LIBRARIES, REGISTRATION AND ARCHIVE (LRA) SERVICE SPECIFICATION
Version 12

Contents

1. INTRODUCTION

Kent County Council (KCC) is becoming a commissioning authority with a greater focus on outcomes.

The Library, Registration and Archive (LRA) service has been selected as one of the services that the Council considers will benefit from the additional independence and flexibility provided through internally commissioning the Service to deliver the outcomes that KCC requires. LRA will have the freedom to develop its own services to benefit the people of Kent.

KCC expects that LRA will:

1) Deliver LRA service in line with this service specification and KCC's statutory obligations;

2) Develop the service to support KCC's wider strategic objectives, and in so doing shape the service around the needs of residents and service users; and

3) Maximise the opportunities for LRA premises and assets, working with partners and KCC Property to deliver additional services, asset collaboration and identify additional sources of funding to supplement the budget.

This specification outlines the outcomes required of LRA against which its performance will be evaluated. It also sets out the social values that the Service is expected to deliver and the minimum requirements of service delivery that KCC requires LRA to deliver.

2. OVERVIEW OF KENT'S LRA SERVICE

The role of the LRA service is to deliver Library, Registration and Archive services that support local people and businesses throughout their lives. Our services are open to everyone, but also targeted to help those who most need the offer. Through these services, people can improve their literacy and foster a lifelong love of reading; are supported in finding information, developing the skills to use online channels and becoming more active citizens; register key points in their lives and the lives of their families; and come together to form strong community ties.

We will do this by:

1) Delivering KCC's statutory obligations and satisfying the needs of the people of Kent. Listening to local communities and providing modern, innovative services, centred on their needs;

2) Growing the scope of the service: evolving and adapting to meet new challenges and opportunities;

3) Inspiring the people of Kent to enrich their lives through the services we provide; and

4) Delivering the services as efficiently as possible maximising value for money for Kent residents. Continue to develop and maximise use of our network of welcoming spaces for local communities.

The LRA service is and must continue to be available to all who live, work and study in Kent, with certain services protected as free to access. These free services at present are:

- Provision for reading and literacy through the lending of books and supplementary activities
- Services that address loneliness and social isolation, and provide a community space, which is comfortable and where people feel safe
- Provision of information to support personal development, learning, skills and finding a job
- Provision of activities that improve mental and physical health and wellbeing
- Access to the archive and local history collections available to all Kent residents
- The provision of IT to promote digital inclusion

- Improving access to KCC and partner services , face to face through signposting, information and co-location, and through assisted digital

In addition there are certain services which are statutory and KCC is restricted in how much can be charged for the service and LRA is expected to conform to these regulations. These services are:
- Registration of births, deaths and marriages/civil partnerships
- Citizenship

In addition there are certain services which KCC can charge for. These services are
- Charges for overdue loans
- Hire of Audio Visual material
- Reprographic, printing and copying facilities
- Private archive research
- Charge for reservations (LRA only charges for out of county reservations)
- Lost and damaged materials
- Provide copy birth, death and marriage certificates
- Nationality checking
- Certain events and activities and hire of the space
- Non statutory ceremonies
- Providing digital images
- Conservation and digitisation of collections not belonging to KCC
- The storage of some modern and archival records at PD5454 standard
- Community use of LRA buildings exploring opportunities for partnerships for community benefit

These services [many of which are available 24/7] are currently delivered through multiple access points, these are:

- 99 library locations across the County (of which 28 locations provide the Birth and Death registration service)
- 1 Register Office and 5 area offices
- Archive Centre
- Certificate Centre – provides copy birth, death and marriage certificates for a fee
- Mobile library, home delivery service and postal loans service provided for those requiring an alternative method of access
- Online via Kent.gov.uk/libraries 24/7

- Automated telephone service 24/7
- Information Point service for KCC Members and officers
- Ask a Kent Librarian service 24/7
- Music and drama collection
- Sevenoaks Museum and Folkestone History Resource Centre
- 3 galleries

LRA has contracted out the Time2Give Volunteer Development Programme to an external contractor. This programme provides a method of recruitment, retention and support for volunteers who provide value added services to the statutory provision.

We are contracted to deliver the following services:

- Prison library service
- Open Access services for Medway City Council
- Registration Services for Bexley Council

LRA is expected to continue to provide the services from all of the existing access points. The minimum standards for delivery are set out later in this specification. LRA is encouraged to review how the service is delivered to ensure the most efficient delivery model is in place to meet the needs of the people of Kent. Any proposals for change should first be reviewed and agreed with KCC before progressing to appropriate public consultation. Based on the outcomes of the consultation and business case, KCC would then make the final decision.

3.   OUTCOMES

KCC is commissioning LRA on an outcomes basis, to ensure that the priority outcomes of KCC are achieved whilst providing LRA with maximum flexibility on how to deliver these outcomes, adapting service delivery to changing needs.

KCC's strategic statement, 'Increasing Opportunities, Improving Outcomes', sets out the outcomes that KCC aims to achieve by 2020 for the residents and businesses of Kent. LRA services have an important role to play in supporting the achievement of many of these outcomes and as such it is KCC's expectation that LRA will contribute to the delivery of these strategic outcomes, working closely with other KCC services and with partner organisations as required. LRA will provide the information necessary to demonstrate achievement.

The outcomes which will be used as the basis of performance evaluation are as follows:

It is intended that LRA will have a core offer of service provision that will be delivered across the county but that it will also target services to meet local need and this will mean there will be a diversity of provision appropriate to the locality.

LRA will need to work closely with partners to evaluate the impact of the activity's it delivers to fully demonstrate how it is meeting the outcomes required. This is accepted by KCC that this will be evolved over this first year of operation of the service specification.

KCC Outcome	Supporting Outcomes supported through the provision of LRA services	LRA activity	Key PIs/How it will be measured While qualitative measures may demonstrate the impact of LRA activities, LRA will continue to work with KCC and partners to identify PIs which better link targeted activities to outcomes	Baseline 14/15 /Target 15/16
Outcome 1: Children and young people in Kent get the best start in life	Kent's communities are resilient and provide strong and safe environments to successfully raise children and young people	All babies to receive Bookstart packs as part of the birth registration All parents offered the opportunity to engage with Children's Centre Services	Number of packs delivered/number of births. Work with Children's Centres on the number of referrals and impact on parents. Use of parent/carer stock collections	100% / 100% Feedback from Children's Centres Tbc / tbc

KCC Outcome	Supporting Outcomes supported through the provision of LRA services	LRA activity	Key PIs/How it will be measured While qualitative measures may demonstrate the impact of LRA activities, LRA will continue to work with KCC and partners to identify PIs which better link targeted activities to outcomes	Baseline 14/15 /Target 15/16
	The attainment gap between disadvantaged young people and their peers continues to close	Provide space and resources targeted to disadvantage young people	Number of children attending homework clubs, code clubs and taking up volunteering opportunities. Feedback from children and parents/carers LRA to demonstrate how it is meeting the needs of disadvantaged young people and their peers.	Homework clubs 1790 / 1950 Code clubs n/a Young people volunteering
	All children, irrespective of background, are ready for school at age 5	Provide a range of interventions to ensure children 0-5 are ready for school	Bookstart as above Number of attendees at relevant events/activities Feedback from parents/carers	65,983 / tbc
	Children and young people have better physical and mental health	Provide space and resources to better inform young people	Feedback from children/parents/carers Wellbeing Zones evaluation Feedback from users of specialist accessible software Feedback from participants in Reading Well Books on Prescription for young people	Tbc /tbc
	All children and young people are engaged, thrive and achieve their potential through academic and vocational education	Provide access, either physical or digital to the resources needed to enable children and young people to achieve their potential	Number of public access computers and wifi availability in LRA buildings Use of online resources Increase in new borrowers aged 5-11 Number of book issues to children/young people	% of children and young people using total pc and wifi / tbc Usage of online resources tbc / tbc

KCC Outcome	Supporting Outcomes supported through the provision of LRA services	LRA activity	Key PIs/How it will be measured While qualitative measures may demonstrate the impact of LRA activities, LRA will continue to work with KCC and partners to identify PIs which better link targeted activities to outcomes	Baseline 14/15 /Target 15/16
				New borrowers 7,518 / tbc Book issues 1,990,306 / tbc
	Kent young people are confident and ambitious with choices and access to work, education and training opportunities	Increased participation of young people 11-30	Number of work clubs held within libraries Survey work club attendees Number of sessions on MyWorkSearch Number of apprenticeships in LRA Number of young people volunteering in LRA	Work Club attendees 929/1,000 MyWorkSearch sessions tbc /tbc Apprenticeships 1 / 14 Volunteers tbc /tbc
Outcome 2: Kent communities feel the benefit of economic growth by being in work, healthy and enjoying a good quality	Physical and mental health is improved by supporting people to take more responsibility for their own health and wellbeing	Provide access to information on health and wellbeing Ensure ease of access to service to all users	Books on Prescription – Issues and feedback from professionals Wellbeing Zones -Evaluation of project by Public Health Dementia friendly libraries – feedback from customers	Issues tbc /tbc Improved signage
	Kent business growth is supported by having access to a well skilled local	Support Kent businesses Provide services to businesses and use, where	A business service will be provided by the LRA service and each business will be recorded.	550 / 575 % of libraries with public wifi tbc / 100%

KCC Outcome	Supporting Outcomes supported through the provision of LRA services	LRA activity	Key PIs/How it will be measured While qualitative measures may demonstrate the impact of LRA activities, LRA will continue to work with KCC and partners to identify PIs which better link targeted activities to outcomes	Baseline 14/15 /Target 15/16
of life	workforce with improved transport, broadband and necessary infrastructure	possible, technology to enable business to utilise building spaces. Wifi provided in all libraries. Enable people to have the best chance to get a job	Number of approved premises Number of work clubs Number of volunteers Number of people undertaking work experience and apprenticeships in LRA	AP 227 / tbc Work clubs tbc / tbc Volunteers tbc / tbc Work experience tbc / tbc
	Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities	Provide spaces which residents value and provide a range of activities to assist them to lead a good quality of life	Number of ceremonies offered including Citizenship and attendees Customer feedback Number of events and activities – to include appropriate activities to support all members of the community Number of visitors to the search room Number of archival documents utilised by the	6,109 ceremonies which includes Citizenship ceremonies which were attended by 2,224 citizens/ tbc Customer satisfaction levels. Events 17,263 / tbc Search room visitors tbc / tbc Archive

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			public – physical and digital Number of visits to the archives online catalogue Number of archive enquires answered Number of supported reading groups	documents tbc /tbc Online catalogue tbc / tbc Enquiries tbc / tbc Reading groups tbc / tbc
	All Kent's communities benefit from economic growth and lower levels of deprivation	Promote library buildings as community and knowledge hubs. Maximise use of the LRA buildings Targeted services to meet lower levels deprivation Targeted services to improve take-up of new and emerging technologies and IT	Number of partners co-located in LRA premises and vice versa Use of LRA premises out of opening hours Business plan developed to deliver targeted services in areas of deprivation Take-up of technology learning sessions.	Tbc – baseline being constructed
Outcome 3: Older and vulnerable	Families and carers of vulnerable and older people have access	Provide access and resources to enable families and carers to	Books on Prescription – Issues and feedback from professionals Wellbeing Zones -Evaluation of project by	BoP issues tbc / tbc No of Wellbeing

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residents are safe and supported with choices to live independently	to the advice, information and support they need	obtain the health information they need	Public Health Dementia friendly libraries – feedback from customers Number of talk time participants and participant feedback Staff trained in dementia awareness	Zones 0 / 8 Survey results from Wellbeing Zones Improved signage Talk time participants 24,726 / tbc Pulse survey of talk time participants Staff trained tbc / tbc
	People with mental health issues and dementia are assessed and treated earlier and are supported to live well	People with mental health issues and dementia have access to services tailored to their needs	Staff trained in mental health and dementia awareness Number of read aloud groups and feedback from participants Wellbeing Zones -Evaluation of project by Public Health	Staff trained tbc / tbc Read aloud groups 1/ 3
	Older and vulnerable residents feel socially included	Older and vulnerable residents have access to the LRA service	Customer feedback Number of home library customers Number of customers using postal loan service Feedback from customers assisted to access	Customer feedback HLS customers 1,488 / tbc PLS 1,080 / tbc

KCC Outcome	Supporting Outcomes supported through the provision of LRA services	LRA activity	Key PIs/How it will be measured While qualitative measures may demonstrate the impact of LRA activities, LRA will continue to work with KCC and partners to identify PIs which better link targeted activities to outcomes	Baseline 14/15 /Target 15/16
			the internet independently Number of talk time session participants and participant feedback Number of volunteers	Volunteers tbc / tbc
Outcome 4: KCC complies with all legislation relating to Library, Registration and Archives legislation. See Appendix 3	N/A	Delivery of LRA in line with or above minimum service standards (see later list)	LRA is required to report its service delivery against minimum standards (reference Section 5) A periodic compliance audit will be conducted by KCC	Pass no breaches
	N/A	Library, Registration and Archive service delivers value for money	Delivery of service within allocated budget	Budget on target and delivery to KPI's
	N/A	Customer satisfaction	Customer satisfaction surveys of all major parts of the service. % of customers who are satisfied and very satisfied.	Baseline 90% Target 95%

In addition to these specific service outcomes, LRA will be expected to develop ways of showing how its services are contributing to the achievement of these wider KCC objectives.
Overarching all is the recognition that access to libraries enhances reading and literacy and therefore KCC expects the issues and visits to reflect Kent and national trends.

4.   MINIMUM SERVICE REQUIREMENTS

KCC has a statutory obligation to provide;

- A comprehensive and efficient library service
- The preservation and provision of access to documents which belong to or held in the custody of the council
The statutory obligations of the Registration service include the registration of births, deaths, stillbirths, marriages and civil partnerships, corrections and re-registrations as well as the taking of notices of marriage and civil partnerships. Citizenship ceremonies are also conducted to welcome new British citizens
- The statutory obligations of the Archive service include requirements surrounding the acceptance and storage of records as an approved place of deposit in respect of certain types of record, including public, manorial, tithe and ecclesiastical parish

Principles and professional practise

LRA must ensure that library, registration and archive services are delivered in line with KCC's customer service strategy. Everyone must be welcomed by the service, and feel welcome. To demonstrate this, as a minimum, LRA is required to deliver the service in line with a number of professional practise benchmarks and criteria which are used to demonstrate a quality service. These are:

- To achieve the Customer Service Excellence award (CSE)
- To contribute to the collection of data by CIPFA
- To participate in national Libraries, Registration and Archives services surveys as appropriate
- To be a member organisation of CILIP (Chartered Institute of Library and Information Professionals)
- To be an institutional affiliate member of the ARA (Archives and Records Association)

- Staff and volunteers are expected to adhere to the professional and ethical principles as adopted by CILIP and ARA Staff and volunteers will be trained according to the needs of their role.
- The Archive Service is expected to achieve and maintain the national accreditation standard
- Registration services must meet the National standards and the scheme for Registration
- A comprehensive and accurate historical record of births, deaths and marriages within the county is maintained at a Registration Repository
- No more than 0.25% unplanned closures of static service points and 3% mobiles off the road quarterly
- LRA is expected to ensure that all services are delivered in line with UK legislation (data protection, copyright & licensing).

Current Service provision — must not be reduced without approval of KCC.

Access points

LRA is expected to continue to provide services from all of the existing access points unless a change is agreed with KCC. KCC expects that the current weekly number of open hours in each library will be maintained, and not reduced unless agreed with KCC. Ideally KCC would want to see opening hours extended or adapted to better reflect local need. LRA will consult on a local level with customers and residents on any adjustment to opening hours before implementing. Any proposal to reduce opening hours must be agreed with KCC first before any consultation takes place.

Employees

The LRA service has a mixture of permanent / sessional experienced and professional paid staff and KCC recognises the importance that the residents of Kent place on the availability of skilled individuals to deliver the LRA service. Therefore KCC expects LRA to have a balance of permanent and sessional staff to allow flexibility and responsiveness in service delivery throughout the county. Excellent customer service skills should be the foundation of how LRA works and this should also connect to the KCC & GET customer service principles. Staff should be trained and qualified as required by their job role/description across the LRA service. LRA recognises that archival and library professionalism is a core factor in Service excellence. To that end, it will endeavour to support local individuals wishing to gain professional qualifications, through offering work experience where possible. It will support its qualified staff to maintain and develop links with professional bodies such as CILIP and ARA in order to benefit the service with up to date best practice and techniques. It should be recognised that staff will be dealing with customers in various emotional states, for example conducting weddings, registering births (including still-births), registering deaths and day to day in LRA service points. Staff should be equipped and trained accordingly.

Volunteers

The service already has a range of volunteers who add value to those services provided by staff as well as offering a number of benefits to the individual to get involved with the service. KCC recognises the important roles that volunteers provide in a whole range of roles. Our volunteers do not replace the work of paid staff but complement it and are trained to the level necessary to carry out the role. LRA will continue to develop the role of volunteers to add value to the service.

Reading and literacy

The provision of books and other material for loan free of charge is expected to continue. LRA will act as agent for the Book Fund which will be used for investment in new reading material of all types including physical books, e-books as well as audio visual and audio material. LRA is expected to apply comparable principles in relation to proportions of which type it chooses to purchase using Kent issue trends as a guide.

LRA will provide books and other materials that promote reading and support life-long learning for all.

LRA can explore and recommend new alternative book and non-book formats and recommend to KCC if it believes these should be considered within the Book Fund expenditure. Provide range and depth of stock in all formats that reflects the rich and complex diversity of needs within the county and resources available.

Archives, conservation and digitisation

LRA must continue to provide secure access for the public to documents maintained in the Archive free of charge (where the Service has the authority to do so) to residents of Kent using the documents for non-commercial private study. Charges may apply to non-Kent residents.   When adding to the Archive collection items that are not in the Ownership of KCC, it is necessary that the owners allow the Archive to make the information publically available and all other requirements as detailed in a deposit agreement which shall continue to be between the depositor and KCC. Any information that is not publically available should not be stored in the Archives unless there is a compelling reason to hold the item. LRA should endeavour to meet professional archival standards relating to public access, for example the Public Services Quality Group, A Standard for Access to Archives (2008)

LRA should monitor the environmental conditions within the archive and ensure the documents are kept and conserved to agreed standards. LRA will ensure that environmental conditions, security and storage conditions, packaging materials and applications and display of documents meet PD 5454:2012 and PAS 198:2012 (British Standards). The conservation of documents from the collections must meet the requirements of ICON professional standards and a conservator with ICON accreditation will be part of the conservation team.

LRA should ensure that Local History materials held in libraries are maintained to agreed standards and made available free of charge to residents of Kent.

Registration services

LRA is required to offer statutory registration of births, deaths, marriages, civil partnerships, citizenships and certificates occurring within the county, all fees to be delivered at the rates set in the Registration of Births, Deaths and Marriages (Fees) Order (Amendment 2012). Additional discretionary services may be charged at the discretion of LRA. In addition LRA is required to license venues where civil marriages and civil partnerships may be conducted and registered, the discretionary non civil ceremonies welcoming and renewal of vows ceremonies can also be delivered in those premises.

Provision of records for Registration must be available in delivery points and a central records repository (Certificate Centre) for historic records must be kept in accordance with the Registration Services Act 1953.

Social Inclusion

LRA will recognise the diverse needs of our community and will value and celebrate diversity, and believe it is essential to provide services which work well for all customers and staff.

LRA will offer safe places that are available to everyone.

LRA will ensure that the service offer reflects the specific needs of customers and local communities and that a one size meets all approach does not recognise the diversity of Kent's communities. LRA will utilise intelligence on its customers and the demographics of Kent in order to target its services appropriately.

LRA is required to facilitate a range of events/activities across the library networks for all ages and taking account of local demographics/protected characteristics/need/requests.

LRA will ensure that all buildings remain friendly and welcoming places for everyone in Kent; everyone should feel at home in our buildings.

LRA will make reasonable adjustments to the service to ensure that these are accessible

It is expected that service delivery and any proposals for changes consider carefully the impact on those with protected characteristic groups through an Equalities Impact Assessment and highlight action to mitigate any negative impact on these groups.

Learning and skills development

KCC expects LRA to work with other organisations to develop its volunteering and work experience offer, particularly for young people, people living with mental ill health and people living with a physical sensory or learning disability for whom the library can offer an opportunity to get experience in the world of work in a structured and supportive environment.

The service has consistently offered work experience opportunities, especially to younger people taking their first steps into paid employment. Through KCC, LRA has also offered opportunities to younger people through Apprenticeships in front of house and support functions and to recently graduated staff through internships, offering work on specific projects within the service.

Digital Services and Internet provision

LRA is expected to ensure that the residents of Kent have free and fair access to information through libraries, whether in printed, online or other form. This includes offering support to help people get online. LRA would have freedom to charge for resources/services not currently available e.g. provision of popular music/film/magazine downloading and/or streaming services.

Reference/information collections and public computer equipment (including hardware/software/accessibility aids/network/Wi-Fi) should be maintained to ensure they remain up-to-date, relevant and authoritative.

Community engagement

LRA is expected to develop a range of opportunities that allow active engagement in the development and shaping of how services are run. LRA may wish to utilise existing groups or this can take the form of localised consultation, focus groups and creating a network of user groups and volunteers.

User safety, Safeguarding and Prevent duties

- LRA premises are seen as safe, trusted spaces for members of their community. LRA is expected to ensure the safety of its users while on its premises and to assist KCC to fulfil its wider duty to the residents of Kent. LRA staff should report any relevant concerns they have - or are made aware of by a member of the public - to the appropriate authority, in particular where the following agendas are concerned;
- Health & safety
- Safeguarding of children and adults at risk
- Child sexual exploitation
- Counter terrorism
- Trafficking

LRA will ensure that all staff are trained appropriately in order to fulfil their role in all these areas.

Service Changes

Any significant change to any of these minimum standards must be agreed in writing between KCC and LRA.

5. SOCIAL VALUE

Maximising social value to Kent is of importance to KCC. KCC expects that all services should enhance social value both through service delivery itself, as well as through additional value that can offer more than the core requirements of the service. KCC expects LRA to contribute to maximise social value for Kent embedding the social value priorities, specifically:

- **Local Employment**: creation of local employment, volunteering and training opportunities
- **Buy Kent First**: buying locally where possible to reduce unemployment and raise local skills
- **Community development**: development of resilient local community and community support organisations, especially in those areas and communities with the greatest need
- **Good Employer**: support for staff development and welfare within providers' own organisations and within their supply chain
- **Green and Sustainable**: protecting the environment, minimising waste and energy consumption and using other resources efficiently, within providers' own organisations and within their supply chain

As such KCC expects LRA to demonstrate how it intends to secure improvements to economic, social and environmental wellbeing and how this will be achieved in relation to the KCC's priorities and outcomes. In line with the KCC's Commissioning Framework, LRA should consider the following types of questions in relation to social value when planning and delivering any service on behalf of KCC:

Social	Environmental	Economic
• What other community benefits can be achieved through the delivery of this service? • What other social outcomes can we achieve in addition to the core requirements of the contract? • How can we make better use of community assets when delivering this service?	• How can we minimise any negative environmental impacts? • How can we encourage ethical and fair trade purchasing? • How could 'green objectives' be promoted to staff and the wider community? • How can waste be reduced or recycled?	• How can we create skills, training opportunities? • How can we create short and/or long-term employment opportunities? • How can we create supply chain opportunities for SMEs and voluntary organisations? • Will this service employ mainly Kent staff? • How can we enhance market diversity?

6. PERFORMANCE REPORTING AND MONITORING

Annual Performance Framework

The overall performance framework is detailed in Schedule 5 of the Contract. The performance of LRA will be evaluated against the outcomes required of the service. The baseline positions for these outcomes are as detailed in Section 3. Outcomes above:

These performance measures will be assessed annually and targets will be updated.

There is a requirement for LRA to produce an audited annual report which will be made publically available. This will provide residents of Kent the opportunity to review the operation of the LRA Service in the previous contract year; to highlight achievements and challenges and specifically to provide evidence on how the service is delivering the outcomes set for it. There is a requirement to provide GRO with an Annual Performance Report using their agreed template and performance indicators and to include a Service Delivery Plan. In addition, it is expected that LRA will publish an annual business plan which sets out the objectives of LRA.

Monthly and Quarterly Performance Reporting

It is expected that LRA provides a copy of its management reports to the KCC DIVMT to enable early identification of any potential issues which should be addressed prior to the annual reporting cycle. As an example these management reports should contain the following information:

Description	Type of Information to be included	Frequency of Reporting	Baseline (14/15 outturn) variance should follow National Trend where applicable
Ethical and Professional Delivery	Complaints, Comments and Compliments analysis	Quarterly	90% acknowledged within 3 days 80% replies within 20 days
Access to Services	Unplanned closures of service point (inc mobiles)	Quarterly	0.25% for static and 3% for mobile service points
Stock / Service assets	Stock count by category	Annually	Total lending stock 1,384,370

Description	Type of Information to be included	Frequency of Reporting	Baseline (14/15 outturn) variance should follow National Trend where applicable
	Stock % on Loan	Annually	tbc
	Stock turnover: % Stock replaced	Annually	tbc
	No. of public access computers	Annually	740 (CIPFA)
Delivering LRA Service Activity	Total no. of library and archive visits	Quarterly	Total visits 5,642,322 (CIPFA)
	No. of visits by district	Quarterly	Detailed reports to be made available
	No. of visits by library service point	Quarterly	Detailed reports to be made available
	Total no. of issues in total	Quarterly	Total Issues 5,214,542 (CIPFA)
	No. of issues by category	Quarterly	Detailed reports to be made available
	No. of online issues/renewals	Quarterly	718,168
	No. of issues by demographic	Annually	Detailed report to be made available
	Total no. of events	Quarterly	Total events 21,200
	No. of events by service point	Quarterly	Detailed reports to be made available
	No. of events by category	Quarterly	Detailed reports to be made available
	Total no. of customer attending events in Libraries and Archives	Quarterly	Total attendances 186,000
	No. of customers attending events by category	Quarterly	Detailed reports to be made available

Description	Type of Information to be included	Frequency of Reporting	Baseline (14/15 outturn) variance should follow National Trend where applicable
	No. of customers who use Home Library Service, Postal Loans and Touch a New World	Quarterly	1,488 HLS 1,080 PL 10 TANW
	Total no. of visits to the Search Room	Quarterly	tbc
Channel Shift	%of renewals made via: the web, automated telephone renewal and self-service renewals	Quarterly	69%
	% of Birth, Death and Notice of Marriage appointments booked online	Quarterly	33%
	Number of archive documents accessed online	Quarterly	8,000 pa
Customer Satisfaction	Customer satisfaction surveys	Annually	
	No. and details of complaints	Quarterly	199
Customer Feedback	No. of active user groups	Annually	7
	No. qualitative feedback from customers	Annually	1,137
Customer Profiling	Active borrowers by age	Quarterly	Total active Borrowers 176,785
Staff	No. of permanent staff as at 31 March 16	Annually	tbc
	No. of casual and sessional staff employed as at 31 March 16	Annually	tbc

Description	Type of Information to be included	Frequency of Reporting	Baseline (14/15 outturn) variance should follow National Trend where applicable
	No. of FTE equivalents	Annually	511.92
	No. of volunteers	Annually	1,250
	Staff absence levels	Annually	6.17 days per FTE
	Protected characteristic profile of staff	Annually	Detailed report to be made available
	Demographic profile of staff	Annually	Detailed report to be made available
Finance	Income generated	Monthly	
	Expenditure	Monthly	
	Capital Investment	Monthly	
	Updated budget forecast	Quarterly	
Equalities information	Gender, ethnicity and age breakdown of staff and service users	Annual	N/A
Health & Safety	Number of Incidents reported plus sample of reports	Annual	N/A

A review of the specification will take place annually at a date agreed by KCC and the service.

Exit Strategy

An exit strategy will be developed by KCC to cover the eventuality that KCC moves to a different model of delivery for LRA services.

7.   APPENDIX 1: THE LRA SERVICE CUSTOMER BASE

When analysing, using the Mosaic profiling tool to segment the Library and Archive customer base, it has been found that book borrowing tends to be by the more affluent groups of the populations and PC usage tends to be by less affluent groups. Elderly residents are more likely to be frequent borrowers than residents with a younger age profile.

Gender profile

Female 54%
Male 31%
Undetermined 15%

Age profile

0-10	11-19	20-29	30-39	40-49	50-59	60+	age unknown
23%	14%	6%	9%	11%	9%	26%	2%

Ethnicity profile
32.1% White British
5.2% Other ethnic origin
62.7% unknown/not declared

In 13/14 1.5% of our issues were e-books and e-audio
In 14/15 2.3% "   "   "   "   "   "
Registration services are used by everyone at point of need.

8. APPENDIX 2: LEGISLATION

Libraries Legislation

Libraries and Museums Act 1964

Copyright, designs and Patents Act 1988
The Copyright and Rights in Performances (Disability) Regulations 2014
The Copyright and Rights in Performances (Research, Education, Libraries and Archives) Regulations 2014
The Copyright (Public Administration) Regulations 2014
The Copyright and Rights in Performances (Quotation and Parody) Regulations 2014
The Copyright and Rights in Performances (Personal Copies for Private Use) Regulations 2014
Public Lending Right Act 1979

Registration Acts and Statutory Instruments

Births and Deaths
Births and Deaths Registration Act 1953
Registration of Births and Deaths Regulations 1987 (SI 1987/2088)
Registration of Births and Deaths (Welsh Language) regulations 1987 (SI 1987/2089)
The Deregulation (Still-Birth and Death Registration) Order 1996 (SI 1996/2395)
The Contracting Out (functions of the Registrar General in relation to authoring re-registration of births) Order 1997 (SI 1997/962)
The Deregulation (Correction of Birth and Death Entries in Registers of Other Records) Order 2002 (SI 2002/1419)
The Registration of Births and Deaths (Electronic Communications and Electronic Storage) Order 2006 (SI 2006/2809)
Legitimacy Act 1976
The Registration of Births, Deaths and Marriages (Amendment) Regulations 2006
The Registration of Births, Deaths and Marriages (Amendment) Regulations 2007
The Registration of Births, Deaths and Marriages (Amendment)No.2 Regulations 2007
The Cremation (England and Wales) Regulations 2008
The Human Fertilisation and Embryology Act 2008

The Registration of Births and Deaths (Amendment) Regulations 2009
The Coroners and Justice Act 2009
The Welfare Reform Act 2009
The Presumption of Death Act 2013

Marriages
Marriage Act 1949
The Registration of Marriages Regulations 1986 (SI 1986/1442)
The Marriage Act 1994
The Marriage and Civil Partnership (Approved Premises) Regulations 2005
The Registration of Births, Deaths and Marriages (Amendment) Regulations 2005 (SI 2005/3177)
The Reporting of Suspicious Marriages and Registration of Marriages (Miscellaneous Amendments) Regulations 2000 (SI 2000/3164)
The Registration of Marriages (Welsh Language) Regulations 1999 (SI 1999/1621)
The Asylum and Immigration (Treatment of Claimants) Act 2004
The Immigration (Procedure for Marriage) Regulations 2011 (SI 2011/2678)
The Marriages and Civil Partnerships (Approved Premises) Regulations 2005 (SI 2005/3168)
The Forced Marriage (Civil Protection) Act 2007
The Equality Act 2010
The Marriage and Civil Partnership (Approved Premises)(Amendment) Regulations 2011
The Protection of Freedoms Act 2012
The Marriage (Same Sex Couples) Act 2013
Immigration Act 2014
The Registration of Marriages Regulations 2015
The Marriage (Authorised Persons) and Civil Partnership (Registration Provisions) (Amendments) Regulations 2015
The Registration of Births, Deaths and Marriages and Registration of Civil Partnerships (Fees) (Amendment) Order 2015
The Referral of Proposed Marriages and Civil Partnerships Regulations 2015
Marriage (Registrar General's License) Act 1970

Adoptions
Adoptions and Children Act 2002
The Adopted Children and Adoption Contact Registers Regulations 2005 (SI 2005/924)
The Adoption Information and Intermediary Services (Pre-commencement) Adoptions Regulations (SI 2005/890)

Civil Partnership
The Civil Partnership Act 2004
The Marriages and Civil Partnerships (Approved Premises) Regulations 2005 (SI 2005/3168)
The Reporting of Suspicious Civil Partnerships Regulations 2005 (SI 2005/3174)
The Civil Partnership (Registration Provisions) Regulations 2005 (SI 2005/3176)
The Immigration (Procedure for Formation of Civil Partnerships) Regulations 2011 (SI 2011/2979)

Gender recognition
Gender Recognition Act 2004
The Gender Recognition Register Regulations 2005 (SI2005/912)

Local Authorities / Miscellaneous

The Registration Service Act 1953
The Registration of Births, Deaths and Marriages Regulations 1968
Statistics and Registration Act 2007
The Freedom of Information Act 2000
The Data Protection Act 1998
Mental Capacity Act 2005
Equality Act 2010

Fees
The Registration of Civil Partnerships (Fees) (No. 2) Order 2005 (SI 2005/3167)
The Registration of Civil Partnerships (Fees) Order 2005 (SI 2005/3177)
The Registration of Births, Deaths, Marriages (Fees) Order 2010
The Registration of Civil Partnership (Fees)(Amendment) Order 2010

The Registration of Births, Deaths, Marriages (Fees)(Amendment) Order 2012
Registration of Civil Partnerships (Fees) (Amendments) Order 2012

Archive Legislation
Public Records Act (1958 and subsequent amendments)
Historical Manuscripts Commission Warrant 1869 extended 1959
Local Government (Records) Act 1962, as amended to 2003
Manorial Documents Rules 1959, The Manorial Documents (Amendment) Rules, 1963 and 1967
The Parochial Registers and Records Measure 1978 (as amended to 2003)
Tithe (Copies of Instruments of apportionment) Rules 1960 (SI 1960/2440), as amended by the Tithe (Copies of Instruments of Apportionment) (Amendment) Rules 1963 (SI 1963/977)]
Data Protection Act 1998 and the code of practice for archivists and records managers under Section 51 (4)
Freedom of Information Act 2005 with the codes of practice in sections 45 and 46
Environmental Information Regulations 2004

Archive Standards:
Public Services Quality Group
A Standard for Access to Archives (2008)
Plus other standards including cataloguing, conservation all encompassed by the TNA Framework of Standards for Record Repositories