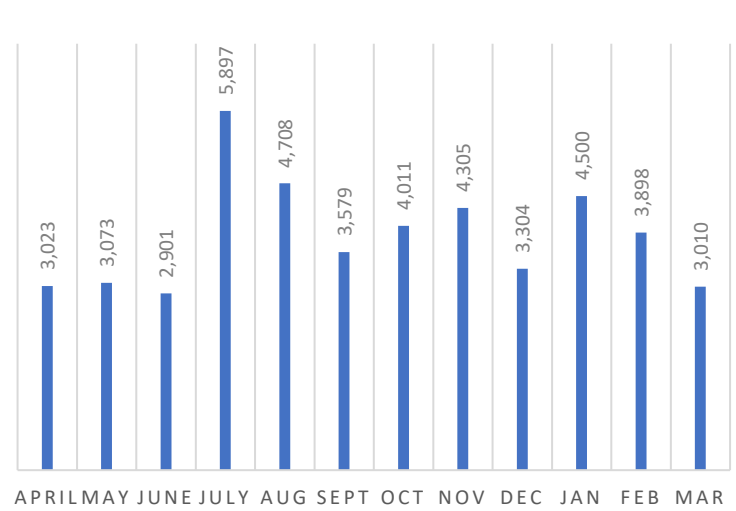
Transport Links	Accessibility: Very Good			
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Al-Aqsa Schools Trust (0.62 km) • Bridge Junior School (0.73 km) • Green Lane Infant School (0.73 km) • Jameah Boys Academy (0.59 km) • Jameah Girls Academy (0.60 km) • Merrydale Infant School (0.46 km) • Merrydale Junior School (0.50 km) • Spinney Hill Primary School (0.78 km) • St. Barnabas CofE Primary School (0.08 km) • The Imam Muhammad Adam Institute Boys School (0.24km) • The Imam Muhammad Adam Institute Girls School (0.24 km) 			
Libraries Nearby	Library	Distance		
	<ul style="list-style-type: none"> • Highfields Library • St Matthews Library 	1.7 km 1.9 km		
Community Buildings (within a 1km radius)	LCC Community Centres		Distance	
	<ul style="list-style-type: none"> • Coleman Neighbourhood Centre • Spence Street Baths & Sports Centre 		1.60 km 0.18 km	
	External Community Spaces include:			
	<ul style="list-style-type: none"> • Coleman Lodge Community Centre (0.95 km) • Northfields Neighbourhood Centre (1.1km) • Sikh Community Centre (0.60km) • Wesley Hall Community Project (1.2km) 			

WARD PROFILE INFORMATION		North Evington Community	Leicester City
Total Population		23905	368,581
Age	Under 15 (%)	22.2%	19.7%
	15-64 (%)	68.7%	68.5%
	65+ (%)	9.1%	11.8%
Ethnicity	Asian or Asian British (%)	80.4%	43.4%
	Black, Black British, Caribbean or African (%)	4.1%	7.8%
	Mixed or multiple ethnic groups (%)	2.6%	3.7%
	White (%)	9.1%	40.9%
	Other Ethnic Group (%)	3.9%	4.1%
The age profile of the North Evington ward is similar to the city population			
A high proportion (over 80%) of the North Evington ward is made up of an Asian or Asian British population.			
Total DWP claimants (% of Leicester total claimants)		6.0%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.5%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.2%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		54.6%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 31.5 Ranked 9 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.9 (Leicester average: 77.1)	Female: 83.6 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 54.2% of North Evington residents reported that their general health was 'very good,' 31.2% reported 'good' health and only 0.9% reported 'very bad' health. These figures are in line with the Leicester average.		

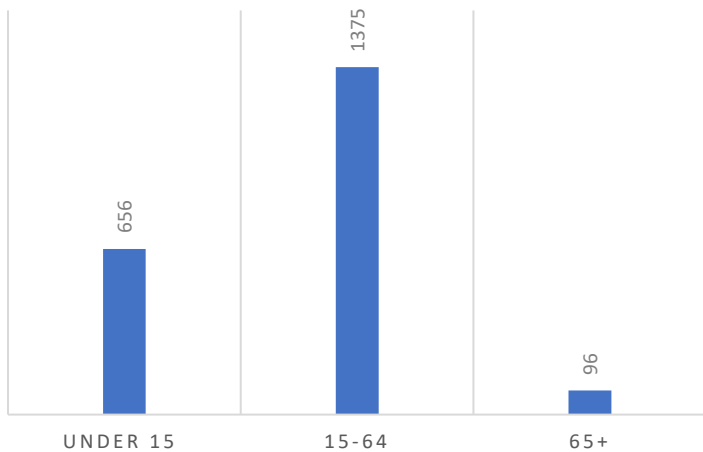
ST BARNABUS 23/24 ANNUAL VISITORS



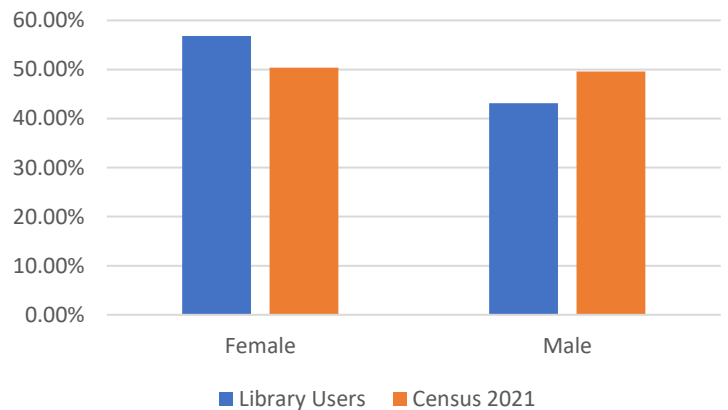
ST BARNABUS 23/24 ANNUAL ISSUES



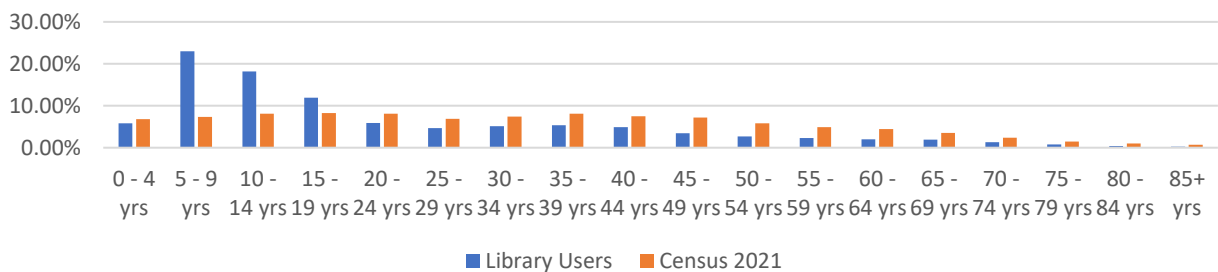
ST BARNABUS ACTIVE USERS BY AGE



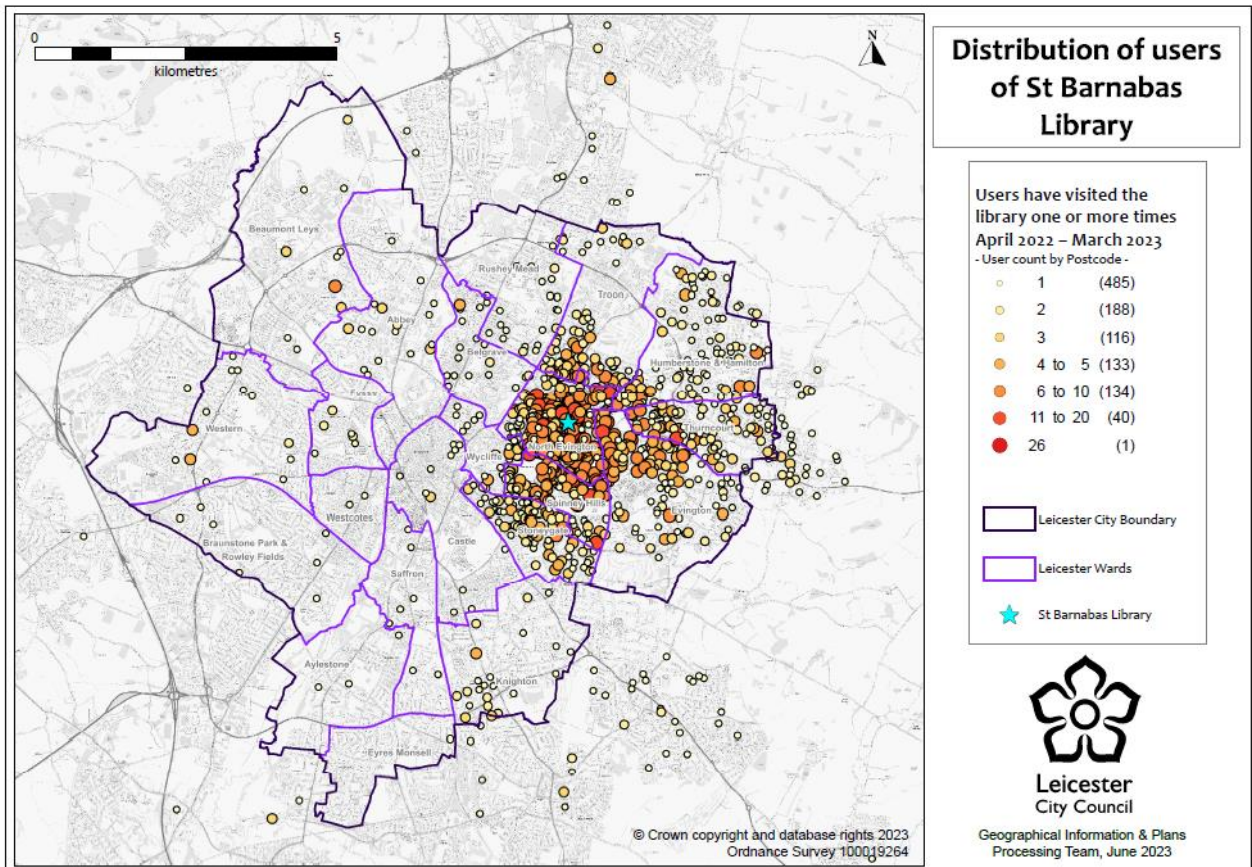
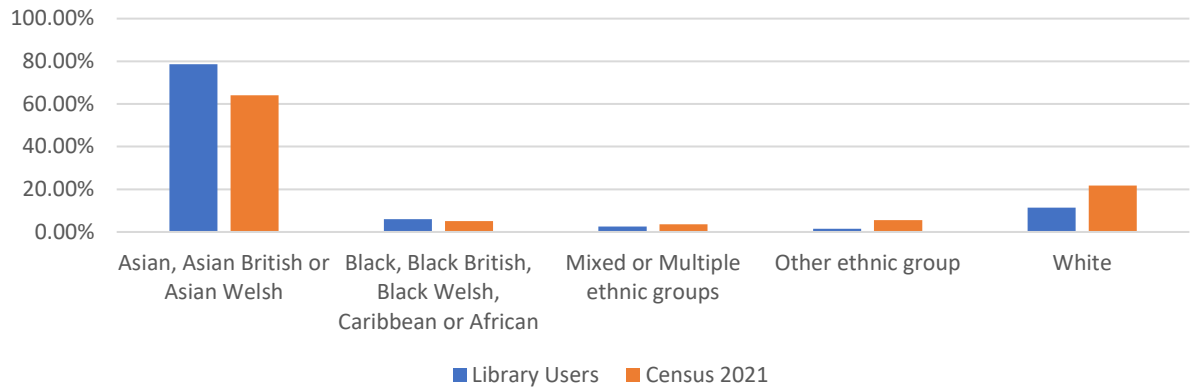
Comparison of Gender Profiles: St Barnabas Library vs. to North Evington Ward (Census 2021)



Comparison of Age Profiles: St Barnabas Library vs. to North Evington Ward (Census 2021)



Comparison of Ethnicity Profiles: St Barnabas Library vs. Rushey Mead Ward (Census 2021)

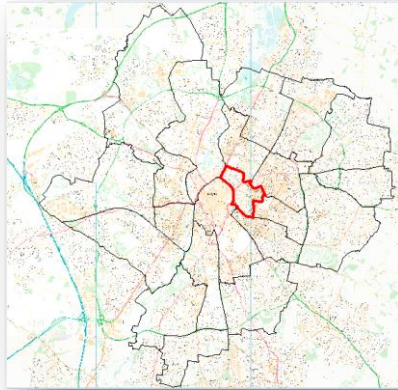


*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



ST MATTHEWS CENTRE

Address: 10 Malabar Road, Leicester, LE1 2PD
Telephone: 0116 222 1045



Day	Opening times (Community Centre)	Opening time (Library)
Monday	9am - 9pm	9am - 8pm
Tuesday	9am - 9pm	9am - 8pm
Wednesday	9am - 9pm	9am - 8pm
Thursday	9am - 9pm	9am - 8pm
Friday	9am - 9pm	9am - 8pm
Saturday	10am - 5pm	10am - 4pm
Sunday	10am - 5pm	10am - 4pm
Hours open per week: 74 / 67		Usage per hour*: 27.75
Gross internal area (m2): 2,255		Total frontline staffing hours: 176.86
* Average hourly rate (visitors/total hours open)		

SERVICE INFORMATION (excluding the sports centre)

Building Highlights 2023/2024		Regular Events	
Visitors	110,089	Toddler Time	Holiday Activities
PC usage (Hrs)	3,463	Community groups	Youth Groups
Stock issues	9,556	Adult Education classes	Women 4 Change
Visitors per hour	28.14	School class visits	STAR
Total Running Costs (Budget)	£379,598	After school sessions	Over 50's mixed activity group
Net Running Cost (Budget)	£315,298	St Matthews Ladies Café	volunteer/ work experience
Income (Budget)	£64,300	Talent 25	IT 121 help sessions
Cost per visit (against budget)	£2.77	Private Tuition	
Recovery % since 2019	67%	Home-school groups	
Library Services		Partner services	
5 PCs		Pre-school	DWP Job Club
Free Wi-Fi		Adult Learning	Housing reception
Scanner		Pre-school	DWP Job Club

SERVICE INFORMATION (excluding the sports centre)

Customer Insight			
Key usage Statistics: 2023/2024			
St Matthews Centre - Library		% of Leicester Total	
All registered users	3,076	2.5%	of all library members
Active users	1,879	2.7%	of all active users
Annual Issues	9,556	0.05%	of all issues

SERVICE INFORMATION (excluding sports hall)

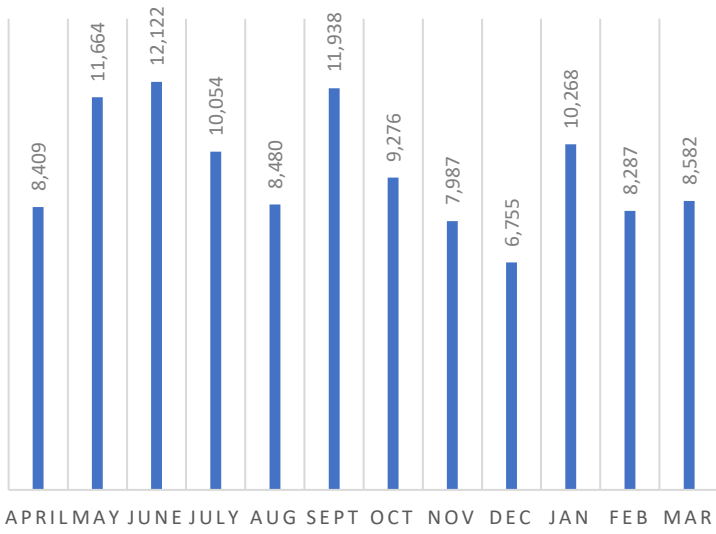
Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Hall	£5.60	£9.70	£40.80
Community Room	£5.60	£9.70	£40.80
Learning Room	£4.10	£7.10	£30.60
IT Room	£4.10	£7.10	£30.60
Youth Wing	£4.10	£7.10	£30.60
Kitchen/Servery	£3.10	£5.10	£20.40
Number of community room bookings 2023-24			974
Number of Adult Learning Sessions			356
Income from bookings 2023-24			£34,626.22

LOCAL INFORMATION

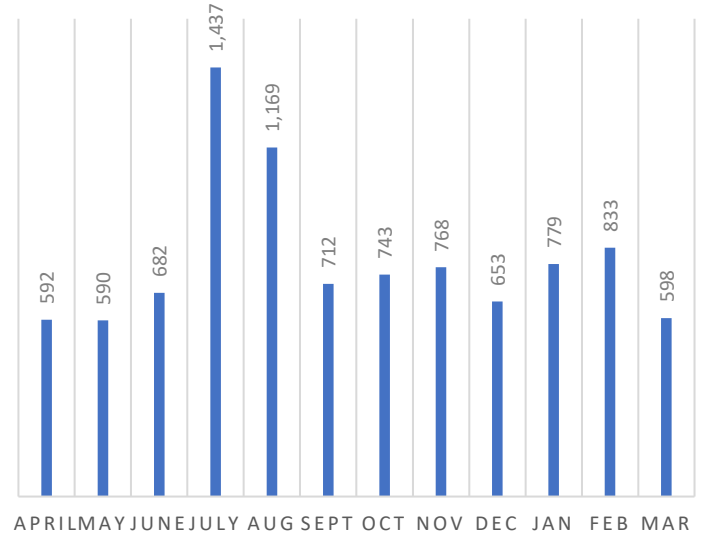
Transport Links	Bus Routes: Very Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Bridge Junior School (0.88 km) • Catherine Infant/Junior School (0.85 km) • Charnwood Primary School (0.39 km) • Green Lane Infant School (0.89 km) • Highfields Primary School (0.84 km) • Moat Community College (0.73 km) • Uplands Infant School (0.97 km) • Uplands Junior L.E.A.D Academy (0.93 km) • Shenton Primary School (0.56 km) • Taylor Road Primary School (0.27 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Highfields Library • Central Library • Belgrave Library • St Barnabas Library 	0.88 km 1.3 km 1.6 km 1.9 km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • African Caribbean Centre • Belgrave Neighbourhood Centre • St. Matthews Children Young People & Family Centres 	0.86 km 1km 0.41 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • Big Local (0.45 km) • What Cabin (0.65 km) • Wesley Hall Community Project (1 km) 		

WARD PROFILE INFORMATION		Wycliffe Community	Leicester City
Total Population		15,792 (4.3%)	368,581
Age	Under 15 (%)	23.6%	19.7%
	15-64 (%)	66.9%	68.5%
	65+ (%)	9.5%	11.8%
Ethnicity	Asian or Asian British (%)	73.6%	43.4%
	Black, Black British, Caribbean or African (%)	15.4%	7.8%
	Mixed or multiple ethnic groups (%)	1.9%	3.7%
	White (%)	4.4%	40.9%
	Other Ethnic Group (%)	4.7%	4.1%
The age profile of the Wycliffe population is similar to that of the City population			
A high proportion (over 73%) of the Wycliffe ward population is made up of the Asian, Asian British or Asian Welsh group. It has one of the lowest proportions of White population across all City wards.			
Ward population as percentage of city total		4.3%	368,581
Total DWP claimants (% of Leicester total claimants)		4.4%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		4.3%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		4.0%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		57.0%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 38.2542 Ranked 5 of 21 wards.	Leicester Average score: 30.87675
Life expectancy	Male 77.53 (Leicester average: 76.93)	Female 82.46 (Leicester average: 81.69)	
Health	The 2021 census results provide a summary of the general health level of residents. 52.0% of Wycliffe residents reported that their general health was 'very good', 30.7% reported 'good' health and only 1.4% reported 'very bad' health. These figures are in line with the Leicester average.		

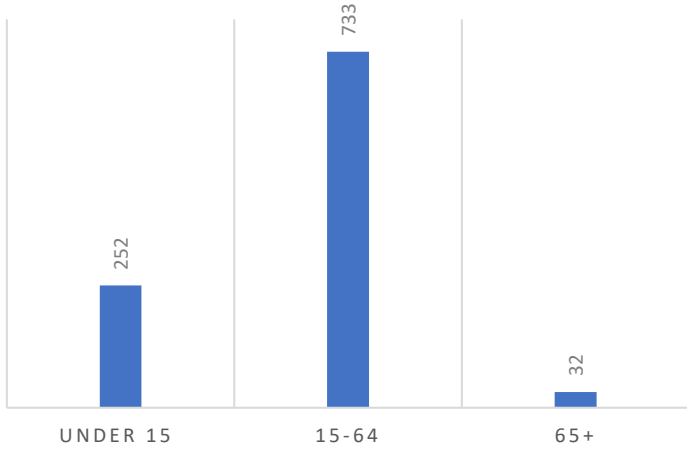
ST MATTHEWS 23/24 ANNUAL ISSUES



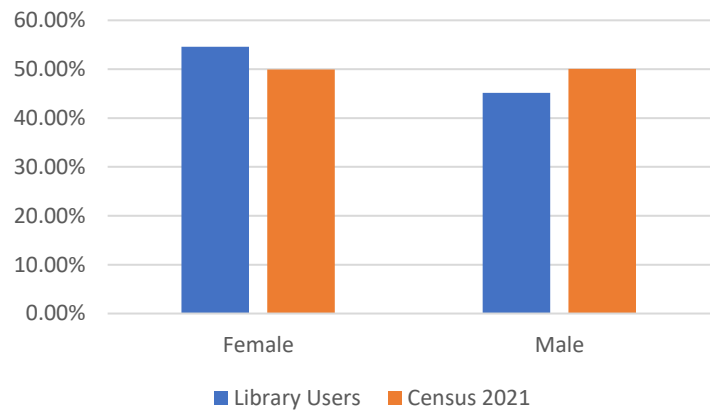
ST MATTHEWS 23/24 ANNUAL VISITORS



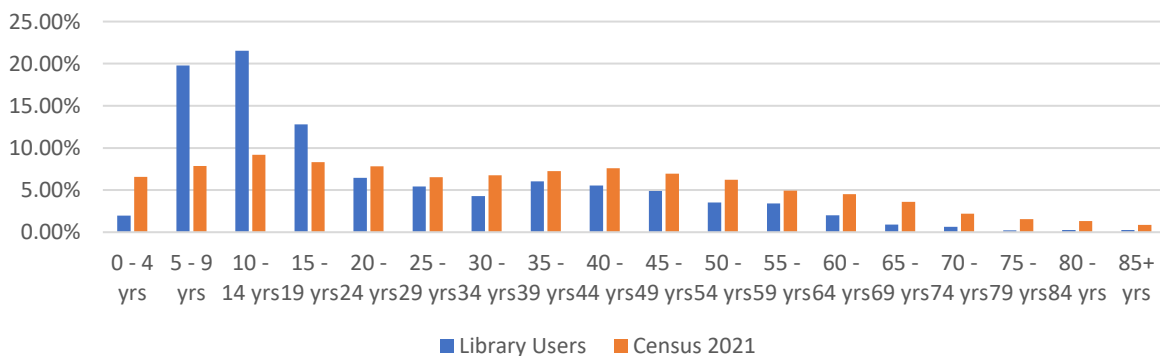
ST MATTHEWS LIBRARY ACTIVE USERS BY AGE



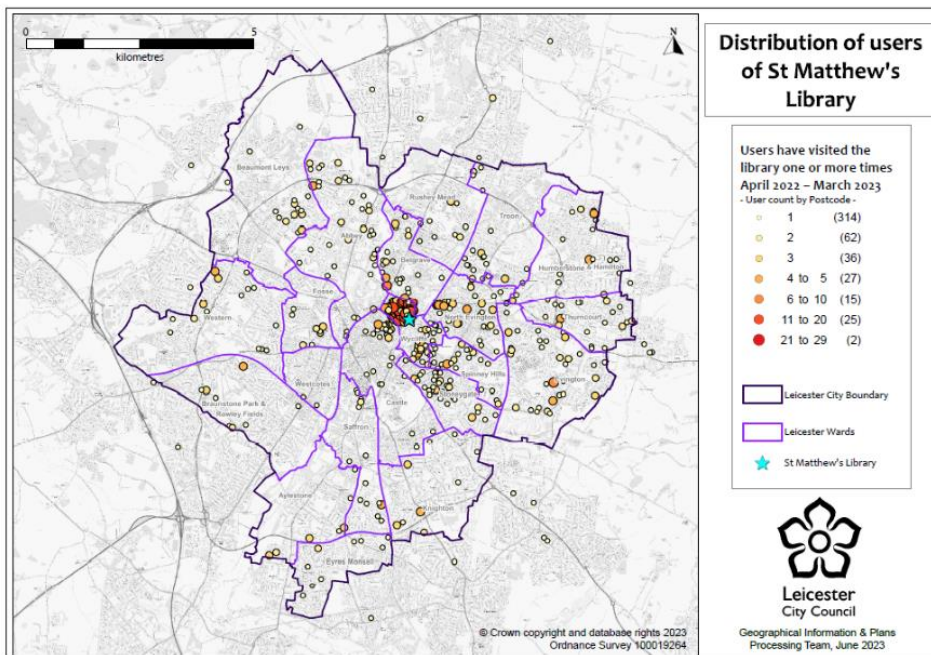
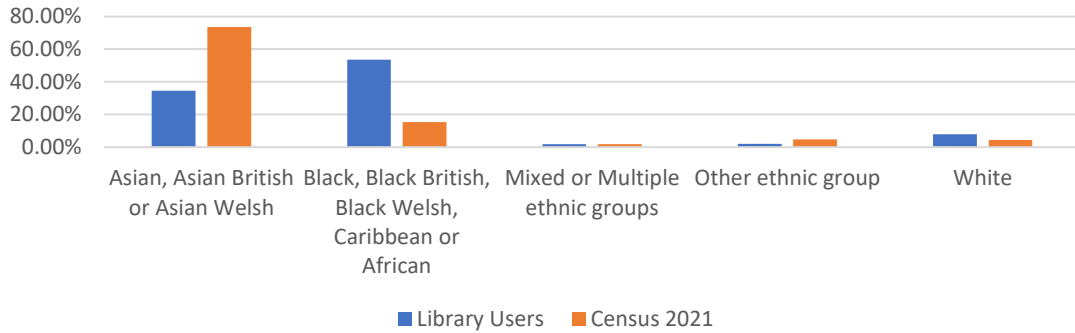
Comparison of Ethnicity Profiles: St Matthews Library vs. Wycliffe Ward (Census 2021)



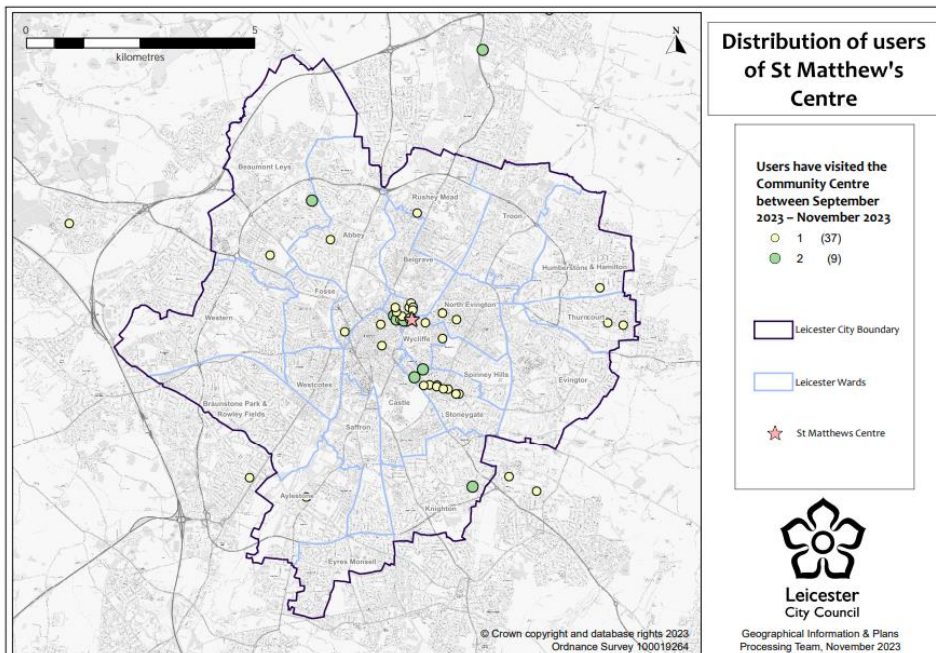
Comparison of Age Profiles: St Matthews Library vs. to Wycliffe Ward (Census 2021)



Comparison of Ethnicity Profiles: St Matthews Library vs. Wycliffe Ward (Census 2021)



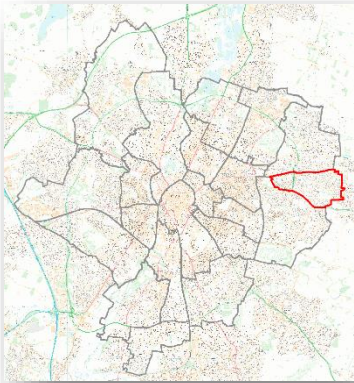
*Based on active library members who have used the library at least once in 12 months during 2022 – 23.



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



THURNBY LODGE COMMUNITY CENTRE



Address: Thurncourt Road, Leicester, LE5 2NG

Telephone: 0116 292 4550

Day	Opening Times
Monday	1pm - 10pm
Tuesday	9.30am - 10pm
Wednesday	1pm - 10pm
Thursday	12.30pm - 7pm
Friday	3.30pm - 10pm
Saturday	Closed
Sunday	Closed
Hours open per week: 43.5	Usage per hour*: 15.79
Gross internal area (m2): 946	Total frontline staffing hours: 74
*Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	34, 334	Net Running Cost (Budget)	£120,248
PC usage (Hrs)	N/A	Income (Budget)	£12,000
Stock issues	N/A	Cost per visit (against budget)	£3.29
Total Running Costs (Budget)	£132,248	Visitor recovery % since 2019	187%
Services		Regular Events	
Cllr surgeries		Pop-in café	Navy Cadets
		Xylia Health	Spiritualist Group
		Diabetes prevention	Karate
Partner Services		Community Bingo	Read Easy
Community Police base	Triple Skillz education	Quorn Hall school	FS Bulwark

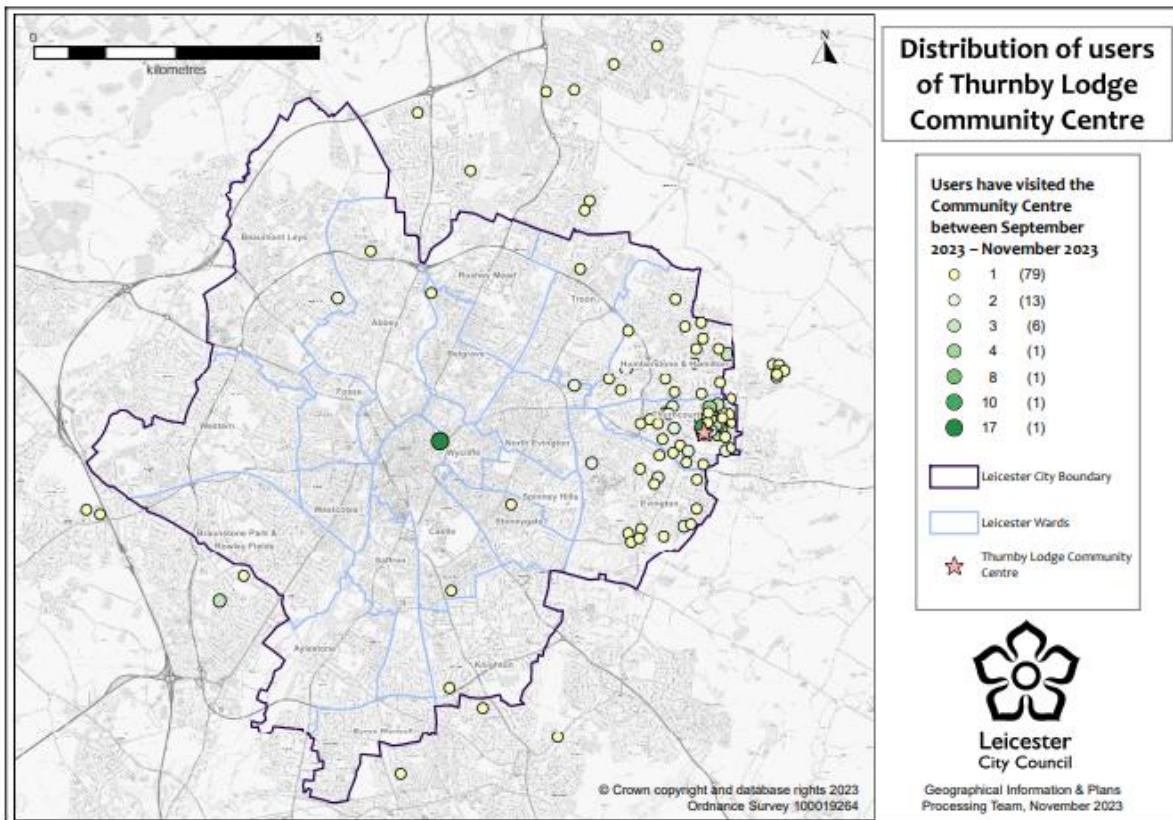
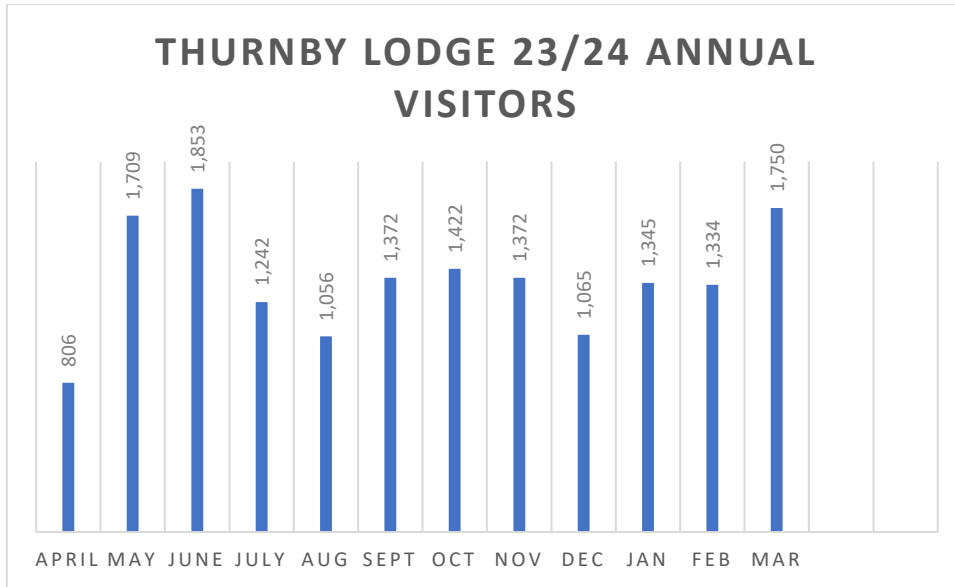
SERVICE INFORMATION

Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Hall	5.60	9.70	40.80
Lounge	4.10	7.10	30.60
Meeting Room	3.10	5.10	20.40
Small annexe	4.10	7.10	30.60
Large annexe	4.10	7.10	30.60
Kitchen	3.10	5.10	20.40
Number of bookings 2023-24			1,464
Income from bookings 2023-24			£24,835.30

LOCAL INFORMATION

Transport Links	Accessibility: Okay	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Leicester City Primary PRU (0.33 km) • St. Josephs Catholic Academy (0.87 km) • Thurnby Mead Primary Academy (0.28 km) • Willowbrook Mead Primary Academy (0.43 km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Hamilton Library 	
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none"> • Thurnby Lodge Children Young People Family Centres • Netherhall Neighbourhood Centre 	0.37 km
	External Community Spaces include:	
<ul style="list-style-type: none"> • Peace Centre (next door) • 42nd Scouts Hut (to the rear) 		

WARD PROFILE INFORMATION		Thurncourt Community	Leicester City
Total Population		12067	368,581
Age	Under 15 (%)	21.7%	19.7%
	15-64 (%)	62.1%	68.5%
	65+ (%)	16.3%	11.8%
Ethnicity	Asian or Asian British (%)	45.2%	43.4%
	Black, Black British, Caribbean or African (%)	3.7%	7.8%
	Mixed or multiple ethnic groups (%)	4.0%	3.7%
	White (%)	43.8%	40.9%
	Other Ethnic Group (%)	3.4%	4.1%
The age profile of the Evington population has a slightly lower proportion of 15-64 year olds, and slightly higher proportion of 65+ year olds, when compared to the City population			
The ethnicity of the Thurncourt ward is similar to that of the city population			
Total DWP claimants (% of Leicester total claimants)		3.6%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		3.9%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		5.5%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		64.1%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 29.2 Ranked 11 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 76.6 (Leicester average: 76.9)	Female: 81.8 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 46.1% of Thurncourt residents reported that their general health was 'very good,' 33.2% reported 'good' health and only 1.5% reported 'very bad' health. These figures are in line with the Leicester average.		



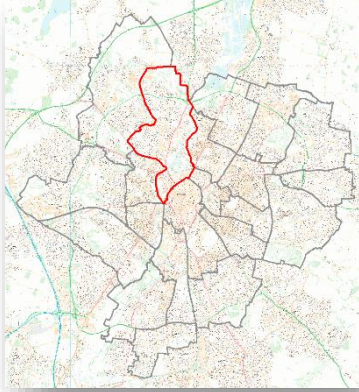
*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



TUDOR CENTRE

Address: Bewcastle Grove, Leicester, LE4 2JU

Telephone: 0116 221 1771



Day	Opening Times
Monday	9am - 4pm
Tuesday	9am - 4pm
Wednesday	9am - 4pm
Thursday	9am - 4pm
Friday	9am - 4pm
Saturday	Closed
Sunday	Closed
Hours open per week: 35	Usage per hour*: 9.08
Gross internal area (m2): 1,017	Total frontline staffing hours: 74
*Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	15,882	Net Running Cost (Budget)	£134,875
PC usage (Hrs)	N/A	Income (Budget)	£7,000
Stock issues	N/A	Cost per visit (against budget)	£8.26
Total Running Costs (Budget)	£141,875	Visitor recovery % since 2019	229%
Services		Regular Events	
Abbey Ward Councillor Surgery		Parent & Toddlers	Church Meeting
Healthy living centre		Stay & Play Coffee Mornings	Sunday School
		Mosaic	Friday Prayers
Partner Services		Astil Lodge WI	Tudor Pre-school
Vita Minds (NHS)	Tudor Pre-school	Craft Group	
Police	Leicester Adult Skills and Learning Service	Kickboxing	

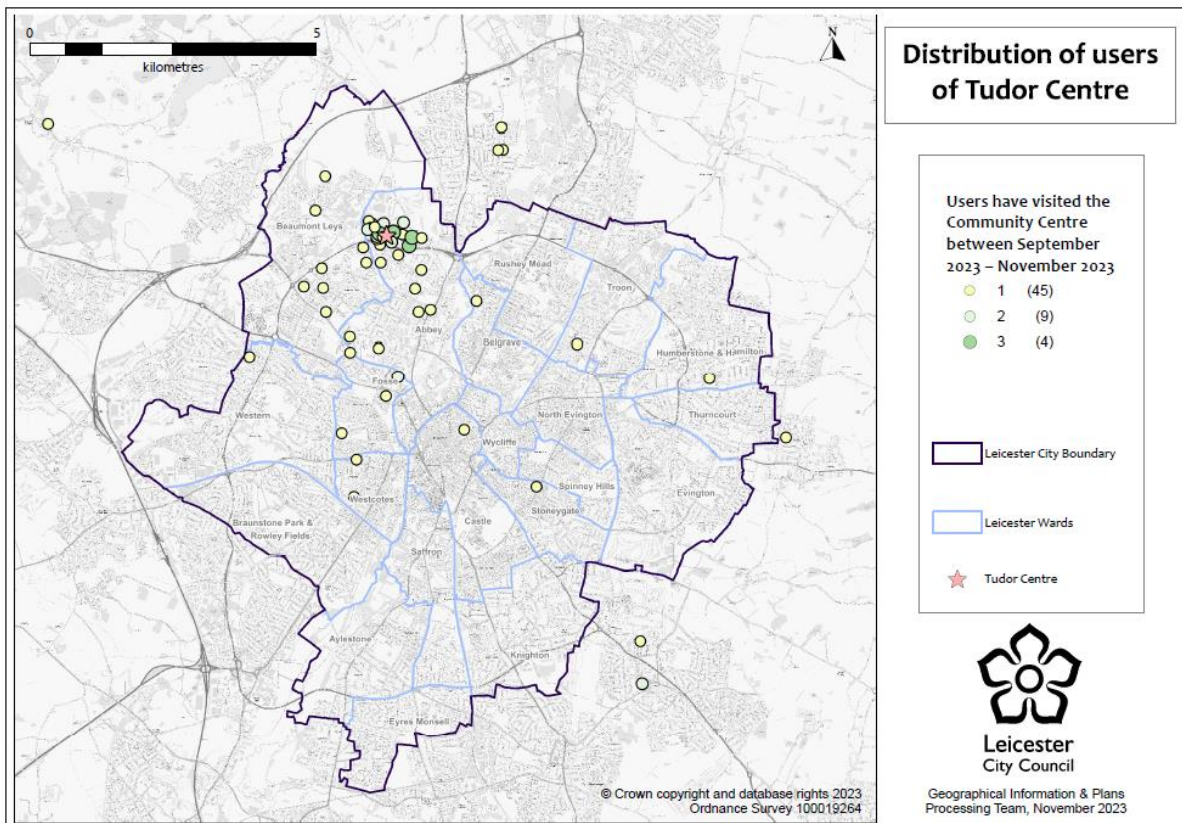
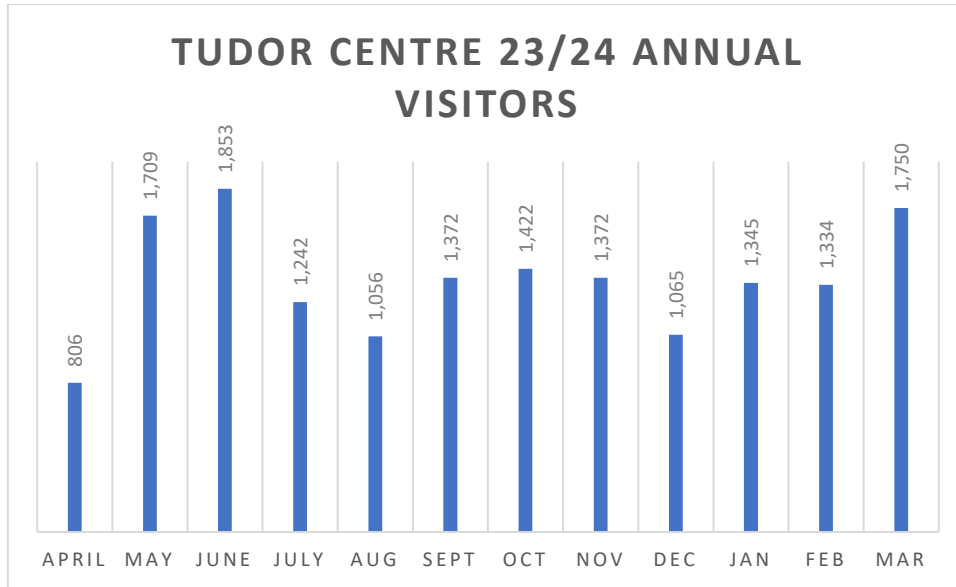
SERVICE INFORMATION

Community Use (per hour) 2023/2024			
Rooms	Community Rates	Instructor Rates	Commercial Rates
Main Hall	5.60	9.70	40.80
Main Kitchen	3.10	5.10	20.40
Training Room	4.10	7.10	30.60
Lounge	4.10	7.10	30.60
Playroom	5.60	9.70	40.80
Creche Room	3.10	5.10	20.40
1st Floor rooms (each)	3.10	5.10	20.40
Number of bookings 2023-24			1,534
Income from bookings 2023-24			£18,698.98

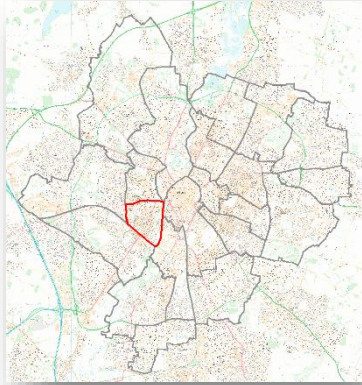
LOCAL INFORMATION

Transport Links	Accessibility: Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none">Mowmacre Hill Primary School (0.30 km)Woodstock Primary Academy (0.47 km)	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none">Beaumont Leys Library	1.28 km
Community Buildings (within a 1km radius)	LCC Community Centres	Distance
	<ul style="list-style-type: none">Beaumont Leys & Stocking Farm Children Young People and Family CentresBewcastle Children Young People and Family CentresTudor Centre & Healthy Living Centre	0.80 km 0.16 km On Site
	External Community Spaces include:	
	<ul style="list-style-type: none">Home Farm Neighbourhood Centre	

WARD PROFILE INFORMATION		Abbey Community	Leicester City
Total Population		22112	368,581
Age	Under 15 (%)	21.0%	19.7%
	15-64 (%)	67.0%	68.5%
	65+ (%)	12.0%	11.8%
Ethnicity	Asian or Asian British (%)	30.3%	43.4%
	Black, Black British, Caribbean or African (%)	9.3%	7.8%
	Mixed or multiple ethnic groups (%)	4.4%	3.7%
	White (%)	50.8%	40.9%
	Other Ethnic Group (%)	5.3%	4.1%
The age profile of the Abbey population is similar to that of the City population			
Just over half of the Abbey ward population is made up of the White ethnic group. It has one of the lowest proportions of Asian/Asian British populations across all City wards.			
Total DWP claimants (% of Leicester total claimants)		6.4%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		6.6%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		8.5%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		53.4%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 36.5 Ranked 6 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 77.5 (Leicester average: 76.9)	Female: 80.9 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 47.3% of Abbey residents reported that their general health was 'very good,' 30.7% reported 'good' health and only 1.4% reported 'very bad' health. These figures are in line with the Leicester average.		



*Based on the centre selected by respondents to the Needs Assessment questionnaire July – August 2023



WESTCOTES LIBRARY

Address: 38-40 Narborough Road, LE3 0BQ

Telephone: 0116 299 5510

Day	Opening Times
Monday	10am - 7pm
Tuesday	10am - 7pm
Wednesday	10am - 7pm
Thursday	10am - 5pm
Friday	10am - 5pm
Saturday	10am - 4pm
Sunday	12 noon - 4pm
Hours open per week: 51	Usage per hour*: 9.82
Gross internal area (m2): 478	Total frontline staffing hours: 138.75
*Average hourly rate (visitors/total hours open)	

SERVICE INFORMATION

Building Highlights 2023/2024		Key Indicators 2023/2024	
Visitors	25,037	Net Running Cost (Budget)	£180,247
PC usage (Hrs)	8,313	Income (Budget)	£4,700
Stock issues	26,210	Cost per visit (against budget)	£5.63
Total Running Costs (Budget)	£184,947	Visitor recovery % since 2019	64%
Library Services		Regular Events	
1:1 Computer sessions	Warm spaces	Toddler Time	
Scanners		Homework Help	
PCs for use		Reading group	
Partner Services			

SERVICE INFORMATION

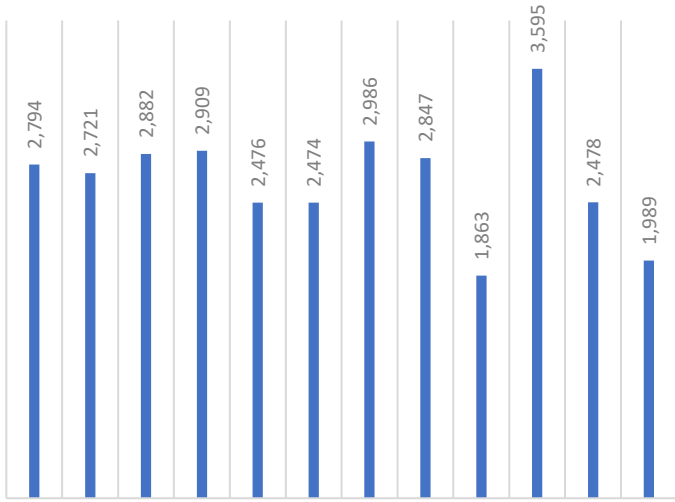
Customer Insight			
Key usage Statistics: 2023/2024			
Westcotes library	Number	% of Leicester Total	
All registered users	6,881	7.9%	<i>of all library members</i>
Active users	4,595	8.4%	<i>of all active users</i>
Annual Issues	26,210	4.4%	<i>of all issues</i>

LOCAL INFORMATION

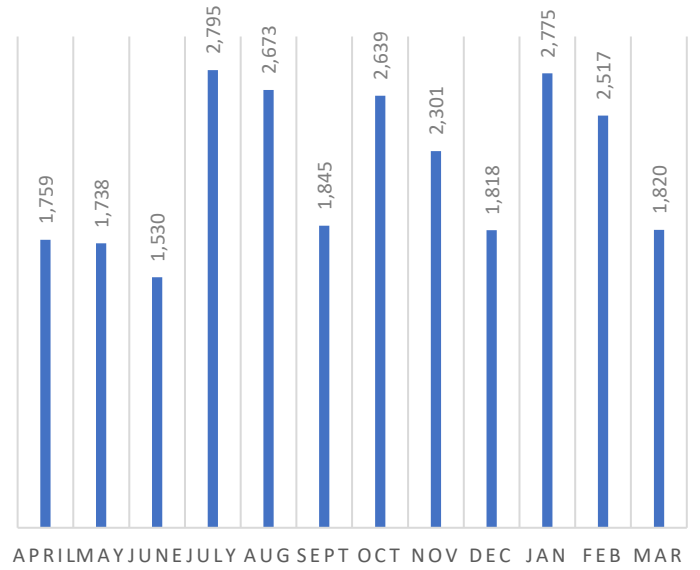
Transport Links	Accessibility: Very Good	
Local Schools (within a 1km radius)	<ul style="list-style-type: none"> • Brook Mead Academy (0.63 km) • Castle Mead Academy (0.72 km) • Cherryleas Assessment Centre (0.57 km) • De Montfort University (0.57 km) • Hazel Community Primary School (1km) • King Richard III Infant & Nursery School (0.25 km) • Shaftesbury Junior School (0.15 km) • The Childrens Hospital School (1km) 	
Libraries Nearby	Library	Distance
	<ul style="list-style-type: none"> • Fosse Library • BRITE Centre (Library) 	1.10 km 1.32 km
Community Buildings (within a 1km radius)	LCC Community Centres	
	Distance	
	External Community Spaces include:	
<ul style="list-style-type: none"> • West End Neighbourhood Centre (LCiL) • East West Community Centre • Manor House Community Centre • Robert Hall • Church of the Martyrs Community Hall • Jalaram Community Centre 		

WARD PROFILE INFORMATION		Westcotes Community	Leicester City
Total Population		15795	368,581
Age	Under 15 (%)	13.1%	19.7%
	15-64 (%)	80.2%	68.5%
	65+ (%)	6.7%	11.8%
Ethnicity	Asian or Asian British (%)	20.2%	43.4%
	Black, Black British, Caribbean or African (%)	11.3%	7.8%
	Mixed or multiple ethnic groups (%)	4.6%	3.7%
	White (%)	58.8%	40.9%
	Other Ethnic Group (%)	5.1%	4.1%
A high proportion (over 80%) of the Westcotes population is between the ages of 15–64-year-olds.			
Over half of the Westcotes population is of White ethnicity; there is a lower proportion of Asian or Asian British population when compared to the city population.			
Total DWP claimants (% of Leicester total claimants)		3.1%	111593
Number of people claiming UC or JSA benefits (principally for the reason of being unemployed) (% of Leicester total claimants)		2.9%	10397
Incapacity benefit; those on Employment and Support Allowance and No Work Requirement) (% of Leicester total claimants)		3.4%	531
Percentage of students achieving GCSE English and Mathematics grade 4 or above (% of total number of students within Ward)		52.9%	2588 (59.8% of total number of students across City)
Average IMD score (Ranking range: 1 = most deprived, 21 = least deprived)		Score: 26.3 Ranked 13 of 21 wards.	Leicester Average score: 30.9
Life expectancy	Male: 75.1 (Leicester average: 76.9)	Female: 80.9 (Leicester average: 81.7)	
Health	The 2021 census results provide a summary of the general health level of residents. 50.2% of Westcotes residents reported that their general health was 'very good,' 36.4% reported 'good' health and only 0.8% reported 'very bad' health. These figures are in line with the Leicester average.		

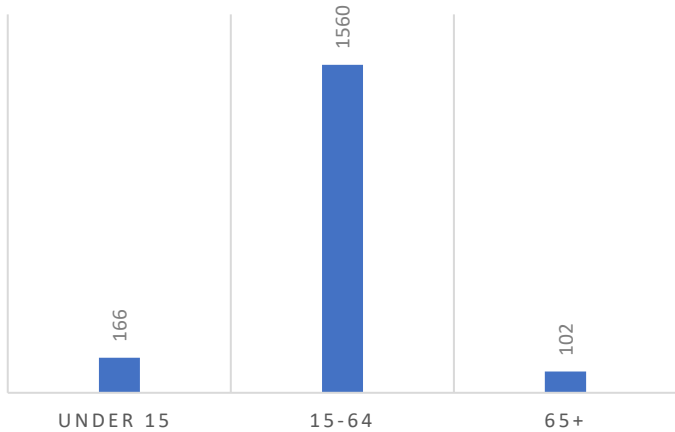
WESTCOTES 23/24 ANNUAL VISITORS



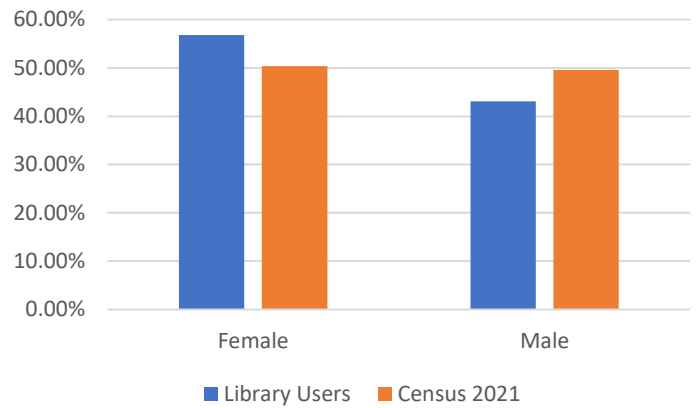
WESTCOTES 23/24 ANNUAL ISSUES



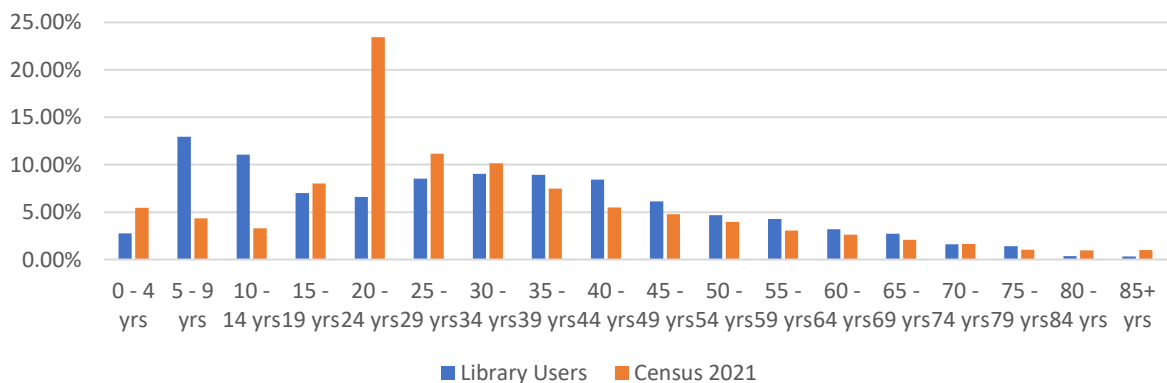
WESTCOTES ACTIVE USERS BY AGE



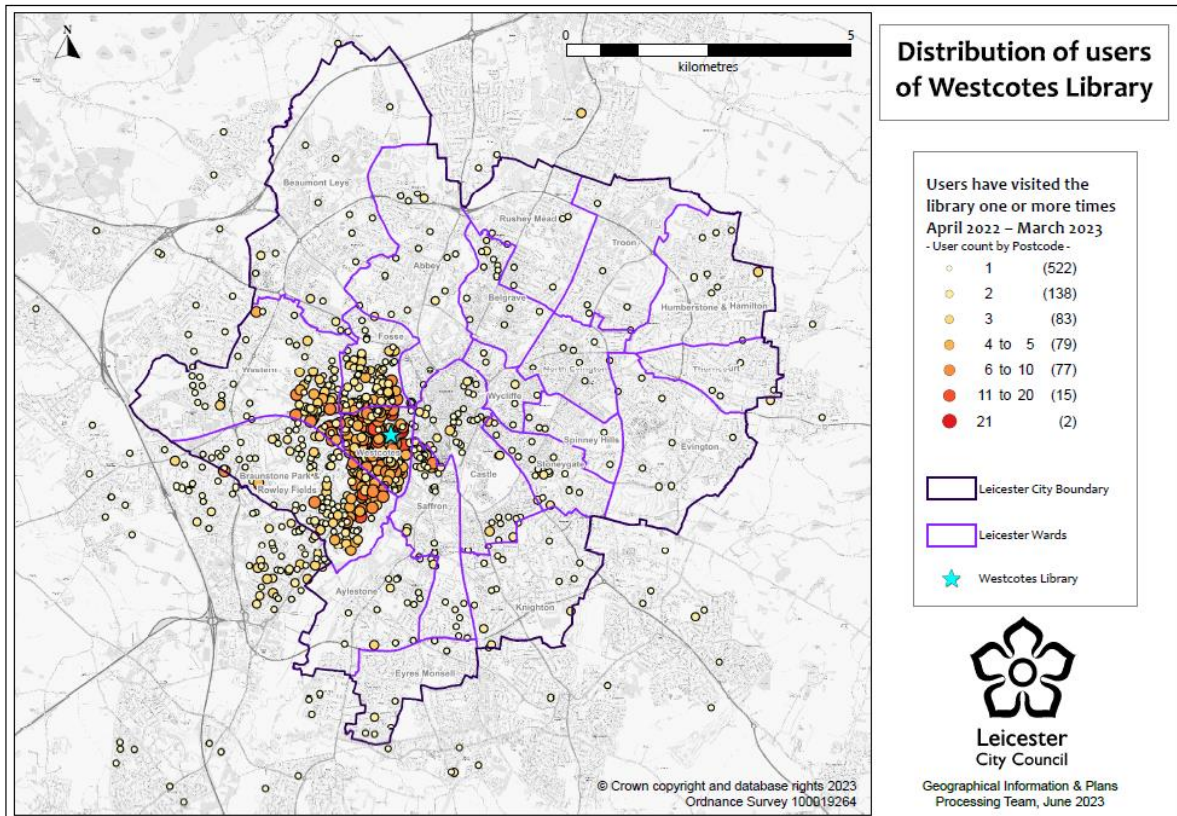
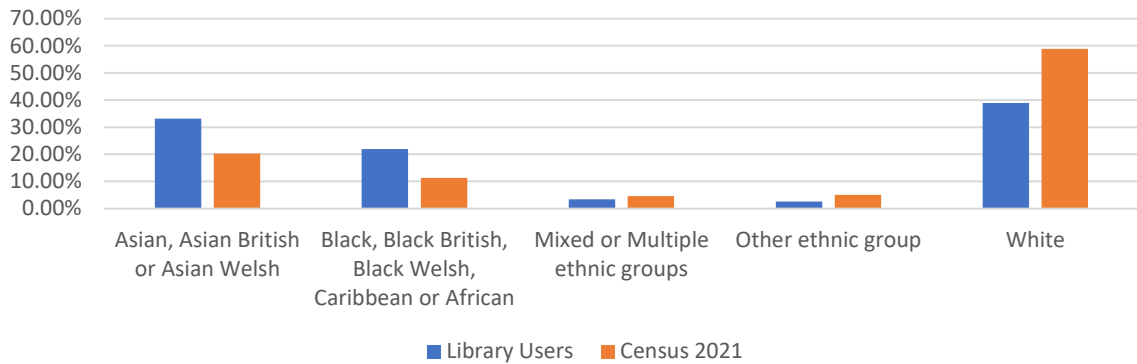
Comparison of Gender Profiles: Westcotes Library vs. to Westcotes Ward (Census 2021)



Comparison of Age Profiles: Westcotes Library vs. to Westcotes Ward (Census 2021)



Comparison of Ethnicity Profiles: Westcotes Library vs. Westcotes Ward (Census 2021)



*Based on active library members who have used the library at least once in 12 months during 2022 – 23.