

Inspire Dashboard – April 2024 to March 2025

Community Makers	2024/25 Target	2024/25 Actual
Registered volunteers	-	1,859
Opportunities	-	164
Volunteering hours	15,000	13,909

Staff	2023/24	2024/25
Jobs advertised	68	34
Staff leaving	74	89
Staff recruited	110	70
Staff absence rate	3.74%	3.60%
Staff wellbeing (% stress related absence)	9.43%	9.16%
FTE average	375	371

Comms & Marketing	2023/24	2024/25
Web sessions	867,168	1,828,758
Web users	569,870	1,607,052
Press releases	64	69
Total social media followers across all accounts	-	52,303

Complaints, Compliments & Suggestions – 2024/25		
Complaints - 234	Compliments – 1,230	Suggestions - 44

Instrumental Music Teaching – academic year September to August	Sept 2024 - March 25 Target	Sept 2024 - March 25 Actual
School children accessing Whole Class Ensemble Teaching	3,000	4,203
Students attending large scale events	1,500	2,883

Libraries	2024/25 Target	2024/25 Actual
Library service engagement	3,750,000	6,413,205
Unplanned closure: static libraries	0.5%	0.19%
Unplanned closure: mobile libraries	2.0%	7.25%
Events	7,800	21,907

Archives	2024/25 Target	2024/25 Actual
Archives service engagement	-	2,774,874
New digitised archives	-	7,634
Unplanned closure: archives	0.5%	0%
Events	-	31

IT	2023/24	2024/25
ICT Service Desk: Issues logged	3,091	4,878
ICT Service Desk: Issues resolved	3,187	4,701

Education Library Service	2023/24	2024/25
% schools buying back	62%	59%
Income to date	£585,360	£577,104
Customer satisfaction % (quarterly)	99%	99%

Learning – academic year August to July	Aug 2024 – March 25 Target	Aug 2024 – March 25 Actual
Adult Learners enrolled	3,536	5,746
Inspire College – students enrolled	173	262
Guided learner hours	131,000	162,064