

Quarter 1	Service	Priority	Link to KPI	Narrative	Notes	Point of Contact
Challenges						
Success	Libraries and Heritage: Libraries	9	OCC09.06	The Oxfordshire Business and Intellectual Property Centre (BIPC) was opened at the Westgate Library in May 2022, with new facilities and resources to support and encourage local entrepreneurs and businesses.	The BIPC has just been shortlisted for a national 'Libraries Connected' award for its work with young people (info. embargoed until 22/2/23!)	Mark McCree
Success	Libraries and Heritage: Libraries	2	OCC09.04	Service prioritised welcoming people back into libraries, following the pandemic, refreshing its engagement programme. This saw a 13% increase in attendance at events, against pre-COVID levels (25,906 in April-June 2022, compared to 22,977 in April-June 2019).	The programme included regular rhymetimes, storytimes, Summer Reading Challenge events, Health and wellbeing activities, Reading Group/Book clubs, class visits, code club and digital helpers sessions.	Mark McCree
Achievement	Libraries and Heritage: Heritage / History Centre	8	OCC02.06	Oxfordshire History Centre received national recognition, regaining Accredited Status in April. The award was the culmination of a nine-month application and validation process, where the service was assessed on its organisational health, collection management procedures, access arrangements, and its work with a range of stakeholders.	The Accreditation Panel recognised the positive progress the service has made through its committed staff, and in particular commended their approach to partnership working.	Mark McCree
Achievement	Libraries and Heritage	8	OCC09.01-06	Staff at Oxfordshire County Council's History Centre have been recognised nationally for their work by being awarded Accredited Status once again.	The Strategy has gained resounding support from local people and partners, which provides a powerful mandate for the future.	Mark McCree
Quarter 2	Service	Priority	Link to KPI		Notes	Point of Contact

Challenges	Libraries and Heritage: Libraries	Fairer	OCC09.04	Libraries had Drag Queen Story Hour events in August, which generated a lot of fun and a few protests. The Oxford Westage Library ended up achieving the highest-attended event in the country; and we proudly demonstrated the power of stories and diversity!	See attached Q2 update (Libraries) for embedded image	Mark McCree
Success	Libraries and Heritage: Heritage / Museums	Fairer	OCC09.01,.03	The Museums service has been focused on increasing access and widening participation - The Oxfordshire Museum contributed to Big Green Week with an exhibition and family activities; the summer in-house exhibition, 'Juxtaposition', attracted 4,000 visitors; and their summer engagement programme was attended by 459 children! Additionally, the Archaeology team won a Society for Museum Archaeology award for their engagement project bringing heritage collections to local communities.	See attached Q2 update (Heritage) for embedded image	Mark McCree
Achievement						
Quarter 3	Service	Priority	Link to KPI	Narrative	Notes	Point of Contact
Challenges						
Success	Libraries and Heritage: Libraries	Healthier		volunteers across the county, and their service and dedication is highly-valued. Volunteer numbers rose strongly in 2022, and November saw a highpoint of 2422 hours of	Volunteers are key to delivering the Home Library Service, digital champion sessions (helping people with ICT and getting online), story and rhyme times etc., and generally give local staff an extra helping hand.	Mark McCree
Achievement	Libraries and Heritage: Heritage / History Centre	Fairer	OCC09.03	catalogue was 'soft-launched' in October 2022, extending the range of heritage assets listed across OCC's History, Museums and Archaeology teams, and incorporating Picture	channels was enthusiastically received, resulting in 170 new fans/followers in the last week of October alone. Customer online ordering of images was switched on in December 2022, allowing instant download of images for the first time.	Mark McCree
Quarter 4	Service	Priority	Link to KPI	Narrative	Notes	Point of Contact
Challenges						

Success	Libraries and Heritage: Libraries	Healthier	OCC09.02	<p>The Home Library Service has continued to develop its offer and reach over the last 12 months. We currently serve c.850 customers, with the help of more than 200 volunteers. 166 new customers were welcomed to the service in 2022, which was an increase of more than 40% on 2021.</p>	<p>The Home Library Service (HLS) is run by Oxfordshire County Council and serves hundreds of customers across the county. With the help of volunteers, it looks after and delivers books and audio-visual items to those who struggle to physically visit a library due to their personal circumstances. The service is completely free of charge to customers, many of whom are elderly or housebound, and it can also be used on a short-term basis following illness or hospitalisation.</p>	Mark McCree
Achievement	Libraries and Heritage: Libraries	Healthier	OCC05.05	<p>The Library service is helping local people with their health and wellbeing in a variety of ways. There are lots of resources and information freely available to residents; plenty of activities going on (from knit and natter sessions, to smoking cessation and weight management advice); plus staff are trained to signpost customers to support with a range of health issues</p>	<p>The service is working in partnership with Public Health and has Make Every Contact Count champions in every library. The service supported >4k conversations last year and will far exceed this in 2022/23 (on course to speak to c.6k people).</p>	Mark McCree