

Inspire Dashboard – April 2025 to March 2026

Community Makers	2024/25	2025/26	2025/26 Target
Registered volunteers	1,859	2,423	-
Active volunteers	-	404	-
Opportunities	164	126	-
Volunteering hours	13,909	16,183	15,000

Staff	2024/25	2025/26
Jobs advertised	34	48
Staff leaving	89	114
Staff recruited	70	73
Staff absence rate	3.60%	2.98%
Staff wellbeing (% stress related absence)	9.16%	11.49%
FTE average	371	340

Comms & Marketing	2024/25	2025/26
Web sessions	1,828,758	1,866,459
Web users	1,607,052	1,536,154
Press releases	69	70
Total social media followers across all accounts	52,303	58,577

Complaints, Compliments & Suggestions	2024/25	2025/26
Complaints	234	169
Compliments	1,230	1,576
Suggestions	44	50

Instrumental Music Teaching academic year September to August	2024/25	2025/26	2025/26 Target
School children accessing Whole Class Ensemble Teaching	4,203	5,800	3,000
Students attending large scale events	2,883	910	1,500

Libraries	2024/25	2025/26	2025/26 Target
Library service engagement	6,413,205	7,026,794	3,750,000
Unplanned closure: static libraries	0.19%	0.07%	0.5%
Unplanned closure: mobile libraries	7.25%	1.16%	2.0%
Events	21,938	24,448	7,800

Archives	2024/25	2025/26	2025/26 Target
Archives service engagement	2,774,874	2,452,670*	-
New digitised archives	7,634	9,109	-
Unplanned closure: archives	0%	0%	0.5%
Events	31	32	-

IT	2024/25	2025/26
ICT Service Desk: Issues logged	4,878	6,042
ICT Service Desk: Issues resolved	4,701	5,994

Education Library Service	2024/25	2025/256
% schools buying back compared to previous year	-	94%
Current ELS Member Schools	-	270
Income to date	£577,104	£486,927
Customer satisfaction % (quarterly)	98%	99%

Learning academic year August to July	2024/25	2025/26	2025/26 Target
Adult Learners enrolled	7,286	3,638	6,038
Inspire College – students enrolled for year	259	329	306
Guided learner hours	221,666	157,527	196,000