

How we stack up: April 2016 - March 2020

Libraries	16/17	17/18	18/19	19/20
Visitors	361,016	333,023	359,403	342,310
ACCESS Enquiries	60,472	43,706	38,588	22,699
Items borrowed	276,155	270,155	241,344	217,710
Downloads - e-resources	9,401	11,869	25,402	41,958
Peoples' Network sessions	36,516	42,361	41,106	33,343
Guest Wi-Fi sessions	3,152	3,231	2,783	2,891
Number of people at library-lead activities	37,588	38,918	37,212	23,964
Bookbug sessions	800	892	785	834
Attendances at Bookbug sessions	10,707	20,227	20,030	13,447

Countryside Adventure	16/17	17/18	18/19	19/20
Total Visitors	737,196	728,697	765,826	over 800,000
Visitors to Festive Fun Weekends	6,464	5,951	5,157	over 5,000
Outdoor /Countryside activity attendances	6,976	6,354	6,665	over 10,000
Outdoor Education sessions	326	377	352	Over 350

Sports Centres	16/17	17/18	18/19	19/20
Sport centres attendances	1,520,696	1,613,491	1,476,585	
bACTIVE memberships	9,493	8,647	8,067	7,924
bACTIVE sales	3,565	2,830	2,820	2,673

Safety, Health & Wellbeing:	16/17	17/18	18/19	19/20
Incidents reportable to HSE	0	0	0	0
Incidents reportable under RIDDOR	0	1	0	1
% days lost to sickness absence	4%	4.58%	4.67%	2.38%

Customer Feedback	16/17	17/18	18/19	19/20
Compliments (up to 30/09/2020 - moved to customer satisfaction survey)	306	513	385	115
Complaints	44	65	64	42
Customer Satisfaction Rating (Survey introduced 01/10/2019):				
Very Satisfied	n/a	n/a	n/a	62.16%
Satisfied	n/a	n/a	n/a	13.51%

Information Governance	16/17	17/18	18/19	19/20
Freedom of Information Requests	7	7	14	14
Data Protection Breaches	0	1	5	10
Environmental Information Requests	1	1	0	1
Access to personal information requests	2	2	0	2
Responded to within 20 day timescale	All	All	12	14

Museums, Galleries & Archives	16/17	17/18	18/19	19/20
Visitors (not web visits)	48,163	47,008	44,946	33,811
Collection records reviewed (including new accessions)	8,631	7,451	13,616	20,232
Attendances at museum, galleries & archive activities	7,415	4,324	3,312	3,391
Collection and research enquiries	6,880	6,161	4,976	3,171
Exhibitions held	79	100	77	34
Production of records for consultation	1,367	1,806	1,683	2,074

Sports Development	16/17	17/18	18/19	19/20
Athlete support - number of NASA members	74	65	43	43
Club support - number of ACE Clubs accredited	76	78	73	75
Community Sport Hubs - number in existence	4	5	5	6
Clubs affiliated to a community sport hub - number in existence frame	49	53	53	52

Webster Memorial Theatre & Venues	16/17	17/18	18/19	19/20
Webster Theatre attendances	39,375	37,800	38,789	37,083
Performances, conferences and events at The Webster Memorial Theatre	367	376	372	289
Attendances at pantomime	8,056	8,486	7,834	8,085
Town Hall attendances	109,521	112,832	113,275	103,835

Social Media	16/17	17/18	18/19	19/20
ANGUSalve Facebook Likes	841	1,609	2,183	2,686
Libraries Total Facebook likes	1,450	1,768	2,215	2,418
Museums & Galleries Total Facebook likes	1,260	1,807	2,169	2,397
Archives Total Facebook likes	878	1,051	2,266	3,320
Sport & Leisure Total Facebook likes	4,292	4,960	5,865	6,921
Countryside Adventure Total Facebook likes	1,362	1,789	2,539	3,139
Theatre & Venues Total Facebook likes	1,254	1,429	2,008	2,409
ANGUSalve Twitter Followers	876	2,113	2,283	2,590
ANGUSalve Instagram Followers	n/a	198	341	740
ANGUSalve LinkedIn Followers	n/a	97	122	206

