LIBRARIES, REGISTRATION AND ARCHIVE (LRA) SERVICE SPECIFICATION
2017/20

Date Agreed XXXXX

Contents

1. INTRODUCTION

Kent County Council (KCC) is a commissioning authority with a greater focus on outcomes to benefit the people of Kent.

This should apply to all services the Council delivers and, as a result, KCC expects the Library, Registration and Archive service (LRA) to be fully focussed on contributing to KCC's outcomes and to demonstrate the difference it is making to people's lives. This is through the internal commissioned model of delivery.

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, settlement and passport checking (new for 2017)
- 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 archival records at BS5454 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 4 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
- 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.
 KCC LRA is contracted to deliver the following services in addition:

- Prison library service
- Open Access services for Medway City Council
- Registration services for Bexley Council
- Modern Records service for the whole of KCC

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. The GET Directorate Business Plan sets out the priority outcomes for 2017/18 which are highlighted in the table below and which LRA should prioritise in its service plan. 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 activities it delivers to fully demonstrate how it is meeting the outcomes required.

KCC Outcome	Supporting Outcomes supported through the provision of LRA services	LRA activity
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
	The attainment gap between disadvantaged young people and their peers continues to close	Provide space and resources targeted to disadvantaged young people
	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
	Children and young people have better physical and mental health	Provide space and resources to better inform young people
	All children and young people are engaged, thrive and	Provide access, either physical or digital to the

	achieve their potential through academic and vocational education	resources needed to enable children and young people to achieve their potential. Provide a summer reading opportunity for young people to help sustain reading ability throughout the long summer break. Also to achieve a reviewed service offer to schools.
	Kent young people are confident and ambitious with choices and access to work, education and training opportunities	Increased participation of young people 11-30
Outcome 2: Kent communities feel the benefit of economic growth by being in work, healthy and enjoying a good quality of life	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
	Kent business growth is supported by having access to a well skilled local workforce with improved transport, broadband and necessary infrastructure	Support Kent businesses Provide services to businesses and use, where 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
	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
	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, including Kent's Digital Playgound across 5 locations and any future opportunities that become available from the Libraries Innovation fund project.

Outcome 3: Older and vulnerable residents are safe and supported with choices to live independently	Families and carers of vulnerable and older people have access to the advice, information and support they need	Provide access and resources to enable families and carers to obtain the health information they need
	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
	Older and vulnerable residents feel socially included	Older and vulnerable residents have access to the LRA service with specific events and services targeted at their needs.
Outcome 4: KCC complies with all legislation relating to Library, Registration and Archives legislation. See Appendix 3	Delivery of LRA in line with or above minimum service standards (see later list)	
	Library, Registration and Archive service delivers value for money	
	Customer satisfaction	

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

Resources

LRA must ensure that the Library, Registration and Archive service is delivered to the budget agreed with KCC and in line with the Medium Term Financial Plan and any in-year changes agreed. This will also include delivering the required levels of income and exploring potential income/commercial initiatives. LRA will contribute positively to the yearly discussions to develop KCC's Medium Term Financial Plan.

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.

Asset Utilisation

LRA will contribute positively to the wider KCC discussions about maximising use of KCC buildings. This will include exploring opportunities to bring services together to maximise benefits for customers, looking at opportunities to co-locate with other KCC or partner services and exploring potential to re-locate services where appropriate.

Working in partnership

LRA will engage positively with a wide range of partners both internally and externally to KCC to explore new partnerships. In KCC that could mean discussion with for example Community learning and Skills, Public Health and Children's centres about how we can work together to deliver better outcomes to the customer and how LRA could be commissioned to deliver outcomes for others. LRA will also continue to engage with District, Parish/Town councils to explore potential for new ways of working and commissioned delivery models.

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.

Apprenticeships

It is expected that LRA will engage positively to ensure that the potential for Apprenticeships is explored across LRA services. LRA will report on the number of apprentices it recruits and will explore the potential for existing staff to take an apprentice level qualifications where these are appropriate.

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 BS5454:2012 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 and engagement.

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.

Environmental

Working to Corporate and Directorate environment targets and the service specification:

- LRA will maintain evidence for assessing its most significant environmental impacts and deliver against agreed actions as outlined in the annual LRA service plan
- LRA will set targets and monitor relevant and available data such as business miles and fleet fuel consumption
- LRA will give direction and support to its team of green guardians, and increase the number who are IEMA trained

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 performance of LRA will be evaluated against the outcomes required of the service, the KPIs and the PIs.

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

There is a requirement for LRA to produce an 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 service plan which sets out the objectives of LRA and demonstrates how the service will deliver against the outcomes

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.

LRA will make mini updates on performance to the LRA steering group.

LRA's KPIs for 2017/18

LRA's Key Performance Indicators have been revised in to reflect a wider range of LRA activity:

Performance Indicators relating to Customer Service

Ref	Indicator Description	2016/17 Target	2016/17 Actual	2017/18 Floor	2017/18 Target
LRA06	Customer satisfaction with Birth and Death Registration	95%	96%	90%	95%
LRA07	Customer satisfaction with ceremonies	95%	97%	90%	95%
LRA12	Customer satisfaction with Libraries	95%	96%	90%	95%
LRA13	Customer satisfaction with Archives	90%	-	82%	90%
LRA18	Customer satisfaction with Citizenship Ceremonies - NEW	95%	-	90%	95%
DT11	% of automated book renewals (online, self-service and automated phone)	75%	72%	71%	75%
DT12	Birth Registration appointment booked online	75%	70%	69%	75%

Performance Indicators relating to Business Activity

Ref	Indicator Description	2016/17 Target	2016/17 Actual	2016/17 Floor	2016/17 Target
LRA14	Number of customers using outreach services (Home Library Service, and Touch a New World)	1,600	1,460	1,350	1,500
LRA15	Total number of customers attending events in Libraries and Archives – 000s	210	203	190	210
LRA16	Number of archival documents utilised by the public – physical and digital	42,500	27,500	27,500	45,000
LRA17	Number of volunteer hours adding extra value to the LRA service - NEW	-	44,000	40,500	45,000

Activity Indicators Relating to Business Activity

Ref	Indicator Description	Threshold	Q1	Q2	Q3	Q4	2017/18 Expected
LRA01	Number of visits to static libraries (excluding mobiles due to current redesign of service) - 000s	Upper	1,270	1,380	1,210	1,210	4,850
		Lower	1,160	1,270	1,100	1,100	
LRA02	Number of books issued (includes eBooks and audio books) - 000s	Upper	1,155	1,310	1,210	1,100	4,485
		Lower	1,055	1,210	1,020	1,000	
LRA04	Number of online contacts to Libraries, Registration and Archives - 000s	Upper	350	340	340	350	1,320
		Lower	320	310	310	320	
LRA05	Number of ceremonies conducted by KCC officers, including Bexley	Upper	1,900	2,800	1,300	800	6,500

Listed below is the data that we also collect. This will be provided in our annual specification report

Description	Type of Information to be included	Frequency of Reporting
Ethical and Professional Delivery	Complaints, Comments and Compliments analysis	Quarterly
Access to Services	Unplanned closures of service point (inc mobiles)	Quarterly
Stock / Service assets	Stock count by category	Annually
	Stock % on Loan	Annually
	Stock turnover: % Stock replaced	Annually
	No. of public access computers	Annually
Delivering LRA Service Activity	Total no. of library and archive visits	Quarterly

Description	Type of Information to be included	Frequency of Reporting
	No. of visits by district	Quarterly
	No. of visits by library service point	Quarterly
	Total no. of issues in total	Quarterly
	No. of issues by category	Quarterly
	No. of online issues/renewals	Quarterly
	No. of issues by demographic	Annually
	Total no. of events	Quarterly
	No. of events by service point	Quarterly
	No. of events by category	Quarterly
	Total no. of customer attending events in Libraries and Archives	Quarterly
	No. of customers attending events by category	Quarterly
	No. of customers who use Home Library Service, Postal Loans and Touch a New World	Quarterly
	Total no. of visits to the Search Room	Quarterly
Channel Shift	% of renewals made via: the web, automated telephone renewal and self-service renewals	Quarterly
	% of Birth, Death and Notice of Marriage appointments booked online	Quarterly
	Number of archive documents accessed online	Quarterly
Customer Satisfaction	Customer satisfaction surveys	Annually
	No. and details of complaints	Quarterly
Customer Feedback	No of sessions engaging with customers	Annually
	No. qualitative feedback from customers	Annually
Customer Profiling	Active borrowers by age	Quarterly
Staff	No. of permanent staff as at 31 March	Annually

Description	Type of Information to be included	Frequency of Reporting
	No. of casual and sessional staff employed as at 31 March	Annually
	No. of FTE equivalents	Annually
	No. of volunteers	Annually
	Staff absence levels	Annually
	Protected characteristic profile of staff	Annually
	Demographic profile of staff	Annually
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
Health & Safety	Number of Incidents reported plus sample of reports	Annual
Environmental specification	Fleet fuel consumption	Quarterly
	Business miles	Quarterly

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

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 55%
Male 31%
Undetermined 14%

Age profile

0-10	11-19	20-29	30-39	40-49	50-59	60+	age unknown
24%	14%	5%	9%	11%	8%	27%	2%

Ethnicity profile
30% White British
5% Other ethnic origin
65% unknown/not declared

In 13/14 1.5% of our issues were e-books and e-audio
In 14/15 2.3% "   "   "   "   "   "
In 15/16 2.8% "   "   "   "   "   "
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