



Area One Committee 12 September 2012

Bulwell Riverside Presentation

List of appendices to presentation;

Appendix A; List of services

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Appendix C; Library usage summary

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Appendix A

List of services at Bulwell Riverside Centre

1. NHS Nottingham City Commissioned Services

Two local GP Practices: Leen View and Parkside Medical Practice

Nottingham Citycare Community Clinical Services

- Phlebotomy (sessions 3 days per week)
- Podiatry (sessions daily)
- Physiotherapy and Occupational Therapy (sessions 4 days per week)
- CASH (Contraception and Sexual Health)
- New Leaf (2 sessions per week)
- Mental Health (sessions weekly)
- Leg Ulcer
- Paediatric Clinic (3 sessions per week)
- Midwives (3 sessions per week)
- Health Visitors (sessions weekly)
- Acupuncture (sessions weekly)
- Let's Talk Wellbeing Counselling Service (sessions daily)
- Echo Heart Monitoring (sessions fortnightly)
- Dietician - Children & Adult (sessions monthly)
- Hearing Services

Office Based Services

- Adult Nursing
- Chronic Obstructive Pulmonary Disease Team
- Community Matrons
- Community Nursing Rehab Team
- Intermediate Care
- Health Visiting
- Midwifery Team
- Community Paediatrics
- School Nursing Team
- Speech and Language Therapy Team

2. Nottingham City Council

Communities

- North Locality Management Team

Children and Families

Adult Social Care

- Adults Assessment Team (North)
- Review, Safeguarding and Complex Needs (North)

Children Services

- Neighbourhood Fieldwork: Byron and Portland
- Neighbourhood Fieldwork: East and West
- Youth and Play Services

Resources

- Welfare Rights

Community Facilities

- Bulwell Library
- Community Suite: (former Red Lion Community Centre)
- Youth Centre: including sports hall and MUGA
- Play Centre

3. Nottingham City Homes

- Office Base
- Interviews; housing advice & tenancy management
- Payment Facilities

Other services include;

4. Café

5. Pharmacy

6. Transport Hub & Information

7. Ridewise

Appendix B; Youth & Play term time timetable.

	Monday	Tuesday	Wednesday	Thursday	Friday
9.00 to 12.00	Webster Stratton Parenting course		Breast Buddies Group in the Community Room	BCTL Family Play session Health Drop- in	Cook and Move
1.00 to 3.00	Stay and Play in the Library	BCTL Baby Play		BCTL Family Play session	Musical Movers in the Library
3.00 to 6.00	BCTL Play session	NCC Play Session NCC Young People's Health Session CASH Clinic		BCTL After School Play Session	BCTL Girls Group
6.00 to 10.00	BCTL/NCC Play/Youth Transitional session	Nottingham Forest, Football Session	NCC Open Youth Session	Lighthouse Project	NCC Open Youth Session

Appendix C

Bulwell Riverside Library – From Good to Great

Library Usage summary

Table 1; Age Profile of New Members joined 31 January – 23 August 2012

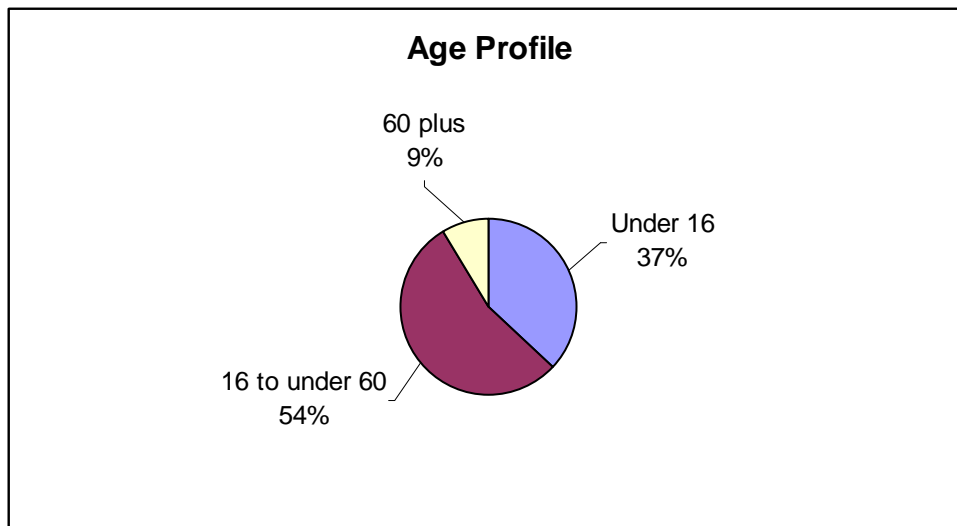


Table 2; Ethnicity Profile of New Members joined 31 January – 23 August 2012

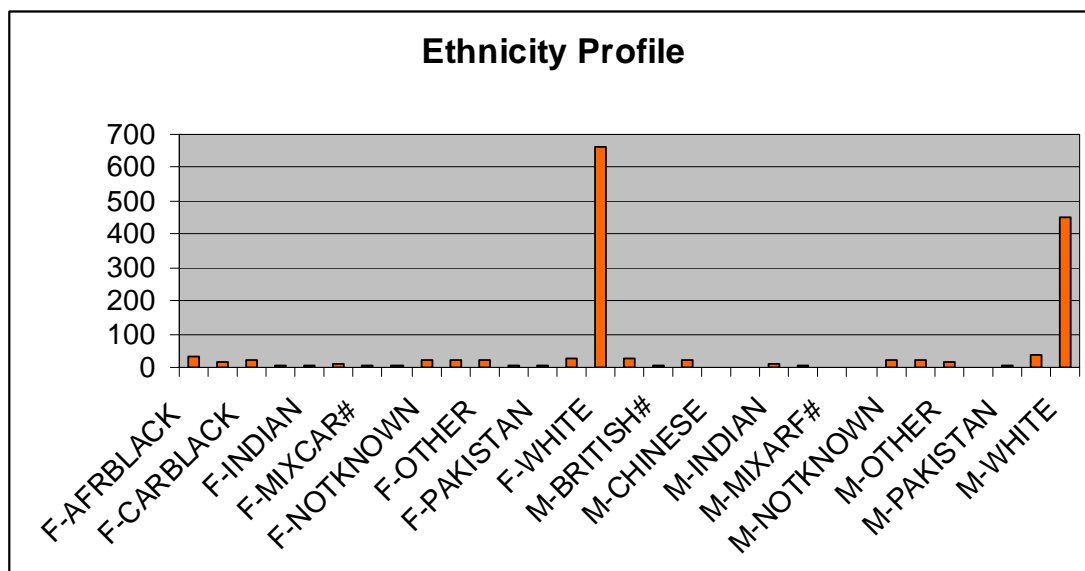


Table 3; Post Code profile of New Members

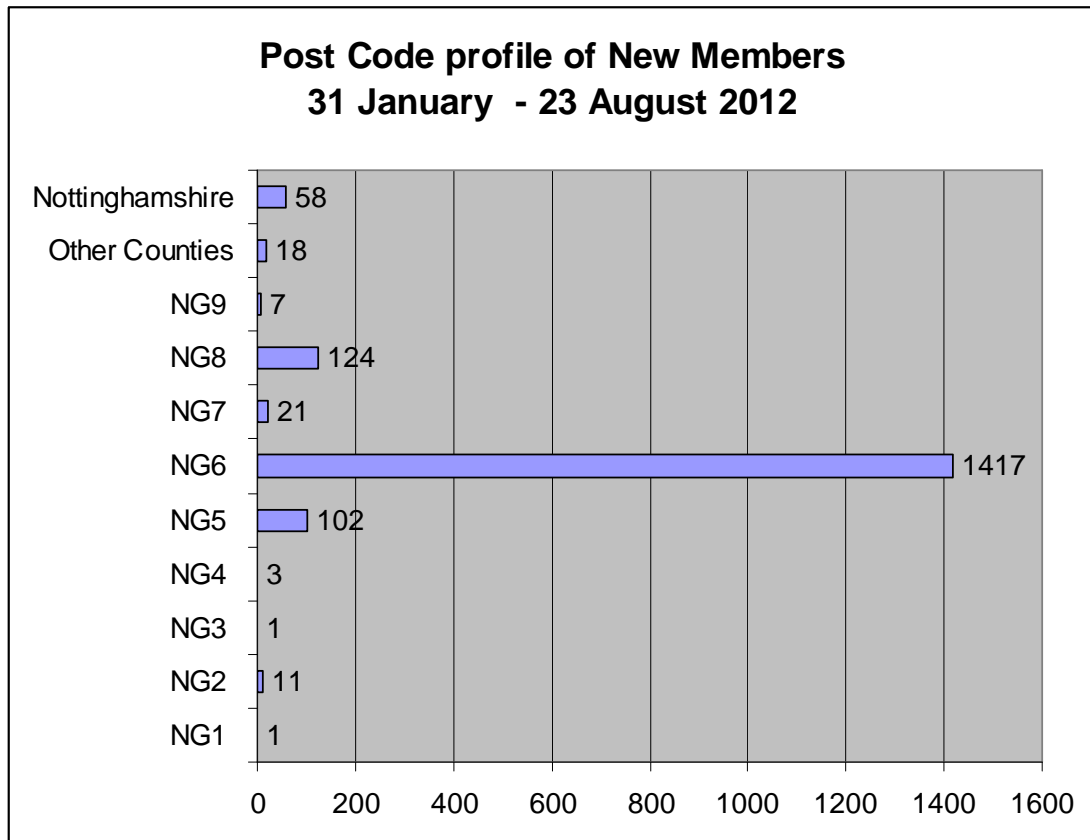


Table 4; Children's Summer Reading Challenge Comparison Figures

Summer Reading Challenge	Started	Finished
2012	462	45 (figure collated 17.8.12)
2011	218	122
2010	154	88
2009	132	75
2008	191	120

Appendix D Bulwell Library – Performance Profile Q4 2011-12 - Jan – Mar 2012

Notes:

➔ Bulwell Library closed on 14.1.12 and the new Bulwell Riverside Library opened 31.1.12

Status of performance:

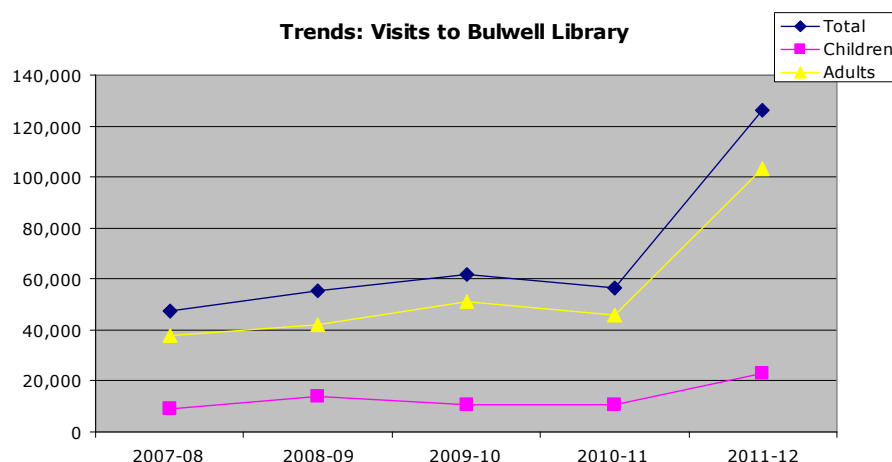
- **Poor**
- **Steady**
- **Good**

Visits Average visits per month = 10,508

	Total 2010-11	Q1	Q2	Q3*	Q4*	Total 2011-12	% change
Adults	45,747	9,503	10,075	9,789	73,957	103,324	+26%
Children	10,764	2,145	4,355	3,250	13,026	22,776	+12%
Total	56,511	11,648	14,430	13,039	86,983	126,100	+23%

*Q3 and Q4 based on estimates

Trends: Visits to Bulwell Library



Active members

Mar 2011	Mar 2012	% change
3,831	5,179	+35%

24% of local population

Top Active Customer Groups:

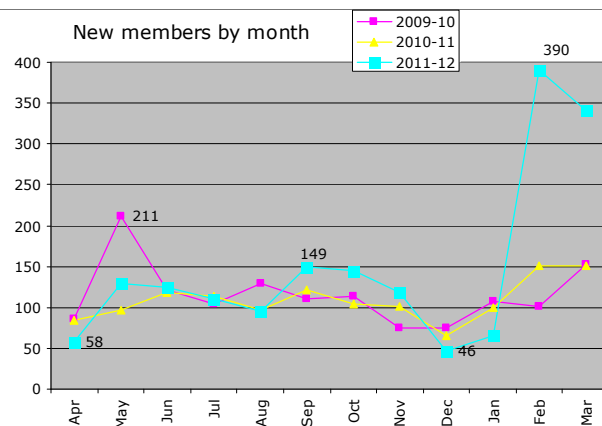
- Adult = 45%
- Under 11 = 38%
- Over 60 = 9%
- 11 – 15s = 4%
- Exempt = 3%

New members

55% of new customers are adults & 37% children.

	Total 2010-11	Total 2011-12	% change
Adult	660	968	+47%
Corexempt	8	21	+163%
Exempt	12	30	+150%
Over 60	46	72	+57%
Staff	0	3	-
Under 11	565	657	+16%
Young adult (11-15)	10	18	+80%
Total	1,302	1,771	+36%

New members by month



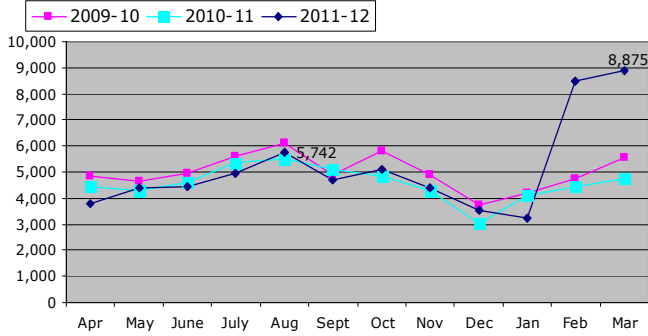
Loans

Average per month = 5,132

	Total 2010-11	Q1	Q2	Q3	Q4	Total 2011-12	% change
Adult Fiction	22,361	5,229	5,991	5,267	6,830	23,317	+4%
Adult Non Fiction	9,373	2,178	2,220	2,174	3,528	10,100	+8%
Children's Fiction	15,136	3,508	5,159	3,715	7,698	20,080	+33%
Children's Non Fiction	2,633	594	813	675	1,490	3,572	+36%
Total Books	49,503	11,509	14,183	11,831	19,546	57,069	+15%
CDs	1,433	217	180	227	67	691	-52%
Talking books	2,017	441	555	539	763	2,298	+14%
DVDs	1,763	426	462	444	203	1,535	-13%
Total AV*	5,217	1,084	1,197	1,210	1,033	4,524	-13%
TOTAL LOANS	54,720	12,593	15,380	13,041	20,579	61,593	+13%

Loans continued:

Bulwell Monthly Loans - annual comparison



Reservations

Total 2010-11	3,570
Apr-Jun	1,108
Jul-Sept	1,034
Oct-Dec	971
Jan-Mar	1,123
Total 2011-12	4,236
Performance	+19%

Reservation supply:

% within 7 days = 37%	% within 15 days = 80%	% within 30 days = 90%
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IT Take up %

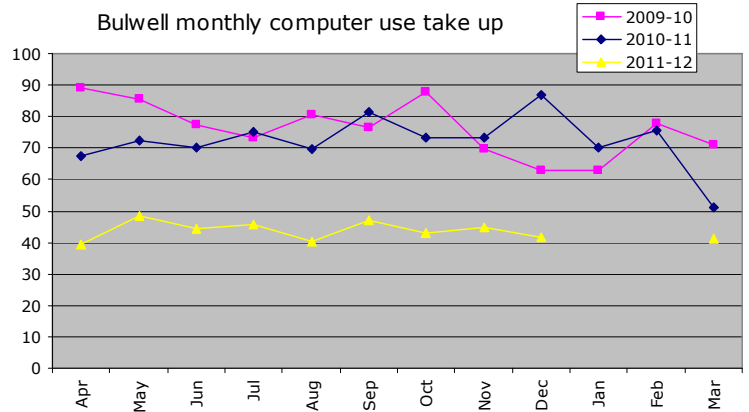
2009-10	2010-11	2011-12 to date	% change
76.2	72.2	43.6	-28.6

121 computer help sessions undertaken

Total 2011-12: 14

Total 2010-11: 47

Bulwell monthly computer use take up



Enquiries

	Up to 15 mins	15 mins +	%
General - in person	5000	2000	19%
General- by telephone	1000	100	
Homework - in person	200	0	4%
Council - in person	7000	4000	5%
ICT (not including 121 sessions)	3000	200	43%
Total Q4	16,200	6,300	100%
Total 2011-12	37,250		
Performance to date			+178%
Total 2010-11			13,390

Positive stories from Q4

Activities

	Adult Inside Library			Children's Inside Library		
	Events	Adults	adults / event	Events	Children	children / event
Total 2010-11	247	2425	10	257	2774	11
Q1	38	345	9	46	608	13
Q2	14	131	9	35	646	18
Q3	14	168	12	58	822	14
Q4	15	261	17	60	1,633	27
Total 2011-12	81	905	11	186	3,572	19
Service Average	10			15		

Appendix E: Bulwell Riverside Library – Performance Profile Q1 2012-13 – Apr – Jun 2012

Notes:

➔ Bulwell Library closed on 14.1.12 and the new Bulwell Riverside Library opened 31.1.12

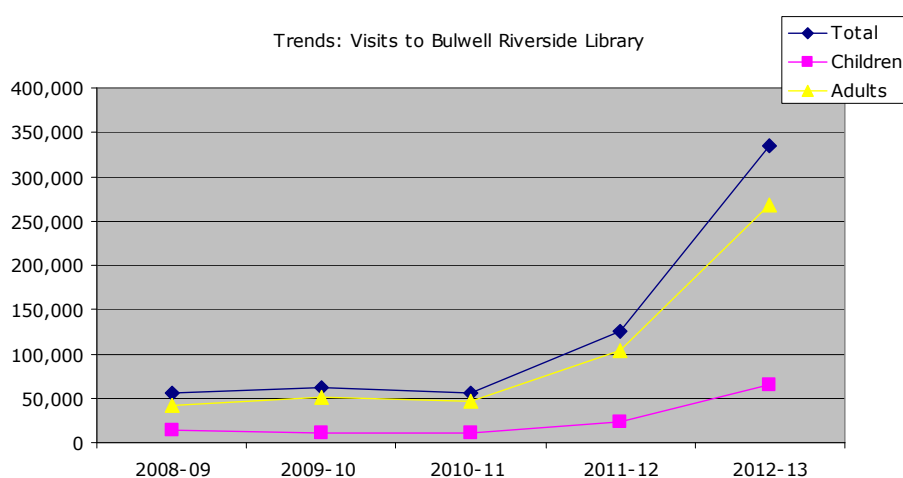
Status of performance:

- **Poor** (Red)
- **Steady** (Yellow)
- **Good** (Green)

Visits Average visits per month = 27,881

	Total 2011-12	Q1	Q2	Q3	Q4	Predicted 2012-13	% change
Adults	103,324	67,171				268,684	+40%
Children	22,776	16,471				65,884	+47%
Total	126,100	83,642				334,568	+41%

Trends: Visits to Bulwell Riverside Library



Active members

Jun 2011	Jun 2012	% change
3,965	5,664	+118%

24% of local population

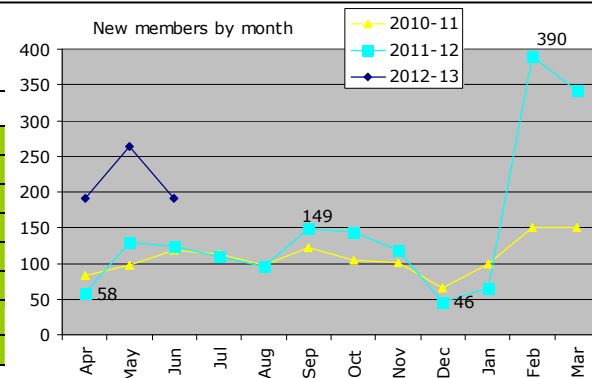
Top Active Customer Groups:

- Adult = 48%
- Under 11 = 38%
- Over 60 = 8%
- 11 – 15s = 4%
- Exempt = 0%

New members

59% of new customers are adults & 32% children.

	Total 2011-12	Cum. 2012-13	% change
Adult	968	384	+15%
Corexempt	21	6	+4%
Exempt	30	11	+12%
Over 60	72	27	+13%
Staff	3	4	+108%
Under 11	657	204	+6%
Young adult (11-15)	18	10	+31%
Total	1,771	646	+9%



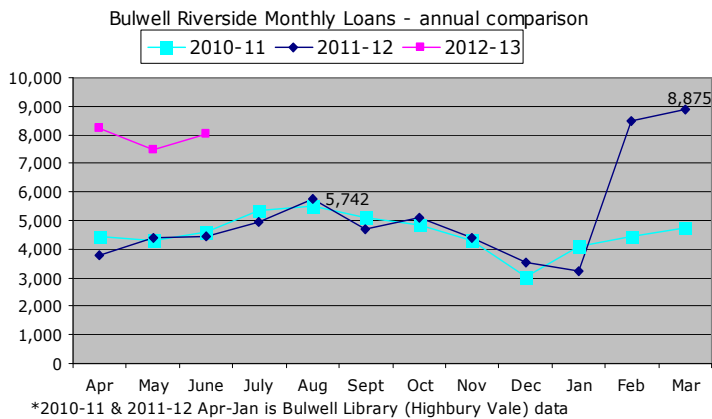
*2010-11 & Apr-Jan 2011-12 is Bulwell Library (Highbury Vale) data

Loans

Average per month = 7,924

	Total 2011-12	Q1	Q2	Q3	Q4	Cum. 2012-13	% change
AF	23,317	8,374				8,374	+15%
ANF	10,100	4,061				4,061	+15%
CF	20,080	8,635				8,635	+18%
CNF	3,572	1,617				1,617	+20%
Total Books	57,069	22,687				22,687	+15%
CDs	691	52				52	-17%
Talking books	2,298	879				879	+13%
DVDs	1,535	153				153	-15%
Total AV*	4,524	1,085				1,085	-1%
TOTAL LOANS	61,593	23,772				23,772	+14%
% Self Service	-	6%					

Loans continued:



Reservations

Total 2011-12	4,236
Apr-Jun	1,345
Jul-Sept	
Oct-Dec	
Jan-Mar	
Cum. 2012-13	1,345
Performance	+7%

Reservation supply:

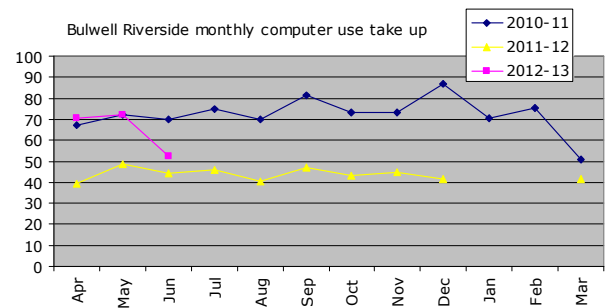
% within 7 days = 33%	% within 15 days = 80%	% within 30 days = 85%
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Enquiries:

Types of enquiry	In person / phone / letter	Online /email
Housing	10,820	0
Health & Care	9,610	0
Council	8,530	0
Education/training	1,490	0
ICT (not including 121 sessions)	3,540	0
Library services relating to children	2,710	0
Jobs/work/careers	1,730	0
Library stock / services / reading	1,410	0
Other	1,240	0
Transport	690	0
What's on/Leisure	110	0
Places to visit	50	0
Homework/school-related (under 16s)	50	0
Business	20	0
European	0	0
Legal & consumer	0	0
Total	42,000	0
	42,000	
Total 2011-12	37,250	
% change	+88%	

IT Take up %

2010-11	2011-12	2012-13	% change
72.2	43.6	65.0	+21.4



121 computer help sessions undertaken

Total 2012-13 to date: 11

Total 2011-12: 14

Total 2010-11: 47

Activities

	Adult Inside Library			Children's Inside Library		
	Events	Adults	adults / event	Events	Children	children / event
Total 2011-12	81	905	11	186	3,572	19
Q1	22	221	10	91	1990	22
Q2						
Q3						
Q4						
Cum. 2012-13	22	221	10	91	1990	22
Service Average		9		15		

Have Your Say Q1

Comments: = 2

1 PC related issue
1 about staff member

Compliments: = 0

Complaints: = 1

1 about jobs section missing from Nottingham Post

Appendix F

Ask Here Desk Enquiries: April – June 2012

Types of enquiry	In person / phone / letter	Online /email
Housing	10,820	0
Health & Care	9,610	0
Council	8,530	0
Education/training	1,490	0
ICT (not including 121 sessions)	3,540	0
Library services relating to children	2,710	0
Jobs/work/careers	1,730	0
Library stock / services / reading	1,410	0
Other	1,240	0
Transport	690	0
What's on/Leisure	110	0
Places to visit	50	0
Homework/school-related (under 16s)	50	0
Business	20	0
European	0	0
Legal & consumer	0	0
Total	42000	0
	42,000	
Total 2011-12	37,250	
% change	+88%	

Appendix G

List of groups using the Bulwell Riverside Centre

From former Bulwell Library

- Surestart
- Bulwell Historical Society
- Bulwell Art Group

Physical activities

- Astral Karate
- White Tiger Kickboxing
- K2D Dance
- Zumba

Young People

- Bulwell Community Toy Library
- Bulwell Child-minders Group
- CASH (Contraception and Sexual Health)
- Nottingham Forest Community Football
- Lighthouse Project
- URC Church Youth Session
- YMCA

Skills and learning

- New College Nottingham
- Focus Management for Business
- Go Digit All

Debt & Advice

- St Ann's Advice Centre
- Framework
- Nottingham Circle

Other

- Bulwell Constituency Labour Party
- Guta Ramwari Church
- One Vision Partnership