

PERFORMANCE REPORT

Eccles Neighbourhood Area

April - September 2019



Enhancing the lives of people in Salford

Performance Report for the Eccles Neighbourhood Area April – September 2019

Key highlights include:

- The Summer Reading Challenge in libraries was held over the summer holidays to encourage children to continue to read during the school holidays. 2,232 children took part and 36,906 children's books were borrowed. It was a very busy summer, helped in part by a Swimming wristbands incentive when children joined the challenge
- To mark the 200th anniversary of the Peterloo Massacre historian Dr Alison Morgan presented a successful talk at Eccles Library
- StartSmart business events and drop in sessions took place aimed at people starting up a business, in conjunction with People Plus at Eccles Library
- Eccles Library took part in the local Eccles festival showing a film, crafts and face painting for children based around the theme of space and transport
- Digital You sessions aimed at helping to people get online took place in the area libraries

Customer Feedback:

"We'd like to pass on our appreciation to Ian and all the staff at Winton Library. My mother in law, Pat, lived on Worsley Road for many years and has always been an enthusiastic user of the library. In recent years she has struggled with dementia. Her enthusiasm for libraries remained undiminished, however, and she would often pop in several times a day, borrowing and returning books at each visit! The staff at Winton were unfailingly patient and kind, even contacting the family when Pat was particularly confused. Pat has moved now to sheltered housing, but we are convinced that the willingness of people such as the team at Winton helped her stay at home as long as she did. We hear a great deal about a 'dementia friendly society'. Sadly, we are some way from it yet, but the work of the team at Winton are a wonderful example of how care and support for people living with this illness should look. Thank you to everyone. And yes- we're pretty sure Pat got all the books back in the end."

"I would like to ask you to pass on a very big thank you to Karen who helped me so much in the library one Saturday in September. When you suffer severely as I do with every aspect of coming out and interacting with people as I do at the moment. Karen was most helpful and went the extra mile when I was facing a very difficult task, which was going on line and not only finding but filling in a form for housing discretionary payment. These type of forms for people like myself who find computers quite daunting at the best of times with the added stress that it might all be lost if you don't complete in the time allowed. So please pass on my gratitude to Karen for me because with such caring conscientious people the world is a much better place."

Forthcoming events and activities:

- Events at Christmas in libraries, please check the website for more details.

For more information please see:

<http://www.salfordcommunityleisure.co.uk>