



NORFOLK RECORDS COMMITTEE

Date: Friday, 1 May 2009

Time: 10.30am

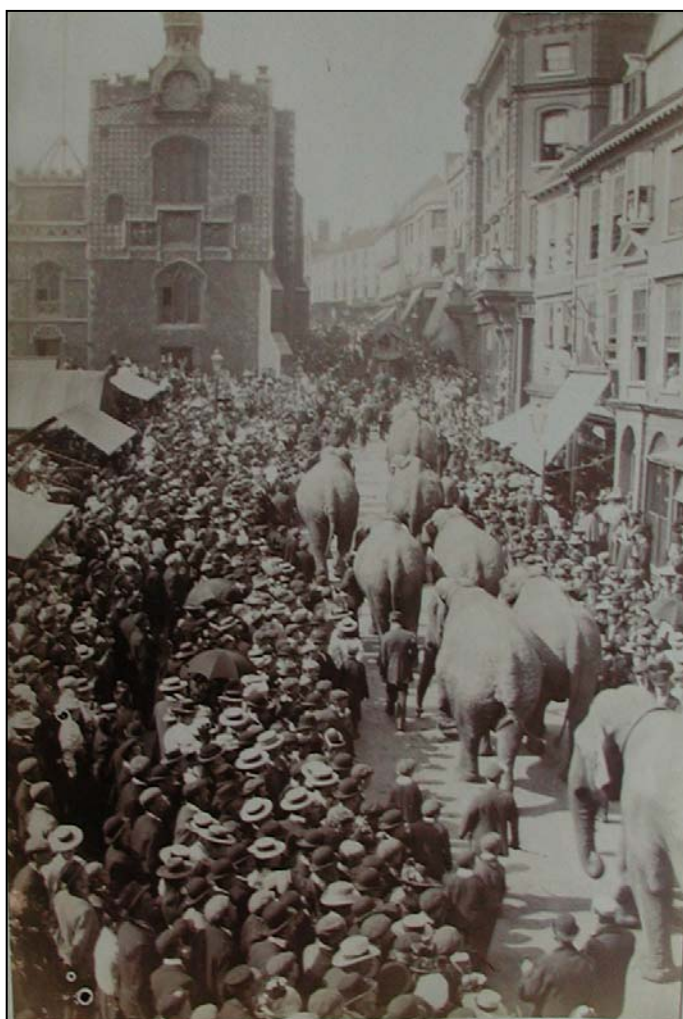
Venue: *** Council Chamber, County Hall, Martineau Lane, Norwich

Please Note:

*** The venue has been changed to the Council Chamber.

Arrangements have been made for committee members to park on the county hall front car park (upon production of the agenda to the car park attendant) provided space is available.

Persons attending the meeting are requested to turn off mobile phones.



Barnum's circus processing through Norwich, 6 September 1898: a photograph taken by Revd William Pelham Burn, vicar of St Peter Mancroft (Norfolk Record Office, MC 2678/3).

Membership

Mr R Blower
Mr J W Bracey
Mrs M Coleman
Mr P J Duigan
Mrs V R Gay
Mr S Jeraj
Mr C J Kemp
Mr C B A Lloyd Owen (Chairman)
Ms R Makoff
Mrs E A Nockolds

Mr J R Shrimplin
Mr M Taylor

Norwich City Council
Broadland District Council
Great Yarmouth Borough Council
Breckland District Council
North Norfolk District Council
Norwich City Council
South Norfolk District Council
Norfolk County Council
Norwich City Council
King's Lynn and West Norfolk Borough Council
Norfolk County Council
Norfolk County Council

Non-Voting Members

Mr M R Begley
Mr R Jewson
Dr G A Metters

Dr V Morgan
Prof. C Rawcliffe
Revd Charles Read
Prof. R Wilson

Co-opted Member
Custos Rotulorum
Representative of the Norfolk Record Society
Observer
Co-opted Member
Representative of the Bishop of Norwich
Co-opted Member

**For further details and general enquiries about this Agenda
please contact the Committee Officer:**

Tim Shaw on 01603 222948
or email timothy.shaw@norfolk.gov.uk

A g e n d a

- 1. To receive apologies and details of any substitute members attending.**

- 2. Minutes**

(Page 1)

To confirm the minutes of the meeting of the Norfolk Records Committee held on 16 January 2009.

- 3. To Note Whether Any Items Have Been Proposed as Matters of Urgent Business**

- 4. Members to Declare any Interests**

Please indicate whether the interest is a personal one only or one which is prejudicial. A declaration of a personal interest should indicate the nature of the interest and the agenda item to which it relates. In the case of a personal interest, the member may speak and vote on the matter. Please note that if you are exempt from declaring a personal interest because it arises solely from your position on a body to which you were nominated by the County Council or a body exercising functions of a public nature (e.g. another local authority), you need only declare your interest if and when you intend to speak on a matter.

If a prejudicial interest is declared, the member should withdraw from the room whilst the matter is discussed unless members of the public are allowed to make representations, give evidence or answer questions about the matter, in which case you may attend the meeting for that purpose. You must immediately leave the room when you have finished or the meeting decides you have finished, if earlier.

These declarations apply to all those members present, whether the member is part of the meeting, attending to speak as a local member on an item or simply observing the meeting from the public seating area.

- 5. Annual Governance Statement 2008-09 and Value for Money** (Page 7)

Report by the Chief Internal Auditor

- 6. Norfolk Record Office Budget Monitoring Report** (Page 11)

Report by the County Archivist

- 7. Annual Review of Charges for Services** (Page 14)

Report by the County Archivist

- 8. Risk Register** (Page 23)
- Report by the County Archivist
- 9. Norfolk Record Office Service Plan, 2009-2012** (Page 27)
- Report by the County Archivist
- 10. Periodic Report by the County Archivist for the Period 1 November 2008 to 31 March 2009** (Page 100)
- Report by the County Archivist
- 11. Norfolk Records Committee Annual Report 2008-09** (Page 153)
- Report by the County Archivist
- 12. Exclusion of the Public**
- The committee is asked to consider excluding the public from the meeting under section 100A of the Local Government Act 1972 for consideration of the item below on the grounds it involves the likely disclosure of exempt information as defined by Paragraph 3 of Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
- The committee will be presented with the conclusion of the public interest test carried out by the report author and is recommended to confirm the exclusion.
- 13. Periodic Report: Appendix Manuscripts Purchased for the Period 1 November 2008 to 31 March 2009** (Page 159)
- Report by the County Archivist
- 14. Date and Time of Next Meeting**
- Due to the County Council elections being held later than normal this year and the inability to postpone the deadline for accounts approval, the next meeting of the Norfolk Records Committee has been rearranged.
- The next meeting of this committee will take place at **10:30am on the Friday 26 June 2009 in the Colman Room, County Hall.**
- Please note that the July meeting has been cancelled and there will be no meeting of the Norfolk Records Committee's Accounts Approval and Urgent Business Sub-Committee. The business of the sub-committee will be taken forward by the full committee on 26 June 2009.

15. **To Answer Formal Questions (if any) of Which Due Notice Has Been Given**
16. **Any Item of Urgent Business** which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B(4)(b) of the Local Government Act 1972.

Chris Walton
Head of Democratic Services
County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 23 April 2009



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Norfolk Records Committee

Minutes of the Meeting Held on 16 January 2009

Present: -

Norfolk County Council

Mr J Shrimplin

Mr M Taylor

King's Lynn and West Norfolk Borough Council

Mrs E A Nockolds

Breckland District Council

Mr P J Duigan (Vice-Chairman)

Norwich City Council

Mr R Blower

Mr S Jeraj

Ms R Makoff

Broadland District Council

Mr J W Bracey

Great Yarmouth Borough Council

Mrs M Coleman

South Norfolk District Council

Mr C J Kemp

Non-Voting Members

Co-Opted Members

Mr M R Begley

Prof C Rawcliffe

Prof R Wilson

Observer

Dr V Morgan

Representative of the Bishop of Norwich

Revd Charles Read

Representative of the Norfolk Records Society

Dr G A Metters

1. Apologies for Absence

1.1 Apologies for absence were received from Mr Lloyd Owen and Mr Jewson.

1.2 As Mr Lloyd Owen had given his apologies, Vice-Chairman Mr Duigan took the Chair. Mr Duigan welcomed Prof Rawcliffe and Dr Morgan who were joining the Committee as Co-Opted Member and Observer respectively. He also welcomed Mr Blower as it was his first meeting representing Norwich City Council.

2. Minutes

2.1 The minutes of the previous meeting held on 21 November 2008 were confirmed by the Committee and signed by the Chairman.

2.2 Members asked Kristen Jones (Committee Officer) if there was an update on the issue of the minute style. The Committee Officer explained that this had been discussed at the last meeting of the Overarching and Steering Committee at Norfolk County Council. Members of committees were not to be identified by name unless the meaning of the minute would not be understood otherwise.

2.3 Dr John Alban (County Archivist) updated Members on the progress of the Kings Lynn Archive report, which went to the Economic Development and Cultural Services Overview and Scrutiny Panel on 17 January 2009. He explained that the Panel thought that the proposal of the Working Group to use the town hall was positive. The next step was to conduct a feasibility study.

3. Any Other Item of Urgent Business

There were no items of urgent business.

4. Members to Declare any Interests

There were no declarations of interest.

5. Norfolk Record Office Financial Monitoring Report

5.1 The annexed report (6) by the County Archivist was received and presented by John Perrott (Finance and Business Support Manager). The report provided the committee with a progress report on the Norfolk Record Office (NRO) revenue budget and reserves and provisions for 2008/09. The Finance and Business Support Manager explained that a break-even budget was expected with the budget shortfall being met by NRO savings together with a transfer of funds from Cultural Services relating to support savings.

5.2 During the discussion, Members raised the following:

- Members congratulated officers on their ability to meet the needs of the NRO during such challenging economic times.
- The query was raised how the NRO made savings. The Finance and Business Support Manager explained that this was achieved through some unfilled vacancies at the NRO as well as making small savings from other budgets within the service.

Resolved

5.3 To agree the report.

6. Service and Budget Planning, 2009-12

6.1 The annexed report (6) by the County Archivist was received and presented by the Finance and Business Support Manager. The Finance and Business Support Manager explained that the report updates the Norfolk Records Committee on proposals for service planning for 2009/10 to 2011/12. The report also included updated information on the Provisional Grant Settlement, revenue budget proposals and capital funding bids.

6.2 During the discussion the following points were made by Members:

- Members asked if attempts were being made to reduce energy costs. The Finance and Business Support Manager stated that the Department of Cultural Services was working with consultants generally to find ways of saving on energy costs and a survey of The Archive Centre had just been carried out. The Archive Centre's repository was designed with heavy insulation but the need to maintain the constant atmospheric conditions necessary for archive preservation there requires high energy consumption.
- In response to a question about advertising the services which the Record Office offers, the County Archivist responded by saying that work was

underway to improve the appearance and hopefully the impact of the Record Office's website.

Resolved

- 6.3 To note the report and, specifically, to highlight to Cabinet that the Norfolk Record Office has a special need, due to extraordinary pressures caused by high energy costs impacting on a building which has to deliver constant atmospheric conditions for the preservation of archives. The Committee requested that Cabinet should consider this when outlining their budget for the next financial year.

7. Audit of the Statement of Accounts, 2006-07

- 7.1 The annexed report (7) by the Head of Finance was received and presented by John Perrott (Finance and Business Support Manager). The report provided the details of key issues identified during the audit of the 2006-07 Statement of Accounts by the Audit Commission.
- 7.2 The Finance and Business Support Manager briefly highlighted the two key issues. First, there was no signed formal agreement for the operation of the Norfolk Records Committee. Second, the committee needed to confirm that it agreed to abide by Norfolk County Council's governance arrangements. However, with the impending announcement on the Local Government Review (LGR) it was proposed to wait until a final decision is known before drawing up a formal agreement.
- 7.3 Members pointed out that although there had not been a formal agreement for the operation of the Norfolk Records Committee there were over thirty years of custom and practice.

Resolved

- 7.4 To note the report and comments in the 2006-07 Annual Governance Report and endorse the proposed actions.

8. The National Archives' Self-Assessment Programme For Local Authority Archive Services, 2008

- 8.1 The annexed report (8) was presented by John Alban (County Archivist). The report provided gave information about The Norfolk Record Office's performance in The National Archives' (TNA) self-assessment of local authority archive services in 2008.
- 8.2 The County Archivist made the following points about the report:
- During the national pilot scheme in 2006 of the self-assessment, the NRO came second and in the following year, when the formal programme was in effect, the NRO came first nationally. This past year, the NRO has again performed very well, however the service did not yet know their official ranking.
 - The scoring system was previously 0 to 3 stars. However, the National Archives have now changed this system to 0 to 4 stars to match the scoring system of local authorities for ease of understanding.

- There were five main sections of the questionnaire for which the NRO improved in all but one. At Section 3 (Access and Outreach Services) the NRO decreased from 75.5% in 2007 to 72% in 2008. The County Archivist conveyed his surprise that this figure had dropped and by this percentage, particularly due to their work with prisons and the very successful exhibition on the Abolition of the Slave Trade, for which the NRO received a national award.
- The County Archivist had analysed the scores within Section 3 and shared with the committee that the NRO's service standard for receiving accessions was 30 minutes, however in reality these were received within 10-15 minutes. In the future, the NRO will tighten these service standards to reflect the reality of the high level of service which is actually in practice. The County Archivist said that those that were given the highest rating for this received accessions 'on demand'.
- The same point applied to the NRO's customer service standards, in particular those related to sending responses to letters. The service standards for communications would be tightened to reflect the quicker timescales where were already in practice.
- The County Archivist explained that he and the NRO staff would consider these changes and would challenge TNA with support from the committee. However, he did not feel that it would be appropriate to enter into a formal appeals process.

8.3 During the discussion, Members noted the following:

- The query was raised as to whether the NRO advertised the fact that it was a Four Star service on promotional material and stationary. The County Archivist replied by saying that some of the promotional materials indicated the NRO's status however stationary, such as letter-headed paper, did not because it would require wastefully disposing of previous stationary. This had been added to NRO staff's email signatures.
- The point was made that the average scores for Sections 1 to 5 were so low that there must be a few quite poor performing services. The question was raised as to whether funding was awarded to those poor performing services because they needed to improve or if funding was awarded to outstanding services as a reward. The County Archivist explained that those poor performing services tended to be London Boroughs who lacked the critical mass to deliver such a service. He also noted there was very little government funding for The Archive Centre and that the Museums, Libraries and Archives (MLA) had produced a scheme to assist services attract their own external funding. Nationally there were twenty places available on this scheme making it incredibly competitive. However, the NRO was offered a place on this scheme and it was thought this was partly because the NRO could be a model of best practice for smaller services. The County Archivist added that good assessment results and the NRO's high profile were good ways of opening up doors for external funding.
- The query was raised about the consequences of such a high rating. The County Archivist said there was no real consequences to this and stressed

that having Four Stars was very beneficial for the NRO when it came to recruitment of the best staff. Due to the NRO's association with Norfolk County Council (NCC), this also shown positively on NCC, however unfortunately there were not local authority performance indicators associated with archive services.

- In response to a question, the County Archivist replied that the NRO's achievements have been recognised and he had received several letters on behalf of the service congratulating the NRO staff, including one from the Leader of NCC, Daniel Cox.
- The question was raised whether the King's Lynn Archives brought the NRO's scores down. Susan Maddock (Principal Archivist) explained that during the pilot year, the NRO completed separate returns, but answered 'yes', that this did bring down the scores. The County Archivist added that the next official assessment would take place in 2010 and this was expected to look in some detail at the questions on preservation and conservation, and buildings, security and the environment, which would be particularly relevant to the King's Lynn Archives.

Resolved

- 8.4 1. To congratulate the NRO staff on achieving Four Stars through TNA assessment and to ask the County Archivist to produce a press release about this achievement.
- 8.5 2. To support the County Archivist when informally challenging TNA over the results in Section 3 of the Self-Assessment Programme results.

9. Date and Time of Next Meeting

The next meeting would be held in The Green Room in The Archive Centre on Friday, 1 May 2009 at 10:30 AM.

10. To Answer Formal Questions of Which Due Notice Has Been Given

There were no other formal questions.

The meeting closed at 11:45 a.m.

Chairman



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1 May 2009

Item:

**Annual Governance Statement 2008-09
and
Value For Money**

A Report by the Chief Internal Auditor

This report introduces the approach to the Annual Governance Statement that provides assurance that the organisation's governance framework is adequate and effective. It also and briefs members on the new requirements for the assessment of the Audit Commission's Value for Money conclusion.

A Annual Governance Statement

1 Introduction and background

- 1.1 The Accounts and Audit (Amendment) (England) Regulations 2006 require the reporting annually of a "statement on internal control". This statement provides assurance that the organisation's governance framework is adequate and effective.
- 1.2 From 2008-09, the requirement is to review the Committee's (in this case the Council's) existing Code of Corporate Governance and then to report an Annual Governance Statement in place of the "statement on internal control".
- 1.3 Guidance for the review of the Council's existing Code and for the preparation, review and reporting of the statement was issued by a CIPFA /SOLACE partnership (the Framework) and copies have been provided to the Chairman and Vice Chairman.
- 1.4 This report introduces the approach to preparing the 2008-09 Annual Governance Statement for the committee to note and approve and also briefs members on the new requirements for the assessment of the Audit Commission's Value for Money conclusion.
- 1.5 The Council was urged by the CIPFA /SOLACE guidance to test the current governance structures against the principles in the new published Framework by:

- reviewing existing governance arrangements against the framework,
 - developing and maintaining an up-to-date local code of governance, including arrangements for ensuring its ongoing application and effectiveness and
 - annually preparing a governance statement in order to report publicly on the extent to which we comply with our own code, including how we have monitored the effectiveness of the governance arrangements in the year, and on any planned changes in the coming period.
- 1.6 The Monitoring Officer and Head of Finance have considered and approved this approach to the requirements.

2 The Code of Corporate Governance

- 2.1 The Council adopted the CIPFA/SOLACE recommended Code of Corporate Governance in July 2006.
- 2.2 The Monitoring Officer will consider the guidance to determine if
- there are any changes required to the Council's (and therefore the Committee's) existing Code of Corporate Governance and
 - there are any changes in the arrangements for ensuring its ongoing application and effectiveness

and report accordingly.

3 The Annual Governance Statement

- 3.1 Much of the evidence that was gathered to support last year's Annual Governance Statement is relevant to the 2008-09 Annual Governance Statement and this will be reviewed. Additional evidence will be gathered, reviewed and reported by Internal Audit.

4 The Annual Review of Effectiveness of Governance

- 4.1 The Framework requires that the Committee should undertake regular, at least annually, reviews of its governance arrangements to ensure continuing compliance with best practice as set out in the Framework. It is important that such reviews are reported both within the Committee and externally.
- 4.2 The results of the 2008-09 review will be reported to the County Archivist, the Director of Corporate and Cultural Services and then reported to this Committee.

B Value for Money

- 5.1 Each year the Audit Commission publishes a Value for Money Conclusion as part of its report on the Audit of the Committee's Annual Statement of Accounts.
- 5.2 Part of the Code of Audit Practice – VFM Conclusion Criteria for "Other local Government Bodies" has recently become available. For 2008-09 the conclusion will be drawn from two 'key lines of enquiry' with two sub-divisions in each
- Managing Finances
 - understanding costs and achieve efficiencies and
 - financial reporting
 - Governing the Business
 - good governance and
 - risk management and internal control
- 5.3 Early indications are that arrangements will be adequate and effective.

6 Partnerships and Section 17 Crime and Disorder Act

- 6.1 Effective Corporate Governance arrangements help to deter crime, or increase the likelihood of detection through making crime difficult, increasing the risks of detection and prosecution and reducing rewards from crime.
- 6.2 Key partnerships will be included in the annual review of the effectiveness described above.

7 Recommendation

- 7.1 The Committee should note and approve
- the above requirements for an annual governance statement and support the annual review,
 - that the Council's (and therefore the Committee's) Code of Corporate Governance will be reviewed by the Monitoring Officer,
 - 'key' partnerships will be included in the annual review of the effectiveness
 - the Chief Officer recognises the 'corporate ownership' of governance requirements and
 - the Annual Governance Statement will be included within the annual Statement of Accounts.
- 7.2 The Committee are asked to note the new requirements for the Value For Money Conclusion and that these requirements will be considered along with the Annual Governance Statement and reported to this Committee.

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NORFOLK RECORD OFFICE BUDGET MONITORING REPORT**Report by the County Archivist**

This report provides the Joint Records Committee with a progress report on the Norfolk Record Office revenue and capital budgets and reserves and provisions for 2008/09.

Introduction

This is the Norfolk Record Office's budget monitoring report for 2008/09 and shows the position with the revenue budget, the capital programme and the movement on reserves and provisions based on the period to 31 March 2009.

1. Revenue Budget Monitoring

- 1.1 Based on the position to the end of March 2009, the service net expenditure budget is expected to break-even for 2008/09, see table below. Whilst technically the end of March is the end of the financial year, accounts will not finally close until 30 April to allow for late arriving income and payments together with any final adjustments to accounts.

Revenue Budget	Actuals To Date	Forecast	Variance
£1,579,670	£1,586,351*	£1,579,670	£0

* See paragraph 1.3 below

- 1.2 The 2008/09 budget is made up of:

• Record Office budget	£1,436,390
• Corporate Data Protection budget	£51,150
• <u>Corporate Freedom of Information budget</u>	<u>£92,130</u>
• Total Revenue budget	£1,579,670

- 1.3 Net expenditure to the end of March 2009 is £1,586,351; this appears as an over spend but a further £6,681 will be drawn down from reserves during April to give a break-even position. Expenditure includes Freedom of Information and Data Protection staffing costs.

- 1.4 Also during the year, increased utility costs amounting to £65,000 and reductions in service charge income of £42,600 have required the

drawdown of reserves of £5,000 together with the transfer of £50,000 of Cultural Services Support savings in order to balance the budget. In addition to this, a one-off payment of £8,800 was received from Cabinet, as a contribution to the significant increase in energy costs this year.

- 1.5 In order to understand better our heating, cooling and ventilation costs we invited an engineer in November 2008 to explore areas where improvements could be made to plant. His report suggested that the building was already suitably insulated but that improvements to timing and other controls could produce savings. By switching off specific air handlers for a period of 120 hours per week to parts of The Archive Centre not containing sensitive material, NPS have estimated the saving might be in the region of £5-6,000 per annum. These calculations were based on the average loading for each unit, and the current price of electricity and gas, although they do not take account of prevailing weather conditions changing, the price of energy fluctuating, etc. The switch-off commenced in February and is currently being monitored for impact.

2. Capital Budget Monitoring

- 2.1 There is no Record Office capital budget for 2008/09 and it has not been necessary to apply for Corporate Minor Works funding.

3. Reserves and Provisions

3.1 Residual Insurance and Lottery Bids

Balance at 1 April 2008	£316,000
Balance at 31 March 2009	£311,000

This reserve is to fund Records Conservation and final Archive Centre costs from the original earmarked reserve following the Library fire.

3.2 Manuscript Reserve

Balance at 1 April 2008	£38,000
Balance at 31 March 2009	£38,000

This reserve is to fund the cost of manuscripts that may become available. Currently the budget shows no commitments, as the Gunn Archive acquisition was externally funded and other recent manuscript bids at auction have not been successful.

3.3 ICT Reserve

Balance at 1 April 2008	£34,000
Balance at 31 March 2009	£34,000

This reserve is to enable the cost of replacements to be managed across financial years at The Archive Centre.

4. S17 Crime and Disorder Act

There are no implications of this report for the Crime and Disorder Act.

5. Resource Implications

- | | |
|-----------------------------------|---|
| (a) <u>Finance</u> | The revenue budget for 2008/09 is expected to break even.
Progress with reserves and provisions is satisfactory. |
| (b) <u>Property</u> | None |
| (c) <u>Staff</u> | None |
| (d) <u>Information Technology</u> | None |

6. Recommendations/Conclusions

The Norfolk Record Committee is requested to note the Norfolk Record Office's expected revenue out-turn for 2008/09 and progress with reserves and provisions.

Originator of Report:

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If you would like this report in large print, audio, Braille, alternative format or in a different language please contact Jen McConnell on 01603 222048



If you need this report in large print, audio, Braille, alternative format or in a different language please contact the County Archivist on 01603 222599 and we will do our best to help.

NORFOLK RECORDS COMMITTEE

1 May 2009

Item No:

ANNUAL REVIEW OF CHARGES FOR SERVICES

Report by the County Archivist

This report deals with the annual review of Record Office charges and recommends certain changes.

1. Norfolk Record Office charges are renewed annually to ensure that they keep pace with inflation. This year, the expectation by Norfolk County Council is that these charges will increase by a minimum average of 2 per cent. The County Archivist in his review of existing charges has taken several additional elements into account. Thus, in some cases, the charges have been held at the previous year's levels, mainly in response to public consultation, but, for fiscal prudence, these have been offset by larger increases in some other categories. The County Archivist may vary or waive these charges, at discretion, wherever benefit to the service may arise from doing so. All classes of fee attract a minimum charge of £5, if paying by cheque.
2. The appendixes set out the position and recommended charges for 2009-10. Postage, packing, and, where applicable, VAT, will be charged as appropriate.
3. The additional income which the charges recommended in this report will generate is estimated to be £2,000.
4. **Equality Impact Assessment (EqIA)**
The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

5. S.17 Crime and Disorder Act

There are no implications of the report for the Crime and Disorder Act.

6. Financial Implications

Financial implications are explained in the report and its appendixes.

7. Property, Staffing and IT Implications

Property, Staffing and IT matters are not specifically considered in this report.

8. Recommended that members note the new charges, as shown above.

Officer Contact:

Dr John Alban

County Archivist

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Appendix 1: General Fees

Category	Present Price £	Comment/ Increase	Recom- mended Price £
<i>COPYING SERVICES</i>			
Photocopies of documents: per sheet	0.75	0.10	0.85
Photocopies of searchroom lists & books	0.30	Cost held at last year's level	0.30
Microfilm: per frame*	0.90	0.05	0.95
Minimum charge (10 frames)	9.00	0.50	9.50
Microfiche: per fiche	3.00	0.50	3.50
Print out: per sheet [†]	1.50	Cost held at last year's level	1.50
Self-service microform printouts: per sheet	0.50	Cost held at last year's level	0.50
16 mm roll film diazo duplicates	25.00	2.00	27.00
35 mm roll film diazo duplicates	36.50	3.50	40.00
Photographic service charge	Contract photo-grapher's charge plus NRO surcharge of 40%	Cost held at last year's level	40%
Sales of A4 colour prints	£3.00	0.50	£3.50
Sales of A3 colour prints	£3.50	0.50	£4.00
Copying of sound recordings and electronic data	15.00 per half hour	Cost held at last year's level	15.00 per half hour
Still photography: private individuals requiring special facilities	30.00 per hour or part of an hour	5.00	35.00
Where conservation is required to enable copying: handling charge	15.00 per item or bundle	3.00	18.00

Assessing documents for copying, preparing estimates, etc.: for orders of 3 or more items or for items not uniquely identified by a reference number	15.00 per half hour or part thereof	3.00	18.00
Photography Permit (per day)	7.00	2.00	9.00
Photography Permit (per week)	22.00	6.00	28.00
Photography Permit (per month)	50.00	10.00	60.00
RESEARCH SERVICES			
Search fee: for 1 st hour	30.00	3.00	33.00
Search fee: for 2 nd hour	25.00	2.00	27.00
Fee for vehicle registration searches	30.00	3.00	33.00
Transcription fee: per hour	38.00	3.00	41.00
Translation fee: per hour	38.00	3.00	41.00
CERTIFICATION			
Certified facsimiles: statutory fee or per item	15.00	2.00	17.00
Certified transcripts: per 100 words	15.00	2.00	17.00
MISCELLANEOUS			
Annual charge for inclusion on Record Agents' List	25.00	Cost held at last year's level	25.00
Repairs to Documents	Charges are based on staff time plus on-costs, with materials at replacement cost, while inflation is automatically covered.		
* An additional handling charge may on occasion be made			
† Also, minimum charge for microfilm if film has not already been made.			

Non-sterling Payments

For non-sterling payments, a minimum charge of £15, applies: the high cost of conversion for other currencies makes it impracticable for the NRO to accept

non-sterling payments for lesser sums. Overseas customers are asked, when placing their orders, if they are able to pay in sterling.

Appendix 2: Charges for Booking Rooms in The Archive Centre

Where increased charges have been proposed, 2007-8 charges are shown in brackets, for comparison.

The Green Room						
Booking group in order of priority use	Room hire charge					
	for half a day		for a full day		for an evening	
	excluding equipment	including equipment	excluding equipment	including equipment	excluding equipment	Including equipment
NRO/NSA	N/A	N/A	N/A	N/A	N/A	N/A
EAFA	N/A	£25 No change	N/A	£30 No change	£60 No change	£70 No change
DCS	N/A	£40 No change	N/A	£50 No change	£60 No change	£70 No change
Wider NCC & DCs in Norfolk	£70 (£60)	£85 (£75)	£95 (£85)	£120 (£110)	£85 (£75)	£110 (£100)
External	£115 (£95)	£135 (£115)	£140 (£120)	£160 (£140)	£125 (£105)	£150 (£130)
Quadrangle Room/Hayman Room/Common Room*/Staff Room*						
Booking group in order of priority use	Room hire charge					
	for half a day		for a full day		for an evening	
NRO/NSA	N/A		N/A		N/A	
EAFA	N/A		N/A		£60 No change	
DCS	N/A		N/A		£65 No change	
Wider NCC & DCs in Norfolk	£60 (£50)		£75 (£65)		£85 (£75)	

<i>External</i>	£90 (£70)	£105 (£85)	£120 (£100)
The Long Gallery*			
<i>Booking group in order of priority use</i>	Room hire charge		
	for half a day*	for a full day*	for an evening*
<i>NRO/NSA</i>	N/A	N/A	N/A
<i>EAFA</i>	N/A	N/A	£60 No change
<i>DCS</i>	N/A	N/A	£65 No change
<i>Wider NCC & DCs in Norfolk</i>	£80 (£70)	£85 (£75)	£80 (£70)
<i>External</i>	£110 (£90)	£140 (£120)	£130 (£110)

***The Common Room, Long Gallery and Staff Room may be booked out of normal hours only.**

Where applicable, VAT will be added to these charges. Cancellation of bookings must be made in writing and, in the event of a cancellation, the Record Office reserves the right to make a cancellation charge, at the County Archivist's discretion.

Ordinarily, bookings are not accepted more than three weeks in advance and no block bookings are allowed. However, in response to customers' suggestions, in 2006-7, a long-term, in-advance booking fee for all meetings rooms in The Archive Centre was introduced.

In-Advance Booking Fee			
<i>DCS</i>	£15.00	£5	£20.00
<i>Wider NCC & DCs Norfolk</i>	£25.00	£5	£30.00
<i>External</i>	£30.00	£5	£35.00

Appendix 3: Fees for Film, Television and Video Companies NOCHANGE

The charges below are harmonised with the current charges and procedures which also apply in Norfolk Museums and Archaeology Service, as a consequence of which, all charges have been held at last year's levels.

Charges		
Category	Recommended Price £	
Facility fee: per day or part of a day for filming or TV companies filming, including rostrum photography, within Record Office premises, subject to negotiation on the scale opposite	200-600 per day	
Still photography	200-400 per day	
Television, film and video flash fees(documentary, drama, etc.)	Regional TV	Network/Overseas TV
Standard (10-year rights)	75.00	115.00
Inclusive cable, digital,satellite, video, WWW	130.00	180.00
Educational programmes	45.00	75.00
Electronic (including on-line): Multi-media: CD-ROM, DVD, WWW, etc.	75.00	125.00
Educational Multi- media: CD-Rom, DVD, WWW, etc.	45.00	75.00

Appendix 4: Reproduction Fees

The fees below are for the granting of non-exclusive reproduction rights. They are charged in addition to any duplication costs. All charges have been increased by £5.00 over last year's rate.

Charges				
Category	World Rights £		One Language Rights* £	
	B/W	Colour	B/W	Colour
Books, part-works, journals, periodicals, slides, newspaper articles, magazines	70.00	140.00	50.00	100.00
Educational, textbooks, scholarly and other non-profit publications	50.00	100.00	35.00	70.00
Book jackets, magazine, CD/record, video or CD-ROM/DVD covers	125.00	250.00	100.00	200.00
Academic/educational book covers	70.00	140.00	60.00	120.00
Postcards, greetings/Christmas cards, notelets and small reproductions	100.00	200.00	80.00	160.00
Charities (greetings cards only)	60.00	120.00	40.00	80.00
Fine Art prints, posters, calendars (per plate), gift wrap	125.00	250.00	100.00	200.00
Games, jigsaws, T-shirts, replicas, souvenirs and similar items (3-year rights)	180.00	360.00	125.00	250.00
Advertising magazine/press, direct mail, brochures and TV	150.00	300.00	125.00	250.00
Artists' reference (re-drawing)	50% of appropriate fee (% unchanged)			

* Under an EU ruling, 'one country' implies **all** member states, i.e., if single country languages are requested by an EU publisher, that publisher is deemed to have acquired rights in that language throughout **all** territories of the EU.

VAT will be added to all invoices, except those relating to orders from outside the EU. EU customers will be charged VAT, unless they supply a valid VAT number.



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NORFOLK RECORDS COMMITTEE

1 May 2009

Item No:

RISK REGISTER

Report by the County Archivist

This report asks the Norfolk Records Committee to note the latest version of the Norfolk Record Office's risk register and invites any comments

1. Introduction

- 1.1. The Accounts and Audit (Amendment) (England) Regulations, 2006 require the reporting of an Annual Governance Statement. The Governance Statement provides assurance that the organisation's governance framework is adequate and effective.
- 1.2. The Norfolk Records Committee received a report introducing the Annual Governance Statement on 16 November 2007. A further report was submitted to the Norfolk Records Committee, Accounts Approval and Urgent Business Sub-Committee on 24 June 2008, the minutes of which were noted at the Records Committee meeting of 25 July 2008.
- 1.3. The Annual Governance Statement is a wide statement, covering not only financial control, but the whole internal control environment. The Norfolk Records Committee has to take responsibility for internal control (including risk management), and also the Statement on Internal Control.
- 1.4. The Norfolk Records Committee is responsible for ensuring that there is an adequate system of internal control in place (including risk management arrangements).

2. Risk Management

- 2.1. The Norfolk Records Committee's aims and objectives are achieved through the Norfolk Record Office (NRO).

- 2.2. The NRO has a risk register which its Management Team reviews on a three-monthly basis, taking into account new control measures and target risk scores. Any amendments are incorporated into the corporate PRISM version of the risk register.
- 2.3. The last quarterly review of the NRO's risk register was on 12 March 2009.
- 2.4. A copy of the NRO's risk register, as revised on 12 March 2009, is appended to this report, for consideration by the Committee.
- 2.5. In addition to the NRO's Risk Register, the Cultural Services Risk Register will also include any significant risks which relate to the NRO, as well as any cross-cutting risks which may apply uniformly across services within Cultural Services.
- 2.6. In this way, the NRO complies with corporate reporting requirements relating to Risk Registers.

3. S17 Crime and Disorder Act

The Norfolk Record Office takes account of the need to address the issues of social exclusion, one of the key triggers for crime and disorder, and consistently works to ensure that services are accessible to everyone. Identification is made of those target groups who are less likely to benefit from services due to different factors, and services are tailored so that they can participate on an equal basis.

4. Resource implications

- | | |
|-----------------------------------|------|
| (a) <u>Finance</u> | None |
| (b) <u>Property</u> | None |
| (c) <u>Staff</u> | None |
| (d) <u>Information Technology</u> | None |

5. Recommendation

That the Committee notes the NRO's risk register, as revised on 12 March 2009, and makes any comments, as necessary.

Officer Contact:

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NORFOLK RECORD OFFICE RISK REGISTER

Last Upd 12.3.2009
Next Upc Jun-09
For review by: NRO DMT

Key to Risk Class
Very High
High
Medium
Low

Poor
Weakening
Uncertain
Improving
Good

APPENDIX

Risk No.	Risk Source: (Lack of ... Failure to ...)	Risk Consequences (Leads to Results in)	Current Control Measures	Likelihood	Impact	Risk Score (LxI)	Risk Class	New Control Measures	Progress - description	Target Risk Score	Prospect of reducing risk to acceptable level	Target Date	Council Council Objectives	Service Objective	Risk Owner
1	Loss of or reduction in external funding or grants	Leads to a reduced capacity to deliver the service, or threatens business viability	Stringent monitoring of performance to ensure that targets are met. Regular liaison with funding bodies. Maintain awareness of potential sources of external funding. Strong Exit strategies for each Project are in place.	4	4	16	Very High	MLA Strategic Planning and Fundraising training.	Risk is being considered	12 (4x3)	Uncertain	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
2	Base budget not keeping pace with inflation	Leads to reduced service capacity	Strong financial management coupled with demonstrating benefits and relevance of services. Ongoing efficiencies in service. Regular budget monitoring at management team meetings. NRO has historically been funded for current operations and there is a good level of advocacy between County Archivist and members/COG. Budgets are closely monitored and progress regularly reported to Norfolk Records Committee.	5	4	20	Very High	Monitor corporate directives and plan accordingly, prioritising services and business objectives. Reporting to Cabinet and action by Service Head.	Good progress, but will become increasingly challenging as efficiencies hard to find	12 (3x4)	Weakening	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
3	Unplanned budget pressures including reduction of income	Has potential for unplanned losses or budget deficits, a skewing of service plan priorities and unplanned reductions in reserves	Careful monitoring and accurate reporting of budgets in conjunction with budget holders to ensure control and compliance with financial regulations	5	4	20	Very High	Forward intelligence is sought from ESPO, Norfolk Property Services (NPS) and Corporate Procurement Unit (CPU) regularly and any resulting pressures reported to Cabinet, Review Panel and Joint Committees. Inflationary pressures on fuel costs are leading to a need to develop an energy reduction strategy to increase sustainability and reduce costs	NROMT monitors budgets and takes corrective action. An energy reduction plan is being developed by Mark Albanie of NPS	6(2x3)4	Uncertain	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
4	Severe shortages of staff due to influenza pandemic	Has potential for premises closure, support service downtime, increased backfill costs and loss of income	DCS Business Continuity (BC) group comprising service leads is in place. Completion of BC plans for all sites and sections, including TAC, is underway	3	5	15	High	NRO will need to have plans in place to manage any outbreaks. Training for staff is being organised corporately during 2008.	NRO has completed a BC plan and this is being entered on the NCC BC database	12 (3x4)	Some progress	Mar-10	Developing and supporting our workforce	Ensure Norfolk County Council is a good employer	John Alban
5	Inability to recruit and retain staff	Inability to recruit and retain staff leads to direct service impact. National capacity limits in specific roles.	New building helps to recruit archivists and other professionals. Management are aware of the recruitment issues and are developing new ways to recruit. Introducing smarter ways of recruiting and advertising for specialists. Are developing links with pre-qualified archivists through national and regional initiatives. An initiative to address lack of career development and successor planning in place	4	3	12	High	Modern Reward Strategy.NRO now recognized as a Society of Archivists' Training Office for Conservators. Formulating strategy with the head of Cultural Services' Human Resources	This is a cyclical problem that tends to move from profession to profession.	9(3x3)	Uncertain	Mar-10	Developing and supporting our workforce	Ensure Norfolk County Council is a good employer	John Alban
6	Failure of ICT systems and loss of catalogue	Failure of information systems including the website leads to reduction in access to service and to information both internally and externally	All systems are held on servers at County Hall or within TAC and are backed up daily, hardware is maintained under contract and software is supported. Business Continuity Plans are in place and updated as required. Servers are linked to UPS systems to enable continuity of operation. Failures of systems are likely to be short term and CHS exists to provide support with such events.	2	4	8	Medium	Discussions with Cultural Services' Information and Communications Technology Services	Tidied up the storage of data on the server	6(2x3)	Weakening	Mar-10	Providing Value for Money	Maximise our efficiency through a culture of value for money and continuous performance improvement	Ian Palfrey
7	Loss of building systems and plant including non delivery of suitable environment conditions	Loss of building systems leading to threat to holdings and failure of service	Contracts are now in place for maintenance of all main plant items and systems. Service provision within the contract is monitored by the County Archivist to ensure the premises are fit for purpose	2	4	8	Medium	Constant monitoring throughout the year. Additional building management systems planned. BMS additional systems in place	Good progress being made and co-operation taking place	4(1x4)	Good	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
8	Failure of NRO partnerships	Lack of clarity in roles and responsibilities of partnerships leads to capacity issues and potential drains on business as usual. Failure of partnerships leads to negative reputation and knock on effects in relation to funding.	Do risk assess business objectives before entering into partnerships or working arrangements. Also set criteria and extent of involvement in partnerships to ensure no damage to reputation. Heads of Repositories' meetings between NRO and EAFA. Close links maintained with partners through attendance at meetings, representation on boards, etc.	3	3	9	Medium		Good progress being made	4(2x2)	Good	Mar-10	To improve opportunities for people to learn throughout life	Working with partners, identify and seek to plug skills gap in the growth economy	John Alban
9	Failure of Security	Lack of effective site security can lead to vandalism resulting in loss of building, collections, concerns of staff safety.	We employ attendants to enhance the security and safety of visitors, staff and our assets. Working closely with NPS to improve security of curtilage of the building. Good internal security and alarms mitigate impact. Security Policy in place	4	2	8	Medium		Continuous review of risks and reporting them to NPS	6(3x2)	Good	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	Rachel Farmer
10	Failure to manage Sickness Absence and Stress	High levels of staff absence and stress leads to service delivery restrictions	NRO carry out return to work interviews, have signed up to the musculoskeletal referral programme and provide manual handling training to all staff. Sickness absence is monitored by management team and CSD DMT. The NCC counselling line is available. Regular monitoring of statistics will identify if interventions are needed. Senior Staff attend 'Managing Stress in others' course. All staff have been trained in 'Dealing with Difficult People'. NCC Impact Leadership Programme. Support and advice received from HR. Appointment of new HR Consultant for NRO	3	2	6	Medium	Forecasts have been re-evaluated.		6(3x2)	Good	Mar-10	Developing and supporting our workforce	Ensure Norfolk County Council is a good employer	John Alban
11	Lack of certainty over LGR outcomes	Drop in performance.Low motivation. Unable to recruit. Having to plan, not knowing what outcomes will be.	Keeping staff informed and reassured. Referring to corporate message	4	2	8	Medium	Ensure business as usual. Develop a skills strategy. Apply to own planning TNA/Cabinet Office guidelines for changes to machinery of government.		4 (1x4)	Good	Mar-10	Developing and supporting our workforce	Ensure Norfolk County Council is a good employer	John Alban
12	Loss of or damage to collections	Failure of service and damage to its reputation	The Archive Centre is designed to highest specifications for security, fire protection, etc., compliant with relevant archival standards. Strict searchroom regulations and security procedures in place, and all staff trained and alert to security issues. There is an annual programme of stock checks. A targeted stocktake takes place annually, in addition to constant monitoring throughout the year.	1	4	4	Low	Members of staff have attended the Public Service Quality Users Group on security and access. Service representation on national advisory body	Mechanisms in place to ensure we are working well. Performance Indicators in place	4(1x4)	Good	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
13	Lack of effective project management	Lack of effective internal project management leads to loss of opportunities, reputation, future finance and ultimately failure of the project.	Developing a pool of experience and knowledge in existing staff and high retention rate means that knowledge remains in NRO. Training is given a high priority in NRO. Head of Finance and Admin in CSD sits on all major project boards. All NRO managers going through training programmes to gain project management knowledge.	1	3	3	Low	New corporate standards will apply across the authority in future	Training has been carried out	4(2x2)	Good	Mar-10	Providing Value for Money	Maximise our efficiency through a culture of value for money and continuous performance improvement	John Alban

NORFOLK RECORD OFFICE SERVICE PLAN, 2009-12

Report by the County Archivist

This report, which members are asked to note and comment upon, sets out the key service activities for the Norfolk Record Office over the next three years.

1. Introduction

- 1.1. The Norfolk Record Office's (NRO) Service Plan, which appears as the appendix to this report, sets out the key activities which are planned for the coming three years. It is the NRO's working plan and feeds into the annual Norfolk County Council plan.
- 1.2. The NRO contributes to the County Council's strategic ambitions:
 - A vibrant, strong and sustainable economy
 - Aspirational people with high levels of achievement and skills
 - An inspirational place with a clear sense of identity
- 1.3. It also delivers outcomes under eight of the nine corporate objectives.
- 1.4. The attached Service Plan provides a useful summary of the NRO's key activities for elected members and can also be used to support grant and other applications.
- 1.5. Although it is attached here in hard copy, the master copy of the NRO's Service Plan is held electronically in the PRISM planning tool.

2. Equality Impact Assessment (EqIA)

- 2.1. The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and

procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation. In connexion with the Service Planning process, a Single Impact Assessment has been carried out using the County Council's template. This appears as Appendix 2 to this report.

3. Section 17 of the Crime and Disorder Act Implications

- 3.1. The NRO's Service Plan takes account of the need to address the issues of social exclusion, one of the key triggers for crime and disorder. The NRO provides services which are accessible to local people, encourage participation in cultural activities by people who are at risk of offending, engage offenders through a range of cultural projects, assist schools in improving pupil attainment and deliver opportunities to increase the number of people who are in education, employment or training. Through these, the NRO is making a contribution towards reducing crime and disorder in Norfolk.

4. Financial Implications

- 4.1. Any financial implications in this report are covered by existing budgetary provision.

5. Property, Staffing and IT Implications

- 5.1. Property, Staffing and IT matters are not specifically considered in this report.

6. Conclusion

- 6.1. This report brings together all the key service developments which are planned by the NRO over the next three years. The Service Plan represents an ambitious programme, intended to maintain the NRO's quality service to the public, provide value for money, and to ensure the continuation of the NRO's position as a centre of excellence and as a nationally recognized leader in its field.

7. Recommendation

- 7.1. Committee members are requested to note this Service Plan and comment on it.

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Norfolk Record Office

Cultural Services

Service Plan 2008-11

Dr John Alban
County Archivist



Broadland swan roll. c. 1490



Norfolk County Council
@ your service

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Service profile for the Norfolk Record Office (NRO)

Service description

Under its Mission Statement, the Norfolk Record Office (NRO) collects and preserves records of historical significance for the county of Norfolk and makes them accessible to as wide a range of people as possible.

The NRO is a joint service of the County and District Councils of Norfolk and is democratically accountable *via* the joint Norfolk Records Committee.

It acts as the Diocesan Record Office for the Diocese of Norwich and for parish records in part of the Diocese of Ely.

Under The National Archives' (TNA) self-assessment programme, the NRO is rated as a four-star (the highest level) archive service.

The NRO holds the status of being a 'TNA-approved' repository under TNA's new inspection régime, and is designated as a place of deposit for tithe and manorial documents and as a place of deposit for public records. Approval by TNA under its scheme of accreditation indicates not only that they are satisfied that the Record Office meets their rigorous Standard, but also that it has in place a satisfactory long-term strategy to care for, and make available, the archives in its charge.

The NRO was the first county record office to have all its collections Designated as being of outstanding importance by the Museums, Libraries and Archives Council.

The NRO (and the Norfolk Sound Archive which forms part of it) is housed in the state-of-the-art Archive Centre, opened November 2003, which is also home to the East Anglian Film Archive. The Archive Centre has been described as 'the most up-to-date archive facility in Europe'.

The King's Lynn Borough Archives in the Town Hall, King's Lynn, are jointly administered by the Borough Council of King's Lynn and West Norfolk and the Norfolk Record Office.

Service activities and volumes

CIPFA's annual statistics show that the NRO's exceptional archive collection is the largest for any county record office in the UK. Significant elements from the service volumes for 2007-8 were:

- Total volume of holdings: 2,907.5 cubic metres
- Total capacity of strongrooms: 3,441 cubic metres
- Total volume of accessions: 32.71 cubic metres
- Total no. of accessions: 497
- Total no. of visitors: 25,172
- Total no. of original documents produced: 20,415
- Total opening hours per week : 43
- Total reader spaces available: 74
- Total microform readers available for public use: 32
- No. of computers available for public use: 5
- Total no. of postal, telephone and e-mail enquiries: 11,908
- Total no. of visits to website: 166,637
- Total no of participants at NRO Education and Outreach events in TAC and across the county: 10,242
- Total no. of learning events in-house: 87
- Total no. of learning events outside: 123
- Total no. of volunteer hours: 1,888

In partnership with the Borough Council of King's Lynn and West Norfolk, the Record Office jointly administers the King's Lynn Borough Archives (KLBA). Service volumes for KLBA in 2006-7 were:

- Total volume of holdings: 26 cubic metres
- Total volume of accessions: 0.02 cubic metres
- Total no. of visitors: 274
- Total no. of original documents produced: 816
- Total no. of attendees at monthly lunchtime talks by NRO staff at Lynn Museum: 135

The NRO wishes to maintain its pre-eminence as a centre of excellence and seeks to carry out, to the highest possible standards, its main activities, which are:

- Records acquisition
- Records preservation

- Giving access to records for a wide range of purposes
- Promotion of records preservation and use

It is committed to achieving the following objectives:

- Developing and sustaining quality services
- Maintaining physical and cultural assets
- Making the most of resources from external agencies
- Working in partnership

These objectives are applied with ten activity/planning areas identified by The National Archives as essential for a successful archive service:

- General service management, including fundraising
- Buildings and security
- Environmental control and preservation
- Conservation
- Acquisitions/collection development
- Cataloguing
- Searchroom and other onsite public services
- Digitisation and other online services
- Outreach/audience development work
- Educational activities

Summary of Archival Holdings

The NRO's collections (c. 12.5 million documentary items) date from the eleventh century to the twenty-first, and are among the largest for any county record office in the UK, reflecting the exceptional wealth and population density of Norfolk in the middle ages, and its stability thereafter. Many individual collections are outstanding examples of their kind; together, they constitute an unrivalled source which underpins the study of almost every aspect of life in Norfolk during the last millennium. They are in a wide range of forms, including written documents, maps, architectural, technical and topographical drawings, musical scores, photographs and sound recordings.

Among the larger categories of archives are the following:

- Records of Norfolk's local authorities and their predecessors, 12th-21st centuries
- Public records (as defined by the Public Records Acts), including wills and other probate record, and records of coroners, hospitals, courts, drainage boards and utilities, and shipping registers, 14th-21st centuries
- Ecclesiastical records, 11th-21st centuries, including archives of Norwich Cathedral, Norwich Diocese, and more than 700 parish churches, records of the Society of Friends and from Baptist, Congregational, Methodist, United Reformed, and other non-conformist churches and chapels
- Records of more than 300 businesses, and of over 200 societies and voluntary organisations, 16th-21st centuries
- Estate and family records and personal and family papers, 11th-21st centuries
- Literary and musical manuscripts, 14th-20th centuries
- Sound recordings and related material in the Norfolk Sound Archive, mid 20th century-2004

Customer profile

Norfolk is a rural county covering a large geographic area. The population is estimated to be 832,400 in mid-2006, projected to rise to 860,800 in mid 2012. The majority of the population live in three major urban areas, all scoring poorly in the DETR's indices of deprivation including low basic skills and educational attainment. 20% of Norfolk's population is over 65 compared to 16% for England and Wales.

Every individual in Norfolk and beyond is potentially in a position to take advantage of the services offered by the NRO. Our customers cut across the spectrum of race, faith, disability, gender and age and work is continually developing to make our services available to all.

The PSQG survey of 2006 included some of the following statistics for searchroom users:

- 35.1% were first-time users; 25.4% had used the NRO for between 1-4 years; 11.4% had used the NRO for more than 10 years.
- 6.2% were in the 20-34 age range; 26.2% were in the 35-54 age range; 67.5% were over 55
- 25% of users lived within 7.8 kms (4.8 miles); 50% within 26 kms (16.2 miles); with a mean average living within 64.7 kms (40.2 miles)
- 2.6% of users were from overseas
- 54.8% of users were female; 45.2% of users were male
- 76.3% of users were researching their family history

- 98.2% of users were white; 0.5% of mixed race; 1.4% were of ethnic groups other than Asian , black or Chinese
- 8.3% of users had mobility problems; 4.9% hearing problems; 2.9% eyesight problems; 1.5% manual dexterity problems; 1.0% mental health problems; 2.5% other disabilities or long-term illnesses

The NRO's customers include depositors of archives, who are customers with a special stake in the service. The majority of these are Norfolk-based depositors, with a reasonably good spread across county: there is a Norwich bias, but many of the Norwich-based depositors have a county-wide remit, e.g., NCC, Norfolk Federation of WIs.

Strategic partners

Since 1974, the NRO has been a joint service of the County and District Councils of Norfolk and is democratically accountable *via* the joint Norfolk Records Committee. The committee has representatives from Norfolk County Council, the seven District Councils in Norfolk, the Bishop of Norwich, the Norfolk Record Society, the Lord Lieutenant of Norfolk, as *Custos Rotulorum*, several co-opted members representing various user groups, and one observer.

The NRO's strategic partners include:

- BBC
- The Borough Council of King's Lynn and West Norfolk, in respect of the King's Lynn Borough Archives
- British and Irish Sound Archives
- Community archive and local history groups across the county
- Creative Partnerships (part of Norfolk Children's Services)
- Diocese of Norwich
- East Anglian Film Archive
- East of England Regional Archive Council
- East of England Sound Archive
- Mind
- Museums, Libraries and Archives Council, East of England
- The National Register of Archives
- Norfolk Adult Education Service
- Norfolk Arts Service
- Norfolk Family History Society
- Norfolk Library and Information Service
- Norfolk Museums and Archaeology Service
- Norfolk Record Society
- Norfolk Records Committee constituent members in the joint archive service
- Norwich and Norfolk Racial Equality Council
- Norwich Cathedral Library
- Norwich Cathedral Community Learning Service
- Norwich HEART
- Schools, colleges and prisons across Norfolk
- Society of Archivists and Society of Archivists East of England Region
- The National Archives

- University of East Anglia
- West Norfolk Partnership

Area context

Services are delivered to communities across Norfolk by means of:

- The Norfolk Record Office in The Archive Centre
- Norfolk Sound Archive
- King's Lynn Borough Archives
- Archives Education and Outreach Service
- Electronic access to services
- Partnerships in the community and with our suppliers
- Joint delivery partnerships
- Partnership working with other services in Norfolk Cultural Services

The changing context for service delivery

External drivers

The annual self-assessment programme introduced in 2006 by TNA is a key driver for the NRO.

The lack of a specific National Indicator for archives within the 198 indicators which will underpin the new performance framework for Local Authorities is regretted, so it is important to attempt to align archives within Local Area Agreements.

Any archive-related initiatives from the Museums, Libraries and Archives Council.

The impending draft National Strategy for Archives, proposed by MLA and TNA and currently still in draft, will be a key driver for the NRO.

The impending proposals for reorganization of local government in Norfolk will be a key driver for the NRO. The demise in February 2009 of the MLA East of England, which had been particularly supportive of archive

services in the region is a great loss, the exact consequences of which for archives are not yet known.

There have been significant changes to Norfolk's population. The population is estimated to have been 832,400 in mid-2006, projected to rise to 860,800 in mid 2012. The composition of the population is changing. Norfolk is becoming increasingly diverse, with large numbers of people coming into the county from Portugal and Eastern Europe, in particular from Poland (an estimated 3,000). Significant numbers of Portuguese are now living and working in the county (roughly estimated at 25,000 people).

Recent research using finer level data has highlighted previously hidden pockets of deprivation outside major urban areas. It has also identified a need to focus on 'people rather than places' as large numbers of deprived people live outside deprived areas. There are implications for ensuring that services and programmes are targeted appropriately.

There is evidence of a link between the educational attainment of children and their parents so it is equally important for all adults to achieve at least basic numeracy and literacy levels. In Norfolk, levels of these skills in the adult population are lower than the regional average.

Norfolk has a strong cultural sector. A recent MORI user satisfaction survey reveals that satisfaction with Norfolk's theatres, concert halls, galleries, museums and libraries are all significantly higher than the national average. In addition, the numbers of people visiting the NRO and Norfolk's museums and libraries are amongst the highest in the country.

Advances in technology, and people's expectations about how it will affect them, will impact on planning for service development. Optimizing the use of the latest web and communication technologies for the wider community remains important alongside a multi-channel approach to delivering services.

The NRO is guided by a wide range of standards, legislation and policies, which include:

- *The National Archives' Standard for Record Repositories* (1st edn, London, 2004)
- *BS5454: Recommendations for the Storage and Exhibition of Archival Documents* (BSI, 2000)
- *BS4971: Recommendations for Repair and allied Processes for the Conservation of Documents* (BSI, 1980-8)
- International Council on Archives, *General International Standard of Archival Description* [ISAD(G)] (2nd edn, ICA, 2001)
- International Council on Archives, *International Standard Archival Authority for Corporate Bodies*,

Person and Families [ISAAR (CPF)] (2nd edn, ICA, 2004)

- National Council on Archives, *National Name Authority Files* [NNAF] (1997)
- Museums, Libraries and Archives Council, *Listening to the Past, Speaking to the Future. Report of the Archives Task Force* (MLA, London, 2004)
- East of England Regional Archive Council, *Eastern Promise. A Strategy for Archival Development in the East of England* (Bury St Edmunds, 2003)
- The Public Records Act, 1958, Section 4
- The Manorial Documents Rules, 1959 and 1967
- The Tithe Rules, 1960 and 1963
- The Local Government (Records) Act, 1962
- Sections 224-9 of the Local Government Act, 1972
- The Parochial Registers and Records Measure, 1978 and 1993
- The Local Government (Access to Information) Act, 1985
- The Data Protection Act, 1998
- The Freedom of Information Act, 2000

Internal drivers

The NRO is under increasing pressure to reduce costs and offer value for money while ensuring increases in visitors, learners, new members, active members and issues are maintained. The increase in diverse communities in Norfolk offers the challenge of meeting user needs and catering equally and fairly for all who work and live here. Staff training, development and support are seen as important development areas to ensure that staff deliver a totally inclusive and professional service to a changing and diverse population.

Reviewing performance

Last year's performance The NRO retained its top ranking in The National Archives' (TNA) Self-Assessment Programme for Local Authority Archive Services for 2008, as a four-star, or excellent service. The NRO's overall score of 86.5% was an improvement on its scores of 84% in 2007 and 79% in 2006. The score was also consistently well above the national and regional averages of 70% for archive repositories in the East of England region, 69% for County Council archive services as a whole and 61% for archive services in the whole of England and Wales.

This keeps Norfolk firmly in the top 10% of highest-performing local authority archive services in the country.

The NRO was successful in its bid to TNA's National Cataloguing Grants Programme for Archives, 2008 for funding to catalogue the archive of G. King and Son Ltd, lead glaziers, of Norwich. One of only ten awards made nationally, the NRO's grant of £31,000 will enabled the project to start in early 2009.

The NRO is one of only twenty archive services in England and Wales which successfully bid for a place on the Strategic Planning and Fundraising Programme for Archives, 2008-9. Funded by the Museums, Libraries and Archives Council (MLA), the programme aims to provide tailored support to archive services, working closely with them, to enhance and develop strategic thinking and planning in relation to real issues. The NRO will be taking advantage of this guidance to support a project to improve its online services.

A greater number of high schools than hitherto made use of the education and outreach service. This included a group from Langleigh School Sixth form, who had a tour of the building and looked at documents relating to their forthcoming assignments. Gifted and talented pupils from Earlham High School visited as part of a project on local heroes, and spent time looking at documents relating to Elizabeth Fry and Thomas Fowell Buxton. Forty pupils from Lynn Grove High School in Gorleston visited to find out how to trace their family history and see documents relating to Gorleston, as part of their project looking at the topic 'who am I?'. Three day-schools for Year 9 pupils from two high schools were ran jointly with Norwich Castle Museum looking into Norfolk's connexions with the slave trade. Staff also provided images and information for a project looking at migration and settlement across the east of England, which will be made available to high schools in the region. In addition a large number of workshops were carried out for primary schools in Norfolk.

More work was carried out to attract diverse groups and communities to the record office. Information went out to Jewish community groups advertising two talks entitled *Violence and Religious Minorities and European Literature and the Arts before the Holocaust* and *Antisemitism in Medieval Norwich*, which were given as part of Holocaust Memorial Day. A talk entitled *Victorian Transgender Issues*, by Janett Scott from the Beaumont Society, formed part of Lesbian, Gay, Bisexual, Trans History Month and was advertised at a number of LGBT public houses in Norwich and in the LGBT societies at both the University of East Anglia and Norwich City College. Two events were put on for Black History Month. These included a repeat of the successful workshop on tracing your black and minority ethnic family history, and a school holiday activity looking into the contribution of inventors Garret Morgan and Lewis Lattimer and of Mary Secole. Work also started on a project to produce trail, providing information about past refugees in Norwich, as part of refugee week. The project involved current refugees and asylum seekers who were responsible for choosing the documents used to highlight this history.

Staff continued with the successful programme of school holiday activities. With a total of eleven activities carried out, at The Archive Centre and at the Ancient House Museum of Thetford Life. These included new activities such as block printing, making shields, and step back in time, along with a number of repeat activities. A large number of families also participated in a history trail around Thetford, which was designed in conjunction with staff from Ancient House Museum of Thetford Life.

A number of people gained a greater understanding of how to trace their family tree after attending workshops and talks held in libraries around the county and at The Archive Centre, during Adult Learners' Week. In addition a number of talks on this topic were carried out to private groups. During Heritage Open Days people had the opportunity to attend a workshop and talk aimed at tracing the history of their house.

For the first time staff worked with pupils from a pupil referral unit. Nine pupils from the Central Area Pupil Referral Unit benefited from an MLA-funded project. Staff worked with a local poet to enable the pupils to produce a piece of poetry inspired by one of the documents they saw during a visit to the record office.

The Corporate Freedom of Information and Data Protection Unit (based in the Norfolk Record Office) had a 96% success rate in meeting the deadline for providing information under the Freedom of Information Act during the year.

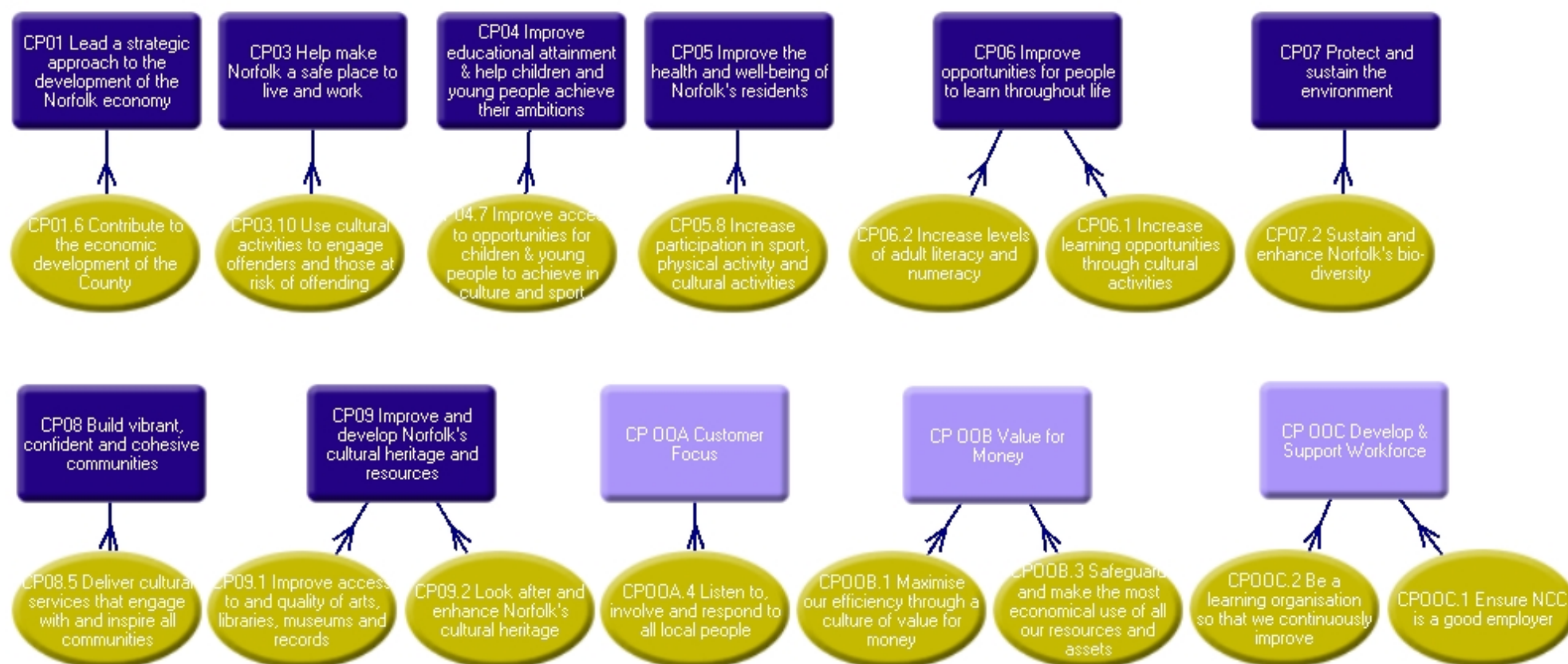
Nine of the eleven measures in the Council's Data Protection Policy were fully complied with over the last year. One measure not met was ensuring that all staff were suitably trained in data protection. This came about through Corporate Training and Development's decision to discontinue all their formal training sessions on data protection. The other failed measure relates to the number of subject access requests that were not completed within the statutory limit of forty days – 39% of cases, although in most of these the subject agreed to the delay. The main reasons for exceeding the limit were complexity and workload.

Delivering outcomes

The following causal map demonstrates how Norfolk Record Office helps its customers experience better outcomes. These outcomes are expressed through *Norfolk Ambition*, through *County Council Plan* objectives, and through objectives within key thematic plans. The service objectives identify how the service delivers these outcomes.

Service plan map for Norfolk Record Office

SP CU NRO Service Plan Map 09/10



Contribution to Strategic Ambitions

In the same way as all the services within Cultural Services, the NRO has developed its Service Plan using the County Council's policy framework for preparation of the County Council Plan.

The NRO contributes to NCC's three strategic ambitions. Some examples of how its key service actions support the three strategic ambitions are given here:

An inspirational place with a clear sense of identity

- Develop community-based oral history projects *via* the Norfolk Sound Archive by working with community archives and other partners, and providing training opportunities in oral history and continued support (Service Objective 4)
- Ensure the preservation of and access to archives which support the study of the historical environment (Service Objective 7)
- Develop an exhibition and research project with Norfolk's Polish wartime community (Service Objective 7)
- Maintain programme of off-site parish exhibitions (Service Objective 8)
- Maintain programme of Norfolk Sound Archive work with community groups (Service Objective 8)
- Support King's Lynn Hanseatic Festival in partnership with BCKLWN (Service Objective 9)
- Participate in the 'People and Parliament: Connecting with Communities' project in partnership with the Parliamentary Archives and Parliamentary Outreach, to help to bring Parliament closer to the people (Service Objective 9)
- Continue to attract accessions from new communities and sectors, and to acquire archives at risk (Service Objective 10)

A vibrant, strong and sustainable economy

- Develop more Archive Education and Outreach programmes which support economic development (Service Objective 1)

Aspirational people with high levels of attainment and skills

- Maintain a comprehensive archive education service for schools, by delivering workshops, providing hard copy or electronic resources and advice to schools (Service Objective 3)
- Provide opportunities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre (Service Objective 3)

- Continue the programme of learning events in The Archive Centre and across the county, including workshops, talks and activities (Service Objective 4)
- Provide workshops on family history, palaeography and other topics (Service Objective 5)
- Provide family learning events (Service Objective 6)
- Continue to develop the use of volunteers and equip staff to supervise and work with them (Service Objective C)
- Maintain ongoing training and workforce development programmes, also in alignment with regional and national developments within the Museums, Libraries and Archives Sector

Norfolk Cultural Services has 10 service objectives which are common to all services within the department. These service objectives link to 8 of the 9 new County Council objectives. However, the main focus of the NRO's work is in relation to:

Corporate Objective 1 – Contribute to the development of the Norfolk economy

Corporate Objective 4 – improve educational attainment and help children to achieve their ambitions

Corporate Objective 6 – Improve opportunities for people to learn throughout life

Corporate Objective 7 – Improve opportunities for people to learn throughout life

Corporate Objective 9 – Improve and develop Norfolk's cultural heritage and resources.

The following pages focus on each service objective in turn, detailing the specific actions, the performance measures used to measure progress, risks and opportunities relevant to each objective, and any specific resource considerations.

Service Objective 1 Contribute to the economic development of the County through lifelong learning and cultural activities

Responsible officer Dr John Alban, County Archivist

What success would look like People in Norfolk are using high quality Cultural and learning spaces, using digital communication technology creatively and their access to information and progression to further learning and employment is supported through Cultural Services

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
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Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 1. Develop more Archive Education and Outreach Programmes which support economic development, such as workshop series in Great Yarmouth and Thetford.		Programmes achieved	VH

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None.

Service Objective 2 Use cultural activities to engage offenders and those at risk of offending

Responsible officer Dr John Alban, County Archivist

What success would look like Offenders and those at risk of offending have more opportunities to read, learn and engage in sporting activities, and to achieve, thereby leading them away from behaviour likely to lead to crime.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
No. of past offenders engaged			3	5	6	7

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 2. Continue working with past offenders by delivering workshops and talks, etc.	0	5	VH

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None.

Service Objective 3	Improve access to opportunities for children and young people to achieve in culture, sport and other areas, and increase recognition of these achievements
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Responsible officer	Dr John Alban, County Archivist
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What success would look like	Young people can access opportunities to read, learn, enjoy themselves and contribute to communities through engaging in Cultural services activities.
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Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
No. of schools taking up offer of Archive Education Service for schools			30	35	36	37
No. of views of resources on website			N/A	2,000	2,050	2,100

Children taking part in the opportunities for learning outside the classroom			N/A	125	150	175
No. of children who participate in non school groups			N/A	40	45	50

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 3. Maintain a comprehensive archive education service for schools, by delivering workshops, providing hard copy or electronic resources and advice to schools	15 by October	Target achieved	VH
ACT 4. Continue to maintain online archive education resources by adding to existing resources, creating new resources and advertise these resources both online and through the schools' newsletter	800 by October	Target achieved	VH
ACT 5. Provide opportunities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre	60 by October	Target achieved	VH
ACT 6. Continue to work with non-school groups, by providing activities and resources	20 by October	Target achieved	VH

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective 4 Increase participation in sport, physical activities and cultural activities to contribute to the well-being of Norfolk's residents

Responsible officer Dr John Alban, County Archivist

What success would look like People find ways of managing and improving their well being through using Cultural Services and resources
People are enthused and aware of the sporting and volunteering opportunities presented by the Olympic Games.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
No. of activities in the Archive Centre			115	120	125	130
No. of exhibitions in the Archive Centre			23	15	16	17
No. of community-based oral history projects		10	10			

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 7. Continue the programme of learning events in The Archive Centre and across the county, including workshops, talks and activities	50 by October	Target achieved	VH/SM/Archivists
ACT 8. Continue to produce archive exhibitions of facsimile copies or original documents in The Archive Centre and across the county	15 by October	Target achieved	VH/JW/TACET
ACT 9. Develop community-based oral history projects <i>via</i> the Norfolk Sound Archive by working	5 by October	Target achieved	JD

with community archives and other partners and providing training opportunities in oral history and continued support			
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Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective 5 Increase levels of adult literacy and numeracy and life skills

Responsible officer Dr John Alban, County Archivist

What success would look like People are supported in their reading and learning and have opportunities to be part of community life.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
No. of adults participating in family history workshops			75	100	115	130
No. of adults participating in programmes with other adult learning providers			200	225	235	245

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
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ACT 10. Provide workshops on family history, palaeography and other topics for adult learners	50 by October	Target achieved	VH
ACT 11. Provide workshops, talks and other programmes in connexion with other adult learning providers	100 by October	Target achieved	VH

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective 6 Increase learning opportunities through cultural activities

Responsible officer Dr John Alban, County Archivist

What success would look like People will be introduced to a wide range of cultural and sporting services and activities that meet their learning and leisure needs

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
Number of visitors to the Great Yarmouth Maritime Festival			3,000	3,000		
Number of visitors to the Norfolk Show stand			1,200	1,250	1,275	1,300
Number of children and guardians participating in family learning			3,250	3,250	3,275	2,400

events						
Number of children and guardians participating in school holiday activities			110	120	130	140
Number of people participating in national initiatives			N/A	50	60	70

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 12. Develop a display and children's' activities for the Norfolk Record Office area of the Heritage Quarter of the Great Yarmouth Maritime Festival			LP
ACT 13. Develop activities and/or a display for the Norfolk Record Office area of the Norfolk County Council tent at the Royal Norfolk Show	Target achieved	N/A	VH
ACT 14. Provide family learning events	1,500 by October	Target achieved	VH
ACT 15. Provide a programme of school holiday activities	80 by October	Target achieved	VH
ACT 16. Provide resources and activities to celebrate national initiatives such as refugee week , local history month, Holocaust memorial week	25 by October	Target achieved	VH/RF

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective 7 Sustain and enhance Norfolk's bio-diversity, habitats and historical environment

Responsible officer Dr John Alban, County Archivist

What success would look like The character of Norfolk is preserved through its historical environment, and people learn about it and appreciate it.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
No. of consultations with NRO by relevant stakeholders/agencies			12	12	12	12
No. of users from relevant stakeholders/agencies			25	25	25	25
% of archaeological records appraised for archival value			50%	100%		
% of archaeological records transferred to NRO			10%	50%	100%	

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 17. Provide access to relevant documents and advice to NCC departments and other bodies requiring information or evidence about the historical environment	Ongoing	Ongoing	FWJ
ACT 18. Ensure the preservation of and access to archives which support the study of the historical	Ongoing	Ongoing	FWJ

environment			
ACT 19. Provide advice and support to remove Listed Buildings from the Buildings at Risk Register (P&T – Environment)	Ongoing	Ongoing	GM
ACT 20. Deliver improvement programme for Norfolk Biological Records Centre (NBRC) (P&T – Environment)	Ongoing	Ongoing	GM/JRA
ACT 21. Deliver improvement programme for Norfolk archaeological records	Signed agreement	Target achieved	JRA/DG

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective 8 Deliver cultural services that engage with and inspire all communities

Responsible officer Dr John Alban, County Archivist

What success would look like People in Norfolk are more aware of the diverse nature of the community.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
No. of events and resources			N/A	5	6	7

delivered to encourage learning						
No. of people participating in events that highlight different communities			N/A	30	35	40
No. of people participating in events for elderly non users			N/A	50	55	60
No. of parish exhibitions		15	15	12	12	12
No. of accessions from new communities and sectors						
No. of persons engaged in exhibitions and recent projects						
No. of groups engaged with Norfolk Sound Archive programme		12	5	10	12	13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 22. Use archives to encourage learning within areas of social deprivation, via workshops, resources or activities	2	5	VH
ACT 23. Work with other departments in Cultural Services to produce displays, talks etc as part of national events that highlight different communities including Refugee Week, Black History Month, and Lesbian, Gay, Bisexual Transgender Month	15 by October	Target achieved	VH/RF
ACT 24. Promote the Norfolk Record Office and its holdings to elderly non-users, through talks, group visits and other events or activities	20 by October	Target achieved	VH
ACT 25. Maintain programme of off-site parish	8 exhibitions	Target achieved	JW

exhibitions			
ACT 26. Continue to attract accessions from new communities and sectors		Target achieved	SM
ACT 27. Develop an exhibition and research project with Norfolk's Polish wartime community			RF
ACT 28. Maintain programme of Norfolk Sound Archive work with community groups	5	Target achieved	JD

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications Resources to be found from revenue budget.

Dependency on Strategic Projects None

Service Objective 9 Improve access to and the quality of arts, libraries, museums and records

Responsible officer Dr John Alban, County Archivist

What success would look like People have access to fit-for-purpose buildings and services that deliver reading, learning and information and that support social inclusion. The NRO's online catalogue (NROCAT) is seen to be growing and provide an ever richer resource for researchers; more depositors are confident that records they have placed on deposit will be visible and accessible to the public. Wider range of content and new services available online; more attractive interface for customers.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
No. of NROCAT entries						

No. of <i>fonds</i> (collection)-level entries on NROCAT						
No. of NSA catalogue data records amended				250		
No. of website visits (exc. NROCAT)		141,457	161,715			
No. of NROCAT entries		597,989 (to 6 Nov 2008)	475,000	+3,500	+3,500	+3,500
Acquisition of digital surrogates		0 (to 6 Nov 2008)	+1,350,000	+500,00		
Paper documents conserved			2,423	2,423	2,423	2,423
Parchment documents conserved			62	62	62	62
Books conserved			33	33	33	33
Maps conserved			38	38	38	38
Items prepared for exhibition			638	638	638	638
Number of volunteers			4	4	4	4

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 29. Continue collection-level cataloguing			SM
ACT 30. Catalogue the archive of G. King and Son Ltd. <i>via</i> TNA-funded project	Project started	Project nearing completion (for May 2010)	LP

ACT 31. Catalogue the Jarrold archive <i>via</i> partnership project part-funded by the John Jarrold Trust, Norwich HEART and Jarrold and Sons Ltd	Project started	Project nearing completion (for Aug. 2010)	LP
ACT 32. Investigate partnership project on rural education	If project deemed viable, collaborate on bid to HLF	If viable and bid successful, start project	JD
ACT 33. In partnership with the National Trust, develop a catalogue of records relating to Blickling, in preparation for the NT's 75 th anniversary celebrations in 2012 Phase 1 of project was initiated in 2007, and will be completed in 2009. Planning and fund-seeking for phase 2 to begin in 2008-9.			JRA
ACT 34. 'People and Parliament: Connecting with Communities' project, in partnership with Parliamentary Archives and Parliamentary Outreach	Exhibition in Westminster	Exhibition and related events in Norfolk	SM
ACT 35. King's Lynn Hanseatic Festival in partnership with BCKLWN	Planning with BCKLWN	Events in KL completed	SM
ACT 36. Install three desktop computers in the Norfolk Sound Archive's listening room to allow NSA visitors to listen to copyright restricted holdings through liaison with Cultural Services ICT.	To become operational		JD
ACT 37. Amend existing catalogues of Norfolk Sound Archive holdings, where sound recordings have been copied on to audio CDs, so that relevant entries are linked to WMA files on the NSA's streaming server.	Amend 125 catalogue records	Amend 250 catalogue records	JD
ACT 38. Maintain and develop NRO's online presence	Investigate the possibility of moving NRO web pages to the Corporate CMS and of introducing online	Review software requirements for the NRO online catalogue.	SM/IP

	payment for NRO services.		
ACT 39. Investigate methods of accessing digital surrogates of parish registers and other original documents in the NRO searchroom initially		Complete work on the user interface. Continue search for storage space for digital surrogates.	IP

Risks and opportunities

- Lack of effective internal project management leads to loss of opportunities, reputation, future finance and ultimately failure of the project (NRO Risk Register, risk 12)

Resource Implications

The King and Jarrold cataloguing projects supported by external funding: King by a grant from TNA'S National Cataloguing Grants Scheme for Archives; Jarrold from partnership funding via the John Jarrold Trust, Norwich HEART and Jarrold and Sons Ltd.

Public access to digital surrogates requires staff to design the file structure and populate the image directories for the browse facility to work.

Dependency on Strategic Projects

- Consistent data from the NCC website reporting facility (Webtrends). A change in May 2008 meant that a number of web spiders that index County Council websites were no longer being analysed. Consequently these visits are not included in the visitor counts and figures are down accordingly.
- Storage for all digital records is linked to Corporate programmes.
- Implementing the image access software is dependent upon the CHS server virtualisation programme.

Service Objective 10 Look after and enhance Norfolk's cultural heritage

Responsible officer Dr John Alban, County Archivist

What success would look like Collections and buildings are looked after to the highest standards, so that they are preserved for long-term use and enjoyment. NRO's holdings in The Archive Centre perceived as safe and secure, with active planning in train to provide a secure future for King's Lynn Borough Archives. Recognition that the NRO provides optimum preservation strategies and conditions for both physical and digital archives. More documents are made

accessible.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
Four-star status retained		Status retained (86.5% scored)	Four-star status	Four- star status	Four- star status	Four- star status
Standards maintained		Target exceeded	Compliance with BS 5454 and <i>TNA Standard</i>	Ongoing	Ongoing	Ongoing
Nos. of accessions						
Nos. of accessions from first-time depositors						
Nos. of accessions brought into the public domain for the first time						
Number of CDs converted				Approx. 100 CDs		

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 40. Maintain the NRO's status as a four-star archive service in TNA annual assessment		Target achieved	JRA
ACT 41. Work to maintain high standard of security and facilities in The Archive Centre		Ongoing	JRA
ACT 42. Work with the Borough Council of King's			JRA/SM

Lynn and West Norfolk on the King's Lynn Borough Archives (KLBA) and participate in the review of historic buildings within King's Lynn			
ACT 43. Continue to attract accessions from new communities and sectors and to acquire archives at risk			SM
ACT 44. For the Norfolk Sound Archive, complete migration of preservation master recordings on audio CD to 44.1/16 PCM WAV files and WMA file service copies.	Migrate approx. 50 audio CDs	Target achieved	JD
ACT 45. For the Norfolk Sound Archive, investigate introduction of integrity checks using checksum hashes for all PCM WAV preservation master recordings and all accessions of 'born digital' audio files.	Review and report on activities to date.	Identify appropriate software and investigate its integration into current NSA practices.	JD
ACT 46. For the Norfolk Sound Archive, continue to investigate with Cultural Services ICT options for obtaining improved digital mass storage system for PCM WAV preservation master recordings and all accessions of 'born digital' audio files.		Ongoing	JD
ACT 47. For NRO, develop programmes for preservation of digital archives			IP/JD

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income
- LGR may lead to the deposit of large numbers of digital records for storage and appraisal (NRO Risk Register, risk 9: Lack of certainty over LGR outcomes)
- Dependency on BCKLWN as lead on King's Lynn Borough Archives and Historic Buildings review (NRO Risk Register, risk 8: Failure of NRO partnerships)

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects CHS's involvement in other corporate projects has potential to reduce capacity to do NRO work.

Service Objective A Having a real customer focus - Listen to, involve and respond to all local people, including those who are less often heard

Responsible officer Dr John Alban, County Archivist

What success would look like A wide range of local people have the opportunity to express their views and see those acted upon.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
User nos.			User nos.?			

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 48. Use community consultation to inform plans for NRO services			RF
ACT 49. Seek user feedback from events throughout the county			SM/VH/JW
ACT 50. Provide specialist archive support in the Norfolk Heritage Centre in the Millennium Library			EMcC/LG

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective B Providing value for money – a) Safeguard and make the most economical use of all our resources and assets.
b) Maximise our efficiency through a culture of value for money and continuous performance improvement

Responsible officer Dr John Alban, County Archivist

What success would look like The NRO delivers services effectively through meeting and, in some cases, exceeding sector standards.
Recognition of NRO s providing excellent facilities and service; added value from injection of outside funding.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
Number of externally funded projects						
Amount of external funds raised						

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 51. Retain TNA four-star status			JRA
ACT 52. Take advantage of funding opportunities open to MLA-Designated collections			JRA
ACT 53. Seek grant aid for purchase of archives as			JRA

opportunity arises			
ACT 54. Through FOIDPU, ensure effective compliance with FOI and DP legislation and EIR			DS/JB
ACT 55. Improve the way information is managed to meet organisational objectives			JRA

Risks and opportunities

- CSD Risk Register, risk 1, NRO Risk Register, risk 1: Loss of or reduction in external funding or grants

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective C Developing and supporting our workforce - (a) Be a learning organisation so that we continuously improve service delivery (b) Ensure Norfolk County Council is a good employer

Responsible officer Dr John Alban, County Archivist

What success would look like Staff have the skills and knowledge to deliver high quality services and meet Cultural Services objectives

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
Staff development plans in line with business plan and service objectives			30	30	30	30
No. of staff supported			5	5	5	5
No. of volunteers supported			10	10	10	10

Actively promote and raise awareness of Corporate H & S Courses through DMT, Premises Managers, Line Managers, Safety Meetings and Publications.		Target achieved	Increase nos. having attended by 10% from baseline	Increase nos. having attended by 15% from baseline	Increases nos. having attended by 20% from baseline	
No. of incidents reported for service		Target achieved	6% reduction	9% reduction		

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 56. Maintain ongoing training and workforce development programmes, also in alignment with regional and national developments with the Museums, Libraries and Archives Sector			JRA
ACT 57. Support NRO staff who serve on local, regional and national bodies			JRA
ACT 58. Continue to develop the use of volunteers and equip staff to supervise and work with them			JRA/NROMT
ACT 59. Implement corporate strategies produced by Corporate Health & Safety Manager			JRA/NROMT
ACT 60. Ensure Departmental workforce is trained and competent in health and safety commensurate with their activities and responsibilities			JRA/NROMT
ACT 61. Improve the integration of health & safety management into daily practices throughout the service through utilisation of current management processes to include health & safety considerations			JRA/NROMT

Risks and opportunities

- CSD Risk Register, risk 2, NRO Risk Register, risk 2: Base budget not keeping pace with inflation.
- CSD Risk Register, risk 4: Unplanned budget pressures, including reduction of income.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Contribution to other corporate objectives

Service actions

The NRO contributes to NCC objective 1: Contribute to the development of the Norfolk economy; NCC objective 4: Improve educational attainment and help children achieve their ambitions; NCC objective 6: Improve opportunities for people to learn throughout life; NCC objective 7: Improve opportunities for people to learn throughout life; NCC objective 8: Building vibrant, confident and cohesive communities; NCC objective 9: Improve and develop Norfolk's cultural heritage and resources, all of which are referred to in the Service Plan. It contributes to none of the others.

Impact of service

When providing public services we are expected to work in a way that not only provides good value financially, but is also equitable, sustainable and customer focused. In preparing service plans, services are required to conduct a 'single impact assessment' that assesses the potential positive and negative impacts of the proposed actions against a range of cross-cutting themes. The findings of this assessment are summarised here, along with any further actions to mitigate against negative impacts or promote positive impacts.

Theme	Impact	Further actions
1. Community cohesion & equalities	The NRO's services are accessible to all people regardless of age, gender, disability, race and faith or sexuality. The Archive Centre is fully compliant with the DDA requirements. The NRO seeks to engage with all including harder to reach groups.	Partnership working with groups such as NNREC, Norwich Mind, BBC Voices, New Writing Partnership, EAFA, Adult Education and other Cultural Services sections.

2. Accessibility planning	The Archive Centre is designed to comply fully with DDA and the activities contained in the service plan take account of any accessibility issues.	
3. Environment & sustainability	<p>The Archive Centre was designed to include a repository with high thermal inertia, to reduce the running costs of plant and ensure greater efficiency of maintaining optimum storage conditions for archives.</p> <p>Notwithstanding, The Archive Centre had a energy certificate rating of G.</p> <p>The NRO follows the Department of Cultural Services' Environmental Policy, which sets out positive actions to conserve energy and reduce carbon emissions.</p> <p>Wherever possible, the NRO recycles waste material, including paper, batteries, printer cartridges, CDs/DVDs, etc.</p>	The specialist conditions required to store archives result in high energy outputs. The NRO is concerned that The Archive Centre's specialist requirements are not taken into account when energy assessments are carried out. Action: 1) to raise the issue with ACALG, for them to make the case with central government to establish a benchmarking régime for archival buildings; 2) to investigate further means of energy reduction.
4. Deprivation	By providing a high quality visitor attraction and by its activities in deprived parts of the county, the NRO is contributing to overall economic sustainability.	NRO has visitors from across the whole of the UK and from overseas thereby bringing tourist income to the County.
5. Health and Well-being	By helping to deliver a social inclusion agenda e.g ,Refugee week, Black History month contribute to the mental health and well being. Many of our visitors are elderly and come as part of community groups.	

6. Crime & disorder	<p>The NRO carries out activities in areas of social deprivation. By providing services which are accessible to local people, by encouraging participation by young people at risk of offending, by assisting schools in improving pupil attainment, and by generating pride in the local heritage, the NRO is making a substantial contribution towards reducing crime and disorder in Norfolk.</p>	
7. Safety & welfare	<p>All staff or volunteers working with children are subject to CRB checks and undertake training in working with children and vulnerable adults.</p> <p>All activities relating to schools and the general public are subject to risk assessments.</p>	<p>Front-line staff have undergone CRB checks. All staff have undergone training on the safety and welfare of children and vulnerable adults. Newly-appointed staff or volunteers will be subjected to CRB checks and undertake training in working with children and vulnerable adults.</p>

Value for Money

Analysis of VFM

The Archive Centre (TAC) is necessarily large given the volume and number of archive material that it is required to store. When comparing the amount of holdings staff look after with the cost per head of population then TAC would be classified as high performing and high cost. The costs of running TAC could therefore be expected to be high, but, compared to other shire authorities, the cost per cubic metre is less than the median, indicating good value for money for the size of building.

This section, derived from the draft CIPFA estimates for 2007/08, comments on the relative performance and positioning of the NRO compared with other shire authority archive services in 2007/08.

- The NRO has the largest overall archival storage capacity of all shire authorities, being some 32% larger than the next largest Archive Service in Gloucestershire.
- In 2004/05, the NRO had 25% spare storage, but that had fallen to 15.5% by 2007/08, giving an indication of the increase in collections now stored there.
- When we consider NRO staff resources in relation to capacity we see that Norfolk has the fifth highest amount of holdings per member of staff. This is an imperfect comparison, but gives a sense of holdings that each member staff looks after on average, and shows that, in this respect, the NRO provides good value for money (VFM).
- The NRO has the fourth highest level of staffing numerically, but, when considered against shire populations, actually has the third lowest, pointing to very good VFM, when allowing for the high overall capacity and holdings looked after.
- Norfolk has 2 fte conservation staff along with 9 other shires (only one authority, Cheshire has slightly more with 2.3 fte). This continues to reflect the level of work required to conserve collections after the Central Library fire in 1994.
- The NRO scores 100% in each of the 4 Quality of Facilities indicators: % Compliance with BS5454; Holdings with automatic fire extinguishing equipment; Archives that are air-conditioned; Archives with fire detection.
- The NRO continues to achieve 'middling' performance in the assessment of access to services. These consider opening hours, reader spaces available and public reading equipment.

- The NRO does relatively well with sales and research income and is the eighth highest earning shire authority in these categories.
- Premises costs are the third highest and therefore upper quartile. The premises cost per cubic metre is seventh highest of shire archive authorities but due to increased and unavoidable running cost increases is third highest in terms of cost per head of population.
- When considering total revenue costs, the NRO is the 3rd highest spending archive service when excluding capital charges. This should be seen in the context of its being the largest shire authority archive service, with the highest capacity and holdings, which are reflected in its status as a four-star archive service and sector leader.

Customer focus

Meeting the ten customer service quality determinants

Norfolk County Council's Customer Services Strategy specifies ten customer service quality determinants.

These are the aspects of service delivery which must be consistently excellent in order to provide excellent customer service overall. To complete this section, give an assessment of your service's status against each of the determinants (green/amber/red). Where further comments or explanations are required, and where you have evidence to support your assessment, note these in the appropriate column.

Determinant	What this means	Service Assessment (Green/Amber/Red)	Comments and evidence
Access	The ease and convenience of accessing the service	Green	<p>The Archive Centre is fully DDA compliant .</p> <p>TNA's inspection report noted that 'The record office's website is a model of its kind in that it presents an enormous amount of helpful up-to-date information in a user-friendly, compact and easily navigated manner, with a minimum of fuss'.</p> <p>Work with others to develop services to meet the needs of hard to reach and minority groups, e.g., Adult Education; Social Services, Norwich and Norfolk Race Equality Council</p> <p>Deliver outreach work and work with hard to reach groups and those with special needs, work with asylum seekers and travellers.</p> <p>Deliver basic skills courses and hold summer schools for young people at risk of disaffection</p> <p>Enhanced computer system and internet functions to make it easier for people to access our services.</p> <p>Staff trained on access issues.</p> <p>Evidence is in the papers and minutes of The Archive Centre Programme Board.</p>

Communication	Consistent, accessible plain English communication with strong feedback mechanisms	Green	<p>NRO staff follow NCC corporate guidelines, as laid down by Communications and Customer Service.</p> <p>Having information about our services in different languages and using INTRAN for interpretation services.</p> <p>Good communication with external partners, staff (staff newsletters, one to ones, appraisal), members (through review panels, newsletters) and enhanced by internal wellbeing programme in previous years</p> <p>Communication material tailored to the needs of individual groups. <i>NRO Style Sheet</i> assists consistency of layout and expression in NRO publications and exhibitions.</p>
Competence	Staff with the skills and knowledge to provide the service	Green	<p>Training and Development Plan</p> <p>NRO and Cultural Services 'bespoke' induction programme</p>
Courtesy	Staff at all levels who are polite, respectful, friendly and show consideration	Green	<p>All staff have undergone customer care training which is topped up on a frequent basis. Comments sheets and unsolicited compliments bear this out.</p>
Credibility	A trustworthy service with a strong reputation and image	Green	<p>NRO ranked as four-star archive service (the highest ranking)</p> <p>NRO highest performing archive service in England and Wales, 2007</p> <p>NRO is a 'TNA-approved' repository</p> <p>TNA have described the NRO as a 'champion in the archive sector'</p> <p>Increased customer satisfaction rates within NRO</p> <p>NRO's collections wholly Designated by MLA as being of outstanding international importance</p> <p>NRO sits within the NCC Cultural Services Block, which has a four-star rating</p> <p>NRO, together with TNA and TNA Scotland, was chosen by the Public Record Office of Northern Ireland for a benchmarking exercise</p> <p>Representatives of archive services in the UK and beyond, which are planning new archive facilities, seek advice from the NRO, usually combined with a visit to The Archive Centre</p>

Reliability	Published service standards. Providing consistent, accurate and dependable service to these standards	Green	In 2008-9, 0 complaints, but 181 compliments received
Responsiveness	Dealing with problems quickly, responding to and acting on feedback	Green	Quick response to customer complaints Responding to customer needs through consultation Response to public's queries meets targets Since operations began in The Archive Centre, NRO searchroom deliveries have never failed to meet the 30-minute maximum response time and routinely exceed it, average actual response times usually being between 5-10 minutes
Security	Ensuring the physical safety, financial security and confidentiality of customers	Green	<p>The NRO maintains an extremely high level of security for its archives. The collections are housed in The Archive Centre, which was designed to be compliant with BS 5454 and, in its entirety, is a high security building, with alarms, 24/7 security staff cover and well devised emergency and call-out plans.</p> <p>The building is covered internally and externally by CCTV and is laid out in three security zones, the levels of security being increased, the further one goes into the building.</p> <p>There are stringent written regulations for the use of archives and persons consulting documents have to be in possession of a County Archives Research Network (CARN) reader's ticket.</p> <p>The security and safety of customers are achieved through rigorous application of health and safety and fire safety standards.</p> <p>Staff are also subject to customer care training, CRB vetting and training in dealing with children and vulnerable adults.</p>
Tangibles	The physical aspects of the service such as equipment, facilities, staff appearance	Green	<p>Front-of-house staff all wear an identification badge.</p> <p>The entrance to The Archive Centre gives details of the County Archivist and the searchroom has a notice naming the duty archivist. The Archive Centre building, its equipment and fittings have been carefully designed to create a pleasant and stimulating environment for customers and staff.</p>

Understanding the customer	Understanding our customers and knowing individual customer needs	Green	Consulting on new projects PSQG survey Training staff on aspects of customer care Young people, diverse groups asked what they want from the service Dealing positively with user feedback and suggestions.
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Customer focus improvement actions

- Continue consultation of customers
- Participate in PSQG customer survey to be undertaken in 2009
- Maintain staff training programmes in customer care
- Continue to evaluate impact of NRO events and exhibitions through user questionnaires and comments forms

Consultation and customer research

The table below summarises the planned consultations throughout the timeframe of the plan, and what is known from other forms of customer research to inform service changes.

Planned consultations & customer research

- Selected BME community groups
- Selected school groups

Customer insight

- PSQG customer survey
- Feedback forms at NRO events, talks, etc.
- Customer comment forms
- Feedback from front of house staff and other NCC users of the NRO
- Mystery shopping

Key performance targets for customer focus

The below indicators show performance and targets for key performance measures used to assess our customer care.

In addition to the customer care standards targets below, include other customer service performance data that you collect e.g. user satisfaction surveys.

Indicator (service level Indicators to be confirmed by January 2009)	Result (where available)	Target 09/10	Target 10/11	Target 11/12
% of telephone calls that are answered within 15 seconds	98%	96%	98%	98%
% of telephone enquiries answered in full within 3 working days	98%	96%	98%	98%
% of letter and fax enquiries that are answered in full within 5 working days	98%	96%	98%	98%
% of email and text phone enquiries that are answered within 3 working days	98%	96%	98%	98%
% of visitors that are seen within 5 minutes of appointment time	100%	100%	100%	100%
% of registered complaints that meet the standards	100%	100%	100%	100%
% of documents delivered to searchroom within 30 minutes	100%	100%	100%	100%

Delivering the plan - people management & workforce development

Workforce Development

The below table summarises key people management issues and plans for the service

Staff profile	28 FTE and 5 Part time
Workforce planning	<p>[in the context of the service direction over the next 3/5 years, summarise any significant planned changes in workforce requirements (types of roles, skills mix, ways of working), and planned action to meet these needs]</p> <ul style="list-style-type: none"> • Succession planning, particularly for senior management, is in hand, for example, through the NRO's active participation in the MLA-funded Strategic Planning and Fundraising programme for archives • The NRO's increasing involvement with externally-funded projects has led to a need for training staff in project management • Increasing numbers of volunteers has resulted in a more formal approach to the volunteer base, with training for staff involved in managing or working with volunteers
Training and staff development	A training and development programme is in place to support staff.
Health, safety and wellbeing	<ul style="list-style-type: none"> • Staff from across the service participate in the Departmental Health and Safety Committee including trades union representatives. • Health and Safety issues are reviewed quarterly by the Management Team • Promotion of the Norfolk Support Line and other support services • Staff have access to occupational health services • Staff have access to the Musculoskeletal Rehabilitation Injury Scheme • Lone working rules, policies and procedures in place

People management

Include here any performance indicators that you use to monitor people management and workforce development. Corporate HR are currently evaluating which indicators they can provide data for corporately.

	Disabled	Not disabled	Blank submission
Disability analysis	1	35	2

	White	Asian	Chinese	Mixed	Other	Refused	Unknown	Blank
Ethnicity Analysis	35	2			1			0
	Total							
No of days sickness (to March 09)	176.3							

Delivering the plan – financial resources and asset management

Financial Management – Norfolk Record Office

The table below shows the approved budget for this year and the indicative budget for future years

	Approved Budget 2009/10	Indicative Budget 2010/11	Indicative Budget 2011/12
Base Budget	1,596	1,533	1,570
Pay & Prices	33	33	33
Pension	10	10	10
(Additional Budget to meet:)			
Additional premises running costs	86	14	14
Service adjustments:			
Transfer of Arts and Cultural Grants budget to NRO	10	-	-
Committed costs met from reserves in prior years	-	51	-
(Less:)			
Transfer from reserves	-51	-	-
Other Savings – Arts and Cultural Grants savings transferred	-10	-	-
NCC cost neutral changes	-141	-	-
Savings yet to be found	-	-71	-20
Net Budget	1,533	1,570	1,607
Gross Expenditure	1,759	1,796	1,833
Gross Income	(226)	(226)	(226)
Approved capital Expenditure to deliver service plan	0	0	0

Details and commentary:

[summarise an explanation of the key budget variables, specifically details of additional budgets to meet new demands, and details of how efficiency saving, increased income and other savings are to be arrived at. Also include any key budget risks].

Asset Management

The below table shows key information about the planned use of assets during the period of this service plan. Assets include accommodation, ICT and knowledge.

Extent of current assets	<p>The NRO is housed in a purpose-designed, state-of the art Archive Centre, opened in 2003. It fully complies with all the archival standards and with the DDA. It is located adjacent to County Hall in Norwich. In total floor area, The Archive Centre is 5,176 square metres, of which the NRO occupies 4,493 square metres (the East Anglian Film Archive occupies the other 683 square metres of the building). The Archive Centre has been described as ‘the most up-to-date archive facility in Europe’.</p> <p>The King’s Lynn Borough Archives (KLBA) are housed in the Old Gaolhouse within the Town Hall at King’s Lynn, a building owned and wholly maintained by the Borough Council of King’s Lynn and West Norfolk. KLBA currently occupy 71 square metres of the Town Hall complex.</p>
Sufficiency of assets	<p>The Archive Centre was purpose-designed to support the NRO’s service, particularly with regard to preservation, conservation and access to archives, and especially in respect of excellent service to the customer. Its repository was designed to accommodate all collections held in 2003, with sufficient accrual space for fifteen years’ accessions at the projected rate.</p> <p>The premises occupied by the KLBA are substandard from the point of view of preservation, access and compliance with the DDA. However, the building is directly controlled and managed by the Borough Council of King’s Lynn and West Norfolk and not by NCC.</p>

Impact on assets

There are no changes planned for The Archive Centre.

The Borough Council of King's Lynn and West Norfolk are currently undertaking a review of historic building in the borough, including the Town Hall, which houses the KLBA.

Key performance targets for resources

Indicator	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12
% invoices paid within 28 days	98%	95%	98%	98%	98%
% invoices via iProcurement	98%	98%	98%	98%	98%

Service & Resource Planning Checklist

The following checklist has been completed and signed confirming that the necessary steps have been taken in preparing this service plan and resource plans.

No.	REQUIREMENTS	Y/N	COMMENT
Context and drivers			
1	Have you considered the major external factors and trends over the next 5 years?	Y	
2	Have you used customer information to review and shape your plan?	Y	
3	Have you considered the corporate drivers around customer focus, finance, people management, asset management, VFM, efficiency savings and corporately significant projects?	Y	
Corporate outcomes and performance challenges			
4	Does your plan clearly identify how service objectives deliver corporate objectives (community outcomes)?	Y	

No.	REQUIREMENTS	Y/N	COMMENT
5	Have you reviewed past and current performance, used comparative data, considered customer experiences and referred to audit and inspection recommendations?	Y	
6	Does your plan identify key areas for improvement and sustaining progress, performance measures and targets – over the next 3 years?	Y	
7	Have you considered how your key service actions contribute to achieving our Strategic Ambitions?	Y	
8	Have you assessed and demonstrated how your service provides value for money?	Y	
9	Does your plan assess emerging opportunities and risks and identify how these will be managed?	Y	
Impact of the service on customers, citizens and communities			
10	Have you assessed your service using the ‘single impact assessment tool’ and put in place appropriate actions?	Y	
11	Have you assessed your service against the 10 determinants of quality customer care specified in the Customer Care Strategy and identified any further improvements that need to be made?	Y	
12	Have you considered and identified any health, safety and wellbeing issues that may arise from your service objectives and put in place appropriate actions?	Y	
Requirements for service delivery and transformation			
13	Does your plan identify the critical activities and actions that are needed to (a) sustain progress, and (b) deliver necessary improvements (including any transformational changes) in order to achieve stated outcomes?	Y	
14	Does your plan identify the resource implications necessary to enable delivery (including staff, budget, accommodation and ICT requirements etc) and are the required resources in place?	Y	
15	Does the 3 year financial plan (including capital programme) adequately reflect the resources implications of the plan, including cost pressures, service demands, improvement targets, opportunities for efficiencies and revenue implications of capital schemes?	Y	
16	Have you assessed and incorporated cost and savings opportunities for delivery of services within the Local Area Agreement in the 3 year financial plan?	N/A	

No.	REQUIREMENTS	Y/N	COMMENT
Engagement in planning preparation for service and financial plans			
17	Have you engaged your team/staff at appropriate stages in development of the plan and resource requirements?	Y	
18	Have you engaged your Review Panel and Cabinet Member?		
19	Have you engaged any relevant strategic/funding partners?	Y	
Decision Making			
20	Are all proposals requiring policy change, budget investment or reduction supported by evidence of option appraisal, whole life costs, assessment of risks and impact on such as equality, diversity and sustainability? And implications reported to members and COG?	Y	
Format & Publication			
21	Has the plan overview been created in Prism?	Y	
22	Is the plan available on the intranet?	Y	
In-Year Monitoring & Review			
23	Have you put in place arrangements for regular performance and budget monitoring against plan and periodic review?	Y	
24	Have the service objectives been translated into team and individual objectives, which will be evident in appraisals?	Y	

Head of Service (or equivalent)

Signature:



Date: 31/3/09

Chief Officer

Signature:

Date:

Glossary of Acronyms

ACALG	Association of Chief Archivists in Local Government
ARCH	Archiving Rural Community History
BBC	British Broadcasting Corporation
BCKLWN	Borough Council of King's Lynn and West Norfolk
BHM	Black History Month
BME	Black/Minority Ethnic
BS	British Standard
BSI	British Standards Institution
BVPI	Best Value Performance Indicator
CCTV	Closed-Circuit Television
CD	Compact Disc
CHS	Charles House Services
CIPFA	Chartered Institute of Public Finance and Accountancy
CRB	Criminal Records Bureau
CSD	Cultural Services Department
DCS	Department of Cultural Services
DDA	Disability Discrimination Act
DETR	Department of the Environment, Transport and the Regions
DMT	Departmental Management Team
DP	Data Protection
DVD	Digital Versatile Disc
EAFA	East Anglian Film Archive
EERAC	East of England Regional Archive Council
EESA	East of England Regional Sound Archive
EIR	Environmental Information Regulations
FOI	Freedom of Information
FOIDPU	Freedom of Information and Data Protection Unit
FTE	Full-time equivalent
GB	Gigabyte
GLOs	Generic Learning Outcomes
HEART	Heritage and Economic Regeneration Trust
HLF	Heritage Lottery Fund

ICA	International Council on Archives
ICT	Information and Communications Technology
INTRAN	Norfolk County Council Translation Service
ISAAR(CPF)	International Standard Archival Authority Record for Corporate Bodies (Corporate, Personal, Family)
ISAD(G)	International Standard Archival Description (General)
KLBA	King's Lynn Borough Archives
MENTER	Minority Ethnic Network for the Eastern Region
MLA	Museums, Libraries and Archives Council
MORI	Market Opinion and Research International
NAES	Norfolk Adult Education Service
NAS	Norfolk Arts Services
NCA	National Council on Archives
NCC	Norfolk County Council
NEAD	Norfolk Education and Action for Development
NLIS	Norfolk Library and Information Service
NMAS	Norfolk Museums and Archaeology Service
NNAF	National Name Authority Files
NNREC	Norwich and Norfolk Racial Equality Council
NPO	National Preservation Office
NRO	Norfolk Record Office
NROMT	Norfolk Record Office Management Team
NSA	Norfolk Sound Archive
NT	National Trust
PSGQ	Public Services Quality Group
PSQG	Public Service Quality Group
SAN	Storage Area Network
TAC	The Archive Centre
TNA	The National Archives
VAQAS	Visitor Attraction Quality Assurance Service
VFM	Value for Money
WAV	Waveform (audio format)
WMA	Windows Media Audio

Single Impact Assessment Tool

General information	
Name of service plan or details of proposal:	Norfolk Record Office
Department/Organisation/Partnership:	Norfolk Record Office, Cultural Services Department
Lead officer	Dr John Alban, County Archivist
Assessment officer:	Dr John Alban, County Archivist
Date of assessment:	12 December 2008

Impact assessment

1. Community cohesion and equalities			
	Once implemented, will all activities proposed be accessible to all diverse groups in Norfolk? <i>Give particular consideration to physical access and accessible communication needs.</i>	Yes/ No/ Unsure	Comments, exemptions and further information
1.1	Age (Under 25s & 50+)	Yes	The NRO responds to the needs of all ages, especially through its Archive Education and Outreach Service, who provide bespoke events and activities for schools, local history groups, groups of retired people, etc. The public searchroom is used by people of all ages.
1.2	Disability Mobility, sight,	Yes	The Archive Centre is fully DDA compliant.

1. Community cohesion and equalities				
	Once implemented, will all activities proposed be accessible to all diverse groups in Norfolk? <i>Give particular consideration to physical access and accessible communication needs.</i>		Yes/ No/ Unsure	Comments, exemptions and further information
		hearing, learning difficulties, mental health		<p>The NRO adheres to the Cultural Services' Equality Plan and has contributed to corporate work to achieve the Level 3 Equality Standard for Local Government.</p> <p>Magnifying glasses are available in the searchroom and special large-print exhibition catalogues accompany each exhibition.</p> <p>The NRO's online services are very accessible, but will be more so after the planned website re-design.</p> <p>Outreach work and working with harder to reach groups and those with special needs is delivered through the service and in partnership with other providers, e.g., Norfolk and Norwich Association for the Blind, Norwich MIND, Norfolk Pupil Referral Unit, schools for pupils with special needs, etc.</p>
1.3	Gender	Women, men, transgender	Yes	All NRO activities are accessible to all groups, without exception.
1.4	Race & faith	Different races, languages & faiths, to include gypsies &	Yes	Under its Collections Policy, the NRO aims to acquire archives which are representative of all races and faiths in Norfolk.

1. Community cohesion and equalities			
	Once implemented, will all activities proposed be accessible to all diverse groups in Norfolk? <i>Give particular consideration to physical access and accessible communication needs.</i>	Yes/ No/ Unsure	Comments, exemptions and further information
	travellers		<p>The NRO complies with Cultural Services' Equality Plan.</p> <p>A range of language translations can provided. Access to INTRAN is available. Between them, NRO current staff have good knowledge of twelve languages.</p> <p>Specific projects are undertaken with target groups, such as BME groups, refugees and asylum seekers.</p>
1.5	Sexuality Lesbians, gay men or bisexuals	Yes	All NRO activities are accessible to all groups, without exception.
1.6	Does the service plan or proposal take advantage of any opportunities to promote community cohesion or good inter-group relations?	Yes	The NRO works closely with a range of partners, including the Norwich and Norfolk Racial Equality Council, community and community archive groups, and sister organizations within Cultural Services.
1.7	Have any other positive or negative impact on individuals' and communities' fair access to services and opportunities?	Yes	The NRO will strive to continue to provide the widest possible access to its services.

1. Community cohesion and equalities

	Once implemented, will all activities proposed be accessible to all diverse groups in Norfolk? <i>Give particular consideration to physical access and accessible communication needs.</i>	Yes/ No/ Unsure	Comments, exemptions and further information
Next Steps: If this initial assessment identifies any particular issues or risks relating to equalities you must: <ul style="list-style-type: none"> - Contact your departmental lead for equalities or the Corporate Equalities and Diversity Manager - Determine whether there is a need to carry out an Equalities Impact Assessment (require by law in some instances) 			

2. Accessibility

		Yes/ No/ Unsure	Comments, exemptions and further information
2.1	Are there any activities in your service plan, such as locating new services or modifying existing forms of delivery, that are likely to have a significant impact on how people reach your service, either for staff, customers or the County Council in providing transport services, if yes please detail in the comments box	Yes	<p>The NRO plans to improve its online access.</p> <p>An existing problem is the fact that there are no bus services on to the County Hall campus on Saturdays disadvantages users and staff.</p> <p>Another existing problem is that uncertainty over availability of parking spaces at County Hall can, on certain days, disadvantage users, particularly those coming from a distance.</p>
2.2	In planning these activities will an analysis of accessibility be carried out to aid decision making?	Yes	Equality Impact Assessments will be carried out, as necessary.

2. Accessibility			
		Yes/ No/ Unsure	Comments, exemptions and further information
<p>Next Steps: If this initial assessment identifies any particular issues or risks relating to the location or accessibility of services, you must:</p> <ul style="list-style-type: none"> - Consult with the Transport Planning team in Planning and Transportation - Consider a spatial accessibility analysis of your options for service delivery - Investigate whether there is a need to carry out an Equalities Impact Assessment (required by law in some instances) 			

3. Environmental sustainability			
	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
3.1	Reduce carbon emissions and/or energy use?	Yes	The NRO adheres to the Cultural Services' Environmental Policy, and makes every effort to manage energy use responsibly, including turning off lights, not leaving PCs and monitors on standby, and using public transport to attend meetings where possible.

3. Environmental sustainability			
	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
3.2	Reduce resource use and waste?	Yes	<p>The Cultural Services Environmental Policy ensures that the NRO applies a 'whole life costing' approach to procurement, <i>via</i> DCS Support Services. It is required that sustainable procurement principles are applied when purchasing through ESPO. Recycled paper for photocopying and printing is also used.</p> <p>The NRO makes every effort to maximise the use of e-communications when circulating information, to minimise printing and use of paper.</p>
3.3	Encourage a shift to more sustainable forms of transport?	Yes	<p>The NRO uses public transport to attend meetings and events, wherever possible, and also promotes car sharing amongst staff.</p> <p>A high percentage of NRO staff are not car users.</p>
3.4	Protect or enhance the local physical environment (air, biodiversity, green spaces, historic assets etc.)?	Yes	<p>A key purpose of the NRO is to protect, enhance and make accessible Norfolk's written heritage. Through a variety of means, the NRO aims to raise people's awareness of environmental and conservation issues, both now and in the past, and, thereby, hopefully, to change people's behaviour.</p>

3. Environmental sustainability			
	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
3.5	Be “future-proof” against the impacts of climate change?	Yes	The Archive Centre’s repository was designed and built to maintain high thermal inertia. It was also planned so as to provide constant optimum conditions for the protection of archives, whatever the climatic conditions outside.
3.6	Encourage more sustainable lifestyles in the wider community?	Yes	The NRO supports the Cultural Services Environmental Policy.
3.7	Have any other impact on the environment that is unsustainable now or in the future?	No	
Next Steps: If this initial assessment identifies any particular issues or risks relating to your approach to environmental sustainability, you must: <ul style="list-style-type: none"> - Consult with the Sustainability Manager - Investigate whether there it is necessary to carry out a full sustainability appraisal 			

4. Economic sustainability and tackling deprivation			
	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information

4. Economic sustainability and tackling deprivation

	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
4.1	Have a positive impact on the economy? Think particularly about the creation of opportunities for employment, income and skills development, and opportunities for health improvement.	Yes	<p>By delivering a high quality visitor attraction, the NRO is providing employment and attracting visitors to Norfolk, thereby contributing to the overall economic sustainability.</p> <p>The NRO's visitors come from all over the UK and abroad, many staying overnight or longer.</p> <p>NRO staff receive high quality training which enables them to deliver a high quality service for the County Council, but also enables them to move to other jobs within the sector.</p> <p>Many users of the NRO's collections consult them in order to further their own business interests, or to investigate certain medical preconditions, such as Huntington's Chorea.</p> <p>Participation in arts and cultural activities is known to have a positive contribution towards health, especially by engaging older people through volunteering.</p>

4. Economic sustainability and tackling deprivation

	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
4.2	Have a particular impact on areas that experience particularly high levels of deprivation?	Yes	The NRO, in partnership with the Borough Council of King's Lynn and West Norfolk, provides an archive service in King's Lynn, and also carries out activities in other areas of high deprivation, e.g., Thetford, Great Yarmouth and parts of Norwich. By developing these activities, the NRO is contributing towards providing services for local people and improving the social capital of the area.
4.3	Will any of the planned actions increase deprivation over time? Think about reducing facilities and opportunities, particularly in areas with high levels of deprivation.	No	
4.4	Have any other implications for the future sustainability of the Norfolk economy?	Yes	Norfolk's cultural sector is of great importance to the future sustainability of the Norfolk economy. Like other cultural organizations, the NRO has the potential to attract significant amounts of external funding to the county annually.

Next Steps: The information captured in this section (4) will be used to help assess the council's overall impact on the economy. If particularly significant impacts are identified (positive or negative), you must:

- Make the Economic development unit aware of these
- Ensure consideration of and adherence to our Strategic Ambition for a "vibrant, strong and sustainable economy" set out in the [County Council Plan](#)
- Investigate whether there it is necessary to carry out a full sustainability appraisal

5. Health improvement and health inequalities

	Are the planned actions:	Yes/ No/ Unsure	Comments, exemptions and further information
5.1	Likely to have an impact and the mental or physical health of Norfolk's citizens now or in the future?	Yes	<p>Cultural services are known to have a positive impact on people's health and well-being, by providing them with access to engaging activities and making them feel part of the community.</p> <p>Specific services are provided for users of mental health services. The NRO, through the Norfolk Sound Archive, undertakes reminiscence work with vulnerable older people.</p> <p>The NRO, on its own initiative and working with organizations such as Meridian East, provides opportunities for volunteering. These can be particularly attractive to older people, thereby keeping them interested and active, and can also give out-of-work people the confidence to find employment.</p> <p>The NRO carries out research within its holdings to support the work of the Adoption and Family Finding Unit, thereby having a potentially positive impact on mental and physical health and wellbeing.</p>
5.2	Going to have a positive or negative impact on the health of our most deprived communities or disadvantaged residents?	Yes	<p>Many of the projects which the NRO undertakes have the potential to begin the process of changing people's lives and improving their confidence, well-being and mental health. The NRO works with disaffected groups, with the aim of increasing people's confidence and capability.</p>

5. Health improvement and health inequalities			
	Are the planned actions:	Yes/ No/ Unsure	Comments, exemptions and further information
5.3	Likely to assist in the reduction of smoking as one of the single greatest contributors to premature death?	Yes	Working with archives, whether as a user or as a member of staff, positively discourages smoking.
5.4	Overall are the planned actions likely to increase or reduce health inequalities within Norfolk?	Yes	Reduce health inequalities by piloting and evaluating new and innovative approaches.
Next Steps: If any significant impacts are identified, you must: <ul style="list-style-type: none"> - Consult the Health Improvement Strategy - Contact the named contact to consider any further impacts and contributions to the work of the County Council and its partners in delivering the Health Improvement Strategy 			

6. Crime & Disorder			
		Yes/ No/ Unsure	Comments, exemptions and further information
6.1	In planning the proposed activities, have all of the possible Crime, Anti-social Behaviour, Anti-social Behaviour that affects the environment and substance misuse, (Community Safety)' implications been considered?	Yes	<p>By providing services which are accessible to local people, by encouraging participation by young people at risk of offending, by assisting schools in improving pupil attainment, by generating pride in the local heritage, the NRO is making a substantial contribution towards reducing crime and disorder in Norfolk.</p> <p>The NRO works closely with Norfolk YOT to deliver projects to reduce behaviour likely to lead to offending.</p>

6. Crime & Disorder			
		Yes/ No/ Unsure	Comments, exemptions and further information
6.2	Is there anything further that you could do to contribute to improving Community Safety in Norfolk?	Yes	<p>The NRO already ensures that its building and its environs are secure, and discourages anti-social behaviour.</p> <p>The NRO works with the Norfolk YOT running sessions for youths at risk of re-offending.</p> <p>The NRO is working in partnership with the Parliamentary Archives to foster a sense of citizenship.</p>
6.3	Have you considered how in planning and delivering your activities how you can work with Safer Neighbourhood Teams?	No	We shall investigate working with such teams.
Next Steps: If this initial assessment identifies any particular issues or risks relating to crime and disorder, you must: <ul style="list-style-type: none"> - Review NCC's crime & disorder service planning guidance - Consult with the Community Safety Team 			

7. Safety and Welfare			
	Will the planned activities:	Yes/ No/ Unsure	Comments, exemptions and further information

7. Safety and Welfare			
	Will the planned activities:	Yes/ No/ Unsure	Comments, exemptions and further information
7.1	Whether provided directly or commissioned from another organisation, have a potential impact on the safety and welfare of children ? Examples might include road safety schemes or adult volunteers interacting with children.	Yes	<p>All staff or volunteers working with children are subject to CRB checks and undertake training in working with children and vulnerable adults.</p> <p>All activities relating to schools and the general public are subject to risk assessments.</p> <p>Through formal and informal learning activities, the NRO encourages children to improve their communication skills, thereby increasing their confidence and making it more likely that they will speak up if they were confronted with an awkward or unsafe situation.</p> <p>The NRO adheres to the principles set out in NCC's Volunteer Policy.</p>
7.2	Whether provided directly or commissioned from another organisation, have a potential impact on the safety and welfare of adults?	Yes	See 7.1 above.
Next Steps: If you identify any significant impacts or risks you must: <ul style="list-style-type: none"> - Consider what mitigating factors or measures might already be in place and what additional steps you could take - Contact the relevant part of Children's Services or Adult Social Services 			

Issues and action arising		
	Has the assessment highlighted any impacts that remain	No

	unsustainable?	
	Has the assessment highlighted any issues, or the need for further analysis?	Yes. 6.3: we have not yet considered how, in planning and delivering our activities, we can work with Safer Neighbourhood Teams.
	Are there any actions arising following this assessment?	Yes Proposed action/s: investigate working with Safer Neighbourhood Teams. Responsible officer: Rachel Farmer. Completion date: March 2010.
	Additional comments	If you have any additional comments to make, please include here:

Head of Service sign-off

Signed:



Print Name: Dr J.R. Alban, County Archivist.

When completed, a copy of this form should be filed with the development file of the service plan, to ensure a robust audit trail. Please note it is a public document and may be requested under the Freedom of Information Act.



If you need this report in large print, audio, Braille, alternative format or in a different language please contact the County Archivist on 01603 222599 and we will do our best to help.

NORFOLK RECORDS COMMITTEE

1 May 2009

Item No:

Report by the County Archivist

1 November 2008-31 March 2009

Periodic Report

Accessions

- 1 There have been 214 (196 in the equivalent period in 2007-8) deposits, gifts and purchases during the five months covered by this report, including fifteen (seventeen) to the Norfolk Sound Archive.

Details of the accessions received are given in Appendix 1 to this report.

Inspections and surveys of records

- 2 Freda Wilkins-Jones, senior archivist, and Belinda Kilduff, searchroom/research assistant, visited Norwich City Hall to inspect a large strongroom containing financial records and a smaller storeroom containing post-1974 Council and committee minutes. Some of the records back to the 1870s, and it is intended to transfer many of them to the Norfolk Record Office (NRO) over the next few months. Conditions in the smaller of the two storerooms were assessed as seriously sub-standard, the temperature and humidity both being too high: conditions which are promoting mould growth. The NRO is recommending the deposit of minutes of the City Council and its committees when they are fifteen years old, and that the room be used in future only to store records not scheduled for long-term preservation.

Freda Wilkins-Jones and Hannah Verge, archivist, made three visits to Thetford to select and collect records of two closing schools, Canterbury Infants and Abbey Junior. Another archivist, Lucy Purvis, surveyed records held by the architectural practice of Feilden and Mawson in Norwich with a view to deposit later in the year. Also with a view to deposit, two archivists visited the widow of Dean Alan Webster to appraise records from her husband's papers.

At the request of the administrator at St John's Cathedral, Norwich, Tom Townsend, archivist, and Senior Conservator, Nick Sellwood, inspected the Roman Catholic archives housed there. Some concerns had been raised that the environmental conditions were poor and worsening, but the conditions fortunately proved not to be as bad as had been thought.

Susan Maddock, Principal Archivist, visited RAF Bircham Newton Memorial Project heritage room to advise on the current and future care of documents on display there.

Cataloguing and retro-conversion

- 3 104 lists, or new sections of existing ones, have been completed and added to the NRO's electronic catalogue since 1 November. These are now all accessible *via* the internet (<http://nrocat.norfolk.gov.uk>). In all, the full cataloguing of around twenty-five cubic metres of records has been completed, including catalogues of fifty-two accessions received in the last five months. Among the newly completed catalogues are:

Weeting manorial and Bromehill estate records, thirteenth century-1901.

Cockley Cley East Hall and West Hall manor court records, 1491-1925.

Kenninghall and East Wretham manorial records and other documents collected by Patrick Palgrave-Moore, 1629-1977.

Title deeds and papers relating to cottages and land in Low Road, Thurlton, 1686-1911.

Ditchingham enclosure map, 1816.

Photograph albums of Hon. Derek William George Keppel, royal equerry and Master of the Royal Household, 1877-1929.

Diaries of Revd William Pelham Burn (1859-1901), vicar of St Peter Mancroft, Norwich, 1893-1901.

Barford and Wrampingham Parish Council records, 1894-2006.

Litcham Parish Council records, 1894-2001.

Beechamwell County First (formerly National) School records, 1908-96.

Walsingham Rural District Council building control plans, 1909-74.

Brisley Parish Council records, 1919-92.

Smallburgh Rural District Council building control plans, 1923-74.

Coleman and Co. Ltd of Norwich product book, c. 1932.

Records of the Tabernacle Charities (for the benefit of the Norwich Methodist Circuit and the Norwich District of the United Reformed Church), Norwich, 1927-99.

Diss Coroner's records, 1953-2001.

Photographic survey of the interior of Great Yarmouth Town Hall, 1956-7.

Diaries of Molly Last of Suffolk and Hellesdon, 1976-2006.

Sale particulars to Ramsley Farm, North Elmham, 1980.

Memoirs of 2nd Air Division USAAF veterans, on more than 80 audio cassettes.

In addition, the catalogue of Great Yarmouth Port and Haven records, 1677-1981, was extensively revised and expanded by over 200 entries, and the catalogue of the Norwich Diocesan series of glebe terriers, 1585-1955, comprising over fifty boxes, was revised and updated.

Thanks to continuing cataloguing work by Dr Jean Agnew, several new sections of the Bradfer-Lawrence catalogue, comprising 1,419 catalogue records and representing over 150 boxes of records, have been added to NROCAT. They consist of documents relating to religious and charitable foundations, twelfth-nineteenth centuries, Bacon of Stiffkey papers, 1556-1621, Philip Case papers, fifteenth-twentieth centuries, papers of Edward Milligen Beloe, senior, and Edward Milligen Beloe, junior, solicitors and antiquaries of King's Lynn, nineteenth-twentieth centuries, antiquarian papers of Revd George Hunt Holley, nineteenth-twentieth centuries, letters and papers of Revd George Munford, vicar of East Winch, relating to natural history and antiquarian topics, nineteenth century, papers of Harry Lawrence Bradfer-Lawrence, nineteenth-twentieth centuries, and other antiquarian papers, seventeenth-twentieth centuries. In

addition, the catalogue entries for maps and other outsize documents in the collection were revised and expanded.

As a result of an intensive cataloguing drive during the NRO's two weeks' stocktaking closure in late November and early December, descriptions representing more than twenty-five cubic metres of archives (over 1,000 boxes) were added to the online catalogue during that period. Some are full multi-level catalogues (including some of those highlighted above). Others are high-level descriptions, enabling summary information about the archives to be searchable online, in a fraction of the time required for full, detailed cataloguing. These are King's Lynn Conservancy Board records, 1855-1990, archives of three schools, records of The Arable Group (formerly Norfolk Agricultural Station and the Morley Research Centre), 1882-1999, and papers of James Forsythe (1916-2004), one of the founders of the Norfolk Wherry Trust, 1808-2005.

At the end of March, the total number of catalogue entries in CALM was 665,130 (compared with 662,646 at the end of October), of which 603,531 (597,923) have 'catalogued' status and are accessible to the public *via* the internet (<http://nrocat.norfolk.gov.uk>).

A successful bid was made to the National Cataloguing Grants Programme for Archives (administered by The National Archives), 2008, for funding to catalogue the archive of G. King and Son Ltd, lead glaziers, of Norwich. One of only ten awards made nationally, the grant enabled the project to start in January, paving the way for a project archivist to begin work in early May 2009. Archivist, Lucy Purvis, is the project manager and is responsible for the project management, the cataloguing programme, project staff and volunteers.

Other stocktaking and storage improvements

- 3 Archive Support Services staff worked on a number of collections during stocktaking. The final twenty linear metres of the Le Strange collection, four linear metres of the Kimberley collection and nearly eighty linear metres of business records (including an extensive series of sale particulars and further parts of the Boardman plans series) were checked in the course of the fortnight. Improvements were also made to the storage of approximately five linear metres of deposited plans, which were placed in boxes more appropriate to their size. The locations of some mainly uncatalogued records which had been partly reshelfed during a previous year's stocktaking were checked and verified across some 400 linear metres of shelving

The stocktaking and repackaging of archives contained in a series of several thousand boxes with miscellaneous contents, mainly of non-official records, has continued and a further sixty-five linear metres of boxes have been checked and repackaged, bringing the running total of boxes dealt with to 28,000.

As part of the King project, repackaging work of photographic material in the archive has been started by a band of volunteers: Jean Palmer, Susannah Lord, Al Parsons, Clive Richardson and Melanie Smith. Over thirty-four hours' voluntary work has been completed to date.

Space has been identified in the tape store, where Norfolk Sound Archive recordings are stored, for photographic material which can easily be detached from the rest of the archive. The conditions in the tape store are more suitable for the storage of photographic prints and negatives than the main repositories, which are designed for paper and parchment.

The quantity of records in electronic formats is growing. To help ensure control over their special preservation requirements, an e-accessions spreadsheet has been created to record anti-virus checking, security copying and other matters related to processing a newly-received digital object. To date, there are 22,166 files amounting to 51.063 Gb of space: mostly of images, but also including databases. The launch of the *Recording Archive for Public Sculpture in Norfolk and Suffolk* website (NRO has the archived copies of the images and database) in late December 2008 has raised the profile of electronic records and the imperative for public access to them.

Testing by Ian Palfrey, senior archivist, and archivist, Jonathan Draper, of some free open source tools likely to be of use for digital preservation has resulted in a recommendation of two of them for installation on NRO computers.

The acquisition of networked storage space for NRO digital assets (currently on external hard drives) is a priority in the medium term. Current work involves a literature review, including a review of the Open Archive Information System (OAIS) and how NRO practice relates to it.

Additional information about preservation work on Norfolk Sound Archive holdings is included in section 6.

Conservation

- 5 A very large estate map from Hare of Stow Bardolph estate, 1841, measuring four and a half metres by one and a half, was among ten maps have received treatment in the conservation studio in the past five months. 910 other papers, thirty-seven parchment documents thirty-seven volumes, and forty-three photographs were also treated. In addition, an oil painting of Tombland Alley, Norwich, which is among records of Norwich municipal charities, and features in the Public Catalogue Foundation's Norfolk catalogue, was removed from its damaged backing and remounted on to archival quality board.

During stocktaking fortnight, 395, or around ten per cent, of the rolled cartoons from the G. King and Son stained glass archive were cleaned.

The conservation team installed three exhibitions in the Long Gallery: a set of Christmas posters, an Adult Education display, and the *Miniature Windows on the World* exhibition. For the last of these, twenty-one books from the Denys Spittle collection were mounted for display.

Conservation work by outside contractors, as part of the post-fire conservation programme, has been completed on sixty-three volumes from the nineteenth and twentieth centuries. Most of these are from Great Yarmouth borough records (including council minutes, account books and minutes of guardians of the poor). Others are police and poor law records from the records of Norfolk County Council, and two nineteenth-century Norwich rate books.

A training day was organized for MA students in paper conservation from Camberwell College of Arts, University of the Arts London, in November, in the use of a low-pressure suction table. The day was led by Antoinette Curtis. The programme included a presentation about the Salthouse parish register project and a practical demonstration of the techniques which may be employed to flatten and conserve parchment that has become distorted and damaged.

Volunteer, Rachel Greenwood, has continued working towards her MA in paper conservation. Her project is to improve the preservation and storage of, and access to, the early Norwich pattern books belonging to Norfolk Museums and Archaeology Service. The eleven volumes have been temporarily deposited with the Record Office for the purposes of the project, and Rachel is using the facilities and expertise of the conservation section. The project has also developed a relationship with Camberwell College, enabling beneficial exchanges of information.

Claire Armstrong, a trainee conservator from Nottinghamshire Archives, spent two weeks in the conservation studio in December and another two in March. She has been learning about parchment repair under the instruction of Antoinette Curtis, as part of the Society of Archivists' training programme for conservators.

Dylan Read, strongroom assistant, has begun training for the Institute of Conservation (ICON) Conservation Technician Qualification. This is a recently developed, work-based training programme, leading to a recognized, externally assessed, qualification. Work carried out as part of the programme has already led to improvements in storage for many documents. They include a commission of John Dalling as governor of Jamaica, 1777, and a grant of baronetage, 1783, both in the Meade of Earsham archive, two grants of arms, 1837, and a seal fragment on a twelfth-century deed from the cathedral archives.

The conservation section has been on two educational visits, one to the National Maritime Museum conservation department and one to the John Innes Centre.

There have been around thirty visits to the conservation studio. They included the new Archdeacon of Norwich with the new Canon Librarian and a group of MA film students from the University of East Anglia. One enquiry came from someone who had suffered a flood at his home and needed information quickly on how to deal with some water-damaged documents, including some parchment. A recent tour of The Archive Centre had made him aware of the NRO conservators' expertise in this area.

Visits to the Record Office and user analysis

- 6 Visits to the Record Office have been made by 11,064 people (compared with 8,588 in the same period in 2007-8), including 3,654 (3,542) individual visits to the searchroom. 8,235 original documents (8,679 in 2007-8) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

Family historians remained the largest category of searchroom users, at 65.9% (66.5 % in the equivalent period last year). Local historians accounted for 21.29% (21.25 %) of visits, while visits for first degree or postgraduate research and publication totalled a further 6.16%. The remaining 6.69 % were studying the history of a house or property, carrying out work for A-level courses, or engaged in an official search.

Two visitors to The Archive Centre completed comment forms. One was a plea for longer opening or else for research classes on Saturday: some Saturday classes have been scheduled to begin in 2009. One person simply wished to express pleasure at a smiling, helpful welcome and an excellent facility. Another searchroom visitor wrote to the County Archivist after a three-day research trip, copying his letter to the Chief Executive, to say that of the many archives he had visited, Norfolk's was the best, having 'everything right' and being 'a great pleasure to work in'.

Norfolk Sound Archive (NSA)

- 7 In February 2009, the three PCs for public access to the Norfolk Sound Archive were delivered to the Listening Room. Installation has continued until the end of this reporting period, and it is envisaged that the computers will be operational from early April 2009. They will allow NSA listeners to access sound recordings *via* the online catalogue, NROCAT. The computers will also allow wider access to the Internet, increasing the number of public terminals for Internet access from four to seven.

The archivist responsible for the NSA, Jonathan Draper, also provided training or advice to five oral history projects. These are a Long Stratton High School project to interview former pupils and staff in connexion with the School's fiftieth anniversary, a Norwich Society project to interview people about the Norwich Yards, a joint BBC Voices and Norwich Mind proposal to interview the traveller community in Norfolk, a Norwich Heritage Economic and Regeneration Trust (HEART) project to interview current residents at the Great Hospital, and the East meets East project, which aims to explore links between East Anglia and Japan.

Jonathan Draper has also had discussions with NMAS curators and other staff at Gressenhall and Great Yarmouth in connexion with sound recordings which have been deposited from both locations and the NSA's plans for future development, especially regarding the streaming server.

200 audio data files (both master preservation and access copies) were created between 1 November 2008 and 31 March 2009. Following the completion of the migration of sound recordings from CD to WAV and WMA files, the focus of preservation work has returned to copying recordings recently deposited with the NSA, including a collection of nearly forty audio cassettes from Aldborough Village History Society.

During this period, the NSA has also identified, and implemented, software that allows it to check the integrity of data files, both 'born digital' archives and NSA created surrogate masters, by the creation of MD5 checksum hashes. This allows the NSA to check if bit streams have altered over time and, therefore, that a file's archival integrity is retained.

Norfolk Heritage Centre

- 8 The floor layout of the second floor of the Norfolk and Norwich Millennium Library had been re-configured in October 2008, although some re-carpeting work was not completed until March 2009. The enquiry desk is now in the middle of the floor, between the Norfolk Heritage Centre (NHC) and the Business Library. This has increased staff visibility and, conversely, has also improved staff sightlines across the whole floor. The archive specialists have a designated desk section facing into the NHC area. The reference section of NHC book stock is now located in the secure research area and there are more study spaces for users nearby. In addition, the microform and computer area is now considerably quieter for researchers, as it is situated further from the main desk.

During the last five months, the NRO's archive specialists supplied four requests for printouts of NRO sources. They have dealt with fifty-nine e-mail enquiries (from a total of 301 received at the Heritage

Centre) and eighteen postal enquiries. No statistics are available for telephone enquiries. There was a noticeable surge in both visitor numbers and enquiries following the release of the 1911 census online and the broadcast of the latest series of the BBC's *Who Do You Think You Are?* in February 2009.

Five new parish register microfilms were added to the NRO resources at the Heritage Centre. Eve McClure, archive specialist, continued to update the NHC web pages on the Library website regularly to promote new acquisitions and events, such as local history talks. The pages had 3,437 visits in the last five months.

Eve McClure also contributed an article on vaccination registers and public health in nineteenth-century Norwich to the March edition of *Heritage Happenings* and produced four new 'quick reference' fact sheets on resources at the NHC.

The archive specialists continue to support the work of the NRO's archive education and outreach team in various ways, including the delivery of family history sessions with the community librarians' team as part of the outreach programme at the Millennium Library. They also provided material for two NRO local history school packs produced in the reporting period.

King's Lynn Borough Archives

- 9 109 visits were made to King's Lynn Borough Archives, compared with 117 in the same period last year. 407 (418 in 2007-8) original documents were produced for consultation by members of the public or by staff researching for talks and enquiries. Twenty-one (twenty-three) telephone, postal and e-mail enquiries were received at Lynn.

Madeleine Heley continued her voluntary work at King's Lynn half a day a week, continuing a detailed index to the Hall Book for the period 1761-86.

Two lunchtime talks in Lynn Museum, one given as part of West Norfolk Partnerships' annual 'Food Fortnight' attracted a total of fifty people.

Following on from the Stage 1 report of the King's Lynn Heritage and Cultural Buildings Asset Review, a joint meeting of Borough and County Council officers in December considered the report's recommendations for the Town Hall complex, which includes the Borough Archives. A working group was initiated to look into the feasibility of recommendations for a new museum and improved archive facility in the complex, while maintaining civic functions. This will meet first in April 2009.

Enquiries and research service

- 10 The total number of recorded enquiries was 5,124, compared with 4,283 in the same period in 2007-8. 2,763 e-mail enquiries were received (2,084 in 2007-8), and there were 235 (258) by post and 2,126 (1,941) by telephone.

There were 50 (173 in 2007-8) requests for paid searches, totalling 119 (133) hours' work.

Website hits recorded on the NRO site (<http://archives.norfolk.gov.uk>) by Webtrends were 49,452 compared with 67,596 in the same period in 2007-8

Copying services

- 11 There have been 193 (208 in 2007-8) orders for 1,309 (1,648) photocopies and 352 (301) orders for printout copies from microfilm, amounting to 1,592 (1,151) sheets. 305 (311) self-service printout cards have been sold. Each card enables users to make up to five copies.

One order (three in 2007-8) was undertaken for 35 mm microfilm, amounting to fifteen frames (210), and an additional five orders (ten) for preliminary filming in order to supply printout copies. Among the documents filmed was a copy of the Heacham enclosure map, 1781.

A further 2,817 (2,349) frames were accounted for by the NRO's own preservation microfilming programme, focusing on material which is either unfit for production or susceptible to damage from repeated use. In addition to twenty-eight newly deposited parish registers, the documents microfilmed were Ashwick churchwardens' accounts, 1859-73, Tharston overseers' accounts, 1813-48, and settlement certificates, 1719-1831, Stratton Strawless churchwardens' accounts, 1817-91, and Beetley Primary School admission registers, 1875-1914.

Thirty-three (twenty-four in 2007-8) orders have been supplied for fifty-six (forty-nine) duplicate microfilms and fifty-eight (fifty-five in 2006-7) orders were placed for 706 (616) microfiches, mainly of parish registers.

153 (164 in 2007-8) visitors to the searchroom took their own photographs.

Recent publications which draw on Record Office sources

- 12 These include:

A. Fabrizi, 'Alfieri, 1766', *Seicento e Settecento. Rivista di Letteratura Italiana*, iii (2008) (Pisa/Rome, 2009), 211-31.
Refers to the continental travel diary of Edmund Rolfe 1759-62.

K. Ferry, 'The Maker of Modern Yarmouth: J.W. Cockrill', in *Powerhouses of Provincial Architecture, 1837-1914*, ed. K. Ferry (London 2009), pp. 45-60.

U. Franklin, *So Great a Cloud of Witness. Rosebery Road Methodist Church Centenary, 1908-2008* (Norwich, 2008).

R. Frosdick, 'James Corbridge: an Eighteenth-century Surveyor' in *Journal of the International Map Collectors' Society*, cxv (2008), 33-40.

W.M. Jacob, *The Clerical Profession in the Long Eighteenth Century, 1680-1840* (Oxford, 2007).

M. Mackie, *The Prince's Thorn. Edward VII and the Lady Farmer of Sandringham* (Cambridge, 2008).

W. McCarthy, *Anna Letitia Barbauld. Voice of the Enlightenment* (Baltimore, 2008).

J. Pinford, *Captain Becher. The Life of a Steeplechasing Legend* (Hoylake, 2008).

N. Surry, *A Portsmouth Canvas. The Art of the City and the Sea, 1770-1970* (Sudbury, 2008).

S. Wade Martins, *Coke of Norfolk, 1754-1842. A Biography* (Woodbridge, 2009).

S. Wade Martins, 'West Norfolk Elections after the Great Reform Bill', *Norfolk Archaeology*, xlv, part iii (2008), 390-6.

Visits

- 13 Official visits, including tours of The Archive Centre, were made by Sam Bestwick, the new Museums, Libraries and Archives Council (MLA) Director of Engagement, East, and by a delegation from Nottinghamshire Archives. Ven. Jan McFarlane, Archdeacon of Norwich, Revd Canon Dr Peter Doll, Canon Librarian, Norwich Cathedral, and Alan Kefford, Chapter Steward, had an extended tour, including a display of documents by way of an introduction to the work of the Record Office, in connexion with ecclesiastical records in particular.

Tours of the NRO were also given to a group of senior library managers, Clare Everitt of the Library Service's Picture Norfolk, and a group of three members of Bunwell Parochial Church Council.

Education and outreach

- 14 2,376 people attended one of the seventy-six events held during the last five months, compared with 2,344 in the same period in 2007-8. Of these, 373 (855 in 2007-8) came to talks workshops and other events at The Archive Centre, and the remaining 2,003 (1,489) attended events elsewhere in the county.

In December 2008, staff from the Norfolk Record Office worked on a project with Year 11 pupils from the Central Area Pupil Referral Unit, and local poet, Martin Figura. The project was funded by the Museums, Libraries and Archives Council (MLA), as part of the Cultural Olympiad, in the build-up to London 2012. Following an introductory session at the Norfolk and Norwich Millennium Library, the pupils took part in an inspirational session at the Norfolk Record Office, during which they looked at a number of documents relating to the theme of 'The Journey of Life', before working with Martin Figura to produce poetry inspired by the people captured in the documents.

In November, ninety-six children from Avenue Junior School took part in an evacuee day. Pupils spent part of the day imagining they were evacuees through the use of drama, and tried designing a bag in which to put their possessions. The remainder of the day was taken up with a session led by NRO staff, in which the pupils found out about the plight of local evacuees both to and from Norfolk, using a range of documents.

Pupils from The Hewitt School, Norwich, and Aylsham High School took part in workshops looking at the Abolition of the Slave Trade. The sessions were run jointly with Norfolk Museums and Archaeology Service, and were held at Norwich Castle Museum and Art Gallery. As part of the workshop, pupils used documents to find out about slave resistance, the work of the abolitionists, and slave-owning families from Norfolk. They also took part in drama sessions in which they were able to empathize with slaves in conversation with a prospective plantation owner and an abolitionist. In total, 212 pupils took part in the sessions.

The NRO also participated in a project run by MLA East of England. Images from Norfolk's archives, and from other record offices in the East of England region, were used to highlight migration and settlement across the counties. Staff at The Hewitt School in Norwich used the Norfolk images to produce a scheme of work for history, geography and citizenship topics. The images and information about the project are now available on <<http://ourkindofpeople.e2bn.org/>>.

Work has also begun on a project to highlight the stories and experiences of refugees to Norwich. It will culminate with a trail around Norwich City Centre, consisting of six panels, each containing an image of an artefact or document from the Museums and Archaeology Service, Norfolk Library and Information Service or the Norfolk Record Office, to tell the story of refugees in the past. This trail will take place over Refugee Week 2009. So far, staff have

helped to carry out a discovery session with a group of refugees and asylum seekers, who chose an artefact, a book and a document to be displayed on three of the panels.

Another joint project looked at local heroes. Led by a coordinator from the Norfolk Library and Information Service, the project aimed to inspire local Key Stage 3 students to learn about four local heroes by using the library catalogue and other local heritage sources. Ten pupils from Earlham High School visited the Norfolk Record Office in February to look at documents relating to Elizabeth Fry and Thomas Fowell Buxton. Pupils spent time looking for information and events to incorporate into a piece of drama based on a key moment in their hero's life.

Forty pupils from Lynn Grove High School in Gorleston visited the Record Office as part of their three-year project called 'Who am I? What do I want to be? How do I get there?' For the session, pupils concentrated on the idea of 'Who am I?' Ten pupils from each of years 7 to 10 spent time finding out how to trace their own family trees and discovering the history of their local area. The aim of the project is to use this information and other workshops to find out their preferred learning styles, their roots, and location. As part of the project, the pupils are aiming to develop independent learning skills, including questioning and research skills

NRO staff visited Kinsale Junior School, Hellesdon, during March to carry two workshops for Year 6 pupils. The children had a presentation on what the Record Office does, and on the work of an archivist and a conservator, before getting a chance to ask their own questions. The pupils were also able to find out what Hellesdon was like 100 years ago.

Two half-term activities took place in February. These were making seals and fantasy maps. In total, forty-one children and parents participated in these activities.

A number of talks and workshops have been held around the county. A talk at Wymondham Library on how to trace family history attracted forty-nine people. Other talks included 'The Work of the Norfolk Record Office' to Flegg Probus Club, and to the Vauxhall Centre in Norwich, which works with people with disabilities, while a talk on 'Victorian Transgender Issues', held at Norwich Castle during Lesbian, Gay, Bisexual and Trans Month, and organized jointly by the NRO, Norfolk Museums and Archaeology Service and Norfolk Libraries and Information Service attracted sixty people.

Details of talks and workshops by members of NRO staff appear as Appendix 2 to this report.

Publications and exhibitions

- 15 Two issues of the NRO *Newsletter* were published, featuring Customer Service Week and the successful course on twelve iconic Norwich buildings run in partnership with the Norwich Heritage Economic and Regeneration Trust (HEART). The Record Committee's annual report for 2006-7 was also published for the first time in a newsletter format, designed and printed in-house.

Five new information leaflets have appeared, all relating to school records and education in Norfolk. They are 'Education in Norfolk: A Brief Historical Outline'; 'A Guide to School Records', 'Grammar and Independent Schools in Norfolk', 'The Burston Strike School', and 'Exam Results and Pupil Files'. An existing leaflet, 'Parish Records less than 100 Years Old: their Preservation and Care', was expanded and renamed 'Looking after the Records of your Parish Church'. All the information leaflets are accessible on the NRO website, as are the newsletters and annual reports.

Four exhibitions have been shown in the Long Gallery during the past five months. *The Power of the Word: Norwich Library, 1608-1737*, a celebration of the 400th anniversary of the city library, continued until early December. It was succeeded by a display of Christmas posters. From mid January until late February, Norfolk County Council's Adult Education Service's work with adult learners and community archive groups across the county was showcased in *Working in Partnership and Celebrating Success. Miniature Windows on the World*, a display of illuminated manuscripts from the Denys Spittle collection was opened on 9 March. These manuscripts, ranging in date from the tenth century to the nineteenth, have been on public display only once before, at the Fitzwilliam Museum in Cambridge. The exhibition has proved exceptionally popular, attracting an average of 140 additional visitors a week to The Archive Centre.

Diabolical Documents, a small display of facsimiles in the NRO searchroom, designed by the searchroom team, continued through November. It featured tales of gruesome deaths, witchcraft and ghost stories found in parish registers. It was succeeded in December and January by a display of Christmas cards ranging in date from the late nineteenth century to the mid twentieth, Christmas wrapping paper from the 1950s and children's letters to Father Christmas from the 1930s to 1940s. A travelling exhibition relating to Lesbian, Gay, Bisexual and Transgender History Month was installed in an alcove of the Long Galley for part of February.

Exhibitions of original records, provided for special events at Shelfanger and Clippesby churches, were seen by an estimated 480 people. Archivist, Tom Townsend, advised, and provided documents for, a display on the local history of the Forum site at a BBC Voices exhibition in the Millennium Library on 23 January 2009.

Publicity

- 16 The *Eastern Daily Press* featured the recently acquired diaries and photographs of the adventurous archdeacon and vicar of St Peter Mancroft, William Pelham Burn and, as part of the commemorations around Holocaust Day, Madame Elsie Maréchal (née Bell), a former student of Norwich Diocesan Teacher Training College, about whom the NRO has papers in the Keswick Hall College records. Madame Maréchal and her family showed outstanding bravery by helping to rescue and return Allied airmen from Belgium to Britain during the Second World War. Among topics highlighted in the NRO's own regular column in the *EDP* were examples of pitfalls encountered by archival researchers, the story of John Pull's connexion with Pull's Ferry in Norwich, and seventeenth-century witchcraft trials at Great Yarmouth.

BBC Look East filmed the *Miniature Windows* exhibition and an interview with the County Archivist about it. This was shown several times and has been cited by many visitors to the Long Gallery as having prompted them to come.

On the day on which the USA's first black president was inaugurated, Anglia Television ran an extended news item, including an interview with Rachel Farmer, Archive Support Services Manager, on Dr Allan Glais(y)er Minns, mayor of Thetford, 1904-6, who is believed to have been the UK's first black mayor. This coverage resulted from partnership working with The National Archives (TNA): as part of the 2008 Archives Awareness Campaign, produced a series of postcards, illustrative of Black and Minority Ethnic history, and women's history. One of the series, credited to the NRO, reproduces an image of Minns from the Bolingbroke collection.

In November, images of Henry III's charters to Norwich (1229) and Lynn (1233), together with full English translations of them, were made accessible on the Henry III Fine Rolls Project's website (www.finerollshenry3.org.uk), linked to a 'Fine of the Month' article by John Alban. The two royal charters, digitized with Fine Rolls Project funding, are the first documents from a local record office to appear on the website, and complement contents of the fine rolls.

Staff and volunteers

- 17 Athena Teli took up the post of Assistant Education and Outreach Officer in January. After a first degree in History and Archaeology at Ioannina in Greece, she took MAs in Museum Studies and Humanities/Art history at the University of Leicester. Her previous posts were with Leicester Museums and Galleries as Access Assistant at Belgrave Hall, with MLA East Midlands as Access and Audience Development Officer, and as a lecturer at De Montfort University for an Arts Management course.

Dr Jean Agnew has continued part-time voluntary work, cataloguing sections of the Bradfer-Lawrence collection. Melanie Smith has also

continued working at the NRO as a volunteer one morning a week, and has been listing society records under supervision, identifying collections of photographs to be moved into the Sound Archive for storage, repacking records from the King archive, working on Great Yarmouth oral history interviews and researching documents for a parish exhibition. Maureen Douglass has continued her voluntary work, cataloguing the Norwich Diocesan faculties.

In the Conservation Studio, volunteers Clive Richardson, Al Parsons and Rachel Greenwood, were joined for a short period from November until January by Jane Chilvers, who works in the County's Adult Social Services Department as a business support officer. Other new volunteers are Jean Palmer, who started in March, and has been repackaging photographs in the King archive half a day a week, and Susannah Lord, who has come in one and a half days a week since January, as part of a programme run by the Meridian East organization, which supports people preparing for work and seeking employment. She is working on the King repackaging project, but has also been working with the searchroom team, indexing marriage licence bonds. Kimberley Benoy, a recent graduate who intends to become an archivist, had a week's work experience in the NRO in November.

In addition to those volunteers working behind the scenes, the NRO has benefited from additional work carried out by depositors of two categories of records. Two retired policemen, John Mason and Peter Pilgram, have compiled a list of all the plans of police stations which the Norfolk Constabulary has deposited in the NRO. William Etherington, former Principal of Keswick Hall College and former Dean of the Institute of Education, University of East Anglia, has visited the searchroom four times in order to deposit more records relating to Keswick Hall College and also to list some of the records, especially the photographs.

It was noted with sadness that former County Archivist, Jean Marjorie Kennedy, MBE, MA died in January 2009. After a brief first appointment at the Devon Record Office, Miss Kennedy moved to Norfolk in 1955, to become the first professionally qualified archivist at the Norwich Public Library. In 1960, she was promoted to Senior Archivist and then became City and County Archivist in 1962, when the new joint Record Office was opened. On local government reorganization in 1974, became County Archivist of Norfolk, a post she held until her retirement in 1997.

Staff training and development

- 18 John Alban County Archivist, Susan Maddock, Principal Archivist and Rachel Farmer, Archive Support Services Manager, attended a one-day strategic workshop in London in January, as part of an MLA-funded Strategic Planning and Fundraising programme, in which the NRO successfully bid to participate. John Alban and Susan Maddock

have also taken part in the first of a series of follow-up workshops at Hammersmith and Fulham Archives.

The County Archivist has completed the corporate *Impact Leadership* development programme, another cohort of which was joined by Rachel Farmer, Archive Support Services Manager, in January. Rachel Farmer also undertook Fire Risk Assessment Training.

Jonathan Draper, the archivist responsible for the Norfolk Sound Archive, attended a two-day 'Unlocking Audio 2' conference at the British Library. This was an international conference organized by the British Library Sound Archive and supported by JISC which focused on how archives could meet the needs of their users with new, Internet-based, technologies. He also attended a lecture at the Institute of Historical Research, given by Susan Davies called 'Archival literacy: reading with understanding'

Lucy Purvis, archivist, undertook a 'Project Management the NCC way' course and attended the Business Archives Council conference in November. Freda Wilkins-Jones, senior archivist, attended a corporate refresher course for Freedom of Information officers.

Victoria Horth, Education and Outreach Officer, attended a one-day session at Birmingham Central Library on Learning Inside and Outside the Classroom organized by the Society of Archivists' Education and Learning Group. She also attended a media training day run by the exiled journalists' network as part of preparations for Refugee Week and a two-day course on recruitment and selection.

Antoinette Curtis, conservator, attended a Society of Archivists' conservation training day at the British Library.

Claire Bolster and Suzi Jex, two of the searchroom/research assistants, have successfully completed a Family History and Genealogy course, run by the UEA, which began in October 2008. The course centred around a series of workshops and field trips, including visits to the Society of Genealogists and the Guildhall Library in London.

Since November, archivist, Tom Townsend, has provided weekly in-house training sessions on palaeography for the searchroom team. In addition to palaeography, they have examined the diplomatic of probate and manorial documents.

Sara Barton-Wood, receptionist, attended a 'Muslim Awareness' training day. Eve McClure, one of the two archive specialists, attended Deaf Awareness training provided by Deaf Connexions, while the other archive specialist, Lesley Gwynn, attended SAFE training 'Safeguarding Children' training. Both were half-day events.

Three members of NRO staff attended a training morning on manorial documents, organized by the Society of Archivists, Eastern Region, at

Hertfordshire Archives and Local Studies in March. Closer to home, thirteen members of staff visited Strangers' Hall Museum, Norwich, and twelve also visited the Royal Norfolk Regimental Museum and the Norwich Castle Study Centre for tours and introductory talks about the holdings of these sections of Norfolk Museums and Archaeology Service.

Partnership projects and external representation

- 19 The County Archivist continued to serve as director and trustee on the MLA (Museums Libraries and Archives Council) East of England Board until the Board was wound up in February, as part of the general reorganization of the MLA. He continues as Chairman of EESA (the East of England Sound Archive), and also serves on EERAC (the East of England Regional Archive Council), the Norfolk Record Society Committee, NAHRG (Norfolk Archaeological and Historical Research Group) Committee, the Bishop's Books and Documents Committee (as Secretary for Documents), Norwich Cathedral Advisory Committee and the Centre of East Anglian Studies Committee. He also sits on the Henry III Fine Rolls Project Knowledge Transfer Advisory Committee, the East Anglian Film Archive Advisory Board and True's Yard (King's Lynn) Advisory Panel. Within Norfolk County Council, he is on the corporate Information Management Board and also chairs the FOI Team.

The NRO, with other parts of Cultural Services, is engaged in a Norfolk 'Singing Histories' project. The aim of this national project is to bring regional history to life through local songs and the traditions and stories behind them. A booklet is being produced for each region, and Norfolk is at the heart of the Eastern regional booklet. The County Archivist, the Education and Outreach team and Sound Archivist, Jonathan Draper, have all been involved in the project's working group. The local launch will take place at the Royal Norfolk Show on 1 July. Jonathan Draper has also attended the ARCH (Archiving Rural Community History) project's working group and the Norwich Living History Group annual general meeting and had a further meeting with Susanna Wade-Martins' regarding her rural education project in which the Museums Service is also engaged.

Archivist, Tom Townsend attended a seminar and workshop organized by HEART to acquire feedback from partner bodies and to canvass opinion as to the way forward for the Norwich 12 and other HEART projects.

Lucy Purvis, archivist, continued to participate in King John's Charter Working Party at Great Yarmouth, with colleagues from NMAS and Great Yarmouth Borough Council, planning the remainder of the programme of events for the anniversary year, which ended in March. She is also the Society's Eastern Region representative on EERAC, for which she is also honorary treasurer.

Edwin King, the archivist with responsibility for records of the Norwich Cathedral Chapter, serves on the Norwich Cathedral Library Advisory Committee and the Cathedral Inventory Committee. He also continues as a director, trustee and honorary assistant treasurer of the Society of Archivists, serving on the Society's Council, Management Committee, Financial Sub-Committee and other committees. He also acted as secretary of the Eastern Region of the Society until December 2008.

Performance Indicators

- 20 Charts showing NRO performance indicators are given at Appendix 3.

Forthcoming

- 21 The exhibition *Miniature Windows on the World*, a display of illuminated manuscripts from the Denys Spittle collection, continues in the Long Gallery until 21 May. It will be followed, from June to August, by a show on the subject of childhood between 1860 and 1918, a joint exhibition by the NRO and the East Anglian Film Archive featuring local archive film and photographs, which will also include artefacts provided by the Norfolk Museums and Archaeology Service. From September to December, an exposition of Rachel Greenwood's preservation project on the early Norwich pattern books will also include complementary material from the NRO.

As part of the Lincoln Festival, which celebrates the bicentenary of Abraham Lincoln's birth this year, and the Lincoln family's connexion with the village of Swanton Morley, copies of documents relating to the Lincoln family will be included in a display at Swanton Morley church, 13 June–19 July. A talk by David Stone on the ancestors of Abraham Lincoln in Swanton Morley and Hingham is the first in a new series of lunchtime talks at The Archive Centre, which begins on 21 April.

Archivist, Tom Townsend and Frank Meeres will be leading a third evening course on records for building history at The Archive Centre about the 'Norwich 12' buildings. This will start, if numbers allow, on Tuesday, 21 April.

An 'Introduction to Palaeography' evening course at The Archive Centre, aimed at beginners, begins on Thursday, 14 May.

A series of Saturday workshops at The Archive Centre begins on 9 May and a course of ten evening classes called 'Village and Town' on 27 May.

Tracing the history of your house in Thetford', an illustrated talk by Lucy Purvis at Thetford Ancient House Museum, will be on 18 June 2009.

To commemorate the 500th anniversary of the accession of Henry VIII in 1509, the NRO will, from May, be making available online its exhibition of depictions of Henry in the historiated initials of Norfolk letters patent.

Equality Impact Assessment (EqIA)

- 22 The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

S.17 Crime and Disorder Act

- 23 There are no implications of the report for the Crime and Disorder Act.

Financial Implications

- 24 All financial implications in this report are covered by existing budgetary provision.

Property, Staffing and IT Implications

- 25 Property, Staffing and IT matters are not specifically considered in this report.

Recommendation

- 26 Members are asked to note this report.

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Appendix 1

Norfolk Record Office Accessions, 1 November 2008-31 March 2009

Norfolk Record Office Accessions, 1 November 2008-31 March 2009

Local Authority and Official records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Norfolk County Council: Chief Executive's Department	Additional deeds to properties owned by Norfolk County Council	ACC 2008/256, ACC 2008/325, ACC 2008/398, ACC 2008/399 and ACC 2008/407	17th-20th centuries	43 packets/boxes
Norfolk County Council Education Department	Departmental visitors' book	ACC 2008/305	1974-1980	1 volume
Norfolk County Council Education Department as inheritor/Social Education Trust/Faellesje Private Foundation, also known as Tvind School Co-operative of Denmark	Records of Small School at Red House, Buxton, Norfolk, and Small School at Winestead, Humberside, both closed in 1989 (records closed to general public access for 100 years)	ACC 2008/299	1987-1999	19 transfer boxes
Norfolk County Council County Surveyor/Highways Department	Staff accident book	ACC 2008/317	1954-1963	1 volume

Norfolk County Council: County Surveyor	Copy County Surveyor's map on OS map showing alternative routes for proposed East Dereham A47 bypass, Nov 1968, with OS map showing East Dereham town centre, 1928	ACC 2008/271	1928-1968	2 papers
Norfolk County Council Planning and Transportation Department/Norfolk County Surveyor/Norwich City Engineer	Plans, elevations, sections and detailed drawings of various bridges, mainly in Norwich (Bishop Bridge, 1934-1936, Carrow Bridge, 1919-1946, Carrow Railway Bridge, 1959-1960, footbridge from Heigham to Hellesdon near the Dolphin Public House, 1908-1965, Fye Bridge, 1924-1933, Guardian Road to Sweetbriar Lane bridge, 1929-1930) and new bridge at Guist, 1990-1993, with Surveyor's report on twenty-nine bridges in the Norwich area, 1929-1931	ACC 2008/374	1908-1993	14 rolls
Norfolk County Council Planning and Transportation Department/Norwich City Engineer	Additional bridges plans of Norwich bridges (mostly by Norwich City Engineer): Dolphin Bridge, 1908-1909, 1964; Duke Street Bridge, 1972, Carrow Bridge, 1921-1939, Hellesdon Bridge, 1902 and 1976, Foundry Bridge, 1884-1937, St Miles Bridge, Oak Street, late nineteenth century and 1931, Southwell Road footbridge (over Brazen Gate), 1958, Mile Cross Bridge, 1921 and 1990, Whitefriars Bridge, 1923-1924, Mansfield Lane Footbridge, 1923 and 1961, Homersfield Bridge, Flixton Estate (over River Waveney), 1996	ACC 2008/411	1932-1953	1 box
Norfolk County Council Social Services Department:	Additional record relating to The Grove, Catton Grove Road, Norwich: creed register of St James's Hostel, Shipmeadow, Beccles, Suffolk, and (from 1954) The Grove, Catton Grove Road, Norwich	C/SS 1/34	1942-1976	1 volume
Norfolk County Council Trading Standards Department	Samples of posters and forms relating to Foot and Mouth disease controls	ACC 2008/300	c.1950-c. 1970	3 booklets, 4 papers
Aylmerton Board School	School admission registers	ACC 2008/356	c. 1875- 1978	2 volumes

Holt Hall School	School photographs and other records	ACC 2008/386	1955-2006	24 photographs, 1 paper, 1 volume
Mile Cross Middle School, Norwich	Additional record: visitors' book	ACC 2008/244	2006-2008	1 file
Abbey Junior School, Thetford	School records, including admission registers, 1970-2008, managers' and governors' records, 1970-2007, punishment records, c. 1970 – 1982, inspectors' reports and related records, 1991-2006, and papers relating to Abbey Farm Middle School community group, 1994-1999, Thetford Education Action Zone, Oct 1998-1999, school events and activities, 1999-2004, Friends of Abbey Junior School, 1999-2008, and Thetford Arts Centre (performing arts centre at the school), 2005	ACC 2008/238, ACC 2008/248 and ACC 2008/298	c. 1970-c. 2008	32 boxes
Canterbury Infant School, Thetford	School records, including log book, 1978-1990, Infant/First School admission registers, 1978-2008, Nursery admission register, 1996-2008, photographs of school events, 1978-2008, governors' minutes and papers, 1988-2001, and papers relating to Thetford Education Action Zone/Thetford Excellence Partnership, 1998-2008, Canterbury Nurture Group, 2000-2002, and SureStart Children's Centre, 2005-2006	ACC 2008/297	c. 1975-2008	35 boxes
Peterhouse First School, Great Yarmouth	Additional school records, including copies of plans of Peterhouse First and Middle School, 1988, inventory, 1998, school improvement and development plan, 2005-2008, photographs and other records of school events, 2002-2008, and newsletters, 2007-2008	ACC 2008/254	1988-2008	2 boxes
East Dereham Urban District Council (1894-1974) and Dereham Town Council (1974-)	Additional East Dereham UDC Treasurer's records, 1876-1980, with Electricity Committee minutes, 1930-33, Dereham Town Council allotment rent accounts, 1969-1986, and Headborough Estate charity minutes and accounts, 1825-1981	ACC 2008/243 (DC 12 additional)	1825-1986	30 volumes and binders

Norwich City Council: Planning Services	Additional records: Conservation Area Appraisals for Old Lakenham, Eaton and Trowse Millgate	ACC 2008/250	2007-2008	3 booklets, 2 cards
Norwich City Council: Parks and Open Spaces	Photographs of parks and open spaces in Norwich	ACC 2008/310	20th century	5 boxes
Norwich City Council: Parks and Open Spaces	Additional records: typescript minutes of parks and gardens committee, amenities committee, allotments committee and related committees and sub-committees	ACC 2008/347	c. 1935-c. 1975	13 boxes
Bedingham Parish Meeting	Minutes, including vestry minutes, 1888-1897, and other papers	ACC 2008/403	1888-1988	2 volumes, 1 folder
Bradwell Parish Council	Additional parish council records: minutes, 1990-1997, councillors' declarations, 1979-1990, accounts, 1978-1996, and allotments registers, 1949-1991	PC 49/77-88	c. 1965-1997	2 boxes
Bradwell Parish Council	Additional records, including papers relating to election procedure, 1931-1937, and maps relating to electricity supply and water supply schemes	ACC 2008/412	1931-1985	1 box
East Rudham Parish Council	Additional parish council records, including accounts, correspondence, burial board papers and papers relating to village events, and East Rudham Fuel Charities accounts, 1928-2000	ACC 2008/377	1919-2003	3 boxes
Snettisham Parish Council	Additional Parish Council records, including enclosure award, 1766, East and West Commons enclosure award and map, 1801, Docking Union valuation list, 1913, Council minutes, 1971-74, accounts, c. 1934-1996, declarations of officers, 1894-1937, photograph of Snettisham Hall Estate, 1865, and OS maps	ACC 2008/251	1766-1996	5 boxes

Swannington with Alderford and Little Witchingham Parish Council	Additional Parish Council records, including declarations on acceptance of office, 1897-1990, accounts, 1900-2003, precept books, 1927-1985, papers relating to regarding highways and footpaths, 1914-1959, parochial charities, 1932-1935, proposed amalgamation of Alderford and Swannington, 1931, distribution of foodstuffs from Australia, Canada and South Africa, 1946-1949, Swannington war memorial, 1947-1948, and grouping of the civil parishes of Alderford, Little Witchingham and Swannington, 1991	ACC 2008/272	1897-2003	8 volumes, 5 files, 1 envelope
Tivetshall Parish Council	Additional parish council records	ACC 2008/284	c. 1970-c. 2000	1 box
Watton Parish Council, later (from 1974) Watton Town Council)	Parish council and committee minutes and accounts, and burial authority records	ACC 2008/387	1852-2007	7 large boxes and 2 rolls
Wood Norton Parish Council	Additional record: poster with facsimile of Queen Alexandra's letter to the nation on the death of Edward VII	ACC 2008/416	1910	1 paper

Public records, statutory bodies and higher education

Creator of the records	Summary description	Reference	Covering dates	Quantity
Greater Norfolk Coroner's District	Additional records of inquests and sudden deaths	ACC 2008/366, ACC 2008/417	2001-2002	29 boxes
Great Yarmouth Coroner's District	Additional records of inquests and sudden deaths	ACC 2008/367	2001-2003	29 boxes

Cromer Hospital and Wells and District Cottage Hospital	Cromer Hospital records, 1932-1999, including casualty registers, X-ray registers, operations registers, minutes of governing body; Wells and District Cottage Hospital records, 1911-1963, including operations register and minutes of governing body	ACC 2008/268	1911-1999	21 packets
Keswick Hall College of Education (previously Norwich Teacher Training College), based at Keswick Hall, 1948-1984	Additional records, including photographic slides of Audio-Visual Centre, c. 1947-c. 1980, photographs of puppets, 1950s, and of outing to Holkham and Hunstanton, 1959, and order of memorial service and obituaries of Right Revd John Gibbs (Principal of Keswick Hall College, 1964-1973, Bishop of Coventry, 1976-1985), 2008	ACC 2008/273	c. 1947-2008	4 envelopes, 1 box
Keswick Hall Old Students/Greg Varney and Mrs Gwen Varney, editors	Keswick Hall Old Students' Newsletter number 151	ACC 2008/277	2008	1 gathering
Keswick Hall College and William Etherington, former Principal	Additional record : <i>A Quiet Woman's War</i> by William Etherington (Norwich 2002, re-printed 2006)	ACC 2008/390	2006	1 volume
Keswick Hall College and William Etherington, former Principal	Additional record: description by W. Etherington of student album of Miss Caroline Kent (Mrs Moore), 1875-80.	ACC 2008/391	2008	3 papers

Parochial and Other Trusts and Charities

Creator of the records	Summary description	Reference	Covering dates	Quantity
Needham Village Hall charity, founded 1960, and its predecessors	Deeds to site of Needham National School, later Village Hall, and related Charity Commission order	PT 34	1873-1960	1 file
Great Hospital, Norwich	Additional record: chaplain's quarterly report book	ACC 2008/370	1938-1996	1 volume
Norwich Consolidated Charities	Deeds to tenements in the parish of St George Colegate, Norwich	ACC 2008/382	1454-1546	3 parchments

Parish and ecclesiastical records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Arminghall ecclesiastical parish	Additional parish registers of baptisms, 1813-2004, marriages, 1837-2005, and burials, 1814-2004	PD 248/7-8	1813-2007	2 volumes
Ashwicken with Leziate ecclesiastical parish	Parish records, including parish registers, 1717-1980, papers relating to church fabric and benefice, 1729-1986, churchwardens' accounts, 1859-1873, and Church and Village Hall Fête Committee minutes, 1967-1977	PD 719	1717-1986	16 files, 10 volumes
Barton Turf ecclesiastical parish	Additional parish records, including marriage register, 1998-2008	PD 187/62-63	1964-2008	1 volume, 3 papers
Beighton ecclesiastical parish	Altered tithe apportionments, 1904 (with map) and 1923	ACC 2008/424	1904-1923	1 roll
Blofield ecclesiastical parish	Additional parish records: parochial church council minutes, accounts and annual reports	ACC 2008/371	1972-2003	1 volume, 6 files
Bodney ecclesiastical parish	Additional parish register of banns	PD 135/30	1823-2000	1 volume
New Buckenham ecclesiastical parish	Additional parish records: card index to the new Buckenham parish records, compiled by Margaret Gripper Grey	PD 540/19	n.d. [1960s]	1 box
Bunwell ecclesiastical parish	Additional parish records: terriers and copyhold deed to town land	ACC 2008/320 (PD 712)	1784-1845	5 parchments
Burgh St Peter ecclesiastical parish/J.J. Woolsey, transcriber	Burgh St Peter memorial inscriptions	PD 631/51	2007	1 booklet
Buxton ecclesiastical parish	Additional register of marriages	PD 160/79	1837-1968	1 volume

Caister next Yarmouth ecclesiastical parish	Additional parochial church council minutes	PD 450/93-94	1968-1993	2 volumes
Catfield ecclesiastical parish	Additional parish records, including memorandum book of Augustus Myhill, parish clerk, 1863-1947, and parish magazines, 1942-1971	PD 531/125-128	1863-1971	1 box
North Creake ecclesiastical parish/Revd Thomas Elliott, Rector of North Creake (1948-77)	Additional parish records, mainly twentieth century, including papers relating to parochial charities, 1917-1966, rector's and PCC accounts, 1949-1977, but also including banns certificate, 1737, and nineteenth-century manuscript history of North Creake church	ACC 2008/252	1737-1982	2 boxes
Didlington ecclesiastical parish	Additional parish register of banns	PD 133/30-31	1824-1992	1 volume
Ditchingham ecclesiastical parish (estranged)	Draft or copy of Ditchingham enclosure map	MC 2664	1816	1 parchment
Gimingham ecclesiastical parish	Additional parish register of baptisms	PD 149/43-44	1901-2008	1 volume
Hickling ecclesiastical parish	Additional parish records, including Waxham Rural Deanery magazines	PD 449/33	1922-1937	1 folder
Intwood with Keswick ecclesiastical parish	Additional parish record: All Saints' Intwood church and churchyard survey: transcripts of monumental inscriptions, plan and photographs	PD 416/50	2007-2008	1 booklet
Kessingland ecclesiastical parish	Additional parish registers and records	ACC 2008/410 (PD 105 additional)	c. 1955-c. 2003	16 boxes, 1 roll
Great Moulton ecclesiastical parish	Additional register of marriages	PD 489/89	1837-1968	1 volume
Norwich St Helen ecclesiastical parish	Additional parish record: vestry and parochial church council minute book	ACC 2008/323	1886-1984	1 volume
Oxborough ecclesiastical parish	Additional record: Hewer's School managers' minute book	PD 139/58-59	1903-1972	1 volume

Pulham St Mary Magdalene (Pulham Market) ecclesiastical parish	Additional parish registers	PD 509/63-74	1848-2008	10 volumes
Rockland St Mary ecclesiastical parish	Additional marriage register	PD 256/44	1990-2006	1 volume
Great Ryburgh ecclesiastical parish	Additional parish register of baptisms	PD 621/85	1887-1969	1 volume
Surlingham ecclesiastical parish	Additional marriage register	PD 611/48	1997-2008	1 volume
Swannington ecclesiastical parish	Additional parish registers	PD 44/57-59	1813-2008	3 volumes
Tacolneston ecclesiastical parish	Additional register of marriages	PD 148/68-69	1837-2008	1 volume
Themelthorpe ecclesiastical parish	Additional parish register of banns of marriage	PD 342/14	1827-2008	1 volume
Warham All Saints ecclesiastical parish	Additional parish register of banns	PD 502/106	1824-2000	1 volume
Welborne ecclesiastical parish	Additional marriage register	PD 634/44	1981-2008	1 volume
Worthing ecclesiastical parish	Additional parish registers of baptisms, 1813-2004, marriages, 1837-2005, and burials, 1814-2004	PD 538/34-38	1813-2005	3 volumes
Hingham and Mitford Deanery	Additional Hingham and Mitford Deanery Magazines	MC 2670/2-5	1934-1966	1 box, 1 folder
Norwich Cathedral Chapter	Suit papers in Banister v. Thompson (prosecution of Canon Henry Thompson for refusing the sacraments to Mrs and Mrs Banister who had married in breach of the Church's teaching on deceased wives' sisters), 1908	ACC 2008/262	1849-1913	1 folder
Dean and Chapter of Norwich Cathedral	Additional records, relating mainly to events and publications, 1978-2003	ACC 2008/384	1849-2003	2 files
Dean and Chapter of Norwich Cathedral	Additional records: congé d'élire on the resignation of Bishop Peter John Nott and letters missive for appointment of Bishop Graham Richard James.	ACC 2008/423	1999	2 papers

Dean and Chapter of Norwich Cathedral	Additional record: grant of Deanery to Stephen George Platten	DCN 31/11	1996	1 document
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Free Church records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Hethersett United Methodist Church	Minutes of Sunday School annual teachers' meetings, 1921-1935, members' quarterly meetings, 1923- 1935, and annual meetings, 1954-1974, and trustees' meetings, 1951-1972	ACC 2008/321	1921-1974	4 volumes
Hunstanton Methodist Circuit	Records relating to Colby Methodist Chapel, Thornham Methodist Chapel and Sedgeford	ACC 2008/409	1929-1997	2 boxes
Methwold Hythe Wesleyan Methodist church	Centenary service and history booklet	ACC 2008/343	1956	1 gathering
North Norfolk Methodist Circuit, previously the North Walsham and Aylsham Circuit and the Cromer and Sheringham Circuit	Records relating to Aylsham Methodist Church, Cawston Methodist Sunday School, Honing Methodist Chapel, Mundesley Methodist Church, Cromer and North Walsham Wesleyan Circuit, North Walsham Primitive Methodist Chapel and North Walsham Methodist Circuit, Reepham Methodist Chapel, and Trunch Methodist Church	ACC 2008/408	1914-2004	3 boxes
Mile Cross Methodist Church, Norwich	Additional records relating mainly to the building and its maintenance	ACC 2008/368	1957-2004	4 boxes
Thetford Methodist Circuit	Additional circuit records, relating to churches and chapels at Barningham, 1926-1993, Blo Norton, 1923-1970, Brandon, 1895-1969, Croxton, 1931-1960, Hepworth, 1934-1969, Lakenheath, 1912-1992, Shropham, 1884-1972, Stanton, 1886-1980, and Thetford, 1928-2008	ACC 2008/246	1884-2008	3 boxes
Wymondham, Attleborough and Watton Methodist Circuit	Additional records relating to Wymondham and Attleborough churches	ACC 2008/383	1978-2008	3 volumes, 1 booklet

Cobham Primitive Methodist Church and other Great Yarmouth Methodist records	Records including posters, leaflets and handbills, 1912-1949, Bazaar treasurer's accounts, 1921-1923, and photographs of groups of people at Cobham Mission, twentieth century	ACC 2008/436	1912-1949	1 packet
Middlegate Congregational Church, Great Yarmouth	Church secretary's and ministers' correspondence, deacons' meeting minutes and membership records, mainly late 19th century to 1950s	ACC 2008/329	1747-1996	10 boxes
St Walstan's Roman Catholic Chapel Costessey	Marriage registers	ACC 2008/422	1982-2008	6 volumes
Mount Zion International Glory Fellowship, Nelson Street Norwich, later Heartsease Lane, Norwich	Registers of marriages	ACC 2008/350	1981-2005	2 volumes
Society of Friends: Norwich and King's Lynn Monthly Meeting	Additional records, including Norwich and Lynn Monthly Meeting minutes, 1955-1972, and Thomas Buckingham (King's Lynn) Trustees' minutes, deeds of appointment and financial records, 1893-2005, Norwich Preparative. Meeting minutes, 1972-1979, Beccles Preparative Meeting minutes, 1934-1993, Sheringham Preparative Meeting minutes, 1954-1991, Wells Preparative Meeting minutes, committee minutes and plans and papers, 1913-1982, and Great Yarmouth Preparative Meeting directory for visitors to the Meeting, 1789-1826 and minutes, 1928-1976	ACC 2008/358	1789-2005	7 boxes

Societies and Associations

Creator of the records	Summary description	Reference	Covering dates	Quantity
2nd Air Division USAAF Memorial Trust	Two brochures: 'Second Air Division Memorial United States Eighth Air Force' revised edition, 2003 and reprint, 2006	ACC 2008/302	2003-2006	2 booklets

Central Norfolk Conservative and Liberal Association, Aylsham Branch	Incoming correspondence, chiefly to Captain T. Purdy of Saxthorpe Hall and Aylsham from the Central Norfolk Conservative and Liberal Association at Norwich, with agenda for meetings and papers regarding the abstention of the constituency MP, Sir Frank Medicott, from voting on the Suez question.	SO 92/9	1955-1958	1 folder
Cringleford Historical Society, founded 1981 (as collector)	Photographs, scrap books and documents relating to Cringleford, Keswick and Intwood, predominantly second half of twentieth century	ACC 2008/239	20th century-c. 2008	5 boxes
Cringleford Afternoon Women's Institute (previously Cringleford Women's Institute) founded 1920 and closed 2006	Scrapbooks and other records	ACC 2008/375	1920-2006	8 boxes
Keswick and Intwood Women's Institute	Annual programmes, 1956-2000, photographs, newscuttings, and list of officers from 1955, 2001	ACC 2008/376	1956-2001	1 folder, 1 envelope
Manchester Unity of Oddfellows Friendly Society: City of Norwich Branch	Title deeds relating to properties in Norwich	ACC 2008/309	18th century-1919	2 bundles
National Association of Decorative and Fine Arts Societies: King's Lynn Church Recorders' Group	Additional record of furnishings in parish churches: St Michael and All Saints, Ingoldisthorpe	SO 163/20	2006-1008	1 file
National Association of Decorative and Fine Arts Societies: Diss Church Recorders' Group	Additional record of furnishings in parish churches: survey of St Mary the Virgin, Diss	ACC 2008/316 (SO 163 additional)	2008	2 files
Natural England (Norwich office)	Ordnance Survey maps: 6 inches to 1 mile second series and later series, c. 1907-c. 1939, and various post-war series, 1950s-1980s	ACC 2008/294	c. 1907-c. 1985	2 folders, 1 box
Norfolk Contemporary Art Society	Additional minutes and files	ACC 2008/326	c. 1965-c. 2000	4 files

Norfolk and Suffolk Boating Association, formerly Norfolk and Suffolk Yachting Association, founded 1894	Minutes, 1956-2005, handbooks, 1959-2005 and 2009, miscellaneous correspondence and membership records	ACC 2008/426 and ACC 2008/432	1956-2009	11 boxes
Norfolk and Suffolk Recording Archive for Public Sculpture	Additional TIFF images and Spry files for remote access to the UEA-hosted MS Access database	ACC 2008/288 and ACC 2008/303	2007-2008	21 files
North Norfolk Constituency Labour Party/David Russell	Additional records, including photographs and newscuttings relating to visit by Richard Howitt (Labour MEP for the Eastern Region) to Sea Palling to view work on sea defences and the annual Christmas dinner, December 2008.	ACC 2008/348	2008	1 file
North Norfolk Constituency Labour Party	Additional records: papers of Mrs V.H. Bensley of Ludham (a former county council candidate), including photographs, election leaflets, newsletters, annual report, 1963, correspondence, newscuttings and publications	ACC 2008/381	c. 1963-2009	1 file
Norwich Federation of Industrial Clubs	Records including Federation newsletters, correspondence and newscuttings	ACC 2008/388	1953-2006	1 file
Norwich School (King Edward VI Charity Foundation)	Additional records, including governors' minutes 1976-2006, agenda papers, 1975- 1989, and correspondence, 1992-1998, architect's reports on the chapel interior, 1980, and barn changing rooms, 1980, and papers on the closure of boarding houses, 1987-1989	ACC 2008/308 and ACC 2008/360	1975-2006	2 boxes, 4 folders
Perseverance Masonic Lodge (no. 213), Norwich	Meeting minutes, attendance and account records.	ACC 2008/346	1877-1997	2 boxes
RAF Bircham Newton Memorial Project	Copy of Royal Air Force Bircham Newton site plan showing layout of technical and domestic sites as at c. 1948	ACC 2008/405	c. 2005	1 paper

Rotary Club of Norwich	Additional records, including annual reports, accounts and newsletters	ACC 2008/385	1995-2008	1 box
Silver Jubilee Masonic Lodge (no. 8811)	Meeting minutes, attendance and accounting records, correspondence	ACC 2008/345	1977-1997	7 boxes
Thorpe St Andrew Probus Club, established 1983	Minutes, 1983-2003, and other records, including a history of the club, 1993	ACC 2008/380	1983-2008	1 box
Waveney Masonic Lodge (no. 929)	Minutes, attendance and accounting records	ACC 2008/344	1862-1996	8 boxes

Business records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Coleman and Co. Ltd of Norwich	Promotional product booklet, with colour plates	BR 345	c. 1932	1 booklet
Coulton and Son of King's Lynn, solicitors, and their successor (from 1938) Kenneth Francis Mackay Bush	Deeds and formal agreements relating to King's Lynn and west Norfolk, including leases, family arrangements, partnerships and dissolutions, tenancy agreements, family agreements, deeds of partnership and dissolution of partnerships, powers of attorney, apprenticeship agreements, and some related correspondence	ACC 2008/267	1866-1970	1 box
Coulton and Son of King's Lynn, solicitors, and their successor (from 1938) Kenneth Francis Mackay Bush	Additional deeds relating to King's Lynn (including capital mansion with brewhouse etc. and Quaker meeting house in Lathe Street, and properties in Chequer Street, Damgate and High Street), South Lynn, West Dereham, Gaywood, South Wootton, Swaffham, Wiggshall, Suffolk and Gloucestershire.	ACC 2008/282	17th-20th centuries	2 boxes

Mann Egerton of Norwich, founded 1905, car dealer and coachbuilder	Photograph of an apprenticeship indenture of George Wesby of Norwich to Messrs Mann and Egerton, 1905, postcards of cars, with coachwork by Mann Egerton, 1920s, and photograph album of Mann Egerton's coachbuilding department, early 1920s	ACC 2008/353	1905-1923	1 box
Eversheds solicitors of Norwich	Deeds and documents relating to Little Barningham and Plumstead, 1593-1839, and Cremer estate at Beeston Regis, 1866-1970	ACC 2008/306	1866-1970	2 large boxes
Eversheds solicitors of Norwich	Clients' deeds to estates in Cantley, Herringby, Great Yarmouth, Norwich, Little Fransham, Wymondham and Waldron (Sussex)	ACC 2008/402	1738-1972	7 boxes
A. Pank and Son Ltd, heating and electrical engineers of Norwich	Business records, including accounts, work sheets, job files and plans	ACC 2008/314	c. 1925-c. 1975	17 boxes
Purdy and Holley, solicitors of Aylsham and Dereham (closed 1998)	Additional manorial records of Aylsham on the part of Lancaster, 1842-1928, incomplete court rolls and papers of the manor of Burnham Vewters, 1646-1671, court papers of the manors of Weybourne and Weybourne Priory, 1719-1783, and business records (accounts and letter books) of Purdy and Holley, 1849-1984	ACC 2008/257	1646-1984	9 boxes
Robinson Motor Group, Norwich	Correspondence and architect's plans relating to relocation of showroom to Heigham Street, Norwich.	ACC 2008/322	1983-1984	1 box
South Pickenham Estate Company Ltd/estate of 4,500 acres in South Pickenham and Great Cressingham, including Pickenham Hall	Farm accounts, including wages accounts, 1946-1982, gardens account, 1979-1986, and inventory of household linen, 1931	ACC 2008/249	1931-1986	16 boxes
Unknown (Great Yarmouth)	Anonymous account book, plans of Johnsons' hosiery shop 1907, 1919, and 1952, and additions to the Masonic Hall at Great Yarmouth, 1913	ACC 2008/311	1907-1952	1 volume, 1 roll

Deeds, manorial and estate papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
Unknown/estate in Diss	Deeds relating to two messuages in Mount Street otherwise Smith Street, Diss, Tolvers Pightles and Bernards Pightle	ACC 2008/280	1704-1795	3 parchments, 4 papers
Bagge of Gaywood estate	Tithe rentcharge accounts relating to Wiggshall St Mary the Virgin and Islington	ACC 2008/369	1924-1936	1 volume
Unknown/estate in Hockwold	Deeds relating to the site of a messuage with a dovecot in Hockwold	ACC 2008/260	1354, 1367	2 parchments
E.E. Pugh and Co., solicitors, Finchley/Dr Lavender of Neatishead	Correspondence relating to the will of Dr D.C. Lavender, 47 Cangate, Neatishead	ACC 2008/339	1972	1 envelope
Hare of Stow Bardolph estate	Additional record: map of the parishes of Stow and Wimbotsham east of the river Ouse with parts of Downham, Wallington, Bexwell and Runcion Holme, showing Stow Hall estate lettings	HARE 6990	1864	1 rolled map
Estate in Norwich	Title deeds relating to capital messuage with houses, buildings, vaults, cellars, chambers, yards and gardens in parishes of St Peter Hungate and St Simon Jude, Norwich	ACC 2008/406	1702	3 parchments
Estate at Reedham	Deeds relating to Ivy House, 33 Witton Green, Reedham, including copy of 1849 plan and abstract of title from 1789	ACC 2008/429	1874-1963	1 bundle
Estate at Reepham	Mortgage deeds	ACC 2008/435	1780-1860	1 file
Henry Styleman (d. 1819) of Snettisham Hall	Estate and household vouchers	ACC 2008/313	1760-1827	84 papers
Estates in East and West Somerton and Winterton	Title deeds and papers	ACC 2008/372	17th-19th centuries	2 large boxes

Unknown/estate at Sprowston	Mortgage of five cottages at Sprowston, 1910, endorsed with receipt, 1928; maps showing former Hardwick airfield with notes of work to be done, e.g. breaking concrete, 1966-1972	ACC 2008/242	1910-1972	1 parchment, 1 roll
Thornton Trusts (Revd Claude Cecil Thornton, Northwold)	Deed and papers relating to the trust	ACC 2008/338	1886-1922	1 box
Estate in Thurlton	Title deeds and papers relating to cottages and land in Low Road, Thurlton	MC 2680	1686-1911	1 bundle
Trafford family estates	Deed of covenant to produce deeds relating to estates in Lincolnshire, Cambridgeshire and Norfolk	ACC 2008/330	1849	1 parchment
Manors of Witchingham and Middleton, Great Witchingham	Manorial extent	ACC 2008/255	n.d. [15th century]	1 roll
Estates in Wymondham and elsewhere	Deeds relating to states in Wymondham and to estates of Richard Donney in Ashby, Claxton and Toft Monks	ACC 2008/335	1720-1850	1 box
Unknown (Great Yarmouth)	Lease by the Borough of Great Yarmouth of three building plots on Exmouth Road, Great Yarmouth	MC 2682	1870	1 parchment
Unknown/miscellaneous	Probate copies of wills of Susany Barnes of Hockham, 1883, and Revd Thomas Edward Hankinson Cox of Bircham Newton, 1894, and schedule of deeds, 1826-1961, relating to Thetford, 1976	ACC 2008/331	1883-1976	1 folder
Unknown	Declaration of trust re a sum secured by John Thurston Mott as a portion for Frances Alice Rolfe, his half-sister, 1828, endorsed with release	ACC 2008/332	1828-1829	1 parchment
Unknown	Request to trustees of marriage settlement of Mr and Mrs Langford Wilson to purchase Hales Green Farm, Loddon	ACC 2008/333	1899	1 file
Unknown	Letters patent granting of custody of Arnold's person and management of his estate to Charles Liveing and Revd Henry Thomas Liveing	ACC 2008/340	1853	1 parchment

Unknown/miscellaneous	Deeds to messuage and estate at Swannington, 1729-1843, and faculty of Bishop of Norwich to rebuild the parish church or chapel at Darmsden, Suffolk	ACC 2008/341	1729-1857	1 box
Unknown	Sales particulars to house, garage, shop and business premises, formerly Messrs Fox Bros, at The Green, New Buckenham	ACC 2008/404	1960-1961	1 folder
Unknown	Sale particulars for Ramsey Farm, North Elmham (Berry Bros, Chartered Surveyors of Blakeney and Northampton, auctioneers)	MC 2681	1980	2 gatherings

Personal and family papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
Susannah Arnup (1870-1959), pupil at St James's National School, Barrack Street, Norwich	Class photograph	ACC 2008/361	c. 1880	1 photograph
George Robert Bambridge, apprentice teacher at Pottergate Street Academy, Norwich	Book of lecture notes and exercises, with indenture of apprenticeship to William Richard Harper, schoolmaster, 1846	ACC 2008/285	1845-1846	1 volume
Revd Joseph Lloyd Brereton of Little Massingham (1822-1901)	Additional papers: duplicate newscuttings from a collection by Prebendary J. L. Brereton relating to the scheme for establishing a Norfolk County School in North Elmham and the opening of the school	ACC 2008/265	1873-1874	14 papers
Bristow family of The Chase, King's Lynn, and The Crown Hotel, King's Lynn,	Miscellaneous papers relating to King's Lynn, including invitations and programmes for official functions, card detailing horses at Sandringham Stud, 1912, and photographs of Wolferton Church, 1930-1934	ACC 2008/355	1846-1934	1 box

Bunting family	Accounts and memoranda of John Bunting, beach bailiff on the Le Strange of Hunstanton estate, 1874-1911, and accounts of his son, Walter Allen Bunting, also beach bailiff, 1911-1923, with related papers	MC 2663	1874-c. 1995	2 volumes, 1 file, 5 papers
Revd William Pelham Burn (1859-1901), vicar of St Peter Mancroft Norwich and (from 1899) Archdeacon of Norwich	Diaries, illustrated with Burn's own photographs, of clerical, public, social and family life and of travel in Norfolk, England, Scotland, Italy, France, Holland, Switzerland, Austria, and Bavaria, including cycling in Norfolk and Suffolk and mountaineering in the Alps and Dolomites)	MC 2678	1893-1901	6 volumes
Mrs Judith Church, diploma student with the Architectural Association at Bedford Square, London.	Architectural drawings of Thurne Windpump, with preliminary sketches, diagrams and measurements, undertaken as a second-year diploma project, August 1959	MC 2674	1959	18 papers, 1 gathering
William Clark of Great Yarmouth	Bills of sale for new ship called <i>Lovesincrease</i>	ACC 2008/334	1661-1662	4 papers
Michael James Coates, formerly of Hethel	Additional papers relating to Hethel: eight issues of <i>Halcyon</i> , the Hethel 'Camp' County Primary school termly magazine, 1954-1956 and a copy of <i>Memories of a Hethel Childhood</i> (2008)	ACC 2008/307	1954-2008	8 gatherings, 1 file
Mark Cocker, author and naturalist	Typescripts and proofs of <i>Birds Britannica</i> ; <i>Crow Country</i> and <i>A Tiger in the Sand</i>	ACC 2008/430	2005-2007	5 boxes
Cunningham and Kemp families	Front and back boards from an unidentified book, containing notes on the Cunningham, Kemp, Loveday, Hill, Plumb and Houchen families of Norfolk, 1830-1892	MC 2672	1830-1892	2 boards
Harry Derere and Doreen Edith Derere, mental health nurses at Hellesdon Hospital	Additional record: photograph of their wedding at St John's Roman Catholic Church, Norwich	ACC 2008/318	1937	1 photograph

John Dominy of East Rudham, former teacher of Geography	Papers relating to the development of a GCSE Geography syllabus at Alderman Peel High School, Wells, 1982-1988, and The Reflector (newsletter of the Coxford Group of parishes, including East and West Rudham and Houghton), 2000-2008	ACC 2008/378	1982-2008	1 box
Maureen Eggleston, student nurse at King's Lynn Hospital	Lecture notes	ACC 2008/357	1959-1962	1 box
Former employees of Sexton, Son and Everard	Records relating to reunions in 2006 and an exhibition on the history of shoemaking in Norwich	ACC 2008/389	c. 1925-2007	2 files, 2 CDs
Eshuis family, a Dutch family living at Abbey farm, Guestwick during the Second World War	Additional papers, including copies of documents relating to the family and their experiences during the Second World War, E.C. Le Grice's Norwich the Ordeal of 1942 (Norwich, 1945) and Pieter Eshuis's reminiscences, 2009	ACC 2008/397	1945, 2009	1 folder
Evacuees to Norfolk from Columbia Road School, Bethnal Green, London	Photograph of London evacuee children at Hoveton St John	MC 2671	1940	1 photograph
James A. Forsythe, MBE (1916-2004)	Additional personal papers: boat logs for <i>Charmaine II</i> , James Forsythe's motor boat	ACC 2008/394	1968-1976	7 volumes
James Forsythe and family	Additional family papers: copies of family photographs and other papers	ACC 2008/414	1954-2009	7 papers
James A. Forsythe, MBE (1916-2004)	Additional papers relating to the World Ship Trust, Norfolk Wherry Trust and other interests, 1988-2004, with drawing for house at Buxton, n.d.	ACC 2008/433 (MC 2666 additional)	20th century-2004	5 boxes
Bernard J. Godding, employee of Norfolk County Council working in Norfolk Central Area Adult Education	Working files	ACC 2008/293 and ACC 2008/315	c. 1985-c.1995	26 boxes

Joy Hubbard, Thetford Girls' Grammar School pupil (1930-1942)	Scheme for extension and improvement of Thetford Grammar Schools, 1903, prospectus and regulations, 1930, school magazines, 1931-1989, Speech Day programme, 1936, photographs of staff and pupils, 1938 and of school reunions, c. 1945 and 1995	ACC 2008/270	1903-1995	1 box, 1 folder
Joseph Kaye of Hunstanton	Letter to Kaye from Goslings and Sharpe, Fleet Street, London, regarding the sale of Russian bonds	ACC 2008/337	1877	1 paper
Le Strange family of Hunstanton	Additional record: account book of Hamon Le Strange at Oxford	LEST/NF 5	1706-1713	1 volume
Hugh Marriott (d. 1990), a Norwich Cathedral guide	Notes and reference papers relating to Norwich Cathedral history, architecture and facilities	ACC 2008/279	c. 1970-1996	1 box
Neville-Rolfe family: Randolph Neville-Rolfe and Kathleen (née Archdale), tea planters on the Maliboda estate, near Kandy, Ceylon	Additional family records: photographs of Randolph and Kathleen Neville-Rolfe, of Kathleen's brother, Rowley Archdale, and of scenes in Ceylon, 1915 and undated	ACC 2008/274	1915	9 photographs
Burnel Penhaul, band promoter at Heacham Village Hall, 1960s	Publicity photographs, flyers and newspaper cutting relating to bands (including The Fenmen and Davey Sands and the Essex) which played at Heacham Village Hall	ACC 2008/253	1960s	2 papers, 18 photographs
David and Dianna Russell	Additional records: copies of photographs of visit to Sea Palling by Phil Woolas, MP and Environment Minister	ACC 2008/365	2008	1 file
Dr John Robert Sides (d. 1986), general practitioner at North Walsham	Medical notes on patients relating to obstetrics and ante and post natal care	ACC 2008/278	1946-1978	6 volumes
Revd James Stephens, Rockland St Mary	Share certificate, Eros Engineers Ltd	ACC 2008/342	1921	1 paper

Very Revd Alan Brunskill Webster (1918-2007), Dean of Norwich Cathedral, 1970-78, and Dean of St Paul's, London, 1978-87	Personal and business papers, including correspondence and sermons, relating to periods as principal of Lichfield Theological College, Dean of Norwich and Dean of St Paul's, work with Anglican pressure groups and activities in retirement (at Cley-next-the-Sea)	ACC 2008/245	c. 1965-2007	Approximately 20 boxes
Unknown/a Norfolk man who served in the Boer War (as collector)	Poems and ballads, illustrated with sketches, mainly on South Africa themes, including the Second Boer War and Zulu history	ACC 2008/240	c.1900	1 parchment
Unknown/Michael Field, formerly of Acle, as collector	Miscellaneous bills and papers (including some ration books and identity cards) of various people living in Acle and Norwich	ACC 2008/428	Late 19th-mid 20th centuries	Unknown/Michael Field, formerly of Acle, as collector
Unknown	Photographs of interior of Great Yarmouth Town Hall, by John O. Ward of Fritton, photographer	MC 2675	1956-1957	11 photographs
Unknown	Acknowledgement by John Wodehouse of Kimberley of receipt of £1,390 from Henry Wickham, city of York	ACC 2008/336	1740	1 parchment

Historical and miscellaneous

Unknown	Engraved drawing of Norwich market cross	ACC 2008/359	1732	1 paper
Unknown (possible connexion with Keswick Hall College Library)	Miscellaneous papers found in the back of a local history book (not identified), including letters from F. Johnson to [L.G.] Bolingbroke regarding preface to <i>Marriages recorded in the Register of the Sacrist of the Cathedral Church of Norwich, 1697-1754</i> (1902); and from H.M. Leathes to unknown recipient regarding history of Reedham, 1915	ACC 2008/392	18th century-1949	1 envelope
Unknown	Norfolk Acts of Parliament	ACC 2008/395	1805-1807	1 folder

Copies of records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Evacuees to Norfolk from Columbia Road School, Bethnal Green, London	Copy of photograph of London evacuee children at Hoveton St John	MC 2671	1940	1 photograph
Dr William Richards (1749-1818) of King's Lynn, Baptist minister	Photocopies of letters from Richards to American correspondents and related papers	ACC 2008/283	1789-1826	1 box

Norfolk Sound Archive

Creator of the records	Summary description	Reference	Covering dates	Quantity
Adult Education: People's War Project	Interviews by Ann Redgrave of George Twiddle, Elizabeth Clark and John Miller	SAC 2008/29	n.d. [2004]	3 compact cassettes
Age Concern; Ted Snelling; City Records; Nigel Boy Syer	Published recordings of Norwich dialect and Norfolk songs: Ted Snelling's <i>Grandfather's Norwich in Norwich Dialect</i> (published by Age Concern Norwich in 1979) and Nigel Boy Syer's <i>Ten Songs from Norfolk</i> (City Records, 1990)	SAC 2008/20	1979-1990	2 compact cassettes
BBC Radio Norfolk (additional)	Recorded football commentaries featuring Norwich City Football Club and related recordings	SAC 2008/28	2000-2002	62 MiniDiscs
Sara Barton-Wood and various interviewees	Additional oral history interviews with Theresa Palfrey, Cliff Amos, Antoinette Curtis and David and Jackie Hayman, and digital images of Ben and Lynette Rust	SAC 2008/21	2008	5 WAV files, 2 JPEG files

Sara Barton-Wood (additional)	Additional interviews relating to Norfolk Record Office, fire at Norwich Central Library in 1994 and building of The Archive Centre: Steve Hollyoak, Commercial Manager for Wymondham branch of Harrow Green Removals	AUD007/6/16	2009	1 WAV file
Costume and Textile Association	Additional records relating to Norwich Shoe Industry oral history project and 'Talking Shoes' exhibition, 2007, and copies of documents loaned by interviewees during the project	SAC 2008/19	1916-2007	1 bundle, 1 gathering
Friends of Norfolk Dialect	Additional recorded interview: of Percy Garrod by Jean Eaglen	SAC 2008/22	2008	2 CD-DA
Land Army Oral History Project (additional)	Addendum acknowledging that Frieda Feetham, née Friedrich, had the initial idea of carrying out the Land Army project	SAC 2008/30	nd [2007]	1 paper
Mundham Past and Present Festival, September 2008	Recorded interviews (whole interviews and selected excerpts) and photographic prints of interviewees	SAC 2008/32	2008	4 MiniDiscs, 1 CD, 1 paper
Norfolk Library and Information Service (as collector)/Eastzone Records	Promotional compact cassette for The Gift [a group] issued by Eastzone Records, 1998 The Gift's, <i>Choppers and Grifters EP</i> , 1998, a compilation published by East Anglian Music Archive entitled <i>A Hard Day's Eastzone</i> , 1998, and Eastzone Records catalogue, volume 1, 1997	SAC 2008/27	1997-1998	1 compact cassette, 2 CD-DAs, 1 volume
Oulton Parish Council:	Recorded interview with William Pask (former postmaster and store keeper in Oulton)	SAC 2008/24	2008	1 compact cassette
Ted Snelling	'Grandfather's Norwich' oral history recording	SAC 2008/33	n.d. [1980s]	1 compact cassette
Harold Frederick Welham (1907-2001)	Copy of recorded interview, made 1986, relating to Welham's time in the Home Guard, with copy photograph of No. 2 Platoon, No. 1 Company of 10 Battalion Home Guard taken at Angel Road School, Norwich and copies of certificates, also in connexion with his Home Guard service	SAC 2008/26	1943-2009	1 compact cassette, 3 papers

WISE Archive	Copies of holdings, including recorded interviews about peoples' employment experiences, with transcripts	SAC 2008/25	1997-2009	29 WAV files, 1 Excel file, 122 Word files (826 MB)
Unknown	Recordings relating to farming in Norfolk, possibly recorded from radio broadcasts	SAC 2008/31	n.d. [1980s]	7 reels of quarter inch audio tape

**Appendix 2: Lectures, etc. by NRO staff,
1 November 2008-31 March 2009**

John Alban

- Terrington St Clement History Society (guest speaker at launch of a new DVD)
- 'The work of the NRO' to Wensum Probus Club.
- Welcome address to Hethersett Women's Institute at The Archive Centre
- Welcome address and introduction to Norwich Society corporate breakfast at The Archive Centre
- Talk to members of: Sprowston Day Care Centre at The Archive Centre about the *Miniature Windows on the World* exhibition.

Jonathan Draper

- Introduction to work of Norfolk Record Office and Norfolk Sound Archive illustrated talk, at a conference organized by Norfolk County Council's Archiving Rural Norfolk's Community History (ARCH) project and held at East Dereham Football Club.
- Introduction to work of Norfolk Record Office and tour of The Archive Centre for UEA students on Film Studies with Film Archiving MA course.
- Introduction to work of Norfolk Sound Archive, basic training on how to manage sound archives and tour of Norfolk Sound Archive, to UEA students on Film Studies with Film Archiving MA course.

Lesley Gwynn

- 'Introduction to Family History' presentation at Norfolk and Norwich Millennium Library.
- Two 'Family History on the Internet' taster sessions jointly with the Community Librarian team at Norfolk and Norwich Millennium Library.

Victoria Horth

- 'The Abolition of the Slave Trade' schools workshops at Norwich Castle Museum and Art Gallery for The Hewitt School and Aylsham High School.
- 'Norfolk in the Second World War' schools workshops at Norwich, Yaxham and Coltishall.
- 'Local History' schools workshops at West Raynham, Lakenham and Hellesdon.
- 'Local heroes' workshop for Earlham High School.
- 'Who am I?' workshop for Lynn Grove High School.
- 'Inspiration session' for Norwich Central Area Pupil Referral Unit.
- 'Making seals' half-term activity session at The Archive Centre.
- 'Fantasy Maps' half-term activity session at The Archive Centre.

- 'The work of the Norfolk Record Office', illustrated talks at California Tavern, Scratby and at the Vauxhall Centre, Norwich.
- 'Tracing your family history' illustrated talk at Wymondham Library.
- 'Tracing the history of your house' for Pulham St Mary Heritage Group at The Archive Centre.
- Two training sessions on how to use the searchroom for the Breckland Society.

Edwin King

- Talk on Norwich Cathedral archives as part of Norwich Cathedral Library lunchtime lecture series.

Susan Maddock

- 'Archives of Dunham and Clackclose': talk during an 'Appetite for Archaeology' day (part of West Norfolk's Food Fortnight) at Downham Market High School.
- 'How many miles to market?' talk on food supplies to medieval Lynn (part of West Norfolk's Food Fortnight) at Lynn Museum.
- 'Let's hit the shops!' talk at Lynn Museum.

Eve McClure

- Two 'Introduction to Family History' presentations sessions jointly with the Community Librarians' team at the Norfolk and Norwich Millennium Library.
- Four 'Family History on the Internet' taster sessions jointly with the Community Librarians' team at the Norfolk and Norwich Millennium Library.

Lucy Purvis

- 'The work of the Norfolk Record Office' talk at Time and Tide Museum, Great Yarmouth.
- Two 'Introduction to Family History' sessions jointly with the Community Librarians at Great Yarmouth Library.
- 'Let's hit the shops!' talk at Lynn Museum.

Athena Teli

- 'Norfolk in the Second World War' school workshops at Coltishall.
- 'Making seals' half-term activity session at The Archive Centre.
- 'Fantasy Maps' half-term activity session at The Archive Centre.
- 'Local heroes' workshop for Earlham High School.
- 'Who am I?' workshop for Lynn Grove High School.

Tom Townsend

- Introductory session on maps and estate records at The Archive Centre for a UEA extramural class in Landscape History.
- Seven sessions of a 'Practising Palaeography: City and Borough records' course on Tuesday lunchtimes at The Archive Centre.
- Talk to the Norwich Society Corporate Breakfast meeting at The Archive Centre and tour, including a display of documents about Norwich.

NORFOLK RECORDS COMMITTEE

1 May 2009

Item No:

Appendix 3

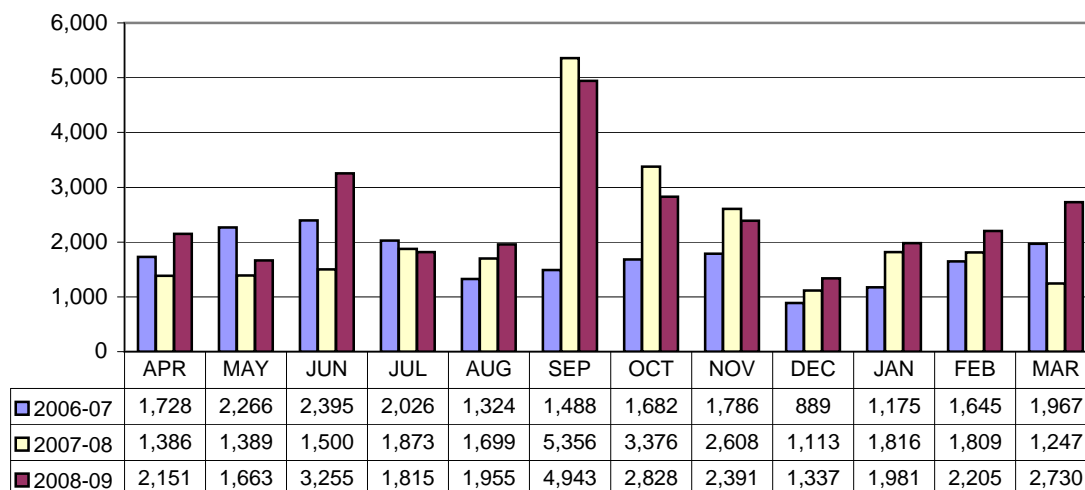
Norfolk Record Office

Performance Indicators

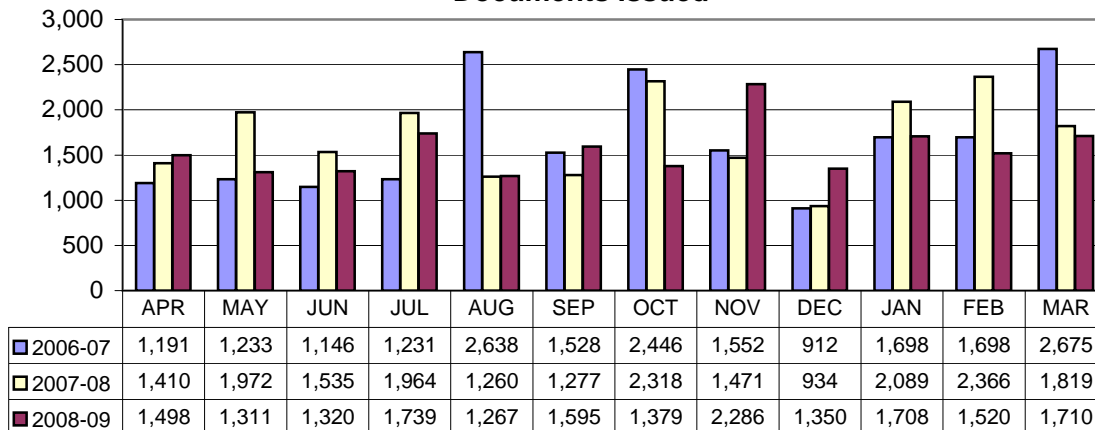
1 November 2008-31 March 2009

Norfolk Record Office Visits and Usages

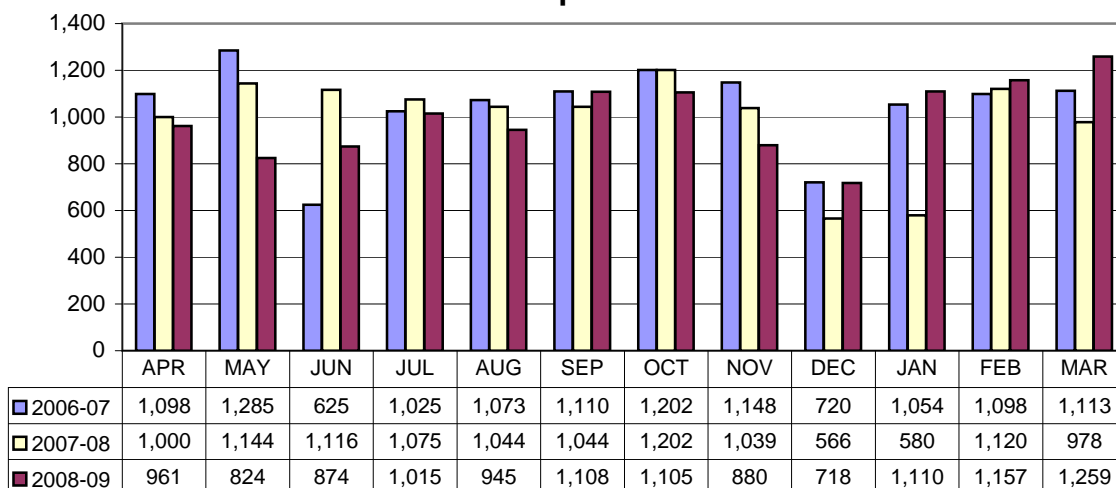
All visits



Documents Issued

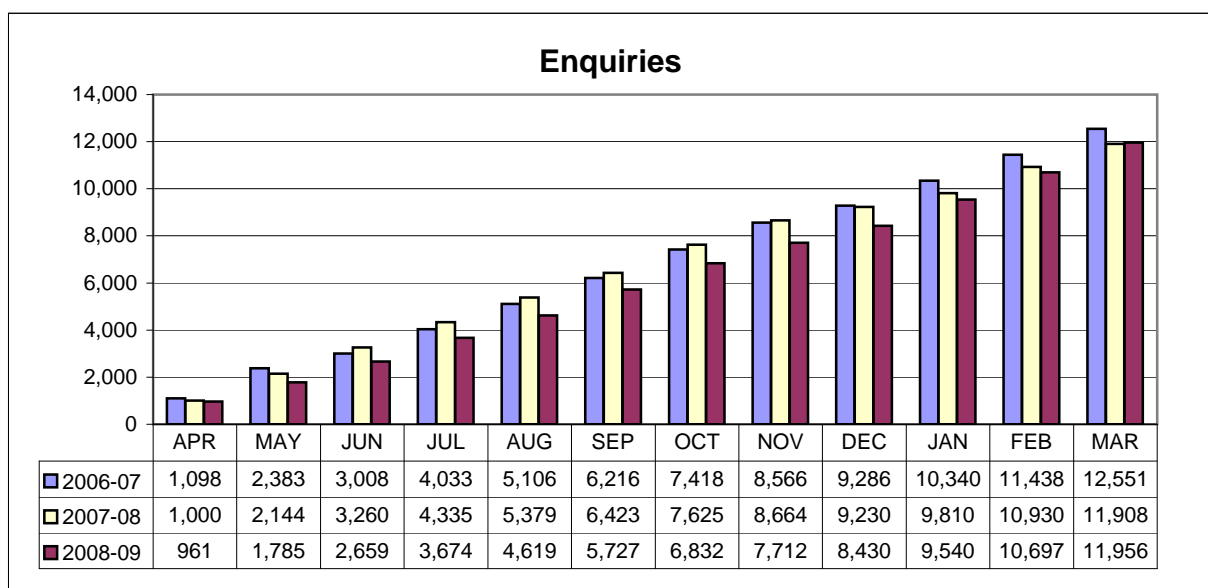
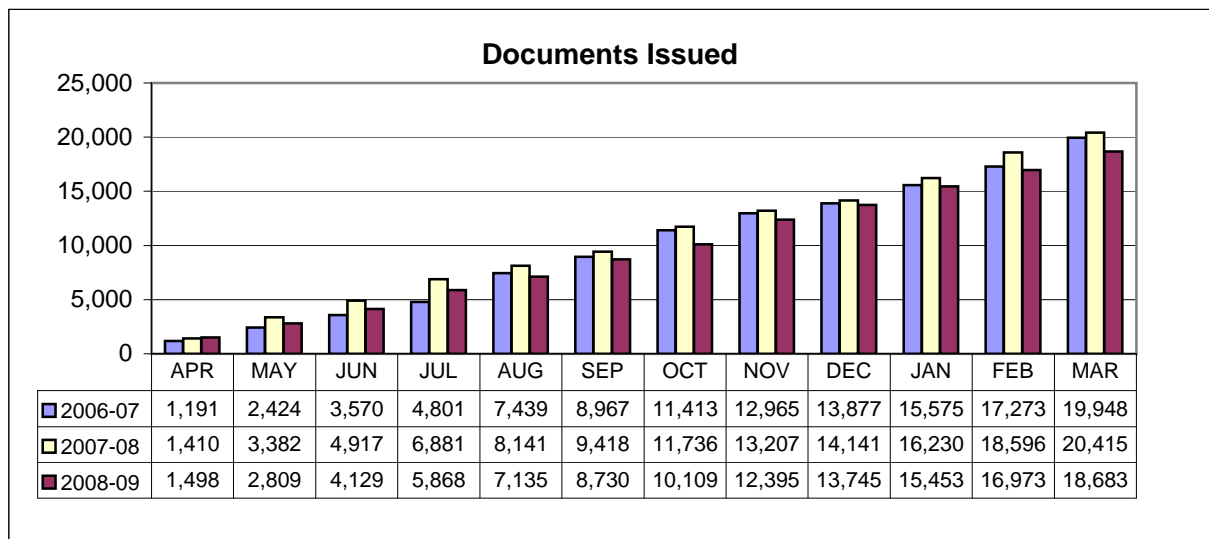
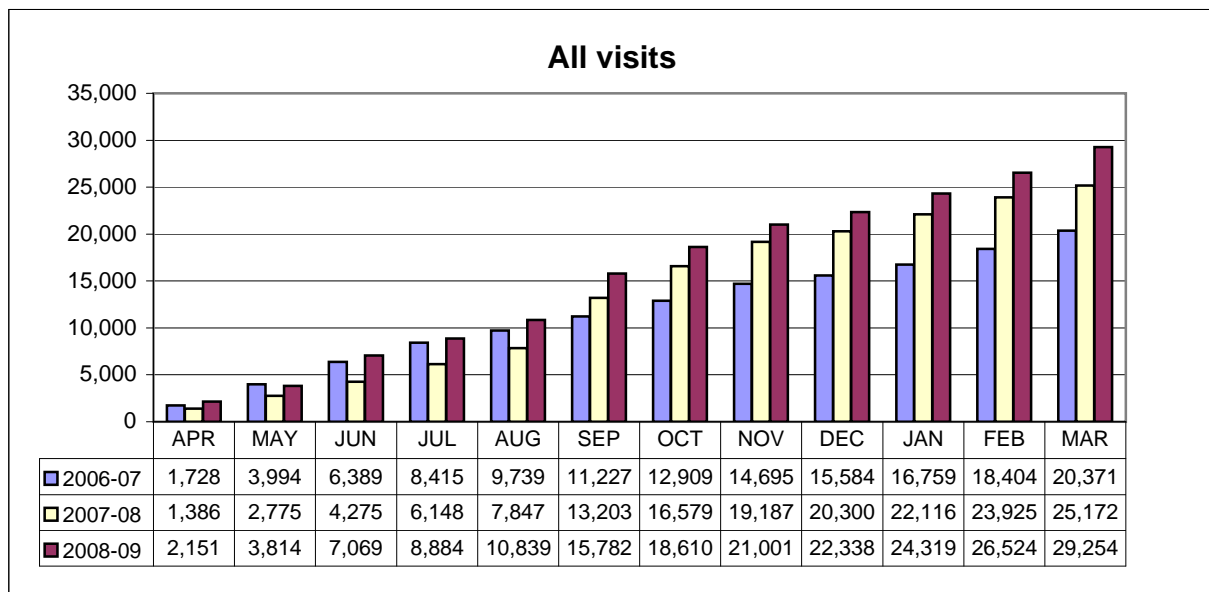


Enquiries



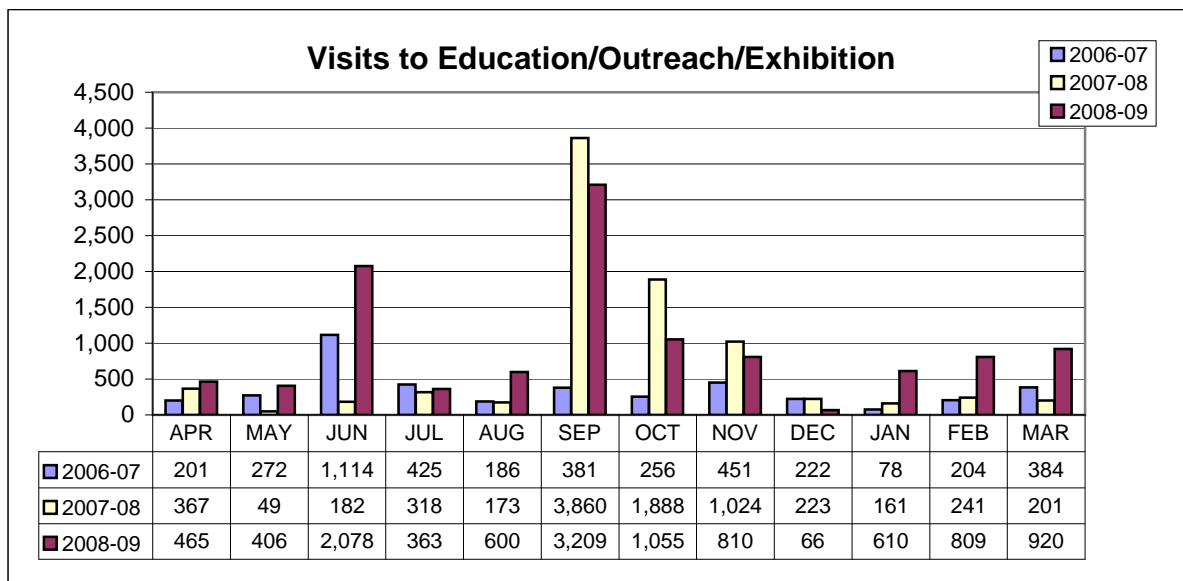
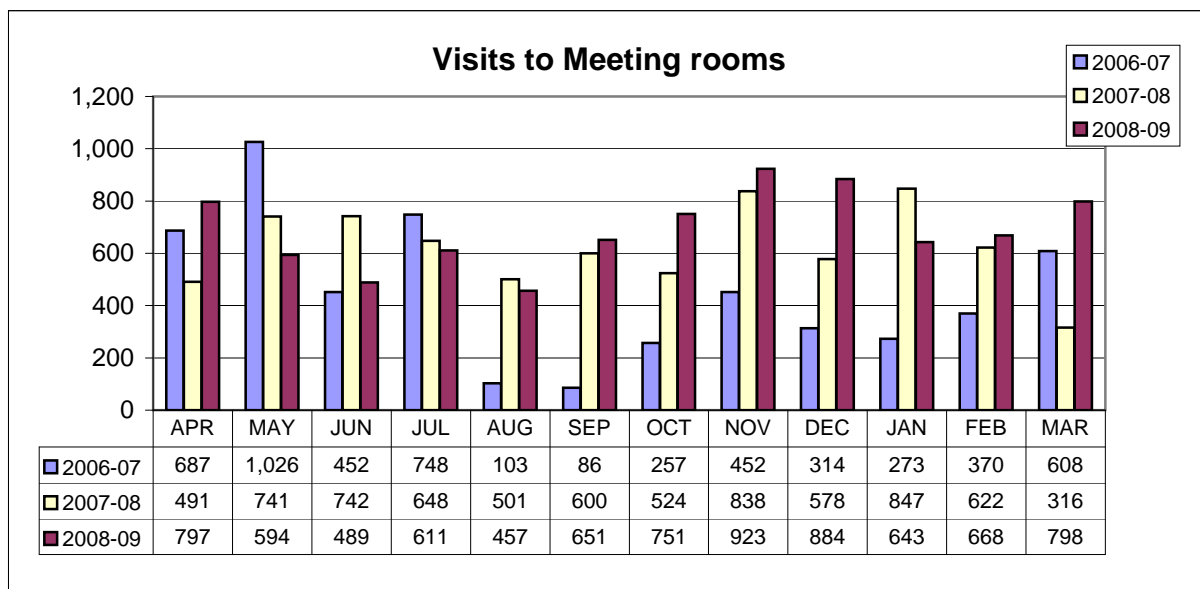
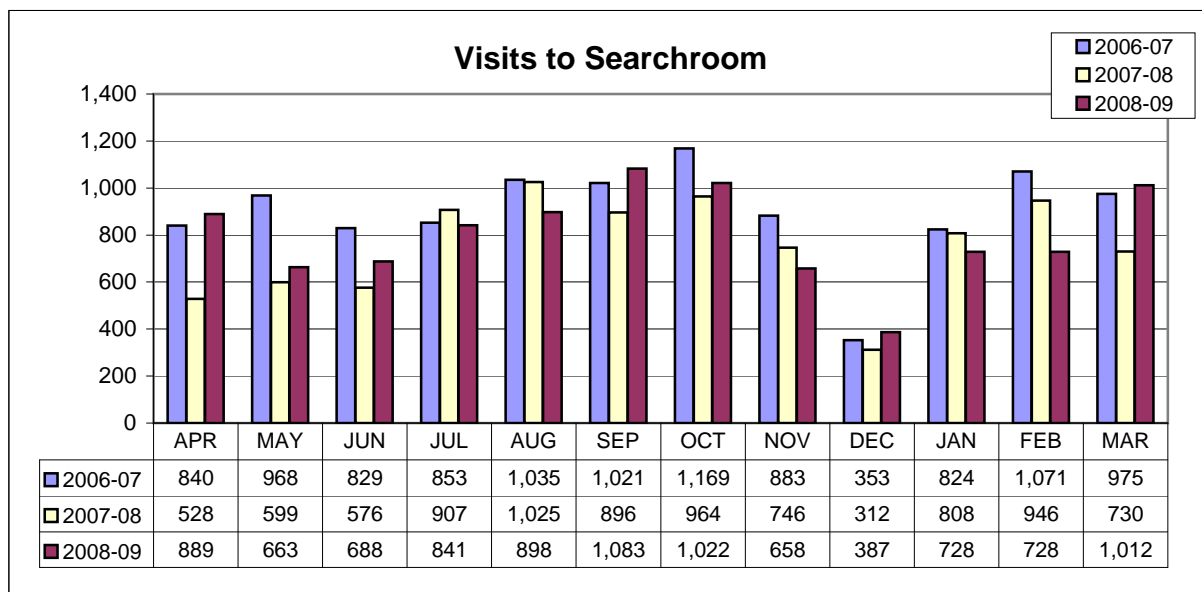
Norfolk Record Office

Visits and Usages Cumulative



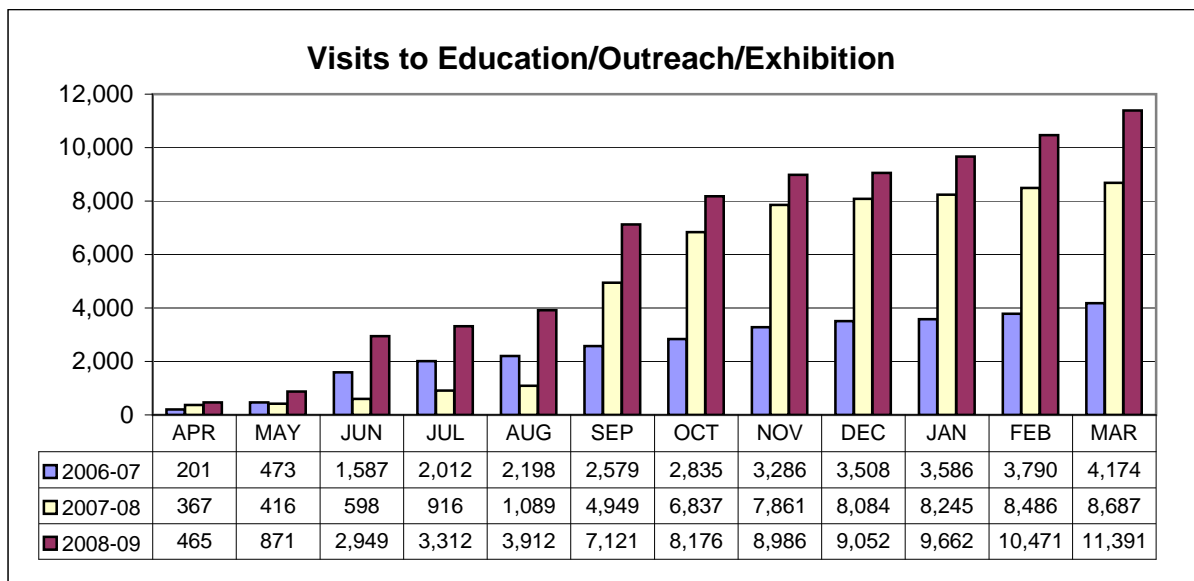
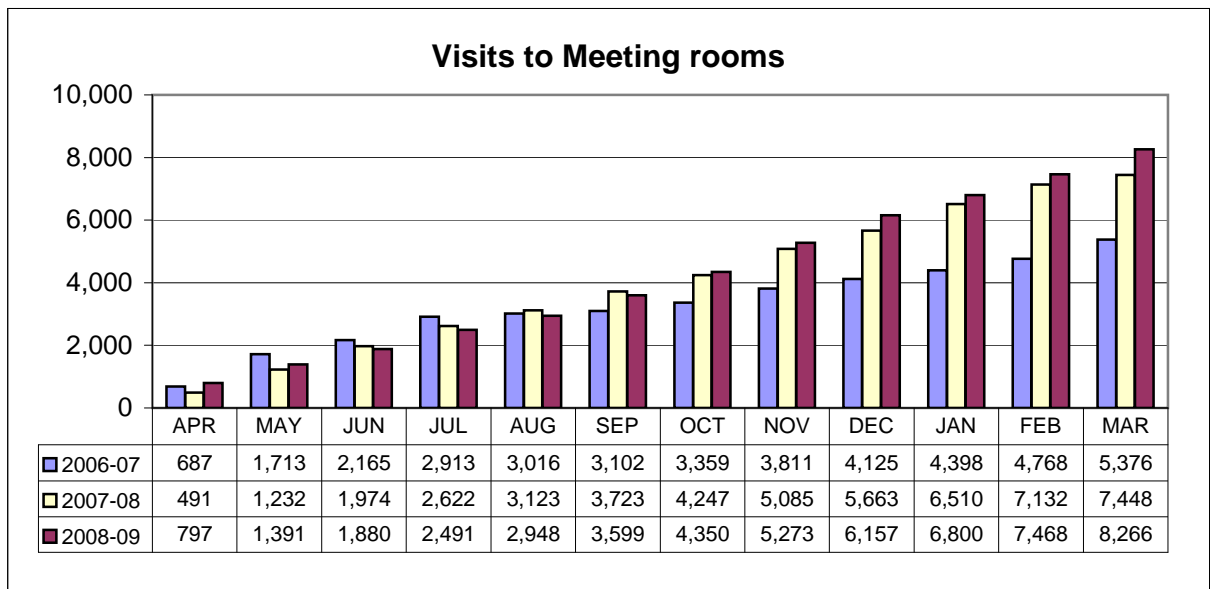
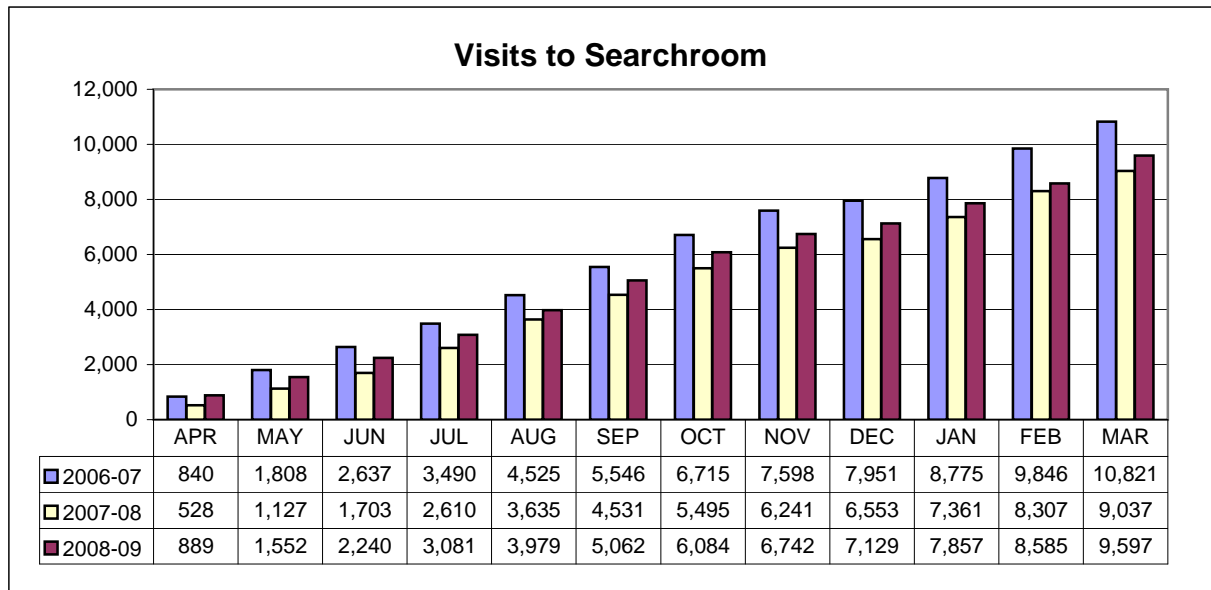
**Norfolk Record Office
Visits and Usages Cumulative**

Norfolk Record Office Visits and Usages



Norfolk Record Office

Visits and Usages Cumulative



NORFOLK RECORDS COMMITTEE

1 May 2009

Item No:

NORFOLK RECORDS COMMITTEE

REPORT BY THE COUNTY ARCHIVIST

ANNUAL REPORT 2008-9

Accessions

- 1 In all, 469 deposits, gifts or purchases of documents were made during the year, compared with 497 the previous year. They include thirty-three (forty-nine) accessions to the Norfolk Sound Archive.

The newly received archives range in date from 1296 to 2009. They include manorial records of Aylsham on the part of Lancaster, 1842-1928, Astleys in Hindringham, 1668-1914, and Welhams and Reezes in Long Stratton, 1725-71 and 1893-1921, a Witchingham manorial extent, fifteenth century, deeds relating to estates in Appleton, 1296, Hockwold, 1354 and 1367, Stokesby, Herringby and Thrigby, 1449-1564, Townsend of Raynham household accounts, 1698-1705, and steward's estate accounts, 1738-66, a Marham field book, 1751, and Marham poor rate book, 1833-6, and a Topcroft estate map, c. 1816. Records were deposited for the first time from churches at Ashwicken with Leziate, 1717-1986, and Thelveton, 1784-1993, and from a range of organizations, including Aldborough Cricket Club, 1924-51, Club 52, a Norwich-based social club for elderly people, 1970-2008, and the Norfolk and Suffolk Recording Archive for Public Sculpture, 2007-8.

The long-lost first volume of minutes of meetings of the Committee of Visiting Magistrates for erecting (later regulating) a Lunatic Asylum in the County of Norfolk, 1810-13, rejoined the rest of the St Andrew's Hospital archive in the NRO, and additional deeds, estate papers and other records were also received relating to various Norwich municipal charities, fifteenth-twentieth centuries. Personal and family papers include photograph albums of Hon. Derek William George Keppel, 1877-1929, and the diaries of Revd William Pelham Burn, 1893-1901. Sound archives included oral history interviews relating to Blickling Hall,

mainly of people who worked in service at Blickling from the 1930s onwards, created as part of a National Trust project.

Cataloguing

- 2 More than 200 new lists were completed and added to the NRO's online catalogue, including 140 lists of accessions received in the current year. Backlog cataloguing completed included Weeting manorial and Bromehill estate records, thirteenth century-1901, Cockley Cley East Hall and West Hall manor court records, 1491-1925, building control plan series of the rural district councils of Smallburgh, 1923-74, and Walsingham, 1909-74, Diss Coroner's records, 1953-2001, BBC Radio Norfolk subject files, including copies of newspaper cuttings, press releases, published reports, and working notes and papers, 1980-2002, and the recorded memoirs of 2nd Air Division USAAF veterans. In addition, all the remaining searchroom indexes to pre-1858 probate records (wills, administrations and inventories) were added to the online catalogue, NROCAT. This marks the conclusion of a project begun nearly decade ago to convert this popular series of indexes, comprising over 250,000 entries, into an online, fully searchable format.

A successful bid was made to the National Cataloguing Grants Programme for Archives (administered by The National Archives), 2008, for funding to catalogue the archive of G. King and Son Ltd, lead glaziers, of Norwich. One of only ten awards made nationally, the grant enabled the project to start in January, paving the way for a project archivist to begin work in early May 2009.

At the end of March 2009, the total number of catalogue entries in CALM was 665,130 (548,793 in March 2008), of which 603,531 (469,154) are accessible to the public *via* the internet on <<http://nrocat.norfolk.gov.uk>>.

Public Services

- 3 Visits to the Record Office were made by 29,254 people, compared with 25,172 in 2006-7. 18,344 original documents (20,415 in 2007-8) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

11,956 postal, telephone and e-mail enquiries were answered during the year, compared with 11,908 in 2007-8. 156,524 website hits were recorded on the NRO site (<http://archives.norfolk.gov.uk>), compared with 166,637 in 2007-8.

Conservation

- 4 During the year, 1,604 papers, 122 parchment documents, forty-nine volumes, and forty-three photographs received treatment in the conservation studio. Among fifty maps treated was a very large Hare of Stow Bardolph estate map, 1841.

Conservation work by outside contractors as part of the post-fire conservation programme has been completed on eighty-eight volumes, all from records of Great Yarmouth Borough, Norfolk County Council, and Norwich City.

Two training days have been run in the conservation studio on the use of a low-pressure suction table, one organized by The Society of Archivists' Preservation and Conservation Group; the other for MA students in paper conservation from Camberwell College of Arts, University of the Arts London. Both included a presentation about the Salthouse parish register project and a practical demonstration of the techniques that may be employed to flatten and conserve parchment that has become distorted and damaged.

A National Preservation Office (NPO) Preservation Assessment Survey of the NRO's holdings was carried out in June 2008. This survey takes a sample of four hundred items from the collection, to give a statistically accurate picture of the preservation needs of the organization. The results, analysed by the NPO (which is based at the British Library), showed that NRO has a very good preservation risk profile, in which most of the collection falls into the low priority band. This compares very favourably with other UK record offices and is also better than the UK aggregate figure for all institutions.

Norfolk Sound Archive

- 5 Recordings produced by the National Trust's Blickling Hall oral history project were the first sound recordings in the Sound Archive (NSA) to be made publicly available on the Internet, using the NSA's recently acquired streaming server. It enables anyone with Internet access to interrogate NROCAT, find descriptions of sound recordings, and then click a hypertext link to listen to the recording.

During this reporting period, the NSA has supported more than a dozen groups and individuals in planning or delivering oral history projects. They included members of the Norwich Living History Group, volunteers at Gressenhall Farm and Workhouse Museum, the Bridewell Museum community archive group, a Norwich Society project to interview people about the Norwich Yards, a joint BBC Voices and Norwich Mind proposal to interview the traveller community in Norfolk, a Norwich Heritage Economic and Regeneration Trust (HEART) project to interview current residents at the Great Hospital and the East meets East project, which aims to explore links between East Anglia and Japan.

Education and Outreach

- 6 11,391 people (10,242 in 2007-8) attended 154 events (210 in 2007-8) held during the year. Of these 1,249 came to talks, workshops and other events at The Archive Centre, with the remaining 9,303 attending events elsewhere in the county, and beyond.

The events included eleven school holiday and half-term activities at The Archive Centre for children and their parents. They included new activities on making shields and block printing as well as sessions on illuminated manuscripts, making seals, and papermaking. Two additional sessions on fantasy maps and one on seal-making were held at the Ancient House Museum of Thetford Life.

In December 2008, staff from the Norfolk Record Office worked on a project with Year 11 pupils from the Central Area Pupil Referral Unit, and local poet, Martin Figura. The project was funded by the Museums, Libraries and Archives Council (MLA), as part of the Cultural Olympiad, in the build-up to London 2012. The pupils looked at a number of documents relating to the theme of 'The Journey of Life', before working with Martin Figura to produce poetry inspired by the people captured in the documents.

A series of classes on the twelve iconic buildings of Norwich, given at The Archive Centre in conjunction with Norwich Heritage Economic and Regeneration Trust (HEART), was oversubscribed. Talks and workshops were also given in locations throughout the county, from Methwold to Scratby.

To celebrate the 800th anniversary of the granting of the first royal charter in Great Yarmouth, staff invited children and adults to have a go at recreating a medieval town on a giant map at both the Royal Norfolk Show in June and the Great Yarmouth Maritime Festival in September.

Exhibitions

- 6 Six exhibitions have been staged in The Archive Centre's Long Gallery. *Great Yarmouth: A Sand in the Sea*, which celebrated the 800th anniversary of the town's first royal charter, continued until 21 June. It was succeeded by *East meets East*, which coincided with the Beijing Olympics, and then, from September to December, *The Power of the Word: Norwich Library, 1608-1737*, celebrated the 400th anniversary of the city library. A display of Christmas posters was followed in January by an exhibition called *Working in Partnership and Celebrating Success*, which featured Norfolk County Council's Adult Education Service's work with adult learners and community archive groups across the county. *Miniature Windows on the World*, a display of illuminated manuscripts from the Denys Spittle collection was opened on 9 March.

Assessment by The National Archives

- 7 In the second annual assessment of local authority archive services, run by The National Archives' National Advisory Service, the NRO was judged overall to be a four-star service, the highest rating available. With its overall score of 86.5%, it was also the second highest performing archive service in the country, and described by The National Archives as a 'champion in the archive sector'.

King's Lynn Borough Archives

- 8 264 visits were made to King's Lynn Borough Archives, compared with 274 in 2007-8, and 665 (816 in 2007-8) original documents were produced in the searchroom or used to answer enquiries. Fifty (fifty-six) telephone enquiries were answered.

Equality Impact Assessment (EqIA)

- 9 The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

S.17 Crime and Disorder Act

- 10 The Norfolk Record Office takes account of the need to address the issues of social exclusion, one of the key triggers for crime and disorder, and consistently works to ensure that services are accessible to everyone. Identification is made of those target groups who are less likely to benefit from services due to different factors, and services are tailored so that they can participate on an equal basis.

Financial Implications

- 11 All financial implications in this report are covered by existing budgetary provision.

Property, Staffing and IT Implications

- 12 Property, Staffing and IT matters are not specifically considered in this report.

- 13 It is **Recommended** that the Report be approved and published in newsletter format, with additional features and illustrations.

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