

## Service Performance Specification

Area of Service Delivery	Performance Standard	Measure
Records Management Service	26. Provide the timely delivery of records to agreed standards	All requested records provided the following working day or as agreed with client
Records Management Service	27. Maintain condition, confidentiality and security of records to agreed standards	No breaches
Nottinghamshire Archives	13. Provide opening hours to an agreed pattern	Opening Hours
Nottinghamshire Public Library Service	16. Provide opening hours to an agreed pattern	Opening Hours
Nottinghamshire Archives	14. Not exceed unplanned closure at an agreed level	0.5% of agreed Opening Hours
Nottinghamshire Public Library Service	17. Not exceed unplanned closure at an agreed level: a. Static; b. Mobiles	a. 0.5% of agreed Opening Hours b. 1.5% of agreed Opening Hours
Nottinghamshire Public Library Service	18. Achieve an agreed level of visits (annual target with % tolerance)	2.5 million (reporting tolerance – 5%)
Learning – community learning service	5. Deliver the ESFA contract to meet the agreed levels: a. Target learners; b. Number of learners (ESFA contract)	a) 50% of learners from top 250 Super Output Areas (SOAs) (per academic year); b) 6,000 adult learners* (per academic year) *related to SFA contractual targets
Learning – Skills for Employment	8. Deliver the ESFA contract to meet the agreed requirements: a. Targeting this group of learners; b. Achieving an agreed level of progression of young people to employment or further training	a) Young people 16 to 19 with qualifications below 5 GCSE Grade A - C; b) 65%
Records Management Service	24. Deliver a records management function for NCC, achieving agreed customer satisfaction levels	Customer satisfaction 90% +
Records Management Service	25. Maintain and action retention schedules	Reviewed and updated with NCC services (annually)
Arts	2. Apply for external funding streams	Applications (direct or supported) for

	to enable strategic development	external funding
Nottinghamshire Public Library Service	20. Provide quality stock, ensuring that: a. Items for loan do not exceed the agreed replenishment rates; b. The book and resource purchase fund is maintained at an agreed rate	a) 7 years (all stock); 6 years (children's stock) b) £800K
Nottinghamshire Public Library Service	19. Achieve agreed benchmarks for value for money and overall performance	Net expenditure – average and then review annually; Net income – increasing to average and then review annually; Volunteering – increasing to average and then review annually; Website Visits – average and then review annually
Arts	Co-ordinate key programmes 1. Rural Touring Programme 2. Arts Programme	6,000 attendances annually 2,000 attendances
Nottinghamshire Public Library Service	c. Information and Digital Universal Information Offer – free information service (face to face, email and via ASK Libraries), supported use of free public access ICT / information / government sites. Ability to search library catalogue and online resources, reserve/request/ renew items online and join online	Levels 1, 2 & 3 Free Wi-Fi/ free internet during opening hours
Nottinghamshire Public Library Service	d. Local Studies – Provide access relating to Nottinghamshire its history and environment in all libraries and via digital sources and exhibitions. Provide onsite and where feasible access to online resources to support research into Nottinghamshire's story. Maintain a comprehensive photographic collection for Nottinghamshire via the Picture your Past partnership	Local Studies Offer: Level 1 – Comprehensive collection of published sources (including maps and photographs) covering the County and local town/district area; Level 2 – Provide a collection of published sources about Nottinghamshire and the immediate town/area; Level 3 – Provide a collection of published material relevant to the library catchment area
Nottinghamshire Public Library Service	e. <u>Health and Wellbeing</u> Contribute to the health and wellbeing through reading and information services	Health and Well-being Offer Level 1, 2 & 3 – Books on Prescription Scheme ; Dedicated space for health related activity in selected libraries;

		<p>Level 1, 2 &amp; 3 – Free and supported access to health information resources (eg Help Yourself website);</p> <p>Level 1, 2 &amp; 3 - Access to targeted resources (eg memory lane bags) via request system</p>
Nottinghamshire Public Library Service	<p>f. <u>Learning Support</u></p> <p>Independent study and access to learning resources.</p> <p>Sign post learners to courses and information, advice and guidance.</p> <p>Learning Offer Level 1 ICT support session – 24 sessions per year</p> <p>Level 2 ICT support session – 6 sessions per year</p>	<p>Learning:</p> <p>Level 1 – Provision of study space, exhibition space and a wide range of non-fiction resources;</p> <p>Level 2 – Provision of study space; see Combined Core Service target</p>
Nottinghamshire Public Library Service	23. Establish Community Partnership Libraries to agreed standards	<p>Telephone helpline provided to all CPLs (Monday – Saturday);</p> <p>1 stock delivery / pick up per week;</p> <p>Access to Library Management System (LMS);</p> <p>Provision of County Library support as agreed with each CPL;</p> <p>10 CPLs established</p>
Nottinghamshire Public Library Service	<p>b. <u>Children</u></p> <p>To ensure the universal reading offer is available to children and young people. A dedicated children's area in every library, and a young adults area in larger sites. Children's offer:</p> <p>Level 1 – Under 5's event 2 per week (min); Introductory Class Visit; Book/Reading activity – 4 per year; School Exchange Visits;</p> <p>Level 2 – Under 5's event 1 per month (min); Introductory Class Visit; School Exchange Visits; Level 3 - Introductory Class Visit – teacher led; School Exchange Visits;</p> <p>Bookstart offer: Summer Reading Challenge – available at all libraries</p>	<p>BookStart 95% + babies reached;</p> <p>Summer Reading Challenge target 8,000 + children participating</p> <p>Reading Well for Children</p>
Learning – community learning service	6. Achieve agreed levels of learner satisfaction	90% of learners stated the course met or exceeded their expectations
Learning – study programme for	9. Achieve agreed levels of learner satisfaction	90% of learners stated the course met or exceeded their expectations

young people		
Sold Services to Schools	28. Ensure that the Education Library Service achieves agreed customer satisfaction levels	90% + customer satisfaction rating Nil cost to NCC
Sold Services to Schools	29. Provide an Instrumental Music Teaching service as a sold service	Nil cost to NCC
Sold Services to Schools	30. Ensure that Instrumental Music Teaching achieves agreed customer satisfaction levels	90% + customer satisfaction rating
Sold Services to Schools	31. Support the Music Continued Professional Development network	Provide a minimum of 3 CPD events for Nottinghamshire Schools
Sold Services to Schools	32. Provide the Nottinghamshire Music Hub	Provide access to whole class ensemble teaching programmes free to young people at the point of contact for a term in all 7 Nottinghamshire districts  Provide continuation opportunities for young people in and out of schools in all 7 Nottinghamshire districts  Provide discounted tuition and instrument loan scheme for those on low incomes  Provide a minimum of 3 high quality/large scale music activities for young people working with professional musicians and/or venues
Learning – community learning service	4. Achieve an agreed outcome of OfSTED Inspection	Good
Learning – Skills for Employment	7. Achieve an agreed outcome of OfSTED Inspection	Good
Nottinghamshire Archives	10. Achieve archives service accreditation as specified	Acquire and maintain the accreditation with The National Archives (TNA)
Nottinghamshire Archives	11. Ensure legal compliance	Meet the legal requirements for archives
Nottinghamshire Archives	15. Ensure that conservation meets an agreed standard	ISO compliant conservation unit or services

Nottinghamshire Public Library Service	21. Achieve agreed customer satisfaction ratings for the following areas:	CIPFA PLUS Survey Questions and targets
Nottinghamshire Public Library Service	a. Quality and choice of book stock (adults); Q - What do you think of the books in this library	Target 80% + (good or very good)
Nottinghamshire Public Library Service	b. Quality and choice of book stock (children); Q - The library having the books I need...	Target rating 8+ out of 10
Nottinghamshire Public Library Service	c. User satisfaction (adult); Q - Taking everything into account, what do you think of this library?	Target 90% + (good or very good)
Nottinghamshire Public Library Service	d. User satisfaction (children); Q - Overall, what do you think of this library?	Target 8+ out of 10
Nottinghamshire Archives	12. Achieve agreed levels of customer satisfaction measured through the PSQG survey of British Archives	90% overall customer satisfaction (Every 18 months)