

# Your voice

Your feedback is important to us and helps us to shape our service.

## You said...

- “Demonstration times should be written properly in booklet”
- “Can young people join your adult courses? My daughter would love to attend your workshop”
- “Please can you open more on a Sunday”
- “Can you please purchase ‘Rock Band’ for Wigan Children’s Library”

## We did...

- Thank you for your feedback. We are reviewing our visitor information
- Young people 16+ are now able to attend adult workshops
- We are reviewing all of our opening times
- We did

## Your comments...

- Really enjoyable to be able to experience such art in my own home town (*Arts*)
- A fantastic service. Staff could not have been more helpful (*Heritage*)
- A wonderful collection of information (*Heritage*)
- Our helper was excellent. We achieved a lot (*Heritage*)
- The staff at Leigh always offer excellent service (*Libraries*)
- Standish Library is a pleasant place to attend (*Libraries*)
- My two children really enjoy the under 5’s sessions at Ashton (*Libraries*)
- The staff are really friendly when delivering courses (*Libraries*)

## Our performance...

- 96 % overall visitor satisfaction level (*Heritage*)
- Over 4,500 visited our last 2 exhibitions at the Turnpike Gallery (*Arts*)
- Over 1,680 people attended the ‘Leigh for All’ event where they could take part in walks, talks, building tours, family activities and karaoke! (*Heritage*)
- Between July and September we had 362,759 visits to our libraries (*Libraries*)
- In the same period we had 19,540 attendees at events (*Libraries*)
- We also issued 338,242 individual items during this period (*Libraries*)