

## Appendix C -Response to the Consultation

### Mitigation to concerns raised by the public about the proposed trust model

Concern	Proposed Mitigation
LRA service should continue to be run by KCC/local government	This is the option put forward in the consultation document and will be evaluated and considered by KCC before a decision is taken on the preferred option.
Services should remain free/will charge for certain services	The core library service will remain a free service as required by statute.
Uncertainty/closure for libraries in rural locations/small villages/concerns about closures	KCC was not consulting on any changes to the number of buildings
Will increase costs/become a money making exercise	The proposed trust will be looking at opportunities to generate the maximum income but the service will also have a clear specification to ensure it continues to deliver the level of service required.
Concerned service will have to be transferred back/trust losing funding	KCC will include appropriate termination provisions within the contract with the trust but there will also be performance management provisions to reduce the risks of any service failure. KCC will include all necessary contractual provisions to ensure that in the worst-case scenario the impact on the public of any transfer is minimised.
Loss of public accountability/FOI exempt/Councillors have no influence	The terms of the contract will ensure that the trust remains fully accountable to KCC and that Councillors will retain influence. By way of example, the trust will be contractually required to fully assist KCC in responding to any to Freedom of Information Act (FOI) requests
Will reduce/degrade services/remove services/negative impact	KCC will include appropriate levels of performance standards and a modern performance management framework in the contract documents.
Volunteers will lack necessary skills and training/may have difficulty recruiting	It is not proposed that there will be a change to the training or use of volunteers and it is not considered that there will be any difficulty in recruiting volunteers by virtue of a trust transfer.
Concerns about stock levels being maintained/range of books will reduce	If there is a transfer to a trust it is proposed that the book/stock fund is ring-fenced that can only be used for its proper purpose.
Limited opening times/reduced accessibility	See previous answers
Group activities may cease/loss of amenities/book clubs/reading groups	See previous answers. This is not proposed.
Will impact strongly on vulnerable groups e.g. the elderly/low income	See previous answers. There is no evidence or reason to believe that this would be the case and the EQIA analysis also does not suggest this as it is not proposed that there will be a reduction in the range of services which are required under the contract.
Mobile service cuts	See previous answers. It is not proposed to cut the mobile

	library service.
Concerns about Home Library Service	See previous answers. There are no proposals for any changes to the Home library service.
Concerns about preservation of archives/ease of access/Trust will not achieve archive accreditation	See previous answers. KCC will retain the ownership of its archives and the keeper of those that are deposited with the archives. KCC will require the trust to achieve archive accreditation which is the standard for the provision of archive services.
Concerns over professional expertise/librarians losing jobs/pensions	See previous answers. There is no proposal to reduce the level of professional expertise. Any transfer to a trust will be on the basis that the staff would transfer to work for the trust under the TUPE regulations and it is proposed that the trust would become a member of the Local Government Pension Scheme.