



NORFOLK RECORDS COMMITTEE

Date: **Friday 27 April 2012**

Time: **10.30am**

Venue: **The Green Room, The Archive Centre
County Hall, Martineau Lane, Norwich**

Please Note:

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.



Unidentified church in a landscape: a pencil drawing made by Elizabeth Fry, under the supervision of John Crome, 1808 (from Norfolk Record Office, MC 2784).

Membership

Mr J W Bracey

Ms D Carlo

Mrs A Claussen-Reynolds

Mrs M Coleman

Mr P J Duigan

Mr G Jones

Dr C J Kemp

Mr D Murphy

Mrs E A Nockolds

Mr M Sands

Ms V Thomas

Mr T Wright

Broadland District Council

Substitute: Mrs B Rix

Norwich City Council

North Norfolk District Council

Great Yarmouth Borough Council

Breckland District Council

Substitute: Mrs S Matthews

Norfolk County Council

Substitute: Mr J Joyce

South Norfolk District Council

Substitute: Mr T Blowfield

Norfolk County Council

Substitute: Mrs J Leggett

King's Lynn and West Norfolk Borough Council

Norwich City Council

Norwich City Council

Norfolk County Council

Substitute: Mrs J Leggett

Non-Voting Members

Mr M R Begley

Mr R Jewson

Dr G A Metters

Dr V Morgan

Prof. C Rawcliffe

Revd C 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:**

Kristen Jones on 01603 223053
or email committees@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 13 January 2012.

- 3. 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. Anti-Fraud and Corruption Strategy 2011-12 Version**

(Page 6)

Report by Chief Internal Auditor

- 6. Norfolk Record Office - Performance and Budget Report, 2011/12**

(Page 52)

Report by the County Archivist

- 7. Risk Register**

(Page 58)

Report by the County Archivist

8. Annual Review of Charges for Services (Page 62)

Report by the County Archivist

9. Norfolk Record Office Service Plan, 2012-15 (Page 72)

Report by the County Archivist

10. Periodic Report, 1 October 2011 - 31 March 2012 (Page 110)

Report by the County Archivist

11. Annual Report, 2011-12 (Page 156)

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, 1 October 2011 - 31 March 2012 (Page 164)

Report by the County Archivist

9. Future Meetings

Date	Time	Venue
Friday 22 June	10:30am	The Green Room, Archive Centre
Friday 23 November	10:30am	The Green Room, Archive Centre

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

Date Agenda Published: 19 April 2012



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Norfolk Records Committee

Minutes of the Meeting held on 13 January 2012

Present:

Norfolk County Council

Mr J Joyce
Mrs J Leggett
Mr D Murphy (Chairman)

Breckland District Council

Mr P Duigan

Broadland District Council

Mr J Bracey

Great Yarmouth Borough Council

Mrs M Coleman

King's Lynn and West Norfolk Borough Council

Mrs E Nockolds

North Norfolk District Council

Mrs A Claussen-Reynolds

Norwich City Council

Ms D Carlo
Mr M Sands

South Norfolk District Council

Dr C J Kemp

Non-Voting Members

Co-Opted Member

Mr M Begley
Prof C Rawcliffe

Representative of the Norfolk Record Society

Dr G A Metters

Representative of the Bishop of Norwich

Revd C Read

Observer

Dr V Morgan

1. Apologies for Absence

Apologies for absence were received from Mr Jones (Mr Joyce substituting), Mr Rockcliffe (Mrs Leggett substituting), Ms V Thomas, Mr R Jewson, and Prof Wilson.

2. Minutes

The minutes of the previous meeting held on 18 November 2011 were confirmed by the Committee and signed by the Chairman, subject to the amendment below:

- Within the list of Members present, an amendment was needed which indicated that Mrs Nockolds represented King's Lynn and West Norfolk Borough Council.

3. Matters of Urgent Business

There were no items of urgent business.

4. Declarations of Interest

There were no declarations of interest.

5. Norfolk Record Office – Performance and Budget Report, 2011/12

- 5.1 The annexed report (5) by the County Archivist was received. This report provided information on performance against service plans and forecast budget out-turn information for 2011/12 for the Norfolk Record Office (NRO). Members were asked to consider and comment on the performance with the 2011/12 service plans and on performance with the revenue budget and reserves and provisions for 2011/12.
- 5.2 During the discussion the following points were noted:
- The County Archivist noted that there were two large collections of documents which might soon be purchased, depending on the outcomes of negotiations. If the negotiations were successful, it was likely that NRO funding would be required to match funding from external sources, thus using some of the balance in Reserves and Provisions at 2.3.1 of the report.
 - In response to a question about water-damaged documents, the County Archivist confirmed that 96% of these documents had been conserved.
 - In response to a question about training for Churchwardens, the County Archivist stated that information was available online as well.
 - The County Archivist noted that the NRO website had recently been revamped. It was planned that the website would eventually be launched formally, but, for the time being, this was a 'soft launch' so that any potential glitches could be corrected beforehand.
 - It was noted that at the table at 2.3.1 of the report, the column title "Reserves and Provisions 2010/11" should read "Reserves and Provisions 2011/12". In addition Members noted the reasons for the current levels of reserves and provisions as explained by the County Archivist.

RESOLVED

- 5.3 To note the performance with the 2011/12 service plans.
- 5.4 To note the performance with the revenue budget and reserves and provisions for 2011/12.

6. Norfolk Record Office – Service and Budget Planning 2012 to 2014

- 6.1 The annexed report (6) by the County Archivist was received. At its November meeting, the Norfolk Records Committee considered a report on proposals for service and financial planning for 2012-14. This report updated the Committee on further information and changes affecting proposals. It included confirmation of the Provisional Grant Settlement, updated information on revenue budget proposals and capital funding bids and the latest information on the cash limited budget for services relevant to this Panel.

Members were asked to consider and comment on:

- The revised service and financial planning context and assumptions;
- The revised spending pressures and savings for the Norfolk Record Office;

and

- The proposed list of new and amended capital schemes.

6.2 During the discussion the following points were noted:

- Members questioned what efforts were being made to reduce energy consumption at the Norfolk Record Office given that The Archive Centre was a relatively modern building. The County Archivist responded that he was Chairman of the NRO's Budget and Efficiencies Board which, among other things, had looked at means of reducing the energy costs associated with The Archive Centre. This involved, for example, switching off corridor lights, but the building had been designed with thermal inertia which allowed the plant which controlled the specific atmospheric conditions required for archive storage to be switched off for a few hours overnight, thereby saving energy and expense. He stressed that this was a very fine balancing act, because conditions in the repository had to remain at a constant at all times.

RESOLVED

6.3 To agree:

- The revised service and financial planning context assumption;
- The revised spending pressures and savings for the NRO; and
- The proposed list of new and amended capital schemes.

7. Free Online Resource from the Norfolk Record Office

7.1 The annexed report (7) by the County Archivist was received. The report gave details of the NRO's provision of free online resources.

7.2 During the discussion the following points were noted:

- The County Archivist noted that the NRO was about to begin Phase Two of the Norfolk Manorial Documents Register, which would be partly supported by funding from The National Archives (TNA). The NRO was also a participant in the East of England regional strand of a TNA-funded project to digitize school records.
- The County Archivist noted that while the digitalizing programme was progressing successfully, the NRO had noticed a slight decline in visitor numbers. He felt that this was partially to do with the current economic climate and the pressures faced by the general public and other archive centres around the country. He also felt that this decline related to the increase in the number of documents online. He noted that there was not an easy way to access data on the number of users for most of the online content, since most of this content was managed by external organisations.
- Members asked whether the Genealogical Society of Utah (GSU) was linked to the Mormon Church in the United States, as there had been some controversy in the past when the Mormon Church was using church records against the wishes of some communicants. The County Archivist noted that there had been a very small number of cases in the past, but that this was

not now an issue for most Norfolk parishes. He added that, in all cases where copying had taken place, the agreement of the parish had previously been obtained, as had the approval of the Diocese.

- The Chairman requested that Members of the Records Committee signed up to the current campaign, 'Say Yes' to better broadband in Norfolk. This campaign aimed to gain Government support and funding to invest in the broadband infrastructure in Norfolk. With better and faster broadband, more Norfolk residents would be able to access, and access more quickly, the online archives available to them through the NRO.

RESOLVED

7.3 To note the report.

8. Exclusion of the Public

The Committee was 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 involved 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 outweighed the public interest in disclosing the information.

The County Archivist presented the following conclusion of the public interest test:

The NRO bids at auctions and acquires by private treaty sales documents of relevance to Norfolk, which fit within its Collections Policy. The prices of documents are increasing all the time, particularly because dealers' attitudes are "to charge what the market can stand". If prices paid by the NRO for documents were to become generally known publicly, this will have the effect of inflating the market. Since public funds are involved in its purchases, the NRO operates a strict value for money policy and strives to pay no more than is necessary, while, at the same time, trying to ensure that no important documents are lost to Norfolk. Releasing information about prices paid for documents would have a significant detrimental impact on NCC's commercial revenue and might put documents out of the NRO's financial reach, thereby losing part of the county's written heritage. It was therefore not in the public interest to release information about prices paid for document purchases.

RESOLVED

To exclude the public for the following item.

9. Exempt Minutes from the Previous Meeting

The exempt minutes of the meeting held on 18 November 2011 were agreed as a correct record and signed by the Chairman.

Date and Time of Next Meeting and Future Meeting Dates

Members noted that the next meeting would take place at 10:30am on Friday 27 April 2012 in The Green Room, The Archive Centre. Future meeting dates and details were also noted:

Date	Time	Venue
Friday 22 June	10:30am	The Green Room, Archive Centre
Friday 23 November	10:30am	The Green Room, Archive Centre

The meeting concluded at 11:00am.

Mr D Murphy, Chairman



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Anti-Fraud and Corruption Strategy 2011-12 Version
Report by Chief Internal Auditor

Introduction

The Audit Committee approved the 2009-10 edition of the Anti-Fraud and Corruption Strategy in June 2009. The Norfolk Records Committee adopted this Strategy through its Urgent Business Sub Committee meeting on 25 June 2010.

The Strategy was updated, principally to take account of the changes as a result of the Bribery Act 2010 coming into force, and approved by the Audit Committee in September 2011. The updated version of the Strategy, the 2011-12 edition, was formally launched during January 2012.

The approved updated version of the Strategy is attached as Appendix A.

2. Recommendation

- 2.1 This Committee should adopt the revised Anti-Fraud and Corruption Strategy.

If you have any questions about matters contained in the report, please get in touch with:

Adrian Thompson
Chief Internal Auditor
Norfolk Audit Services
(01603) 222784
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Norfolk County Council

Anti-Fraud and Corruption Strategy

2011-12 Edition

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Anti-Fraud and Corruption Strategy

Letter from the Leader of the Council and Chief Executive

To all Members, staff, partner organisations, contractors, suppliers and members of the public:

The Council has established itself as an authority that puts probity and accountability high on its agenda and one that takes issues of theft, fraud, corruption and bribery seriously. Good corporate governance and the protection of public assets are a key priority for the Council within the current strategy.

The public is entitled to demand conduct of the highest standard, and employees and members are expected to conduct themselves in accordance with the standards that apply to them.

We expect the highest standards of political, professional and personal conduct to be upheld.

The Council's strategy has now been updated and revised to ensure it reflects best practice, including the Bribery Act 2010. Please read the strategy, seek clarification where necessary and help us to apply its principles.

Signed

Derek Murphy
Leader of the Council

Signed

David White
Chief Executive

January 2012

Part 1

ANTI-FRAUD AND CORRUPTION STRATEGY

1.1 Introduction

Norfolk County Council is one of the largest organisations in the County, employing around 19,500 people and having gross expenditure of around £1.48bn in 2011-12, mainly derived from taxation.

The Council has a County Council plan for 2011-14 which sets out the three strategic ambitions and cross cutting Corporate Objectives. The Council's strategic ambitions for Norfolk are to:

- Be an Inspirational place with a clear sense of identity
- Have a Vibrant, strong and sustainable economy; and
- Aspirational people with high levels of achievement and skills.

While delivering these ambitions through 'Norfolk Forward', the County Council is committed to the eradication of theft, fraud, corruption and bribery and to the promotion of high standards of integrity. One pound lost to fraud or corruption means one pound less for public services and for the achievement of Norfolk County Council's Ambitions. Theft, fraud, corruption or bribery are not acceptable and will not be tolerated.

This strategy has been established to promote and facilitate the development of controls that will promote and aid the prevention and detection of theft, fraud, corruption or bribery against the Council. This strategy will add value by consistently promoting efficient, economic and effective organisational behaviour. This will be achieved by providing guidelines, training, assigning responsibility for the development of controls and the conduct of investigations. Controls include Disciplinary Rules, Contract Standing Orders, Financial Regulations, Codes of Conduct and Standards of Behaviour.

To deliver the Council's ambitions we need to maximise the financial resources available to us. In order to do this we must reduce fraud, theft, corruption and bribery to an absolute minimum. The Council recognises its responsibility to protect public funds and we will endeavor to implement secure systems and promote high standards of conduct. We will investigate and seek the strongest possible sanctions against those who seek to defraud or steal from the Council. This includes our own Members, officers, contracting partners and external individuals and organizations the Council does business with. Fraud and Corruption risks are considered as part of the Council's strategic risk management arrangements.

Norfolk County Council, through Norfolk Audit Services, will measure the success of this strategy against agreed criteria and report to the Council's Audit Committee. We welcome external scrutiny as a demonstration of our commitment to this Strategy.

The Council's affairs are open to scrutiny by a variety of external bodies and people, for example:

- The External Auditor is required to ensure that the Authority has adequate arrangements for the prevention of fraud and corruption
- The Public:
 - as Council Tax payers
 - as service users
 - annual inspection of accounts
 - publication of data as part of the Government's transparency agenda
- The Business Community - annual business consultation for Non-Domestic Rates
- Her Majesty's Revenue and Customs.

Scrutiny of services is through the Council's Scrutiny and Overview Panels. In addition there is scrutiny of this strategy directly by the Audit Committee and via the Head of Finance, through internal audit, under Section 151 of the Local Government Act, 1972; and through the Standards Committee via the Head of Law who acts as Monitoring Officer, under Section 5 of the Local Government and Housing Act, 1989.

1.2 Policies

This strategy will be supported where appropriate by five separate policies on Anti Fraud and Corruption. Each of the five policies has distinct features and outcomes and will be agreed with the relevant groups and stakeholders.

The five Anti-Fraud and Corruption policies cover:

- Employees
- Members
- Contractors and suppliers and their employees
- Partners; and
- The County Council.

The Council's Constitution, Financial Regulations, Standing Orders, Whistle-blowing, Complaints and Anti Money Laundering policies also support the Anti-Fraud and Corruption arrangements.

These policies will be subject to review and approval by the appropriate approving bodies as required.

1.3 Scope of the Strategy

This strategy and its supporting policies apply to any irregularity or suspected irregularity, involving members, employees as well as consultants, suppliers, contractors, outside agencies doing business with the Council and employees of such agencies and/or any other parties with a business or in a formal partnership relationship with the Council, including the wholly owned companies.

Details on the arrangements for each of these groups are covered in the sections that follow. In some cases the principles will be a requirement, in others principles may apply as appropriate and others are encouraged to recognize and support the principles and how we want to work with them.

Chief Officers are responsible for ensuring that internal controls are such that fraud or corruption will be prevented, where possible, and the measures in the Anti-Fraud and Corruption Strategy are promoted within their area of responsibility. (Financial Regulations 4.5.3)

Each Chief Officer will:

- Identify, be familiar with and assess the types and risks of theft, fraud, corruption or bribery that might occur within their area of responsibility
- promote the strategy and relevant policies, publicity and relevant training to staff and bodies they do business with
- be alert for any indication of theft, fraud, corruption or bribery; and

- be ready to take appropriate action in a timely way, should there be a suspicion of theft, fraud, corruption or bribery.

Success measures for this strategy are set out at in part 2 of the strategy (2.3).

1.4 Culture

Norfolk County Council is determined that the culture and tone of the organisation is one of openness, honesty and opposition to theft, fraud, corruption and bribery. There is an expectation and requirement that Council Members, Chief Officers and staff, at all levels, will lead by example in these matters and that all individuals and organisations associated in whatever way with the Council, will recognize this strategy and policies and how we want to do work with them.

Under Section 17 of the Crime and Disorder Act, the Council has a statutory general duty to take account of the crime and disorder implications of all of its work and do all that it reasonably can to prevent crime and disorder in Norfolk. This strategy is based on deterrence, prevention, detection, investigation, and sanctions within an over-riding anti-fraud and corruption culture. The Council promotes this culture across all our activities and within the community.

The Council takes a holistic approach to anti-fraud and corruption measures. Fraud prevention and system security is an integral part of the development of new systems, strategic and operational risk management and ongoing operations. Chief Officers will consider the theft, fraud, corruption and bribery threats and take advice where appropriate, when implementing any financial or operational system.

The holistic approach extends to the investigation of allegations and the prevention of theft, fraud, corruption and bribery through system reviews. The Internal Audit team provides the Council's fraud investigation and system audit functions. They act to promote the deterrence, prevention, detection, investigation, sanctions and redress of such activity. The arrangements also take into account relevant requirements and professional guidance relating to money laundering and terrorist financing. In addition the team is free to work with other agencies in the pursuance of the Council's anti-fraud and corruption aims. Clear outcomes will be agreed, measured and reported to the Audit Committee for the counter fraud and corruption work.

Any investigation activity that is required will be conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship to the Council.

1.5 Actions Constituting Theft, Fraud, Corruption and Bribery

If there is any question as to whether an action constitutes theft, fraud, corruption or bribery the Chief Internal Auditor or Head of Law should be consulted and they will provide guidance.

For the purposes of this strategy:

- **Theft** is defined as , 'A person is guilty of theft, if he dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it, for the Council theft can include 'theft of resources, funds, or assets (including information) from the Council or its clients'.
- **Fraud** is defined as, 'the intentional distortion of records for gain'. In addition to the laws on theft, the Fraud Act 2006 defines three types of fraud:
 - False representation
 - Failing to disclose information
 - Abuse of position.
- **Corruption** is defined as 'any course of action or failure to act by individuals or organizations, public or private, in violation of law or trust for profit or gain
- **Bribery** is defined as, 'the offering, giving, receiving, or soliciting of any item of value to influence the actions of an official or other person in charge of a public or legal duty'. Misuse of official position is defined as, 'employees or their friends, relatives, or acquaintances benefiting inappropriately from exercise of duty'.

In July 2011 the Bribery Act 2010 came into force. This Act modernizes the law on bribery. This strategy has been fully revised to incorporate the requirements of this legislation and the detailed guidance which supports it. A key feature of the Bribery Act 2010 is that the Council may be liable for failing to prevent a person from bribing on the Council's behalf. There is a full defence if the Council can show it has adequate procedures in place to prevent bribery. The Council, while a large organization, should have a low risk of bribery taking place in its name, so the preventative action required to be demonstrated can be proportionate. There is already top level commitment to conduct our business without bribery, see the letter on page 3. The risks of Bribery are considered by Chief Officers and managers. The Council will undertake due diligence when it engages others to represent it in business dealings. The Council's policies, including those concerning the Bribery Act 2010, will be communicated as part of this strategy. The requirements of the Bribery Act 2010 will be monitored and reviewed alongside the other measures for this strategy. The Government does not intend that genuine hospitality or similar business expenditure that is reasonable and proportionate be caught by the Act. Soliciting or accepting a bribe also constitutes a crime.

The terms for Fraud and Corruption include, but are not limited to:

- Any dishonest or fraudulent act (see 1.1).
- Theft of funds, investments, supplies, data, intellectual property or other assets.
- Impropriety in the handling or reporting of money or financial transactions.
- Profiteering as a result of 'insider' knowledge of Council activities.
- Accepting or seeking, offering or giving anything of material value from/to contractors, suppliers or persons providing services/materials to/from the Council.
- Destruction, removal or inappropriate use of records, furniture, fixtures and equipment.
- Abuse of IT equipment, systems, software or security procedures
- Any similar or related irregularity.

The terms for Bribery specifically include, but are not limited to:

- Giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so
- This can include seeking to influence a decision maker by giving some kind of extra benefit to that decision maker rather than by what can legitimately be offered as part of a tendering process.

1.6 Non Financial Irregularities

Irregularities concerning Members are covered by the Members Code of Conduct and should be resolved by the Head of Law and the Council's Standards Committee.

Irregularities concerning an employee's moral, ethical, or behavioural conduct, for example nepotism, cronyism, bullying or other unprofessional conduct are covered by the Council's Standards of Conduct and Behaviour and should be resolved by departmental management and Human Resources rather than Norfolk Audit Services.

1.7 Deterrence – The Corporate Framework

The Council takes ultimate responsibility for the protection of our finances and those that are administered on behalf of the Government or the Community. In turn Chief Officers have a duty to protect their service area on a risk assessed basis from losses due to theft, fraud, corruption or Bribery and are responsible for implementing proper internal controls and risk management arrangements.

The corporate framework, which underpins the operation of the Council, has a number of facets that exist to protect the Council against losses and reputational damage from theft, fraud, corruption or bribery and act as a deterrent. These include:-

- An established Standards Committee and an adopted code of conduct for Members.
- An established Audit Committee
- The Constitution, Financial Regulations, Standing Orders and the Scheme of delegation.
- The Council's Constitution arrangements are published on the Council's web pages to the public, partners, staff and members.
- Risk Management arrangements including Risk Registers both Corporate and Departmental
- Training for staff and members on the corporate strategy documents and what the arrangements mean for their behavior.
- Monitoring and testing of the operation of the ethical framework.
- A dedicated Internal Audit team whose work programmes include proactive work.
- Participation in national anti-fraud initiatives for example the National Fraud Initiative (NFI)
- The promotion of awareness of anti-fraud and corruption, theft and Bribery issues reinforced by training and publicity.
- Effective disciplinary procedures
- Effective recruitment procedures.

The respective roles and responsibilities of stakeholders are detailed within this document. For clarity the specific responsibilities are summarised at section 2.6.

The objectives of each part of this strategy and its supporting policies and how they are to be measured are highlighted in a box at the conclusion of each section, for clarity.

1.8 The Threats:

The Council is responsible for the proper administration of its finances and assets. This not only includes direct income and expenditure, but also that which we administer on behalf of the Government, on behalf of our clients and that for which we are the responsible accountable body. All of these sources of income, expenditure and our valuable assets are potentially at risk.

The Council will be vigilant in all of these areas and will apply appropriate principles of risk assessed deterrence, prevention, detection, investigation, sanctions and redress across all its services. The Council will not be afraid to tackle difficult or uncomfortable cases and will take a robust line and seek the maximum appropriate sanctions and redress.

The cost of theft, fraud, corruption or bribery to the Council will be monitored. The Chief Internal Auditor will report on the number, nature and cost of investments in work to counter fraud and corruption and of any investigatory work that is required in the Annual Audit Report as one of the performance measures. The Chief Internal Auditor will report performance information in the periodic reports to the Audit Committee.

The Council will make a proportionate investment in work to counter theft (security), fraud, corruption and Bribery bearing in mind the risks that have been identified.

The Strategy explains the arrangements for each of the parties covered by the Anti-Fraud and Corruption policies (see 1.2) and these are set out in the following sections as follows:

- Members (1.9)
- Staff (1.10)
- Contractors, Suppliers and Partners (1.11)
- Wholly owned companies (1.12)
- Public and External Organisations (1.13)

1.9 Our Members

The role of our members in this strategy is to:

- Act in a manner which sets an example to the community whom they represent and to the staff of the Council. To conduct themselves in ways which are beyond reproach, above suspicion and are fully open and accountable
- Champion and promote the Council's strategy and the zero tolerance culture towards theft, fraud, corruption and bribery
- Raise matters of concern that may come to their attention during their work
- Review, consider and approve the strategy, its policies and its performance measures annually
- Consider the Annual Report of the delivery against the strategy's performance measures
- Encourage the public to report concerns or to pass on concerns raised by the public to the appropriate officer. Our Members will be provided with advice on how to respond if an allegation of theft, fraud, corruption or bribery is passed to them
- Participate in any reviews, disciplinary meetings or appeals as required.

Prevention

Our Members are required to operate within the:

- The Council's Constitution
- Members Code of Conduct
- Sections 94 - 96 of the Local Government Act 1972
- Local Authorities Members' Interest Regulations 1992 (S.I.618)
- County Council Standing Orders

The Council will provide fraud awareness training to our Members and encourage an open and honest dialogue, generally and specifically with regard to Anti Fraud and Corruption, between Members and officers.

These matters and other guidance are specifically brought to the attention of Members at the Induction Course for new Members and are in each Member's handbook. Also included in the induction process are rules on the declaration and registration with the Head of Law of potential areas of conflict between Members' County Council duties and responsibilities and any other areas of their personal, professional lives or other activities.

The Council will ensure that the processes that are particularly vulnerable such as planning, disposals, procurement and expenses are adequately protected through strong internal control mechanisms.

Detection

Through Internal Audit and Risk Management reviews and the work of the Monitoring Officer the Council will ensure that the possibility of theft, fraud, corruption or bribery is considered in all vulnerable areas and appropriate tests are devised to detect them. All members are encouraged to contact Internal Audit with any such suspicions they have or are advised of.

Investigation

Any allegations of theft, fraud, corruption or bribery made against our Members will be fully investigated in accordance with the provisions of the Local Government Act 2000 and any subsequent statute or codes of practice. Following an appropriate investigation the Standards Committee is responsible for the initial assessment into Members misconduct.

The Council will fully assist the Standards Committee or other law enforcement agencies with any investigation concerning a Member. Allegations about Members that are received by Internal Audit will be referred immediately to the Monitoring Officer. The Monitoring Officer may utilise Internal Audit for the purposes of any investigation relating to financial matters.

Sanctions and Redress

The Council will utilise its own Standards Committee to the fullest extent to promote high standards and regulate the conduct of our Members and will take action as they see fit.

Reporting

Our members are encouraged to contact Internal Audit with any such suspicions they have or are advised of. Please see 'Contacting us' on page 27.

1.10 Our Staff

The role of our staff in this strategy is:

- To raise concerns in the knowledge that they will be treated in confidence and properly investigated. Normally reporting matters to their line manager, departmental Finance Business Partner or Procurement or HR Advisor will be appropriate however, if necessary, a route other than these may be used, see Contacting Us at 1.14 on page 27.
- To conduct themselves in ways which are beyond reproach, above suspicion and are fully open and accountable.
- for Chief Officers and Managers, to be aware of the appropriate financial procurement and other anti-fraud regulations and to be responsible for raising awareness of policies, procedures and ensuring conformance to them, by the staff, suppliers etc. for whom they are responsible.

Our staff are an important element in our approach to minimizing the risk of theft, fraud, corruption and Bribery and they are positively encouraged to raise any concerns that they may have on these issues where they are associated with the Council's activities.

Prevention

The Council recognises that its systems are vulnerable from attack from within the organization, particularly by those who may gain 'inside' knowledge of potential control weaknesses through their official position. Prevention is better than cure and all managers must ensure that as far as possible and on a risk assessed basis their systems are adequately protected by sound internal controls. It is the responsibility of all managers to establish and maintain systems of internal control and to ensure that the Council's resources are properly applied, including:

- Manager's duties include responsibility for the prevention and detection of theft, fraud, corruption and bribery.
- Staff of the Council are expected to follow any Code of Conduct related to their Professional Institute and also abide by the Council's Standards of Conduct and Behavior.
- Staff must comply with Section 117 of the Local Government Act 1972 regarding the disclosure of pecuniary interests in contracts relating to the County Council or the non-acceptance of any fees or rewards whatsoever other than their proper remuneration. These requirements are set out in the Council's Standards of Conduct and Behaviour.

- The Chief Internal Auditor will ensure that an adequate and effective internal audit is undertaken of the Council's systems and processes. Internal Audit assists managers to implement proper controls and remedy control failures. Further details appear in part 2.

The Council will ensure that procedures relating to recruitment, staff conduct and disciplinary processes are robust and are followed. With regard to the vetting of new entrants, references will be taken in all cases and personal testimonials will not be accepted. Where qualifications are required for a particular post, candidates will be required to submit original certificates for checking. If a doubt arises as to the authenticity of a qualification, this will be verified with the examination board/professional body. Where necessary, officers will undertake checks with the Criminal Records Bureau (CRB).

As part of the longer term strategy Internal Audit proposes that the Council will identify those posts considered to be in key, high risk, financial/fraud sensitive positions. Internal Audit will recommend to all Heads of Service that their staff who meet this criteria are considered for higher levels of pre-employment checks and more closely monitored for indicators of fraudulent behaviour, such as unusual leave and working patterns. Further risk assessed options for vetting staff to a high standard to stop organised criminals infiltrating key departments will be explored during 2012.

The Council has in place a Disciplinary Procedure for all categories of its staff. The role that appropriate staff are expected to play in the Council's framework of internal control features in employee Terms and Conditions of Employment.

Detection

It is the responsibility of Chief Officers, their managers and all staff to prevent and detect theft, fraud, corruption or bribery. It is often the alertness of staff, Members and the public that enables detection to occur and the appropriate action to take place when there is evidence that such events may have been committed, or be in progress. Despite the best efforts of managers and auditors, instances of theft, fraud, corruption or bribery frauds are discovered by chance or "tip off", and the Council has in place arrangements to enable such information to be properly dealt with, for example the Whistleblowing Policy. These are covered by the response plans covered in Section 3 of the strategy

Through Internal Audit and Risk Management reviews and the work of the Monitoring Officer the Council will ensure that the possibility of theft, fraud, corruption or bribery is considered in all vulnerable areas and appropriate tests are devised to detect them. All internal audit reviews will have regard to the possibility of theft, fraud, corruption or bribery. Auditors will receive training to ensure that they have a full understanding of systems controls and potential risk areas. Internal Audit will undertake proactive audits in high risk areas with a view to identifying any theft, fraud, corruption or bribery.

The Council actively encourages staff to whistle blow on colleagues who are suspected of committing theft, fraud, corruption or bribery. All members of staff are encouraged to contact Internal Audit with any such suspicions.

The Council operates a Confidential Reporting Code (Whistleblowing Policy) for those employees who wish to utilise the protection offered by the Public Interest Disclosure Act 1998. The Council encourages a strong ethical and counter fraud culture and that staff have high levels of awareness and recognise their responsibilities to protect the organisation and its resources. It also encourages that its staff, and staff within contracting organisations, have confidence in the whistle-blowing arrangements and feel safe to make a disclosure.

Investigation

Any allegations of theft, fraud, corruption or bribery made against our staff will be fully investigated in accordance with disciplinary procedures, statute or codes of practice. Following an appropriate investigation the Chief Officer or Governing Body is responsible for the initial assessment into employee misconduct.

The Council will fully assist law enforcement agencies with any investigation concerning an employee. Allegations about staff that are received by Internal Audit will be referred immediately to the Head of Finance. The Head of Finance may utilise Internal Audit for the purposes of any investigation relating to financial matters.

Norfolk Audit Services is charged with leading the Council's fight against theft, fraud, corruption or bribery. The unit is led by the Chief Internal Auditor and will examine all allegations on a risk assessed basis.

The Council will normally expect to deal with staff under the Disciplinary Procedures before referring a case to the Police. Referral to the Police is a matter for the Disciplinary Action Review Group (DARG) described in part 2 of the strategy, following consideration of the facts of each case. Referral to the Police will not prohibit action under the disciplinary procedures.

Where financial impropriety is discovered, the Council's presumption (unless there is a good reason not to) is that, subject to consideration by the DARG, the Police will be informed and arrangements made, where appropriate, for the prosecution of offenders by the Crown Prosecution Service

Internal Audit will investigate any allegation that may have a direct or indirect impact on the finances for which we are responsible. This will include cases where staff may have financial information relating to organisations which are or have been funded by the Council, or with whom the Council has a contract.

Staff have a duty to assist the Council with any matter under investigation. Failure to assist with an investigation may be considered as a breach of trust or failure to comply with financial regulations. This could lead to disciplinary action being taken.

Sanctions and Redress

The Council will seek the strongest available sanctions against any employee who commits theft, fraud, corruption or bribery against the Council or the public purse. The Chief Officer will take appropriate disciplinary action against the individual. We will seek to use the full extent of the penalties or sanctions allowed for in the disciplinary procedures or through legal action if required.

Reporting

All staff are encouraged to contact Internal Audit with any such suspicions they have or are advised of. Please see 'Contacting us' on page 27.

1.11 Our Contractors, Suppliers and Partners

Chief Officers and Managers are expected to be aware of the appropriate financial procurement and other anti-fraud regulations and to be responsible for raising awareness of policies, procedures and ensuring conformance to them, by contractors, suppliers and partners, for whom they are responsible.

Those organisations supplying or undertaking work on behalf of the Council are expected to maintain strong anti-fraud and corruption principles as set out in this strategy. Through contract documentation we will ensure that our partners take the issue of theft, fraud, corruption or bribery seriously.

Our suppliers, contractors and partners will be expected to:

- have adequate recruitment procedures and controls when their staff are handling finance on behalf of the Council.
- be responsible for any losses affecting Council funds attributable to their employees.

These expectations will be written into all contract terms and agreements where appropriate. We ask our partners to recognize the Council's strategy and how we want to do work with them.

Prevention

The Council expects our suppliers, contractors and encourages partners to have adequate controls in place to prevent, minimize and detect theft, fraud, corruption or bribery. The Council provides leaflets, available from our internet pages. We will also provide support and training to our community partners to help them implement proper controls and protect the funds they administer.

The Council encourages a strong ethical and counter fraud culture and that contractors, suppliers and partners have high levels of awareness and recognise their responsibilities to protect the organisation and its resources. It also encourages that staff within contracting organisations, have confidence in the whistle-blowing arrangements and feel safe to make a disclosure.

Detection

All contractors, suppliers and partners are encouraged to contact Internal Audit with any suspicions.

Where our suppliers, contractors and partners are involved with the administration of our finances, or those for which we have responsibility they are responsible for:

- ensuring there are adequate and effective systems of internal control and risk management in place to give a reasonable expectation that theft, fraud, corruption or bribery would be detected
- providing adequate evidence of suitably qualified reviews on functions and transactions concerning our finances or to allow us to conduct internal audit reviews and pro-active theft, fraud, corruption or bribery detection exercises as we would for our own service areas.

Investigation

Our suppliers, contractors will be expected to and we encourage partners to participate fully with any investigation by the Council or Police investigation and provide full access to their financial records as they relate to our finances, and their staff will be asked to assist fully with any investigation and prosecution if required. These conditions will be included in any contract terms or agreements where possible.

At the conclusion of each investigation, the Investigator will produce a report. The manager whose responsibility encompasses the area of that investigation will formally accept the report and take the appropriate action (disciplinary or other). If the Chief Internal Auditor is not satisfied that the appropriate action has been undertaken, they will refer the matter to the relevant Commissioning /Contract Manager and ultimately the Chief Officer for the relevant service and the Head of Law.

The decision to refer the matter on for further action, such as reporting the matter to the Police, will be taken by the Head of Procurement and Chief Officer.

System weaknesses identified as a result of theft, fraud, corruption or bribery investigations will be highlighted by Internal Audit. The supplier, contractor will be expected to and partner organisation will be encouraged to address these issues in a timely way. Failure to implement adequate system controls will be the subject of a report to the Chief Officer, Head of Procurement, or Committee.

Sanctions and Redress

We will seek the strongest available sanctions against any supplier or contractor's staff who commit [theft, fraud, corruption or bribery](#) against the Council or the public purse and we will encourage partners to do the same. We will request that the organisation takes appropriate disciplinary action against the individual and/or we will require that they are removed from the Norfolk County Council account. The ability to request removal of staff will be written into contract terms where appropriate. The Council will seek to use the full extent of the penalties or sanctions allowed for in the contract, service level agreement, partnership agreement or through legal action if required.

Reporting

All contractors, suppliers or partners are encouraged to contact Internal Audit with any such suspicions they have or are advised of. Please see 'Contacting us' on page 27.

1.12 **Our Wholly owned Companies**

NORSE is a company wholly owned by the Council. The NORSE group of companies recognise this strategy and will apply the principles to their trading activities where appropriate.

Reporting

The Norse staff handbook includes reference to the group's whistleblowing policy. Staff, who become aware of impropriety, dishonesty or maladministration, are encouraged to draw this to the attention of their line manager or the Group HR director.

1.13 The Public and External Organisations

Members of the public and organisations that work with the Council have an important role to alert to the Council to any concerns about the potential for theft, fraud, corruption or bribery that they may become aware of. Not every organisation has a formal contract with the Council. We will promote and ask that every organisation that works with the Council recognises our strategy and its principles. The Council also has a Whistle-blowing Strategy available on its website.

Details of how to contact us appear on page 27.

Members of the public may receive financial assistance from the Council through a variety of sources. Unfortunately, all of these areas are vulnerable to attack by fraudsters. Theft, fraud, corruption or bribery means less money is available for those in genuine need. Our anti fraud and corruption efforts will be balanced against our desire to ensure genuine service users receive their full entitlement. We will apply the same principles in dealing with theft, fraud, corruption or bribery in all of areas of expenditure that directly support the community.

Prevention

The Audit Commission is leading and developing arrangements to encourage the exchange of information between the Council and other agencies on national and local fraud and corruption activity in relation to Local Authorities through, for example, data matching.

With the rapid increase in recent years of frauds perpetrated against a variety of local authorities, usually involving fraudsters having multiple identities and addresses, the necessity to liaise between organisations has become paramount. The County Council has existing liaison and will make arrangements for this purpose with:

- The Audit Commission National Frauds Initiative office
- Norfolk Constabulary, including the Economic Crime Unit
- Society of County Treasurers
- Home Counties Chief Internal Auditors Group
- County Chief Auditor Networks (regional and national)
- Norfolk Financial Officers Association
- Norfolk Chief Internal Auditors Group
- Eastern Fraud Forum
- National Anti Fraud Network (NAFN)
- CIPFA Better Governance Forum.

We will implement strong systems of verification of all claims for all types of financial assistance. We will utilise all data available to corroborate information given by applicants for the purposes of prevention and detection of fraud. We will also monitor and review grants and assistance given to external organisations to ensure applications are genuine. All our staff involved in assessing applications will be given ongoing fraud awareness training.

Detection

It is the responsibility of Members, Chief Officers, their managers and all staff to encourage the public and external organizations to prevent and detect theft, fraud, corruption or bribery. It is often the alertness of staff, Members and the public that enables detection to occur and the appropriate action to take place when there is evidence that such events may have been committed, or be in progress.

Through Internal Audit and Risk Management reviews and the work of the Monitoring Officer the Council will ensure that the possibility of theft, fraud, corruption or bribery is considered in all vulnerable areas and appropriate tests are devised to detect them.

We will utilise formal referral procedures for all staff making assessments of clients for Council services and encourage early referral of suspected cases for investigation. We will participate in national and local initiatives, including data matching and work with all Government agencies to detect and prevent fraud and other crimes affecting the well-being of our community.

We will analyse fraud trends in order to identify high risk areas and undertake pro-active anti-fraud drives based on that analysis.

Investigation

Any matters that are raised will be considered and if appropriate formally investigated or referred to the Police.

Prosecution and Sanctions

The Council will seek the strongest sanctions against anyone found to have committed theft, fraud, corruption or bribery against the Council.

Reporting

The public and external organizations are encouraged to contact their local Member or if they prefer Internal Audit with any such suspicions they have or are advised of. Please see 'Contacting us' on page 27.

1.14 Contacting Us

Any one concerned about possible theft, fraud, corruption or bribery concerning the Council, its partner bodies or wholly owned companies are encouraged to report concerns either in person, by letter, e-mail or by telephone as below:

- In person asking for a member of the internal audit team at County Hall, Martineau Lane Norwich NR1 2DW
- By Letter: The Chief Internal Auditor, Norfolk Audit Services, County Hall, Martineau Lane, Norwich, Norfolk, NR1 2DW
- By E-mail at: Chief.Internal.Auditor@norfolk.gov.uk
- By telephone either:
 - Customer Service Centre (0344) 800 8020
 - HRDirect (01603) 222212
 - Chief Internal Auditor (01603) 222777*

* there is an answerphone for out of hours

We will treat your concerns seriously, confidentially and explain to you what will happen next. If you prefer to remain anonymous we will understand but it may significantly limit our ability to investigate your concerns and respond back to you.

If you do feel unable or uncomfortable to raise your concerns through any of these routes, then you may wish to raise them through Public Concern at Work, www.pcaw.co.uk (telephone number 0207 404 6609), a registered charity whose services are independent, free and strictly confidential.

These options will be included on the Council's Website with a link to enable reporting of suspicions or allegations via the internet for convenience.

Part 2

ANTI-FRAUD AND CORRUPTION STRATEGY – Processes

Processes

The following Chapters set out in detail our processes to prevent, detect, investigate and prosecute and suspected or actual incidents of Theft, Fraud, Corruption or Bribery.

2.1 Internal Control and Risk Management Systems

The strategy and policies are supported by Internal Control and Risk management systems. These systems are described in more detail in this part of the strategy, covering:

- Authorising the Investigation of Suspected Fraud
- Allegations of Fraud
- Role of Risk and Insurance
- Role of Norfolk Audit Services
- The Disciplinary Action Review Group (DARG)
- Confidentiality
- Reporting Procedures for Employees
- Sanctions and Redress
- The rights of the suspect

2.1.1 Authorising the Investigation of Suspected Theft, Fraud, Corruption or Bribery

Members of Internal Audit will have:

- Free and unrestricted access to all Council records, including personnel, and premises, whether owned or rented.
- The authority to examine, copy and/or remove all or any portion of the contents of files, desks, cabinets and other storage facilities on the premises without prior knowledge or consent of any individual who might use or have custody of any such items or facilities when it is within the scope of their investigation
- These arrangements for Internal Audit's access to partnership's records should be set out in all partnership agreements.

2.1.2 Allegations of Fraud

Chief Officers are responsible for following up any allegation of theft, fraud, corruption or bribery and will do so through clearly defined procedures which are covered below and in the more detailed Fraud Response Plans described in Section 2.5 Chief Officers are expected to deal swiftly and firmly with those who may have defrauded the Council, or may have acted corruptly. The Council will be robust in dealing with financial malpractice.

There is a need to ensure that any investigation process is not misused and, therefore, any abuse (such as raising unfounded malicious allegations) may be dealt with as a disciplinary matter.

In general terms and in support of the more detailed Manager's Response plan (see section 2.5) Chief Officers are responsible for following up any allegation of theft, fraud, corruption or bribery received and will do so by:

- contacting the Norfolk Audit Services (see below) and, or the Head of Law, as soon as possible
- arranging for the allegation to be investigated promptly
- recording all evidence received ensuring that evidence is sound, adequately supported and secure
- if appropriate calling a meeting of a Disciplinary Action Review Group (see below) by contacting the Head of Organisational Development and Human Resources
- liaison with the Police, if it is considered a criminal matter (2.4 see page 41)
- notifying the Council's Risk and Insurance manager
- implementing Council Disciplinary Procedures where appropriate.

2.1.3 Role of Risk and Insurance

The Risk and Insurance Section within Corporate Finance is responsible for leading on risk management within the Council, promoting, co-ordinating and reporting on risk, including that of Theft, Fraud, Corruption or Bribery, to panels and to the Audit Committee.

Risk and Insurance will lead and advise on the risk profiling of functions and roles overseen by Chief Officers that are considered to have a higher risk potential. They will also provide advice on the recovery of losses through the Council's insurers.

2.1.4 Role of Norfolk Audit Services

The Annual Internal Audit Plan allows resources to undertake pro-active detection work. We will utilise all methods available to detect theft, fraud, corruption or bribery. This includes data matching, open source research, surveillance and intelligence led investigation where appropriate. We will also actively participate in the Audit Commission's National Fraud Initiative (NFI). Weaknesses identified by all of these methods will be reviewed to ensure that appropriate action is taken to strengthen the internal control arrangements. The need for fair processing notification on application forms for the Council's services which permit data sharing will be continuously reviewed by Internal Audit, as the NFI extends into new areas.

The array of preventative systems, particularly internal control systems within the Council, has been designed to provide indicators of any theft, fraud, corruption or bribery activity, although generally they should be sufficient in themselves to deter such activity. Norfolk Audit Services are happy to provide advice to Chief Officers regarding internal controls.

Chief Officers of the County Council are required by Financial Regulations to report all suspected irregularities to the Head of Finance; in practice reporting is to the Chief Internal Auditor who manages Norfolk Audit Services within Corporate Finance. Reporting concerns is essential to the success of the Anti-Fraud and Corruption Strategy and ensures:

- there is a focal point for gathering information and noting trends if they are emerging
- consistent treatment of information regarding theft, fraud, corruption or bribery
- proper and proportionate investigation by an independent and experienced audit team
- a proper professional response to fraud investigations
- the optimum protection of the County Council's interests through proactive counter fraud audits.

Depending on the nature and anticipated extent of the allegations, Norfolk Audit Services will work closely with Chief Officers and other agencies, such as the Police, to ensure that all allegations and evidence are properly investigated and reported upon, and where appropriate, maximum recoveries are made for the Council. An initial assessment will be made on whether an investigation is appropriate and if so what form that should take. If an investigation is to take place SMART Terms of Reference will be drafted and will specify the results to be achieved by investigations. We plan to introduce performance indicators to assess our success. We will improve efficiency by including estimates of resources required and deadlines, in plans for investigations. Plans will be monitored and updated.

We will establish a maximum duration for investigations. The Chief Internal Auditor and Head of Finance should play a role in ensuring that the overall duration of assessments and investigations is reduced to a minimum

Investigating Officers are appointed to lead disciplinary investigations. Local manager investigation or internal audit investigations support the Investigating Officer as 'witnesses of fact'. Those leading disciplinary and audit investigations into theft, fraud, corruption or bribery will be professionally trained and accredited for their role and attend regular refresher training to ensure they are aware of new developments and legislation. We seek to increase the training of staff leading or undertaking investigations in investigative techniques, legislation and report-writing skills

The Council's Disciplinary Procedures will be used where the outcome of the audit investigation indicates improper behaviour.

Investigations by internal audit will be conducted in accordance with best practice and where appropriate with regard to statutory requirements, e.g. Police and Criminal Evidence Act, Regulation of Investigatory Powers Act, Data Protection Act and by appropriately trained staff. The Chief Internal Auditor holds the CIPFA Investigative Practices Certificate. Internal Auditors taking part in investigations are either studying for or qualified to suitable levels of technical or professional competencies. Investigations are managed by either a qualified IIA auditor or qualified accountant. We seek to promote and follow procedures to protect the rights of individuals at all stages of the investigation and to ensure the legality of the investigative acts which are planned or then in progress.

The Audit Team will:

- maintain a time recording system linked to work plans with estimates of time to be spent on investigations to align workload with resources and to avoid delays
- provide information on effectiveness by reporting performance statistics on investigations activity, potential and real results

Internal Audit will highlight any system weaknesses that are identified as a result of an investigation. These will be addressed through an agreed action plan. The relevant service area manager is responsible for implementing the plan. Internal Audit will monitor implementation of agreed actions. Failure to implement adequate system controls following a loss to theft, fraud, corruption or bribery will be the subject of a report to the relevant Director, Management Team and/or Committee. All potential misconduct cases must be handled using the Authority's Disciplinary Procedure and Internal Audit's investigating officers will liaise with line managers and Human Resources advisers to ensure effective use of the Authority's procedures.

The external auditor also has powers to independently investigate fraud and corruption, and the County Council can use his services for this purpose. The external auditor also needs to have an understanding of how the Audit

Committee exercises oversight of management's processes for identifying and responding to the risks of fraud and the internal controls established to mitigate them. They must seek written representations to properly discharge their responsibilities under the relevant standards and make enquiries for a 'letter of representation' for that purpose. Any such arrangements will be reported to the Audit Committee as part of the Internal Audit Annual Report.

Council Standing Orders and Financial Regulations provide direction and require staff, when dealing with the Council's affairs, to act in accordance with best practice.

The Head of Finance has a statutory duty under Section 151 of the Local Government Act 1972 to ensure the proper arrangements of the Council's financial affairs and has developed Financial Regulations, as part of the Constitution, which outline the systems, procedures and responsibilities of staff in relation to the Council's financial activity. The Head of Finance maintains a Head of Profession role within the Council and through this exercises quality control on financial administration throughout the Council.

The Head of Law has two roles. Firstly, to monitor the legality of decisions and is the statutory 'Monitoring Officer'. Secondly, to advise on Corporate Standards which seek to ensure a minimum level of compliance and understanding of the legal context in which the Council and individual departments operate.

The Council has developed and is committed to continuing with systems and procedures which incorporate efficient and effective internal controls and risk management. These include adequate separation of duties to minimise the risk of error or impropriety. Chief Officers are required to ensure that such controls, including those in a computerised environment, are properly maintained and documented. The existence, appropriateness, and effectiveness of these internal controls and risk management is independently monitored by Norfolk Audit Services. The Council, through the Risk and Insurance Manager, will develop a fraud profile and fraud risks will be identified with mapping of compensating controls with ongoing monitoring.

The Audit Committee of the Council has in place reporting arrangements so that it can form a view on the overall effectiveness of internal controls and risk management. These arrangements will include regular reports from internal and external audit and responses from Chief Officers on cases where ineffective internal control has been highlighted.

2.1.5 The Disciplinary Action Review Group (DARG)

Matters of concern will be reported via the processes described above. Where the matter concerns an employee and potential disciplinary action the Head of Human Resources and Organisational Development (OD and HR) has been informed of suspected misconduct or other matter having a corporate

significance, they will according to the value and significance of the concerns provide advice or if appropriate arrange a meeting of a DARG as soon as possible.

A DARG consists of representatives of the Head of Law, the Head of HR and OD, the Chief Officer and, in cases involving financial matters, the Chief internal Auditor (for the Head of Finance).

The DARG will seek to agree whether Disciplinary Procedures should begin, whether further investigations should be carried out, if an investigating officer should be appointed and whether the case should be referred to the Police. The DARG will clarify responsibilities for ensuring that action is taken to avoid future similar situations occurring.

It should be noted that the responsibility for proceeding with disciplinary matters lies primarily in the hands of the relevant Chief Officer. Further details regarding the DARG process can be found on the HR Shared Services intranet website 'PeopleNet'.

<http://www.peoplenet.norfolk.gov.uk/view/NCC069121>

2.1.6 Confidentiality

Any one who suspects dishonest or fraudulent activity should either inform their line manager, Finance Officer or if more appropriate notify the Internal Audit Unit immediately and should not attempt to personally conduct investigations or interview/interrogations related to any suspected theft, fraud, corruption or bribery. The Chief Internal Auditor and their team treat all information received confidentially. (See Reporting Procedures section below and 'Contacting Us' at 1.14 on page 27).

If, arising from a notification, there is an Investigation, the results of that work will not be disclosed or discussed with anyone other than those who have a legitimate need to know. This is important in order to avoid damaging the reputations of persons suspected but subsequently found innocent of wrongful conduct and to protect the Council from potential civil liability.

2.1.7 Reporting Procedures for Employees

Great care must be taken in the investigation of suspected improprieties or irregularities so as to avoid mistaken accusations or alerting suspected individuals that an investigation is under way.

An employee who discovers or suspects theft, fraud, corruption or bribery may have taken place should either report the concerns immediately to their manager or if that is not felt appropriate by the methods set out in 'Contact Us' (1.14) on page 27. The employee or person who wishes to remain anonymous should use the Public Concern at Work route, but it is more helpful to the investigation if contact is possible.

All inquiries concerning the activity under investigation from the suspected individual, their legal advisor attorney or representative, or any other inquirer should be directed to Norfolk Audit Services or the Legal Department. No information concerning the status of an investigation will be given out without proper authority.

The proper response to any general inquiries is; "I am not at liberty to discuss this matter". Under no circumstances should any reference be made to any allegation or any other specific details.

The individual who reports a concern should be informed of the following:

- Do not contact the suspected individual in an effort to determine facts or to try to investigate the matter.
- Do not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by NPLaw or Internal Audit.

Details of how to make contact are covered in 'Contact Us' on page 27.

2.1.8 Sanctions and Redress

We will seek the strongest available sanctions against staff who commit theft, fraud, corruption or bribery against the Council, its clients or the public purse. This will include disciplinary action, prosecution and civil proceedings (including seeking the recovery of pension entitlements). Employees found guilty of gross misconduct at disciplinary for offences of theft, fraud, corruption or bribery will be subject to dismissal. This applies to employees who improperly benefit from the Council as a corporate body and not just those who steal funds from their own unit. It also applies to employees who commit theft, fraud, corruption or bribery from the Council's clients. We will also take disciplinary action against staff who commits theft, fraud, corruption or bribery against other Local Authorities or any other agency administering public funds.

At the conclusion of each investigation, the Investigator will produce a report. The manager whose responsibility encompasses the area of that investigation will formally accept the report and take the appropriate action, (disciplinary or other). If the Chief Internal Auditor is not satisfied that the appropriate action has been undertaken they will refer the matter to the Head of Law and the Head of Finance. As with all disciplinary matters, the level of proof required is that of the balance of probability. Disciplinary cases involving allegations of theft, fraud, corruption or bribery will be handled on this basis.

The decision to refer the matter on for further action such as prosecution will be taken by the Disciplinary Action Review Group. Decisions to prosecute or refer the examination results to the appropriate law enforcement and/or regulatory agencies for independent investigation will be made in conjunction with legal counsel and senior management.

The Council is developing a clear strategy on the recovery of losses incurred from fraud and corruption including the use of criminal and civil law to the full.

The Council is developing success measures and monitoring of the proceedings for the recovery of losses and the effectiveness of recovery rates.

The Strategy's success objectives will be reported in an Annual Report on the 'Effectiveness and Impact' of the Anti Fraud and Corruption Strategy, to the Audit Committee. Our CIPFA benchmarking covers Investigation Outcomes, including:

- The number of investigations
- The percentage of investigations closed
- Where there was no action
- Unproven or exonerated cases
- Internal Disciplinary action
- Dismissal
- Referral to the Police
- Civil Recovery action

2.1.9 The rights of the suspect

During any investigation the rights of the suspect (be they Member, Employee or third party) will be respected and care will be taken to ensure that investigations are fair, proportionate and in accordance with statute, procedures and best practice. This will include: Employment rights, Human Rights and Data Protection rights. Human Resources will ensure that any person under investigation or disciplinary action, including suspension, has access to advice, guidance (PeopleNet), support schemes (Norfolk Support Line), their trade union and a Human Resources representative as required.

2.2 Publicity and Training

The Head of Law, supported by advice from the Chief Internal Auditor, will lead the promotion of the strategy through a programme of training, publicity and a 'Bite Sized' leaflet to be available to members, staff, partner bodies, contractors and the public. The Head of Law will be supported by the Chief Internal Auditor in raising awareness and understanding of the strategy.

Links to the strategy will be published on both the internal and public facing Council websites incorporating links (see Contact Us on page 27) for any concerns to be raised.

The Council recognises that the continuing success of its Anti-Fraud and Corruption Strategy and its general credibility will depend largely on the effectiveness of its annual anti-fraud publicity campaign, programmed training and responsiveness of staff and Members throughout the Council.

The Council will have a comprehensive communications plan for Anti Fraud and Corruption publicity including:

- Awareness raising events
- Posters
- 'Bite sized' leaflets
- Items in Core Brief, staff newsletters (Norfolk Manager, Finance News, Our Norfolk)
- Items in Norfolk Matters
- Team Briefings.

The Council can evidence that it is creating a strong deterrent effect, including publicising:

- Successful cases of proven theft, fraud, corruption or bribery
- The likelihood of proportionate sanctions being applied should theft, fraud, corruption or bribery be detected and losses recovered
- The extension of NFI to new areas with the appropriate 'fair processing notifications' on forms, notified data subjects of the use of data for NFI purposes; and promptly conducted NFI investigations to prevent prolonged exposure.

To facilitate awareness and understanding of the strategy, the Council supports the concept of eLearning training, particularly for staff involved with internal control systems, to ensure that their responsibilities and duties are regularly highlighted and reinforced.

Disciplinary action will be taken against employees who ignore such training and guidance.

Norfolk Audit Services (NAS) staff will be involved in investigating most allegations of theft, fraud, corruption or bribery. It is important, therefore, that auditors should be experienced and trained to do so. The Chief Internal Auditor will ensure that training and development plans of internal audit staff will reflect this requirement.

2.3 Success Measures

The following measures will demonstrate the success of the strategy. Progress with these will be reported to the Audit Committee.

High Staff Awareness of the risks, controls and consequences of fraudulent or corrupt acts measured through staff feedback.

High Member awareness of the risks, controls and consequences of fraudulent or corrupt acts measured through member feedback.

High contractor, NORSE and partner awareness of the risks, controls and consequences of fraudulent or corrupt acts measured through client side monitoring.

Public, particularly service users and external organization awareness of the risks, controls and consequences of fraudulent or corrupt acts measured through feedback.

Delivery of a plan of Anti-Fraud and Corruption preventative and detective audits in the Annual Internal Audit Plan agreed by the Audit Committee.

Professional investigation of identified frauds measured and confirmed through internal and independent review.

Consideration and reporting of the cost of each investigation and loss reported to the Audit Committee

Control and reduction in the overall duration of and resources for investigations.

2.4 Prosecution Policy

2.4.1 Introduction

The Council's anti-fraud policy and strategy sets out our aims and objectives with regard to tackling theft, fraud, corruption or bribery. It states that we will seek the strongest possible sanction against any individual or organisation that may cause the Council loss. The use of sanctions will be governed by the following principles which shall apply equally to any theft, fraud, corruption or bribery against the Council or against funds for which the Council has responsibility.

2.4.2 Objectives

The objectives are:

1. To ensure that the Council applies a full range of sanctions in a fair and consistent manner.
2. To ensure that sanctions are applied in an effective and cost efficient manner.
3. To ensure that the sanction decision making process is stringent, robust, transparent and fair.

These principles are designed to provide a framework within which to ensure the most appropriate resolution to a case is reached. The sanction decision will have regard at all times to the Council's disciplinary policy and anti-fraud policy objectives, the individual circumstances of each person concerned and the overall impact of the punishment to both the individual and the community. A range of sanctions is available to the Council. These include disciplinary action, civil proceedings, criminal proceedings, official cautions and administrative penalties.

After dismissal, the ultimate sanction available to the Council is referral for criminal prosecution to the Police. We recognise that this is a serious step to take and the decision to refer cases for prosecution will not be taken lightly.

In some cases, the ultimate decision on prosecution will be taken by the Crown Prosecution Service. This will be as a result of a referral of cases to the Police. We will utilise the Police in cases where their additional powers are required to secure evidence or recovery of funds or where the matter is considered too serious to be pursued in-house.

We will utilise the Council's Legal Service to support and undertake civil action if appropriate. In these cases, the decision to refer cases for civil action will be taken by the Head of Law, in consultation with the Head of Finance and the Chief Officer.

In appropriate cases, we will also utilise the prosecution arm of other public agencies. This will usually be for cases involving joint investigations.

When considering referring a case for prosecution, it is generally accepted that there are two “tests” to be applied – the evidential test and the public interest test. Only when both these tests are satisfied can a case be considered suitable for prosecution.

2.4.3 Evidential Test

Is there enough evidence to provide “a realistic prospect of conviction”?

In order to ensure that a “realistic prospect of conviction” exists, officers of the Investigations team will at all times ensure that investigations are conducted in accordance with relevant legislation and in line with published Codes of Practice and Guidance with regard to evidence gathering, interviewing and rules of disclosure.

To ensure the cost effectiveness of actions the evidence obtained needs to be of a standard to make the prospect of a conviction or successful civil action highly likely.

The evidence gathered will be examined in the first instance by the investigator and their manager. When both are satisfied that sufficient evidence exists to successfully prosecute and that the Public Interest test is also satisfied, in consultation with the Council’s Legal Team and a Disciplinary Action Review Group, the case file will be passed on to the police for investigation. Both the Council’s Legal team and the CPS will apply their own inspection of the evidence to ensure that a realistic prospect of conviction exists.

2.4.4 Public Interest Test

In order to ensure consistency and correctness when considering a case for Sanction/Prosecution, the guidelines applied by the Crown Prosecution Office – as detailed in Section 10 Prosecution of Offences Act 1985 will be followed by officers of the Investigations team. In addition, the guidance provided by relevant Government agencies on prosecution will also be considered.

2.4.5 Public Interest Factors

- A conviction is likely to result in a sentence.
- The defendant was in a position of authority or trust.
- The evidence shows that the defendant was a ringleader or an organiser of the offence.
- There is evidence that the offence was premeditated.
- There is evidence that the offence was carried out by a group.
- The defendant’s previous convictions or cautions are relevant to the

present offence, if known.

- There are grounds for believing that the offence is likely to be continued or repeated, for example, by a history of recurring conduct; or the offence, although not serious in itself, is widespread in the area where it was committed.
- Aggravating and mitigating factors will be taken into consideration when deciding on the appropriate sanction.

2.4.6 Member and Officer Fraud and Corruption

In the case of Members any concerns will be managed by the Head of Law on behalf of the Council's Standards Committee.

In all cases of theft, fraud, corruption or bribery, serious and intentional breach of financial regulations and corruption committed by officers we will seek parallel disciplinary action. The normal recommendation would be gross misconduct. Theft, fraud, corruption or bribery committed by officers will also be considered for criminal prosecution.

Where a financial loss has been identified, we will always seek to recover this loss either through the civil or criminal process. We will also seek recovery of losses from pension entitlements where appropriate.

The factors that will affect our decision to refer for prosecution will be based on the evidential and the public interest test, as described above. We will seek prosecution in all cases involving theft from vulnerable clients or where there is evidence of corruption of public officials.

ANTI-FRAUD STRATEGY – Response Plans

2.5 Fraud Response Plan – Internal Fraud

Where managers identify or are informed of suspicions of fraud or corruption they must act promptly. The general steps that need to be taken are set out in page 21 of this strategy. More detailed steps that should take will be set out in a detailed Manager's Fraud Response Plan. It is not intended to publish the detailed Managers Fraud Response Plan. The plan will be circulated separately to Service Area Managers.

There is also a separate Fraud and Corruption Response Plan for the internal audit section, this will not be published either.

Both Response Plans will be reviewed and approved annually by the Head of Finance and the Head of Law.

ANTI-FRAUD STRATEGY - Responsibilities

2.6 Specific Responsibilities

Stakeholder	Specific Responsibilities
Members	<p>To support and promote the development of a strong counter theft, fraud, corruption or bribery culture by working to:</p> <ul style="list-style-type: none"> • Champion and promote the Council's strategy and the zero tolerance culture towards theft, fraud, corruption or bribery • To raise matters of concern that may come to their attention during their work • Review, consider and approve the strategy and its performance measures annually • Consider the Annual Report of the delivery against the strategy's performance measures • To encourage the public to report concerns or to pass on concerns raised by the public to the appropriate officer • To participate in any reviews, disciplinary meetings or appeals as required.
Chief Executive	Ultimately accountable for the effectiveness of the Council's arrangements for countering theft, fraud, corruption or bribery.
Monitoring Officer	To advise Councillors and officers on ethical issues, standards and powers to ensure that the Council operates within the Law and statutory Codes of Practice. Assisted by advice from the Chief Internal Auditor to lead on the promotion of the strategy including training and publicity. To review the strategy as required and report annually to members.
Head of Finance (Section 151 Officer)	To ensure the Council has an adequately resourced and effective Internal Audit and Risk Management Service including adequate Counter theft, fraud, corruption or bribery activities.
Audit Committee	To review, consider, approve and monitor the Council's Anti Fraud and Corruption Strategy and policies and consider the adequacy and effectiveness of the arrangements for Counter Fraud and Whistle-blowing.
Standards Committee	The Committee monitors and advises upon the content and requirement of Codes, Protocols and other procedures relating to standards of conduct

	throughout the Council, with particular reference to members. The Committee needs to be aware of this strategy.
External Audit	Statutory duty to ensure that the County Council has in place adequate arrangements for the prevention and detection of theft, fraud, corruption or bribery.
Internal Audit	Responsible for implementing the Anti Fraud and Corruption Strategy and investigating any issues reported under this policy and the Confidential Reporting (Whistleblowing) Policy. To ensure that all suspected or reported irregularities are dealt with promptly and in accordance with this policy and that action is identified to improve controls and reduce the risk of recurrence. To report on Anti-Fraud and Corruption arrangements to the Audit Committee in an Annual Report.
Chief Internal Auditor	To support and advise the Head of Law and include an assurance statement on Anti-Fraud and Corruption controls in the Internal Audit Annual Report to the Audit Committee. To develop ongoing measuring and monitoring techniques to evaluate, remedy and continuously improve theft, fraud, corruption or bribery prevention and detection. The measurable criteria and results are to be reported to the Audit Committee. To ensure that counter fraud and corruption work is risk assessed and adequately staffed.
Risk and Insurance Manager	To lead on the risk assessments and risk registers in relation to theft, fraud, corruption or bribery risks.
Managers	To promote staff awareness and ensure that all suspected or reported irregularities are immediately referred to Internal Audit. To ensure that there are mechanisms in place within their service areas to assess the risk of theft, fraud, corruption or bribery and to reduce these risks by implementing and checking robust internal controls. To report suspicions or incidents promptly.
Staff	To comply with Council policies and procedures, to be aware of the possibility of theft, fraud, corruption or bribery and to report any genuine concerns to the appropriate management, the Chief Executive, the Head of Finance, the Monitoring Officer, or Internal Audit promptly as appropriate.
Public, Partners, NORSE, Suppliers, Contractors & Consultants	To be aware of the possibility of theft, fraud, corruption or bribery against the Council and report any genuine concerns or suspicions promptly.

2.7 Administration

The Head of Law is responsible for the administration, revision, interpretation and application of this policy. In order to strengthen the Councils systems and procedures, the Chief internal Auditor will annually review and recommend revisions to the counter fraud and corruption strategy and arrangements. Hence the Anti-Fraud and Corruption Strategy will be reviewed every year or more frequently if required in accordance with any legislative changes, latest professional guidance or best practice and any findings of our own annual reviews.

STRATEGY ENDORSED BY:

THE AUDIT COMMITTEE 30 September 2011

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**Norfolk Record Office - Performance and
Budget Report 2011/12**

A report by the County Archivist

Executive Summary

This report provides information on performance against service plans and forecast budget out-turn information for 2011/12 for the Norfolk Record Office (NRO). Section 1 covers service performance information in the context of delivering service plans, and Section 2 covers financial performance.

The main issues for consideration by this Committee are:

- At the end of March 2012 the forecast revenue budget out-turn for the NRO is a break-even position and although there may be further minor changes as accounts are closed this position is not expected to change.
- Performance indicators for the Norfolk Record Office show that The Archive Centre has continued to increase its range of audience participation, although numbers are down compared with the same period in 2010/11.
- Performance against the 2011/12 service plans has been good to date and is reported in more detail in the accompanying report.

Action Required

The Norfolk Records Committee is asked to consider and comment on:

- Performance with the 2011/12 service plans
- Performance with the revenue budget and reserves and provisions for 2011/12.

1. Performance against Service Plans

1.1 Performance Summary

- 1.1.1. In the period April 2011-March 2012, visitors to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items have involved 43,097 people, and the service has continued to attract new audiences among all age groups.

1.2 Norfolk Record Office (NRO): some example of progress

1.2.1 Education and Outreach Activities

1.2.1.1. As part of the 'Islam in Norfolk' project, ten young people from the Chapelfield Mosque in Norwich attended two sessions at the NRO. The sessions, which took place in the searchroom after it had closed to the public at the end of the afternoon, enabled the young people to find out how to use the Record Office to carry out research on the history of Islam in Norfolk. The young people were split into four groups, which looked at the history of the mosque, when it was a school, and the Muslim community in Wood Dalling in the 1970s. They will be using the information which they discovered as part of an exhibition for 'Black History Month' in October 2012. The Norfolk Sound Archive (NSA) also provided oral history training for the 'Islam in Norfolk' project, which will see young people from the Norwich's main Mosque interview members and former members of Norwich's Muslim community about its history.

1.2.1.2. In January and February 2012, staff from the Archive Education and Outreach team delivered four sessions to members of the Thetford Museum of Ancient Life History Club, whose members are aged eight to 13. The sessions focused on migration to North America during the nineteenth century, and the young people will use the information to create a panel, which will form part of this summer's 'American Trail'. The first session introduced archives and looked at how they could be used for carrying out research, the next two sessions concentrated on the 'push and pull' factors which caused people to migrate from Norfolk to North America, and the final session looked at the journey across the sea. The session culminated in the young people's drawing a variety of scenes, based on a letter about travelling by ship to North America, which were then put together to form a storyboard of the journey.

1.2.1.3. In February, the NRO welcomed a group of literacy and numeracy students from Great Yarmouth College to The Archive Centre. The students enjoyed a tour of the building, before having a look at documents relating to Great Yarmouth, in particular, the suspension bridge disaster of 1845, historical maps of the area, and the history of the Hippodrome. Next, the group had a go at finding out how to trace their family tree, by working through an example of the family of James Cubitt, who was born in Sheringham in the 1830s. The students were really excited about the items which they saw at the Record Office and have already started requesting material for a possible further visit this term.

1.2.2 A Norfolk Estate: Its People and Places

This archive exhibition, based around the large and important Harbord of Gunton archive, was launched by the Chairman of the County Council on 27 January 2012 and went on general display to the public the following day, in the Long Gallery at The Archive Centre. The exhibition, with free admission, is open to the public from 9 a.m. to 5 p.m. Mondays, and Wednesdays to Fridays, from 9.30 a.m. to 5 p.m. on Tuesdays and from 9 a.m. to 12 noon on Saturdays, until 30 April. The Norfolk Record Office (NRO) rescued the archive from one of the semi-derelict buildings on the Gunton estate in the 1980s and has since acquired ownership of it. The archive has been the subject of the NRO's long-term programme to safeguard it, through a project to catalogue it, conserve it and make it more accessible to the public. This exhibition marks a key stage that process.

1.2.3. 'Lord Suffield's Cromer'

In connexion with the Harbord of Gunton archive project, the NRO is also running a series of four Monday afternoon sessions at Cromer Museum, from 13 February to 8 March. NRO and UEA staff will look at the nineteenth-century development of Cromer and Overstrand, using facsimile documents from the Gunton archive.

1.2.4. The National Archives' Manorial Documents Register for Norfolk

The National Archives (TNA) has just announced a substantial grant to the NRO which will enable phase 2 of the Manorial Documents Register for Norfolk (MDR) to be completed. The MDR is a national resource, hosted by TNA, which gives online access to catalogues of manorial records relating to England and Wales. Norfolk was the second English county to go live on the MDR, with Phase 1 being completed in December 2002. Phase 2 will enable the creation of authority files for each Norfolk manor

1.3 Conclusion

- 1.3.1 Our conclusion is that this has been a good year for performance and the delivery of Record Office service plans which have benefited the people of Norfolk.

2. Budget Out-turn 2011/12

2.1 Revenue Budget

- 2.1.1 Based on the position at the end of March 2012, the NRO anticipates a break-even budget position and although there may be further minor changes as accounts are closed this position is not expected to change... The budget out-turn is summarised in the table below.

- 2.1.2 The budget has been reduced by £0.029m during the year. This was due to shared services budget transfers for Business Support, the claw back of the budgeted 1% pay award, capital charges adjustments and the transfer to the managed print service.

- 2.1.3 Big Conversation savings on are track to be achieved for a total of £0.076m from a combination of reductions to staffing and energy efficiencies.

- 2.1.4 The table below sets out the net revenue service budgets and out-turn for the NRO.

Service	Approved budget £m	Forecast Outturn £m	Forecast +Over/- Underspend £m	Forecast +Over/Underspend as % of budget	Variance since last report £m
Record Office	1.485	1.485	0	0%	0
Corporate Data Protection	0.054	0.054	0	0%	0
Corporate Freedom of Information	0.096	0.096	0	0%	0
Total	1.635	1.635	0	0%	0

2.2 Capital programme

2.2.1 There are two small capital projects for The Archive Centre that will be completed in 2011/12:

- £0.017m Green Room Refurbishment funded from revenue, and
- £0.007m Inverters for fan speed control funded from the Carbon Energy Reduction Fund.

2.3 Reserves and Provisions

2.3.1 The table summarising the 2011/12 position appears below.

- The Unspent Grants and Contributions Reserve balance of £0.003m has been transferred to revenue for the Circus Project and £0.037m remains from Townhouse and National Archives. Residual Insurance Reserve funds of £0.019m will be used for the Gunton Catalogue Project.

Reserves and Provisions 2010/11	Balances at 01Apr10	Forecast Outturn at 31Mar11	Change
	£M	£M	£M
Norfolk Record Office			
Residual Insurance and Lottery Bids	0.430	0.411	-0.019
Manuscript Reserve	0.000	0.000	0.000
ICT Reserve	0.000	0.000	0.000
Unspent Grants & Contributions Reserve	0.003	0.037	0.034
Service Total	0.433	0.448	0.015

3. Resource implications

3.1 The implications for resources including, financial, staff, property and IT, where relevant, are set out in Section 2 of this report.

4. Other Implications

4.1 Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account

5. Equality Impact Assessment (EqIA)

5.1 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.

6. Section 17 – Crime and Disorder Act

6.1 There are no direct implications for Crime and Disorder within this report.

7. Conclusion

7.1 The Norfolk Record Office is on track to achieve a break-even budget position for 2011/12. Progress with service plans points to some continuing improvement.

8. Recommendation or Action Required

- 8.1 The Norfolk Records Committee is asked to consider and comment on:
- Performance with the 2011/12 service plans
 - Performance with the revenue budget and reserves and provisions for 2011/12.

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RISK REGISTER

Report by the County Archivist

Summary

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 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.
- 1.3. The Norfolk Records Committee is responsible for ensuring that there is an adequate system of internal control in place (including risk management arrangements).
- 1.4. Members of the Norfolk Records Committee attended a training session on Risk Management on 16 July 2010.

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 is under regular management scrutiny, but which its Management Team also formally reviews on a three-monthly basis, taking into account new control measures and target risk scores. The risk register is recorded on the Council's performance and risk management software, PRISM.
- 2.3. The last quarterly review of the NRO Risk Register was on 12 April 2012. There are currently four risks, two assessed at 'medium' level and two at 'low' level. Two of the risks are shown as on schedule to meet their targets and actions are in place to mitigate these risks. The other two risks have met their target scores, but it has been decided to retain these risks on the Risk Register for future monitoring.

- 2.4. The NRO risk register, as revised on 12 April 2012 is appended to this report for consideration by the Committee. This follows the agreed process for reporting key risks to members.
- 2.5. In addition to the NRO 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. 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. Any other Implications

Officers have considered all the implications of which members should be aware. Apart from those listed in the report above, there are no other implications to take into account.

6. Recommendation

That the Committee notes the NRO's Risk Register, as revised on 12 April 2012, and makes any comments, as necessary.

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APPENDIX: Risk Register

Norfolk Record Office

Date Updated: 12 April 2012

Norfolk Record Office Date Updated: 12 April 2012							Significant concerns with one or more mitigation tasks. Requires consideration of the Board/Management Team and immediate action				Red		
							High	Some concerns with one or more mitigation tasks but confident that actions taken will address the problem				Amber	
							Medium	On schedule to meet target score by target date.				Green	
							Low	The target risk score has been reached.				Met	
Risk No.	Risk Name	Risk Description	Likelihood	Impact	Risk Score	Rating	Likelihood Target	Impact Target	Target Score	Target Date	Risk Progress	Risk Owner	
RM13959	Loss of or reduction in funding	Loss of or reduction in levels of external funding through changes for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.	3	3	9	Medium	2	3	6	31/03/2013	Green	John Alban	
RM13960	A lack of clarity in roles and responsibilities	A lack of clarity in roles and responsibilities in our working relationships with other organisations could lead to capacity issues and potential drains on business as usual. This results in negative reputation and knock-on effects in relation to funding	2	3	6	Medium	2	2	4	31/03/2013	Green	John Alban	
RM13963	Long-term staff shortage	Due to our small levels of staff any long term shortage in key areas for whatever reason could lead to premises closure, support service downtime, increased backfill costs and loss of income. This could result in public services being unavailable and would negatively impact on our reputation	1	4	4	Low	1	4	4	31/03/2013	Met	John Alban	
RM13964	A lack of effective site security	A lack of effective site security could lead to vandalism resulting in loss of building, collections and concerns for staff safety. This could result in prosecution and poor reputation	1	2	2	Low	1	2	2	31/03/2013	Met	John Alban	

ANNUAL REVIEW OF CHARGES FOR SERVICES

Report by the County Archivist

Summary

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

Recommendation: that members note the new charges, as shown in the appendixes.

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 financial 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 2012-13. 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. Other Implications

Officers have considered all the implications of which members should be aware. Apart from those listed in the report, there are no other implications to take into account

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

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Appendix 1: General Fees (last year's fees in brackets)

Category	£
<i>COPYING SERVICES</i>	
Photocopies of documents: per sheet	0.90 (0.90)
Photocopies of searchroom lists & books	0.30 (0.30)
Copy of a catalogue, or part of a catalogue exported from NROCAT in searchable pdf format, supplied by e-mail (up to 10 pages)	3.00 (3.00)
Each additional page of the same catalogue supplied by e-mail at the same time	00.05 (00.05)
Copy of a catalogue, or part of a catalogue exported from NROCAT in searchable pdf format on CD (up to 10 pages)	5.00 (5.00)
Each additional page of the same catalogue supplied on CD at the same time	00.05 (00.05)
Copy of a catalogue, or part of a catalogue exported from NROCAT and printed double-sided (up to 10 pages)	3.00 (3.00)
Each additional page of the same catalogue printed at the same time	00.25 (00.20)
Microfilm (35 mm): per frame*	1.00 (1.00)
Minimum charge for microfilm (35 mm) (10 frames)	10.00 (10.00)
Microfiche: per fiche	5.00 (5.00)
Print out: per sheet [†]	1.50 (1.50)
Self-service microform printouts: per sheet	0.60 (0.60)
16 mm roll film diazo duplicates	30.00 (30.00)
35 mm roll film diazo	45.00 (45.00)

duplicates	
Copying of sound recordings and electronic data	15.00 per half hour (15.00 per half hour)
Still photography: private individuals requiring special facilities	39.00 (37.50)
Hourly charge where conservation is required to enable copying, e.g., flattening, removal of pins: handling charge	39.00 (37.50)
Hourly charge for locating for copying documents or entries not readily identifiable (e.g., by a unique reference), or preparing estimates for copying, and preparing detailed estimates	39.00 (37.50)
Photography Permit (per day)	10.50 (10.00)
Photography Permit (per week)	35.00 (30.00)
Photography Permit (per four weeks)	70.00 (65.00)
RESEARCH SERVICES	
Search fee: for 1 st hour	39.00 (37.50)
Search fee: for 2 nd hour	30.00 (30.00)
Fee for vehicle registration searches	39.00 (37.50)
Transcription fee: per hour	50.00 (50.00)
Translation fee: per hour	50.00 (50.00)
CERTIFICATION	
Certified facsimiles: statutory fee or per item	21.00 (20.00)
Certified transcripts: per 100 words	21.00 (20.00)
MISCELLANEOUS	
Annual charge for	45.00 (45.00)

inclusion on Record Agents' List	
* An additional handling charge may on occasion be made.	
† Also, minimum charge for microfilm if film has not already been made.	
Digital Copying Service	£
Single fine jpeg on CD:	10.00 (10.00)
Additional fine jpegs on same CD (each):	4.00 (4.00)
Single tiff on CD:	15.00 (15.00)
Additional tiffs on same CD (each):	5.00 (5.00)
Image printed in colour on paper A4	10.00 (10.00)
Image printed in colour on paper A3	15.00 (15.00)

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

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	£35	N/A	£40	£75	£85
NCC	£85	£100	£110	£135	£100	£125
DCs in Norfolk	£120	£140	£145	£165	£130	£155
External	£140	£160	£165	£185	£150	£175
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		£75	
NCC	£75		£90		£105	
DCs in Norfolk	£95		£110		£125	
External	£115		£130		£145	
The Long Gallery*						
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		£75	
NCC	£95		£110		£95	

<i>DCs in Norfolk</i>	£115	£145	£125
<i>External</i>	£150	£165	£145

In-Advance Booking Fee	
<i>NCC</i>	£40.00
<i>DCs in Norfolk</i>	£45.00
<i>External</i>	£55.00

***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.

Appendix 3: Fees for Film, Television and Video Companies: NO CHANGE

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: for filming or TV companies filming, including rostrum photography, within Record Office premises, subject to negotiation on the scale opposite	250 per hour	
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: NO CHANGE

The fees below are for the granting of non-exclusive reproduction rights. They are charged in addition to any duplication costs.

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.

NORFOLK RECORD OFFICE SERVICE PLAN, 2012-15

Report by the County Archivist

Summary

This report outlines the service planning priorities for the Norfolk Record Office (NRO) and its key service activities over the next three years.

The NRO contributes to the following 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

It also delivers outcomes under eight out of the nine corporate objectives. This report includes a list of headline activities for the coming year.

Context

Within the Community Services Department, the NRO works to the Cultural Services' aspiration to support learning about the past, enjoying the present and inspiring the future. From The Archive Centre, it delivers services county-wide, supports learning throughout life and provides high-quality customer service.

Recommendation

Members are requested to note proposed Service Plan, commenting on it and considering whether there are any areas for further consideration.

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 will held electronically on the NRO's website.

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.

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. Any other Implications

Officers have considered all the implications of which members should be aware.

Apart from those listed in the report above, there are no other implications to take into account.

5. Conclusion

- 5.1. 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.

6. Recommendation

- 6.1. Members are requested to note proposed Service Plan, commenting on it and considering whether there are any areas for further consideration.

Officer Contact:

Dr John Alban, County Archivist

Tel.: 01603 222599; E-mail: jr.alban@norfolk.gov.uk



If you need this report in large print, audio, Braille, alternative format or in a different language, please contact the County Archivist on 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.



Norfolk Record Office

[Community Services Department]

Service Plan 2012-15

[Dr John Alban, County Archivist]

Signed:

A handwritten signature in black ink, appearing to read "J. R. Alban.", written over a dotted line.



Norfolk County Council
@ your service

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The audience for this plan is: Staff, Members and major stakeholders.

1. Our service

Service profile

What we deliver for Norfolk

The Norfolk Record Office's (NRO) Mission Statement is 'The Norfolk Record Office collects and preserves records of historical significance for the county of Norfolk and makes them accessible to everyone'.

The activities which support this include:

- Preservation of archives
- Conservation of archives
- Acquisition of archives
- Surveys of archives
- Advice to archive owners/creators
- Creation and provision of finding aids
- Provision of a public searchroom
- Maintenance of a website and of online resources and information
- Delivering advice and information about archives and
- An exhibition programme
- An Education and Outreach programme
- Working in partnership with a wide range of organizations and individuals to support and further the NRO's aims
- Seeking external funding, resources and support

Our people

Employee Profile

Employee Name

FT/PT Gender/Position Type Analysis				
Full/ Part Time	Gender	Permanent	Temporary	Grand Total
Full Time	Male	12	1	13
	Female	13		13
Full Time Total		25	1	26
Part Time	Male	1		1
	Female	9		9
Part Time Total		10		10
Grand Total		35	1	36
Ethnicity				
Total staff		No. BME	% BME	
36		1	3%	
Total staff		No. White Other	% White Other	
36		2	5.5%	
Disability				
Total staff		No. Disabled	% Disabled	
36		2	5.5%	

Our customers

Norfolk is a rural county covering a large geographical area. The county's population was estimated to be 853,400 in mid-2009, 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 DCLG's *Indices of Deprivation, 2010*, including low basic skills and educational attainment. 20% of Norfolk's population is over 65 compared with 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 Public Service Quality Group (PSQG) Survey of 2011 included some of the following statistics for searchroom use.

Demographic

- 20% were first time users; 20% had used the NRO for less than a year; 16% had used the NRO for between 1-4 years; 21% had used the NRO for between 5-10 years and 21% had used the NRO for more than 10 years
- 3% were in the under 25 age group; 7% in the 25-44 age range; 48% in the 45-64 age range; 36% in the 65-74 age range and 5% in the 75 and over age range
- 56% of users were female; 44% were male
- 70% were using the NRO for personal recreation; 7% for non-leisure, personal or family business; 12% for formal education; 10% in connexion with their employment
- 99% of users were white; 1% were of ethnic groups other than Asian, Black or Chinese
- 10% came from blue collar communities; 6% city living; 4% constrained by circumstances; 39% countryside; 1% multi-cultural; 24% prospering suburbs; 15% typical traits¹
- 7% of users had mobility problems; 2% had hearing problems; 2% eyesight problems; 1% had dexterity problems and 3% had mental health issues

Satisfaction

67% rated the NRO's overall service as very good; 31% said good and 1% said poor.

Culture and Community

- 99% agreed that archives provided opportunities for learning
- 98% agreed that archives preserved our culture and heritage
- 88% agreed that archives help to strengthen family and community identity
- 65% agreed that archives support administrative and business activity
- 73% agree that archives support the rights of individual citizens.

Distance travelled to the NRO

5% live within 2 kilometres 25% within 7: 50% within 24; 75% within 38 and 95% live within 244.

Tourism and Economy

- 29% of visitors paid for overnight accommodation
- 56% ate out locally
- 74% used local shops and services
- 26% visited other places of interest in the area

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.

¹ Explanations of geodemographic terms used by PSQG:

Blue Collar Communities

Housing in these areas is more likely to be terraced housing, rather than flats, and residents mainly rent from the public sector. There is a high proportion of 5-14 year olds. Residents tend to have fewer educational qualifications than the

national average. A

high proportion work in manufacturing, retail or construction

City Living

Residents in these urban areas are more likely to live alone. They are more likely to hold higher educational qualifications and are often first generation immigrants to the UK. Housing is often made up of flats, and detached homes are rare, and residents typically rent their homes from the private sector

Constrained by Circumstances

Residents in these less well off areas, typically live in flats and rent from the public sector. They are less likely to have higher qualifications. They rarely live in detached houses or households with more than one car

Countryside

Residents in these rural areas are likely to work from home, and be employed in agriculture or fishing. They often live in detached houses, in households with more than one car. Areas are less densely populated than other parts of the country

Multicultural

Residents in these areas are often non-white, mainly from Asian or Black British backgrounds. Many are first generation immigrants. Housing is mostly rented from the public or private sectors, and is often split into flats. The main means of travelling

for residents is by public transport

Prospering Suburbs

Residents in these prosperous areas often live in detached houses, and less frequently in flats or terraced housing. Fewer residents rent their homes, and homes are more likely to have central heating. Households often have access to more than one car

Typical Traits

These are areas of terraced housing, where residents are unlikely to rent from the public sector. There are a range of ethnic backgrounds and types of households. Residents work in a range of industries.

Our 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:

- 2nd Air Division (USAAF) Memorial Trust
- Archives and Records Association, UK and Ireland (including the Chief Archivists is Local Government Group and the Archives and Records Association East of England Region)
- 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
- Centre of East Anglian Studies
- 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
- Heritage Lottery Fund
- Museums, Libraries and Archives Council (until 31 March 2012)
- Mind
- 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
- Seachange Arts
- The National Archives
- University of East Anglia

Our budget

£1,596,100.

Where we work

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

Business Continuity

The NRO has a business continuity plan currently in Living Disaster Recovery Planning Service (LRDPS) 9.1 but shortly due for migration to LDRPS 10.

Service review

How we are performing including key risks for our service

The last complete whole year statistics for 2010-11 include the following performance information.

The NRO retained its four-star status in The National Archives' assessment programme for local authority archive services for 2011. The NRO's overall score of was 88%, an increase of 1.5% over the previous year's score. The NRO scored well above the regional (73%), national (65.5%) and comparable services' (72.5%) averages and was the third highest scoring service nationally. As well as its overall four-star rating, the NRO was awarded four stars in each of the five assessment categories (Governance: 95.5%; Documentation of collections: 88%; Access and outreach services: 83.5%; Preservation and conservation: 92.5%; Buildings, security and environment: 88%), all of which were also well above the corresponding regional, national and comparable services' averages.

Accessions: There were 389 deposits, gifts and purchases during 2010-11, compared with 424 in the equivalent period in 2009-10. They included 27 accessions (29) to the Norfolk Sound Archive.

Cataloguing: 157 new catalogues (137), representing around 56 cubic metres of records were completed and added to the NRO's online catalogue. This is a quite exceptional quantity, owing to the completion of three major business archive cataloguing projects during the year. These related

to the archives of G. King and Son (Lead Glaziers) Ltd of Norwich, 1924-2002, Jarrold and Sons Ltd, printers, publishers and retailers of Norwich, 1649-2001, and Nestlé (UK) plc's Chapelfield Factory, Norwich, 1855-1991 including records of Nestlé's predecessors, A.J. Caley and Son Ltd, John Mackintosh and Son Ltd and Rowntree Mackintosh Ltd, chocolate, cracker and mineral-water manufacturers. At the end of March 2011, the total number of catalogue entries in CALM was 703,011 (688,140 in March 2010), of which 636,100 (628,919) are accessible to the public online via NROCAT.

Visits and public services: Visits to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items were made by 44,295 people, compared with 54,413 in 2009-10. There were 9,631 research visits to the searchroom (10,010 in 2009-10) and 13,867 original documents (19,026 in 2009-10) were produced in the searchroom, to visiting groups, for copying or to answer enquiries. 10,718 postal, telephone and e-mail enquiries were answered during the year, compared with 12,573 in 2009-10. 104,661 hits (122,687 in 2009-10) were recorded on the NRO website

Education and Outreach: 26,028 people (32,379 in 2009-10) attended 277 (328) events. Of these, 1,966 (2,905) came to talks, workshops and other events at The Archive Centre, with the remaining 24,062 (30,078) attending events elsewhere in the county, and beyond. This includes over 3,000 people visiting the Norfolk Record Office stands at the Royal Norfolk Show and Great Yarmouth Maritime Festival and over 15,000 people visiting Record Office exhibitions around the county.

Exhibitions: Three new exhibitions have been shown in The Archive Centre's Long Gallery. *Norfolk and its North Sea World in the Middle Ages*, *Conservation Today*, and *Leading the Way: the Archive of G. King and Son (Lead Glaziers) Ltd*. There was also a repeat showing of 'A blaze in my heart ...' *The letters and watercolours of John Sell Cotman*, a display of posters featuring selected facsimile letters and watercolours of John Sell Cotman, chosen to complement the concurrent exhibition of original watercolours and letters at the Castle Museum. Exhibitions of parish records were provided for special events at ten parish churches: Blofield with Hemblington, Great Cressingham Ditchingham, North Elmham, Fersfield, Old Hunstanton, Norwich St Andrew, St Catherine at Mile Cross, Great Ryburgh, Stokesby Long Stratton and Winterton. Approximately 2,866 people attended these events. At King's Lynn, three NRO exhibitions were shown, using mainly facsimiles of documents from the Borough Archives. A reduced version of the *Norfolk and its North Sea World in the Later Middle Ages* exhibition was provided for display in the Custom House from early May until early June. In the Regalia Rooms, *King's Lynn and the Hanse* continued on display until the end of May, when it was replaced by *500 Years of a King's Lynn School*, marking the 500th anniversary of the foundation of Lynn Grammar School.

Cataloguing grants: These included a grant of £17k in external funding from the 2nd Air Division Association for the Evelyn Cohen and Jordan Uttal Memorial Project for cataloguing the 2nd Air Division archive. The NRO and NLIS are also contributing resources to this project. This ten-month project updated the catalogue of 2nd Air Division, United States Army Air Force (USAAF) records deposited at the NRO by the 2nd Air Division Memorial Trust and Library. These archives include the personal papers of 2nd Air Division servicemen based in Norfolk during the Second World War and documents relating to the foundation and business of the Memorial Trust and Library.

SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> • Four-star archive service • Designated Collection • UNESCO status • High professional reputation – widely recognized as a centre of excellence • Strong management, especially through NRO Budget and Efficiencies Board • Excellent facilities in The Archive Centre • More digitized images online than any other archive service • Norfolk Records Committee • Good project management skills • Strong partnership working with other Cultural Services • Effective working relationships with wide variety of external partners • Excellent track record in attracting external funding • National training centre for parchment conservation 	<ul style="list-style-type: none"> • National trend for archives users' numbers to decline starting to be felt • Potential for loss of staff could lead to loss of unique expertise and knowledge
Opportunities	Threats
<ul style="list-style-type: none"> • Proposed TNA Accreditation Scheme • Succession planning • Greater partnership working with Community Services • Potential for commissioning 	<ul style="list-style-type: none"> • Loss of or reduction in funding • Dwindling external sources of funding • Reduction in staffing levels, with potential knock-on on service delivery • Failure of critical partnerships

Our drivers for the next 3 years

Major internal drivers include:

- 'Norfolk County Council, Organisational Framework 2009-2012'. Report by the Leader of the Council submitted to Cabinet, 14 September 2009.
- The 'Norfolk Forward' programme.
- 'Norfolk's Big Conversation' consultation, October 2010-January 2011.
- Increasing pressure on the NRO to reduce costs. (While it has found its savings for 2010/11, in 2011/12 and 2012/13, it has to find savings currently amounting to £95k. It is required to offer value for money, while ensuring the continuing preservation of archives and maintaining increases in user and visitor numbers. 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.)

- Developing a focus on commissioning.
- Continued close co-operation and working with UEA and EAFA as part of the HLF-funded Archive Centre project.

There is a wide range of external drivers

A key issue is the recession and its potential impact, and the changing context in which the NRO operates, particularly as a result of measures taken by Central Government. These include reduced funding for local authorities, a potential further impact on the Third Sector, and the effect of Government thinking around Big Society.

The demise of the Museums, Libraries and Archives Council on 1 October 2011 and the transfer of Museums and Libraries (but not Archives) to Arts Council England (ACE) has significantly changed the sectoral landscape within which the NRO operates.

Potential new key drivers will include any initiatives from TNA, which, since October 2011 has taken over the archival oversight functions previously undertaken by the MLA.

The annual self-assessment programme introduced in 2006 by TNA is a key driver for the NRO. However, it is anticipated that it will be replaced within the currency of this Service Plan by a TNA Accreditation Scheme.

Archives for the 21st Century. Command Paper (Cm 7747) presented to Parliament by the Lord Chancellor and Secretary of State for Justice, November 2009. This National Strategy for Archives, originated by MLA and TNA, and its action plan, *Archives for the 21st Century in Action* are key drivers for the NRO.

Norfolk's population was estimated at 862,300 in mid-2010, compared with 796,700 in the 2001 Census, and also representing an increase of around 8,900 from mid-2009. The total extent of its area is 549,751 hectares (the fifth largest of the 27 non-metropolitan counties in England) and the population density is 1.59 persons per hectare (sixth lowest). Norfolk's population has a relatively elderly age profile. Norfolk continues to have a relatively elderly age profile, with 21 per cent of the population aged 65 and over and three per cent aged 85 and over. Compared with England, it has higher proportions of people aged 50-54 and over, and lower proportions in all the younger age groups. Around 38% of the county's population live in the three major built-up areas of Norwich (207,000), Great Yarmouth (68,400) and King's Lynn (42,800), and a further 19% (158,000 people) in the market towns. Around 40% live in parishes of over 300 population, and the remaining 4% in parishes with less than 300.

There have been significant changes to Norfolk's population. The estimated population of 853,400 in mid-2009 increased by around 6,100 from mid-2008, and is projected to rise to 860,800 by mid 2012. The composition of the population is changing. Norfolk is becoming increasingly diverse, with more than 80 languages spoken, following increasing levels of migration into the county, especially of people from Portugal and Eastern Europe, and, 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).

Norfolk has above average deprivation compared with the English shire counties, and, on most summary measures, is the most deprived county in the East of England Region. Norfolk has 27 Lower Super Output Areas (LSOAs) which fall within the ten per cent most deprived in England, out of a total of 530 (5%) (Source: *Indices of Deprivation*, 2007). 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.

With regard to the economy, Norfolk is a fast-growing, forward-looking county which is gearing up to make the most of future economic growth. Norfolk is already a significant force in the knowledge economy. With a growing base in Health and Life Sciences, the county is well placed to attract innovative and high-value businesses.

Norfolk has a high quality environment, with many natural landscape assets and evidence of a rich cultural past. The county's landscape, open spaces, countryside and historic background all make Norfolk a unique place and the reason why over 4 million visitors come to the county each year.

Norfolk continues to have a relatively elderly age profile, with around a fifth of the population aged 65 and over and one person in ten aged 75 and over. People of pensionable age just exceed the under 16s nationally, though in Norfolk there are currently almost three pensioners for every two children under 16.

Residents in Norfolk continue to be concerned about crime, although it appears that the main issues remain anti-social behaviour and criminal damage. Overall levels of crime have continued to fall, but perception of crime as an issue still remains high, staying in the top ten of issues that local people felt needed to be improved (2006 BVPI Satisfaction Survey).

Norfolk is generally a healthy place to live, where on average people live longer than in England as a whole, and rates of early death from heart disease, stroke and cancer are lower than the England rates. However, health inequalities are increasing, and overall improvements in health are being made more slowly than for England as a whole. Encouraging people to stop smoking, tackling obesity and closing the gap in health inequalities are main priorities for the county.

The skills base is a key determinant of economic performance and the County Council needs to ensure that people in Norfolk have the skills which will meet current and future business needs. The priorities for improvement are to improve basic skills and encourage lifelong learning, to continue to raise educational attainment, and to continue to reduce the number of young people Not in Employment, Education or Training.

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.

As a large, rural county Norfolk faces a number of challenges in providing a transport system that is efficient, but also fully accessible. There is a high reliance on the car, particularly in rural areas and public transport links are often poor. Additionally, the road network has lacked investment in the past and strategic connections to and from the county are poor, giving a perception of isolation and remoteness.

The majority of people in Norfolk are satisfied with their neighbourhood and agree that they have a strong sense of belonging. This is strongest in small communities and rural areas. The County Council's priorities are to promote strong, cohesive communities where diversity is valued and positive relationships exist between people from all backgrounds and in all areas of community life; to increase the participation of people in their local communities and encourage active citizenship; to develop an environment in which voluntary and community organisations can thrive; and to increase the engagement of people in the arts and cultural life of the county.

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)
- IASA Technical Committee, *The Safeguarding of the Audio Heritage: Ethics, Principles and Preservation Strategy*, ed. D. Schüller (IASA-TC 03, 3rd edn, 2005)
- IASA Technical Committee, *Guidelines on the Production and Preservation of Digital Audio Objects*, ed. K. Bradley (IASA-TC 04, 2nd, edn, Johannesburg, 2009)
- *Archives for the 21st Century*. Presented to Parliament by the Lord Chancellor and Secretary of State for Justice by Command of Her Majesty, November 2009 (CM7744, London, 2009)
- *Archives for the 21st Century in Action* (London, 2010)
- 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

2. Our priorities

Our service priorities for the next 3 years

The NRO aligns itself to the Community Services Department's Priorities for 2012-15. In the rearranged list below, the first four items are of particular relevance.

- Deliver budget savings as set out in the County Council Plan
- Deliver high quality, accessible cultural services.
- Promote the economic well being of Norfolk by supporting major sport and cultural events.
- Promote opportunities for people to be independent and active within their community
- Provide all people eligible for social care a choice through personal budgets
- Target interventions to make sure vulnerable people are safe
- Work closely with health services to provide and commission community-focused services around GP surgeries

How our priorities help to deliver the County Council's 3 Strategic Ambitions

Inspirational Place with a Clear Sense of Identity

The Archives in the NRO underpin the essence and identity of every community in Norfolk and the NRO seeks to work closely with communities to foster this. One of many examples is the recent work done in Attleborough in connexion with the Gaymers Cyder archive.

A Vibrant, Strong and Sustainable Economy

The NRO makes a contribution to tourism, both locally and regionally, by aligning its activities with the 'Tourism in Norfolk Strategy, 2009-12' and the 'Tourism in Norfolk Marketing Strategy, 2010-13', both produced by 'Norfolk: Time to Explore', as well as with 'East of England Tourism's Strategic Marketing Plan, 2010'. Within each of these three strategic documents, there is a powerful emphasis on developing a strong cultural and heritage tourism offer, to which the NRO directly contributes, not least because it helps to counteract seasonality, with its facilities being accessible all year round, and with some 50,00 users annually, many of whom come from outside the county. The vision for East of England Tourism is 'to be the region of choice for the discerning visitor', nurturing and growing a sustainable visitor economy, especially aimed at younger professionals, older couples and families, particularly those from within a two-hour travelling time zone. It has been recognized that the NRO's Designated collections hold great potential appeal for such visitors, while there is a good match between the 'discerning traveller' and the general profile of NRO users.

Aspirational People with High Levels of Achievement & Skills

The NRO's collections and the wide range of activities based upon them are key factors in supporting and inspiring individuals. Over 70% of NRO users are looking into the histories of their families or communities, creating a sense of personal understanding and well-being; the NRO's learning and volunteer programmes equip many persons with work and life skills.

How our priorities help to deliver the County Council's 6 core roles

Ambitious - passionate about being the best

The NRO constantly strives to be a high-performing archive service, as evidenced by its four-star

rating, its Designated collection and the UNESCO status which is achieved in 2011 for one of its collections.

Customer focus - customers at the heart of everything we do

Provision of a positive and delightful customer experience is at the heart of all the NRO's activities, as evidenced by the high numbers of compliments as against low numbers of complaints which it receives (188 compliments, 0 complaints in 2010-11).

Working together - with each other and our partners

Working with partners is a fundamental element in the work of the NRO.

Accountable - taking personal responsibility for making a positive difference

NRO staff are empowered to take responsibility for providing an excellent service which inspires people.

Things we will stop doing

Nothing of relevance, although the NRO's Budget and Efficiencies Board (BEB) keeps the NRO's activities constantly under review.

3. Our budget

The budget for this service

SUMMARY	APPROVED ANNUAL BUDGET
	£
EMPLOYEE RELATED EXPENSES	792,790
PREMISES RELATED EXPENSES	529,430
TRANSPORT RELATED EXPS	5,100
SUPPLIES & SERVICES	151,900
AGENCY & CONTRACTED SERVICES	1,000
SUPPORT SERVICES	19,370
CAPITAL FINANCING	96,510
GROSS EXPENDITURE	1,596,100
GROSS INCOME	(82,000)

For a summary of our service budget – see the following links:

Medium Term Financial Plan – this plan sets out the council's financial strategy and planned allocation of resources at a department level over the next three years, including agreed changes to resources and the reasons for these (in the case of additional resources) or the actions to reduce costs/achieve savings (in the case of reductions in resources). All components of the plan are agreed by Members during the planning process or in the case of the budget itself by County Council in February.

Budget Book - The detailed budget book provides a summary of budget information, for easy reference. It more clearly helps answer questions about how the £600m is allocated across the council's services and how the budget is spent (i.e. is the service mainly provided in-house with high proportion of staff costs or predominately commissioned externally). It can be used by members and managers to identify further questions/areas for analysis about spend and efficiency.

Budget savings

Budget saving reference	Description	Savings required		
		2012/13	2012/14	2014/15
C7	Reduced Staffing in Record Office	-0.017	-0.045	
	Energy and Efficiency Savings	-0.040	-0.020	
	Total Norfolk Record Office Savings Proposals	-0.057	-0.065	

4. Delivering our priorities

Key	Norfolk Forward [NF]	Service Delivery [SD]
	Commissioning Activity [CO]	Continuous Improvement [CI]

Service Objective		<p>[NCC Core role: To help and enable others to build and maintain strong, sustainable and caring communities, giving back community ownership of locally important priorities best tackled through local community action.]</p> <p>23. Engage with local people and groups to develop community support, activities and resources.</p>					
Lead		<i>County Archivist</i>					
Risks to achieving this objective		Dependent on: uptake and work by partner organizations; staff capacity (e.g., reductions in staffing could lead to difficulties in meeting all requests for exhibitions); partners receiving funding through the HLF.					
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Continue programme of off-site parish and other exhibitions	Exhibitions delivered. Positive feedback from those requesting exhibitions.			X		SM/VD/JW	NRO revenue budget

Provide resources and activities to celebrate national initiatives which highlight different communities, such as Refugee Week, Local History Month, Black History Month, Holocaust Memorial Week, Archives Awareness Month, Lesbian, Gay, Bisexual Transgender Month, etc.	<ul style="list-style-type: none"> • Support exhibition for Black History Month as part of the Islam in Norfolk project, by providing support for the young people involved. • Support a project led by The Garage, as part of Black History Month 			X	X	VD/RF/	NRO revenue budget
Promote the Norfolk Record Office and its holdings to elderly non-users, through talks, group visits and other events or activities	<ul style="list-style-type: none"> • Provide talks, visits etc to elderly non-users, as requested. • Continue to explore the possibility of a project with Cheshire Homes 			X	X	VD	NRO revenue budget

Service Objective	<p>[NCC Core Role: To signpost people to the services they need and provide good quality information to help people choose services relevant to them]</p> <p>25. Provide consistently high levels of customer service across the Council.</p>
Lead	<i>County Archivist</i>
Risks to achieving this objective	Loss of or reduction in levels of external funding through changes for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.

Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Continue to contribute to the provision of excellent research facilities and advice, both on site and online.	Half-yearly reports to Norfolk Records Committee; ongoing monitoring of customer feedback.			X	X	JRA/BEB	NRO revenue budget
Continued consultation and evaluation and review of aspects of service, especially in relation to any new developments.	Monitor and respond to customer feedback <i>via</i> feedback form on website, introduced in 2012.			X	X	JRA/SM/IP/JD	NRO revenue budget
Maintain close liaison with Norfolk Heritage Centre to provide consistent service to archive users.	Continued joint working by NRO staff in both locations (The Archive Centre and Norfolk and Norwich Millennium Library)			X	X	JRA/BEB	NRO revenue budget

Service Objective	<p>[NCC Core role: To support, develop and maintain the infrastructure that helps our economy.]</p> <p>28. Manage and protect Norfolk's natural and cultural assets, heritage and facilities.</p>
Lead	<i>County Archivist</i>
Risks to achieving this objective	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.

		Need for ICT infrastructure to support long-term digital storage and allow public networked access. Fewer staff and reduced resources mean a potential reduction in the levels and quality of service which the NRO offers.					
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Continue to attract new accessions and to acquire archives at risk.	<ul style="list-style-type: none"> Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of Archives. 			X	X	JRA/SM/ Archivists	NRO revenue budget
Continue to add content to NROCAT, the Record Office's online catalogue, and to the NRO website.	<ul style="list-style-type: none"> Half-yearly reports to Norfolk Records Committee. Improved accessioning/cataloguing procedures, including speedier and more consistent addition to online catalogue of descriptions of newly accessioned archives. 			X	X	JRA/SM/ Archivists	NRO revenue budget
Continue to work in partnership with the Borough Council of King's Lynn and West Norfolk to plan for a solution for King's Lynn Borough Archives.	<ul style="list-style-type: none"> Participate in next stage of planning for proposed Town Hall development. 			X	X	JRA/SM	NRO revenue budget
Provide access to relevant documents and advice to NCC departments and other bodies requiring information or evidence about the historical environment	12 consultations			X	X	FWJ	NRO Revenue budget

Ensure the preservation of and access to archives which support the study of the historical environment	25 deposits/uses			X	X	FWJ	NRO Revenue budget
Participate in School Registers and Log Books Digitisation Project (organised by the National Archives)	Have 270 school registers and 540 log books ready for digitising when required.			X	X	FWJ	The National Archives
With permission of depositor provide access to information from confidential Public Records (such as Magistrates, Coroners and Hospital records)	12 consultations			X	X	FWJ	NRO revenue budget
Develop improved storage for digital archives and electronic preservation copies.	Acquisition of appropriate server capacity			X	X	IRP/JD	NRO revenue budget
Maintain high standard of security and facilities in The Archive Centre and develop improved preservation services for digital archives and electronic preservation copies.	Continued recognition by The National Archives, storage capacity and creation of digital copies for long-term preservation with supporting metadata.					JRA/IRP/JD	NRO revenue budget
Continue to preserve holdings of Norfolk Sound Archive through maintenance of appropriate replay and capture equipment and the digitization of analogue and early digital sound recordings.	Demonstrable increase in number of master preservation copies created of original sound recordings reported after six and 12 months.			X	X	JD	NRO revenue budget
Develop improved storage for	Acquisition of appropriate server capacity			X	X	IRP/JD	NRO

digital archives and electronic preservation copies.							revenue budget
Maintain high standard of security and facilities in The Archive Centre and develop improved preservation services for digital archives and electronic preservation copies.	Continued recognition by The National Archives, storage capacity and creation of digital copies for long-term preservation with supporting metadata.			X	X	JRA/IRP/JD	NRO revenue budget
Conserve and preserve documents.	Documents conserved and preserved.			X	X	NS/AC/YU	NRO revenue budget

Service Objective	[NCC Core role: To support, develop and maintain the infrastructure that helps our economy.] 34. Supporting good learning and educational outcomes for young people.						
Lead	County Archivist						
Risks to achieving this objective	Dependent on uptake from organizations and individuals and on staff capacity.						
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Maintain a comprehensive	<ul style="list-style-type: none"> Release schools resource for Secondary 			X	X	VD/HV	NRO

archive education service for schools, by delivering workshops, providing resources and advice	<ul style="list-style-type: none"> School geography pupils, by Summer 2012 Release primary schools resource for history based on the archives of the United States Army Air Force 						revenue budget
Continue to provide opportunities and produce new activities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre	<ul style="list-style-type: none"> Release resource for extended schools on the Gunton archives, May 2012 Advertise the resource, particularly through the Hewitt Cluster, Summer 2012. Release resource for extended schools on migration, May 2012. Advertised the resource to extended schools in Autumn 2012/Spring 2013 Run at least one activity in conjunction with extended schools 			X	X	VD	NRO revenue budget
Continue to work with non-school groups, by providing activities and resources	<ul style="list-style-type: none"> Continue to provide guidance on the Islam in Norfolk project, as required, for 15-25 year olds Advertise Gunton and Migration resources to non-school clubs such as guides and scouts 			X	X	VD/JD/RF	NRO revenue budget
Provide a programme of school holiday activities	<ul style="list-style-type: none"> Run four school holiday activities in connexion with the American Trail Run at least another four school holiday activities throughout the year, including one in conjunction with the BBC's British Story programme 			X	X	VD	NRO revenue budget
Provide school work experience within the NRO.	<ul style="list-style-type: none"> At least one school pupil or equivalent fulfilling work experience placement. 			X	X	VD/RF/SM	NRO revenue budget
Teaching trainee conservators.	Trainee conservators taught.			X	X	AC	NRO revenue

								budget
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Service Objective		[NCC Core role: To support, develop and maintain the infrastructure that helps our economy] 35. Promote and deliver opportunities for learning throughout life through cultural activities						
Lead		County Archivist						
Risks to achieving this objective								
Action	Milestones	Delivery mechanism				Owner	Level funded from	
		[NF]	[CO]	[SD]	[CI]			
Year 1 (2012-13)								
Continue to deliver programmes of talks, workshops and other events in The Archive Centre and across the county.	<ul style="list-style-type: none">Half-yearly reports to Norfolk Records Committee and to the National Register of Archives.			X	X	JRA/SM/ Archivists	NRO revenue budget	
Continue to produce archive exhibitions of facsimile copies or original documents in The Archive Centre and across the county.	<ul style="list-style-type: none">Exhibition programme delivered in TAC, including displays timed to celebrate the royal Diamond Jubilee, the 2012 Games/American Trail and the fiftieth anniversary of the NRO.Offsite exhibitions for parish and other			X	X	JRA/SM/JW	NRO revenue budget	

	community events, in response to community requests.						
Continue to work in partnership with the Borough Council of King's Lynn and West Norfolk to plan for a solution for King's Lynn Borough Archives.	<ul style="list-style-type: none"> Participate in next stage of planning for proposed Town Hall development. 			X	X	JRA/SM	NRO revenue budget
Continue to develop family learning opportunities in The Archive Centre and through archive education and outreach to improve skills, knowledge and enjoyment	<ul style="list-style-type: none"> Run a further family learning course in 2012 			X	X	VD	NRO revenue budget
Provide workshops on family history, palaeography and other topics for adult learners	<ul style="list-style-type: none"> Provide one-off sessions as and when required, for example as part of adult learners' week, ongoing 			X	X	VD	NRO revenue budget
Provide workshops, talks and other programmes in connexion with other adult learning providers	<ul style="list-style-type: none"> Provide a series of talks at The Archive Centre in conjunction with other learning providers Provide talks and workshops outside The Archive Centre for events run by other learning providers, such as the Festival of Ale 			X	X	VD	NRO revenue budget
Provide workshops for adults in a formal setting	<ul style="list-style-type: none"> Provide a workshop for adults within formal education, by March 2013 			X	X	VD	NRO revenue budget
Produce an adult literacy resource	<ul style="list-style-type: none"> Release an adult literacy resource, May 2012 Promote this to adult literacy tutors throughout England, June 2012 			X	X	VD	NRO revenue budget

Continue to provide access to Norfolk Sound Archive holdings on the Internet and in the Norfolk Record Office's public searchroom <i>via</i> embedded media player in NROCAT.	Demonstrable increase in number of playback and access copies created and number of catalogue entries linked to NROCAT to be reported in half-yearly and annual reports to Norfolk Records Committee.			X	X	JD	NRO revenue budget
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.	<ul style="list-style-type: none"> Three instances of support after six months Six instances of support after 12 months 			X	X	JD	NRO revenue budget and external funding

Service Objective	[NCC Core role: To support, develop and maintain the infrastructure that helps our economy.] 40. Adapt to and mitigate the impacts of climate change						
Lead	<i>County Archivist</i>						
Risks to achieving this objective							
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		

Year 1 (2012-13)							
To reduce electricity use (kWh)	Achieved by 31.3.2013			X	X	RF	NRO Revenue Budget
To reduce gas use (kWh)	Achieved by 31.3.2013			X	X	RF	NRO Revenue Budget
To reduce business mileage (using private petrol and diesel vehicles) (Miles)	Wherever possible, use public transport, car share, video and telephone conferencing, and arranging meetings in TAC.			X	X	RF	NRO Revenue Budget
Minimise waste	Recycling, minimising print usage across the board			X	X	RF	NRO Revenue Budget
To protect or enhance the local physical environment (air, biodiversity, green spaces, historic assets etc.)	Maintain TAC to BS 5454 standards, to protect the historic assets which it contains.			X	X	RF	NRO Revenue Budget

Service Objective	[Service objectives which drive change and transformation.] 42. Drive efficiency through a culture of value for money.
Lead	<i>County Archivist</i>
Risks to achieving this objective	Loss of or reduction in levels of external funding through changes for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.

Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Take advantage of external funding opportunities, especially to support project work				X	X	JRA	External funds
Seek grant aid for purchase of archives as opportunity arises				X	X	JRA	External funds

Service Objective	<p>[Service objectives which drive change and transformation.]</p> <p>45. Support business transformation to enable improvement and efficiency, and improve customer service and experience.</p>						
Lead	<i>County Archivist</i>						
Risks to achieving this objective	Delay in agreeing policy on an Information Management Shared Service						
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Information Management Building on the professional core already in place in the	Operational integration of component functions: Data Protection; Access to Information (A2I) compliance (FOI/EIR; PSI; Open Data/Transparency); Document	X		X		DS	FOIDPU Budget

Freedom of Information & Data Protection Unit, realise the Target Operating Model (TOM) for the Information Management Shared Service	& Records Management; Information Security; Data Quality. Target date 30/9/12						
Data Protection Ensure that Norfolk County Council is acting legally in relation to personal data by maintaining a thorough knowledge of the Data Protection Act 1998 (including amendments) and other associated legislation; particularly ensure that any changes in data protection legislation are implemented within the Council.	Develop and publish corporate policies, standards and procedures relating to Norfolk County Council's compliance with the Data Protection Act 1998 and associated legislation. Advise any or all staff on general and specific matters relating to the processing of personal information. Coordinate officers responsible for data protection in each department, providing them with advice and guidance, by using the formal framework established in 2005. Ensure that the Council's notification (registration) with the Information Commissioner is kept up to date by monitoring new projects within the Council. Give general and specific guidance where there are implications for data protection when processing requests under Freedom Of Information and associated legislation. Overhaul training in data protection to meet requirements of the Information Commissioner's Office.			X		JB	FOIDPU Budget
Access to Information Implement online publication and facilitate re-use of information to the requirements of the Localism Act; the Department for Communities and Local Government Code of	Complete datasets and other specified information resources for financial year 2012/13 published. Target date 31/3/13			X	X	DS	FOIDPU Budget

Recommended Practice; the Freedom of Information Act; the INSPIRE Regulations and such other A2I measures as the government may introduce							
Information Security Implement revised Information Security Policy	Strategic and operational responsibilities as between Information Management Shared Service and ICT Shared Service agreed, and respective procedures reviewed and updated. Target date: 30/6/12	X		X	X	JB	FOIDPU Budget
Introduce an online payment process.	Develop on-line forms linked to HSBC.			X	X	IRP/SM	NRO revenue budget
Enable on-line access to images.	Develop an image browser and link images to CALM catalogue descriptions.			X	X	IRP	NRO revenue budget
Year 2 (2013-2014)							
Develop access to digital archives.	Develop a web access interface for users.			X	X	IRP/JD	NRO revenue budget

Service Objective	<p>[Service objectives which drive change and transformation.]</p> <p>46. Support the delivery of budget savings across the organisation.</p>
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Lead		County Archivist					
Risks to achieving this objective							
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Reduced staffing in Record Office	Fully achieved by 31.3.2013	X		X	X	JRA	NRO Revenue Budget
Energy savings	Fully achieved by 31.3.2013	X		X	X	JRA	NRO Revenue Budget
New income from archive storage services	Fully achieved by 31.3.2013	X		X	X	JRA	NRO Revenue Budget

Service Objective	[Service objectives which drive change and transformation.]					
	48. To manage resources and assets responsibly and sustainably.					
Lead		County Archivist				

Risks to achieving this objective							
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Giving direction to the NRO Budget and Efficiencies Board and NRO Management Team				X	X	JRA	NRO Revenue Budget

Service Objective		49. To build a diverse, skilled, safe and high performing workforce.					
Lead		<i>County Archivist</i>					
Risks to achieving this objective							
Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2012-13)							
Build upon the knowledge base of parchment conservation.	Attend training courses on parchment conservation.			X	X	NS/AC/YU	NRO revenue budget

Dashboard

	Value	DoT	Alert		Value	DoT	Alert
Record office efficiencies*		➔	Green				
	Value	DoT	Alert		Value	DoT	Alert

Glossary of Acronyms

ACE	Arts Council England
ARA	Archives and Records Association, UK and Ireland (formerly the Society of Archivists)
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
CALGG	Chief Archivists in Local Government Group of ARA (formerly the Association of Chief Archivists in Local Government)
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 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 (Norwich)
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

Report by the County Archivist

Periodic Report, 1 October 2011-31 March 2012

This report, which the Committee is asked to note, informs the Committee in detail about the activities of the Norfolk Record Office during the period, giving Performance Indicators and listing the accessions received during the period.

Accessions

- 1 There have been 209 (196 in the equivalent period in 2010-11) deposits, gifts and purchases during the six months covered by this report, including 23 (16) to the Norfolk Sound Archive.

The new accessions include three Pengelly letters, 1662-9, two letters from Peter Le Neve to Oliver le Neve, 1704 and 1728, Northrepps town book, 1729-86, Shipdham town book, 1817-21, a Gurney family archive of correspondence, memoirs, diaries, journals, drawings, paintings, and other papers of the Gurney and related Buxton and Barclay and Hoare families of Northrepps, Earlham and elsewhere, 1780-1908, a Seething estate map, 1790, several groups of twentieth-century farming records, additional records of William Gaymer and Son Ltd, and sound recordings of author and UEA academic, Malcolm Bradbury. Full details of the accessions received are given in Appendix 1 to this report.

Inspections and surveys of records

- 2 Surveys have been carried out by archivists in the last six months at Archant in Norwich, Attleborough (Gaymer business and other record holdings of the Attleborough Heritage Group), Berden, Essex (a Norfolk-related archive held outside the county), Hillington church, London (a Norfolk-related archive held outside the county), Narford Hall, Oxburgh Hall, Raynham Hall, and Whissonett Village Hall. In addition, a report was compiled for a local authority archive in Yorkshire on the content and condition of a group of Yorkshire estate papers which were being offered for sale in Norfolk.

Cataloguing

- 3 137 catalogues, or new sections of existing ones, representing approximately 12 cubic metres of records, have been completed and added to the Record Office's online catalogue, NROCAT, since 1 October. Five of the new catalogues are summary ones, to collection level only. Among the newly accessible catalogues are:

Harbord of Gunton family and estate title deeds and related papers, 13th century-1896; estate papers, 1601-1964, legal and suit papers, 1678-1898, papers of families related to the Harbords, 1575-1872, and records of related organizations, 1846-1933 (GTN 1, GTN 3-4 and GTN 6-7).

Deeds relating to property in Bracon Ash, Flitcham, Flordon, Whitlingham and Wicklewood, 1365-1495 (MC 2250).

Deeds relating to land in Besthorpe, Redenhall, Starston, Tatterford and Tattersett, 1464-1657 (MC 2256).

Newton by Castleacre manor court books, 1561-1923 (MC 2262).

Records of William Gaymer and Son Ltd of Attleborough, cider manufacturers, 1870-1995 (GAY).

Norwich City Council additional records (mainly minute books), 1890-1996 (N/TC 77-102).

Records of the Palace Cinema, Thetford, 1933-54 (BR 362).

Records of Norfolk Theological Society, 1937-2010 (SO 282).

Correspondence and papers of Miss Dorothy E. Mann (c. 1922-c. 2010) of Norwich and Weston Longville, 1938-65 (MC 2776).

2nd Air Division Memorial Library: additional records of veterans and their associates, c. 1943-2010 (MC 371 and MC 376).

2nd Air Division Memorial Trust: additional business records, 1944-2010 (SO 247).

Recorded oral history interviews relating to amateur archaeology in Norfolk, 2005-2011 (AUD 5).

King's Lynn borough records (at King's Lynn): deeds and papers relating to ferry rights, 1286-1934 (KL/C 53).

At the end of March, the total number of catalogue entries in CALM was 717,789 (compared with 707,808 at the end of September), of which 678,358 (636,100) are accessible to the public *via* the internet (<http://nrocat.norfolk.gov.uk>).

The new online catalogue of personal records and memoirs relating to the 2nd Air Division, United States Army Air Force, during the Second World War, was formally presented to the Chairman of the 2nd Air Division Memorial Trust, Matthew Martin, at the Record Office in November. The archive includes many poignant diaries, letters, photographs, memoirs and audio recordings relating to the wartime experiences of 2nd Air Division service personnel based in East Anglia. The new catalogue had been made possible by two generous legacies from former veterans, Jordan Uttal and Evelyn Cohen, which benefited the NRO, working in partnership with Norfolk Library and Information Services and the Norfolk-based 2nd Air Division Memorial Trust.

Four other discrete cataloguing projects have been active during the last six months. The cataloguing and outreach phase of the Gunton archive project has seen descriptions of five series of estate and family records added to the online catalogue. The project archivist has also researched and planned *A Norfolk Estate, its Places and People*, the Long Gallery exhibition of highlights from the archive and an illustrated research guide with the same title, maintained the project blog, engaged six volunteers, and, in partnership with the University of East Anglia, delivered a series of four workshops in Cromer, followed by an exhibition, under the title, *Lord Suffield's Cromer*.

The eleven-month project to catalogue the diverse papers of T.C. Eaton of Norwich has progressed well. The descriptions are all on CALM and the process of restructuring and numbering has begun. A smaller cataloguing project, focusing on records of William Gaymer and Son Ltd of Attleborough and supported by a grant from the Business Archives Council, was completed at the end of March. The fourth project, which has no external partners, aims to establish procedures for assigning catalogue references to new accessions immediately on receipt and adding descriptions of them, many of which will be summary, to the online catalogue as part of the accessioning process. 45 of the new catalogues added to NROCAT in the last three months were created under the aegis of this eleven-month project.

As part of the NRO's long-term retro-conversion programme, further progress has been made in checking and expanding draft catalogue entries relating to records acquired by Norwich Public Library before 1963, for which the only public finding aids have for half a century been cards in the searchroom, filed by place, person and subject. Descriptions on 28,451 index cards have now been checked and are available in NROCAT. This represents just over 55% of the whole.

CALM and NROCAT were upgraded to new versions early in 2012 to eliminate the technical problem which users of Internet Explorer 8 had experienced with functions of NROCAT.

Stocktaking and storage improvements

- 4 During the stocktaking fortnight in late November and early December, 97 linear metres of records were checked, and reboxed where necessary. They included business records, Kimberley estate archives and duties on land values registers. The archivists' team concentrated mainly on backlog cataloguing, reported in the previous section.

The ongoing stocktaking and repackaging of archives has continued to progress in the last six months through a series of several thousand boxes with miscellaneous contents for a fifth year. A further 960 boxes (145 linear metres) have been checked and repackaged, bringing the running total of boxes dealt with to 6,369.

Conservation

- 5 In the last six months, 1,375 paper and 11 parchment documents, 6 maps, 31 photographs and 4 volumes received treatment in the conservation studio. One of the parchment maps, the Great Yarmouth Hutch map, was repaired using a cold gelatine mousse as an adhesive. Packaging improvements were carried out to over 60 items, including many from the Gunton and Eaton archives and some large photographs from the 2nd Air Division collection.

The conservation section has prepared 89 items for display in exhibitions and also installed *A Norfolk Estate, its People and Places* in the Long Gallery. A Biedermann map book from the Gunton estate archive was rebaked before being exhibited.

The studio continues to be a centre for training the next generation of conservators. The NRO hosted a one-day training event on parchment repair for MA book conservation students from the University of the Arts, London. Lydia Stirling, a trainee conservator from Inverness, spent a month in the studio as part of the Archives and Records Association Conservators' Training Scheme.

Antoinette Curtis and Yuki Uchida presented an instructional poster at the international Adhesives and Consolidants for Conservation symposium, at the Canadian Conservation Institute: 'Which Gelatine to use? – The choices for conservators'. As part of the conditions for securing the external funding needed to attend, they published an article about their experience in the Archives and Records Association (ARA) magazine, *ARC*. Information from the conference was also shared with conservators from Norfolk Museums and Archaeology Service (NMAS). In November, Antoinette Curtis gave a presentation at an ARA training workshop on parchment at Flintshire Record Office.

The project to clean the nineteenth-century Norwich pattern books (earlier volumes have already been treated), has continued. Three

volunteers from Norfolk Museums and Archaeology Service have been working with a conservator to improve the condition of the volumes, currently stored at the Record Office.

There have been 42 visits to the conservation studio, by individuals and by groups, most as part of an Archive Centre tour. These included the Apocolypto project team from Queen Mary, University of London, who visited to look at historical and modern methods of parchment conservation and a group of feather conservators who were attending a workshop at the Castle Museum.

Norfolk Sound Archive (NSA)

- 6 The Norfolk Sound Archive's digitization programme saw 37 master preservation files, 23 access files, and 25 production master files created.

Analogue and early digital recordings which have been converted into the NSA's chosen preservation file format include oral history recordings relating to farming in Marsham in the first half of the twentieth century; being held as a prisoner-of-war by the Japanese during the Second World War; farming in Hilborough and Shipdham; the career of a professional archaeologist; retailing in Norwich from the 1940s onwards; the Burma campaign during the Second World War; council housing in Norfolk following the Housing, Town Planning etc. Act, 1919; archaeological digs at Caistor St Edmund during the 1930s; and the *Eastern Daily Press* in the 1950s. In addition, the NSA has digitized two programmes which were broadcast by BBC Radio Norfolk. They relate to the Baedeker Raids on Norwich during April 1942 and to Black Anna. Several of these recently digitized recordings are among 24 access copies which have been linked to catalogue entries in NROCAT during the last six months, thus improving access to its holdings.

Members of the public have consulted sound recordings on 12 occasions. Subjects researched include the Baedeker raids on Norwich, Black Anna, BBC's *Roundabout East Anglia* radio programme and the reminiscences of United States Army Air Force (USAAF) veterans. A further 55 have listened to extracts of recordings held by the Norfolk Sound Archive in talks given by Jonathan Draper, Senior Archivist (Sound Archive), on the reminiscences of USAAF veterans and on the work of the NSA. Copies of sound recordings held by the NSA have been supplied on five separate occasions.

Jonathan Draper also provided several groups with advice on oral history. These have included Swaffham Museum; Bridewell Museum; Dragon Hall's King Street Community Voices project; the Islam in Norfolk project, which is working with young people from the Norwich Mosque; the Eighth in the East project, which hopes to explore the impact of the USAAF in East Anglia; students from the University of

East Anglia (UEA); Norwich Living History group; and the Carnival Archive project. Swaffham Museum and the Islam in Norfolk project also borrowed a digital sound recorder from the NSA.

Visits to the Norfolk Record Office at The Archive Centre

- 7 Visits to the Record Office have been made by 10,002 people (compared with 15,749 in the same period in 2010-11). They include individual searchroom users, visitors to the Long Gallery and to NRO and other events in the Green Room and other meeting rooms and groups on prearranged tours of The Archive Centre.

Two visitors to The Archive Centre completed a single comment form, relating to difficulties in parking one day in January. Many more comments were received by post or e-mail: in all, 84 customers complimented aspects of the NRO's services during the period, by e-mail, letter or card.

Official visits, including tours of The Archive Centre, were made by the High Sheriff of Norfolk, Mrs Georgina Holloway, Brenda Arthur, the Leader of Norwich City Council, and Laura McGillivray, the Chief Executive of Norwich City Council, and Harold Bodmer, the Director of Community Services,

A group of students nearing the end of an Anglia-Ruskin University Cultural Foundation Degree, with their senior lecturer, had an extended tour of The Archive Centre as part of their course. Among others given tours were Kathryn Anderson, American Scholar at the 2nd Air Division Memorial Library and two Japanese visitors, Mr Yoshihiro Chinzei, a Japanese paper maker and the executive director of his paper company, Hidakawashi, in Western Japan, and Mr Shigemasa Kobayashi, chief project manager of the import/export company, Film Flex, Tokyo. David Prior (Parliamentary Archives), made a one-day return visit for a follow-up to his shadowing the County Archivist in 2011.

Searchroom, enquiries and research service

- 8 There were 3,315 (8,865 in the same period in 2010-11) individual visits to the searchroom in The Archive Centre. 9,740 original documents (8,865 in 2010-11) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

Family historians remained the largest category of searchroom users, at 57 % (59% in the equivalent period last year). Local historians accounted for 25% (25%) of visits, while visits for first degree or postgraduate research and publication totalled a further 5%. The remaining 13% were studying the history of a house or property, carrying out work for A-level courses, or engaged in an official search.

The stocktaking closure in late November and early December, enabled the searchroom team to renew the heavily used finding aids to parish register microfilms and fiche, tidy and rearranging the transcripts shelves and stock-checked the microfiches and microfilm reels on open access. Two new motorized microfilm readers were installed early in 2012: all but one of the microfilm film readers for public use is now of this type, which makes access to images on microfilm reels both quicker and easier.

The total number of recorded enquiries was 4,346, compared with 4,659 in the same period in 2010-11. 2,333 e-mail enquiries were received (2,610 in 2010-11), and there were 167 (268) by post and 1,816 (1,781) by telephone. 30 enquiries were received *via* Twitter.

There were 62 (91 in 2010-11) requests for paid searches, totalling 53 (86) hours' work. Of these searches, 17 were for details of vehicle registrations. There was one request for a transcript, which took one hour.

Website hits recorded on the NRO site (<http://archives.norfolk.gov.uk>) by Webtrends were 28,722 compared with 55,060 in the same period in 2010-11. The Gunton Archive blog recorded 5,730 hits.

Copying services

- 9 There have been 202 (211 in the same period in 2010-11) orders for 1,112 (1,677) photocopies and 260 (291) orders for printout copies from microfilm, amounting to 1,159 (1,568) sheets. 211 (231) self-service printout cards have been sold. Each card enables users to make up to ten copies.

There was one order for 35mm microfilm (none for the same period in 2010-11), amounting to 19 frames. In addition, 2,388 frames (2,335) were produced as a result of the NRO's own preservation microfilming programme, focusing on material which is either unfit for production or at risk from damage due to repeated use. Among the documents filmed were a Northrepps town book, 1729-86, and a Gunton Hall servants' and gamekeepers' wages book, 1822-39. The Thetford St Peter parish registers, 1653-1975, were refilmed with the aim of providing a higher quality (more legible) copy for use in the searchroom.

The NRO has begun a programme to microfilm more than 50 Great Yarmouth St Nicholas parish registers, mainly dating from the first forty years of the twentieth century. Many of these volumes were badly damaged when the church was bombed during the Second World War and are in such poor condition that they cannot be consulted. Following a review by conservation staff, it has been decided that most of the volumes can be microfilmed, and five had been filmed by the end of March. We expect that the microfilms will be available by the end of the year.

Seven orders (22 for the same period in 2010-11) were received and resulted in the supply of 20 (37) duplicate microfilms. One order, placed by an associate professor of history at the University of California, Los Angeles, comprised thirteen films of sixteenth-century Norwich City records. Thirteen orders (13) were placed for 114 (91) duplicate microfiches.

50 orders (47 during the same period in 2010-11) were received for digital photographs, resulting in 1,610 (1,127 in 2010-11: an exceptional number, resulting from a single large order) images supplied on CD. Images also have been provided for the Gunton, Gaymer and *American Connections* exhibitions, the Bridewell Museum and Education Outreach's USAAF school information pack. Numerous miscellaneous images have been provided for in-house projects.

Diss Town Land Charity estate records, 1303-1819, have also been digitized.

182 visitors (233 in 2010-11) took their own photographs in the searchroom.

Norfolk Heritage Centre

- 10 Two new parish register microfilms were added to the NRO resources at the Heritage Centre. Two orders were received for printouts of NRO sources, and the two archive specialists responded to 61 e-mail enquiries (from a total of 260) and four postal enquiries (total of 11) within the reporting period. Statistics are not collected for visits, nor of telephone or personal enquiries.

A regular 'Heritage Hour' programme, started by Elizabeth Walne in January 2012, has proved to be very popular. Every Wednesday lunchtime, talks on key sources for family and local history are alternated with drop-in sessions ('Ask an Archive Specialist'). The two archive specialists have also continued to deliver regular introductory family history sessions at the Norfolk and Norwich Millennium Library, in partnership with the Community Librarian team, and prepared various displays in the Heritage Centre display case on themes including Italian ice cream/fish and chips (tied in with Libraries 'The Great Reading Takeaway' theme), Valentine's Day, Crime Festival, the Wars and the 1911 census.

Eve Read has continued regularly to update the Norfolk Heritage Centre web pages, on the Library website, to highlight new accessions, provide family and local history information and promote events. There are now 840 subscribers to Heritage Centre e-mail updates.

The archive specialists provided material for four NRO Local History school packs within the reporting period.

King's Lynn Borough Archives

- 11 87 visits were made to King's Lynn Borough Archives, compared with 64 in the same period last year. They included Richard Leventhall, a recent graduate from the College of West Anglia, who continued his part-time voluntary work. 156 (256 in 2010-11) original documents were produced for consultation by members of the public or by staff researching for talks and enquiries. 13 (22) telephone, postal and e-mail enquiries were received at Lynn.

A display of treasures from the Borough Archives, including two royal charters, was shown to the Queen as part of her first official visit of her Diamond Jubilee year, on 6 February. Images of documents from the Borough Archives and the NRO relating to Henry Bell were included in an exhibition about Henry Bell at the Custom House from October onwards.

Recent publications which draw on Record Office sources

- 12 These include:

J.R. Alban, 'An original Patent of Arms held in the Norfolk Record Office', in *The Norfolk Standard. Magazine of the Norfolk Heraldry Society* (January 2012), pp. 632-40.

J.R. Alban, 'The Will of Thomas Longe of Ashwellthorpe, 1485. A Yorkist Soldier at Bosworth', *The Medelai Gazette*, xvii, no.1 (March 2012), pp. 5-11.

Diss Decorative and Fine Arts Society, *Diss Manorial Map, 1637* (Diss, n.d. [2012]).

Facsimiles of English Episcopal Acta 1085-1305, ed. M. Brett, D. Smith, and P. Hoskin (Oxford, for the British Academy, 2012)

S. Francis, *Saffron* (Burnham Norton ,2012).

S.J. Harris, *History of the 43rd and 52nd (Oxfordshire and Buckinghamshire) Light Infantry in the Great War, 1914-1918*, volume II (King's Lynn, 2011).

C.F.B. Meeres, *The Story of Norwich* (Chichester, 2011).

C. Reeve, *Norwich. The Biography* (Stroud, 2011).

Wayland Partnership Development Trust, *Capturing our Wayland Heritage* series of booklets on Ashill, Breckles and Stow Bedon,

Carbrooke, Great Cressingham, Little Cressingham, Griston, the Hockhams, Merton, Ovington, Saham Toney, Scoulton, Thompson and Watton (Watton, 2011).

Education and outreach

- 13 A total of 4,165 people (5,210 between 1 October 2010 and 31 March 2011) attended one of the 157 events (132 between 1 October 2010 and 31 March 2011) held during the period. Of these, 1,002 came to talks, workshops and other events at The Archive Centre, with the remainder attending events elsewhere in the county.

Events for schools and young people included the following:

Workshops and a pack for Firside Junior School, as part of its 75th anniversary celebrations.

At Reepham High School, a workshop for a Year 11 group taking a Creative and Media Diploma course. The students learnt how to create a record using digital photography and audio recording.

Workshops at Cringleford Primary School, Kinsale Junior School, North Walsham Primary School, Lynn Grove and Flegg High Schools. Topics included 'Norfolk and the Abolition of Slavery', 'Local History', and 'Work of an Archivist'. An additional workshop looked at leisure and tourism in Norfolk, as a trial of a new resource created during a project with Seachange Arts.

Schools in the Hewett Cluster took part in trials of two new workshops, using documents from the Gunton estate archive. In the first, pupils studied items, including ginger, bought by one of the Gunton cooks, before making their own ginger beer. During the second session, pupils made a model of a tower, based on a drawing in the Gunton archive.

Four sessions on migration to North America during the nineteenth century for members of the Thetford Museum of Ancient Life History Club, aged eight to 13.

Introductory sessions at The Archive Centre for ten young people from the Chapelfield Mosque in Norwich to enable them to research the history of Islam in Norfolk. The young people will be using the information they discovered in an exhibition during *Black History Month* in October 2012.

Two half-term activities linked with the latest BBC *Hands on History* strand, called *Reel History*. These looked at education in the 1960s, and the creation of their aeroplane 'Nose Art'. Six of the resulting artworks have been chosen for transfer on to aluminium panels which will form part of the *American Trail*.

Six school holiday activities during the period were attended by 198 children and guardians. They included new sessions, using documents from the Gunton archive, on creating a Norfolk tower and making almanacs. At a family fun day at the City Academy, Norwich, where the NRO had a stand, 51 children created their own illuminated manuscripts.

Events provided for adults included a number of prearranged group visits typically consisting of a tour of the NRO and a special display of documents, workshops for teachers and students and evening courses at The Archive Centre. They included the following:

Two workshops for adult students studying literacy and numeracy at Great Yarmouth College.

Two sessions for primary PGCE students at the University of East Anglia on ways in which archives can be used in schools.

A joint workshop with Norfolk County Council's primary history advisor and staff from Norfolk Museums Service at the Primary History Conference. This demonstrated how artefacts and documents can be used to look at the history of Norwich Market Place.

Introductory visits for third-year Landscape and Archaeology students at the University of East Anglia, engaged in case-study work on the landscape of Gawdy Hall, near Harleston, and for undergraduates at West Anglia College, King's Lynn, who are studying radicalism.

The remaining sessions of a 'Family History for Beginners' course presented by Claire Bolster and Kären Gaffney at The Archive Centre. Topics covered included census returns, parish registers, probate records, maps and electoral registers. Each 90-minute session included a practical section, comprising a series of questions and exercises aimed at providing hands-on experience of using Record Office and online resources. Feedback from the 12 participants was good (comments included 'All aspects of the course were very good and all elements were paced well'). In all, 43 people have now completed the course.

Another series of Tom Townsend's highly regarded palaeography evening classes at The Archive Centre concentrated on handwriting of the Tudor and Stuart periods.

Exhibitions

- 14 Three exhibitions have been shown in the Long Gallery during the past six months. *Building an Education: Norfolk Rural Schools, 1800-1950*, continued until mid December and was replaced by *Go Gay with Gaymer's Cider Advertising*, a display of Gaymer advertising

posters, which remained on show until the installation of *A Norfolk Estate, its Places and People*, which was opened by the Chairman of Norfolk County Council on 27 January.

The Pastons in Norfolk's Archives, an exhibition of original documents and facsimiles went on show at Dragon Hall, Norwich, as part of the *History Alive at Dragon Hall: Paston's Norwich* week in November 2011. An exhibition of parish records was provided for *Reading the Past in our Landscape* at Paston church, an event which attracted television coverage for a forthcoming local history series to be presented by Michael Wood. The Record Office also provided facsimiles of documents for an event held by the Friends of St Mary's church, Hellesdon. Approximately 575 people attended these events. We also loaned six exhibition cases for an open day at Postwick church and provided a small exhibition for Mattishall and District Women's Institute's 90th anniversary annual general meeting at Mattishall Memorial Hall, attended by 50 members.

Two facsimile exhibitions were shown in Norfolk libraries. These were *Go Gay with Gaymer's Cider Advertising*, which was on display at Attleborough Library from 6 March, and *Lord Suffield's Cromer*, which went on show at Cromer Library on 19 March. They were seen by an estimated 5,000 people at Attleborough and 4,140 at Cromer.

Publications and Publicity

- 15 A redesigned Norfolk Record Office website went live in January and has generally attracted favourable comments. It is also more practical, allowing changes to be made more quickly. The Gunton archive blog continued to be updated at least weekly, and the NRO's online presence expanded to Facebook and Twitter.

The Norfolk Record Office Facebook page, started in February, is updated weekly with the latest NRO news and photographs. A photograph of Norwich City Council taking delivery of its first computer in 1957, generated particular interest, receiving many 'likes' and comments, including one from The National Museum of Computing at Bletchley Park. November saw the beginning of a joint Twitter account for Norfolk Record Office and the Norfolk Heritage Centre (@NorfolkRO). In addition to details of talks and events at both sites, we tweet events which happened on the same day in history, 'Searchroom Snippets' (including unusual and funny entries from parish registers), and practical tips on using the archives. We have been tweeting since November 2011 and have over 300 followers (people signed up to receive our tweets) from all over the world, reaching an online audience that may not previously have been aware of the work of the NRO or the Norfolk Heritage Centre. One Twitter user said, 'You're one of the best and most helpful record offices in the UK and I love your tweets'.

Two issues of the NRO *Newsletter* were published, featuring the Paston family, the Gunton and Gaymer projects and the Queen's visit to King's Lynn in February. The *Tracing your Family Tree* leaflet was substantially rewritten to take account of recent changes and to provide more help to beginners.

The opening of the Gunton exhibition received good coverage in the local press. Archives shown to the Queen at King's Lynn during the first official visit of her Diamond Jubilee year were mentioned in the local press and shown on both local and national television channels, while the *Eastern Daily Press*, *Norwich Advertiser* and *Lynn Free Press* all gave some advance publicity to the NRO's plans for its *Royal Norfolk* exhibition, which will be part of Norfolk County Council's celebrations to mark the Queen's Diamond Jubilee. The *EDP* published Christmas features on the Gaymer archive and Hilda Zigomala's journals, and a Valentine's Day feature about recently discovered valentine messages in the NRO's archives.

The E-Map Explorer website (<http://historic-maps.norfolk.gov.uk/>), an award-winning online resource created in 2004 by Norfolk County Council with New Opportunities Fund support and making accessible maps and aerial photographs held by Norfolk Libraries, the NRO and the Museums and Archaeology Service, was relaunched in early March. The new site, called Norfolk Historical Map Explorer, has the same web address as its predecessor, but is based on a new system developed by Norfolk County Council's GIS team. It also includes a current OS map layer, an ability to overlay multiple map layers and links to Google Street view.

Staff and volunteers

- 16 The archivists' team has been reduced during the last six months by a combination of maternity leave, long-term sickness and a three-months' spell of jury service. A new project archivist, however, started work in January on an eleven-month in-house project which aims to transform the NRO's approach to cataloguing new accessions. Alison Barnard, previously the trainee records manager in the Freedom of Information and Data Protection Unit, had recently completed a postgraduate Diploma in Archive Administration and Records Management by distance learning at the University of Dundee and this is her first professional post.

In October, Louise Piffero completed her five-week contract as a temporary cataloguing intern, working on the records of William Gaymer and Son Ltd of Attleborough. Her five-week post was funded by the Business Archives Council's Cataloguing Grant for 2011. She moved on to a ten-month graduate trainee post at the Britten-Pears Foundation in Aldeburgh, Suffolk.

Six part-time volunteers, all undergraduate students or relatively recent graduates, have been contributing to the Gunton project in various ways: abstracting information from agents' letter-books, digitizing documents for the *Lord Suffield's Cromer* sessions and researching a timeline for one of the estate's farmers, Edward Green. They are Claire Sangster, Alex Healey, Jennie Marston, Emily Nicholl, Robin Sampson and Kathleen Malkin. Richard Riordan, a former science teacher, has also contributed generously to the Gunton project's outreach elements, in particular by creating a model of a look-out tower at Overstrand from a nineteenth-century drawing and in designing and delivering half-term activities for children.

Emma Cundy, a UEA history student, continued part-time voluntary work until mid October and another, Charlotte Hennings, started in March. She has worked on records of the Diocese of Norwich and recorded interviews collected by the Friends of the Norfolk Dialect (FOND).

Two long-standing conservation volunteers, Clive Richardson and Al Parsons, were joined from October by Judy Booker, all of whom come in one day a week. Kathleen Malkin, who had some previous voluntary experience at the Record Office, and is now carrying out some volunteer preservation work in the library of the Artists' Club in Liverpool, returned for ten days to brush up on her skills in making book-cradles, before moving on to work on the Gunton project.

Dr Jean Agnew resumed her part-time voluntary work in late January after some months recovering from an operation. She has been cataloguing papers of the related Bulwer, Earle and Wade families.

Tammy McNee, an archive MA student from University College, Dublin spent a week at the NRO during March as part of her course.

Staff training and development

- 17 External training events included an ARA-sponsored one-day course at the V&A Museum of Childhood in London 'Data Standard EAD Refresher and Introduction to EAC', attended by Tom Townsend, archivist. Claire Bolster, searchroom/research assistant, and Elizabeth Walne, archive specialist, participated in a one-day conference at the London Metropolitan Archives on 'Researching Criminal and Prison Lives'. Two conservators, Antoinette Curtis and Yuki Uchida, attended a four-day IDAP (Improved Damage Assessment of Parchment) Parchment Analysis Workshop at The National Archives, Kew.

Five archivists, both education and outreach officers and the word processor all took part in two-hour 'Writing for the Web' sessions at County Hall in preparation for the NRO's new website going live, and Victoria Draper also attended a separate session on using Oracle to

update the NRO pages on the schools section of the Norfolk County Council schools website. Peter Monteith, Gunton Project Archivist, took part in a session on creating a WordPress blog, in preparation for his project blog.

Partnership projects and external representation

- 18 Partnership projects with external partners in which the Record Office is currently engaged include the Evelyn Cohen and Jordan Uttal Memorial Cataloguing Project with the 2nd AD Trustees, the Gaymer Cataloguing Project with the Business Archives Council and Attleborough Heritage Group, the Circus Project with SeaChange Arts, the T.C. Eaton Archive Cataloguing Project, with Norwich Town Close Estate Charity, and the Gunton Archive Project with the Heritage Lottery Fund and others.

The County Archivist continues to serve on EERAC (the East of England Regional Archive Council), MAPLE (Major Archive Projects Learning Exchange), the Norfolk Record Society Council, the NAHRG (Norfolk Archaeological and Historical Research Group) Committee, the Bishop's Books and Documents Committee (as Secretary for Documents), Norwich Cathedral Advisory Committee, the Centre of East Anglian Studies Committee, the East Anglian Film Archive Advisory Board, the Knowledge Transfer Advisory Group of the Arts and Humanities Research Council (AHRC)-funded Henry III Fine Rolls Project and (with other NRO staff) on the Edith Cavell 2015 Commemoration Norfolk Partnership.

Susan Maddock, Principal Archivist, is a member of the Carnival Archive Local Advisory Group for Norfolk. Jonathan Draper, the Senior Archivist responsible for the Norfolk Sound Archive, continues to act as Secretary to the British and Irish Sound Archive group. He is also a committee member of the Archives and Records Association's Film, Sound and Photography Section, a member of the Oral History Society's Regional Network; a member of the Reminiscence Network East; and a member of Dragon Hall's King Street Community Voice's project board.

Performance Indicators

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

Equality Impact Assessment (EqIA)

- 20 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

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

Financial Implications

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

Other Implications

- 23 Officers have considered all the implications of which members should be aware. There are no other implications to take into account

Recommendation


- 24 Members are asked to note this report.

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	If you need this Agenda in large print, audio, Braille, alternative format or in a different language please contact the County Archivist on 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.
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Appendix 1

Norfolk Record Office Accessions, 1 October – 31 March 2012

Local Authority and Official records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Norfolk County Council Clerk's Department/Chief Executive's Department	Deeds to properties owned by Norfolk County Council (following registration with Land Registry)	ACC 2011/181 ACC 2011/230	17th-20th centuries	4 boxes, 1 folder
Norfolk County Council Treasurer's Department	Norfolk County Council farm and smallholdings estate records	ACC 2011/244	c. 1910- c. 1985	9 volumes/binders
Norfolk County Council, Social Services Department and predecessor, Norwich City Council Welfare Department	Norwich City Council Welfare Department records relating to children in care and Norfolk County Council Social Services Department records relating to Unthank Day Nursery and (later) Unthank Family Centre, Norwich	ACC 2011/162	1944-1993	3 boxes
Norfolk County Council Highways Department (now Environment, Transport and Development)	Plans of King's Lynn central area development	ACC 2011/233	1969-1980	4 plans
Norfolk County Council Surveyor's/Highways Department	Departmental copies of minutes of Highways Committee and its sub-committees, including indexes lacking in the signed originals	ACC 2011/250	1923-1967	12 volumes
Norfolk County Council's Highways Department	Additional Highways Management Committee minutes and related reports	ACC 2011/261	1929	1 volume

Norfolk County Council Environment, Transport and Development Department and its predecessors	Publications relating to planning, transportation, minerals, waste, ancient monuments, historic buildings, environment and Great Yarmouth Outer Harbour	ACC 2011/309	1970-2000	6 boxes
Norfolk County Council's Historic Environment Service	Additional records of Norfolk Windmills Trust including leases and additional photographs from the Harry Apling collection and records of Norfolk Industrial Archaeology Society	ACC 2011/279	1900-1996	3 boxes
Norfolk Fire Service	Water supply records: City of Norwich Water Department maps showing mains in Norwich and extensive surrounding area and Fire Station hydrant register of fire hydrants in Hethersett	C/F 9/1/1, C/F 9/2/1	c. 1965	2 volumes
Norfolk Fire and Rescue Service	Master and other (some dyeline) copy OS sheets 1 in/1 mile, and 1:10,000, 1:2500 and 1:1250 scales, some marked with administrative boundaries; some buildings colour-marked	ACC 2011/316	c. 1965-1991	5 map boxes
Depwade Poor Law Union	Additional (stray) parochial ledger	ACC 2011/272	1845	1 gathering
Little Plumstead CE VA Primary School (previously Plumstead Parva National School)	Admission registers and minutes of committee of the 'Friends of Little Plumstead School' (PTA) Committee	ACC 2011/329	1901-1999	2 volumes, 1 ring-binder
North Walsham County Primary School (formerly North Walsham Board School)	Log-books 1874-1995, admissions registers 1872-1925, punishment books 1914-36, County Junior School Governors' minutes 1988-96	ACC 2011/328	1872-1996	5 boxes
Great Yarmouth Borough Council	Additional building control plans, 1985-90, with strays from main series already deposited, 1869-88 and twentieth century	ACC 2011/339	1869-1990	c. 70 large boxes
Great Yarmouth Borough Council	Designation, by the Bishop of Norwich, of St Nicholas's church as Great Yarmouth Minster	ACC 2011/245	9 Dec 2011	1 paper

Hunstanton Urban District Council	Additional records: engineer's drawings relating to bathing pool at Hunstanton	ACC 2011/345	1926-1939	5 rolls
Ashmanhaugh Parish Council	Parish Council minutes	PC 190	1971-2011	4 volumes
Barford and Wramplingham Parish Council	Additional records: financial and insurance papers	ACC 2011/212	1989-2009	1 box
Barnham Broom Parish Council	Council minutes and financial papers.	ACC 2011/208	1997-2008	1 box
New Buckenham Parish Council	Register of acceptances of office	ACC 2011/290	1973-1999	1 box
Buxton with Lammas Parish Council	Additional records: minutes, financial records and correspondence	ACC 2011/179	1895-1965	3 boxes
Cranworth Parish Council	Parish Council minutes	ACC 2011/211	2005-2011	1 box
Hoveton Parish Council	Parish Council and Parish Meeting minutes, 1894-1971, and councillors' declarations on acceptance of office, 1894-1950	ACC 2011/318	1894-1971	2 boxes
Kirby Cane and Ellingham Parish Council	Planning applications, financial papers and committee minutes	ACC 2011/320	1951-1988	2 boxes
Melton Constable Parish Council	Parish Council records, including minutes, 1948-2009, accounts, correspondence, declarations of acceptance of office, grass-cutting and maintenance contracts, copies of the Local Plan and insurance documents	ACC 2011/243	1944-2009	2 crates

Ovington Parish Council	Visitors' book and financial papers	ACC 2011/210	1993-2008	1 box
Rackheath Parish Council	Additional records: deed, Land Registry documents, plan and correspondence regarding the transfer to the Parish Council of land behind Rackheath Primary School	ACC 2011/259	2011	1 envelope
Saxlingham Nethergate Parish Council	Additional Council minutes	ACC 2011/273	2000-2005	3 ring-binders
Scoulton Parish Council	Council minutes; accounts and other financial papers; correspondence and insurance papers	ACC 2011/209	1948-2009	3 boxes
Shipdham Parish Council	Parish Council records, including Council and Parish Meeting minutes, 1894-1995, accounts, 1929-97, Shipdham Burial Board and Cemetery records, 1877-1992, and some inherited records of overseers of the poor, 1817-46	PC 191	1817-2001	11 boxes
Stoke Holy Cross Parish Council	Additional Council minutes	ACC 2011/313	2002-2008	2 files
Tasburgh Parish Council	Additional records including Parish Council and Meeting minutes, 2002-08, planning paper relating to the Henry Preston estate, 1977-2002 and to the Pheasantries, 1987-2000, and financial papers, 1986-2000	ACC 2011/247	1977-2008	4 boxes
Tharston and Hapton Parish Council	Minutes, account books and planning files	ACC 2011/227	1952-2010	20 boxes
Watlington Parish Council	Administrative papers, including accounts, correspondence and draft minutes	ACC 2011/220	c.1985-c. 2002	12 boxes
Weasenham All Saints Parish Council	Additional records: correspondence and financial papers	ACC 2011/286	1997-1999	2 folders

Weston Longville Parish Council	Additional Council minutes	ACC 2011/335	1981-2004	1 volume
Whitwell Common Management Committee; Thomas Bulwer Charity	Additional records of Whitwell Common Management Committee, with Thomas Bulwer Charity accounts, 1876-1908	ACC 2011/177	1905-58	5 volumes
Wicklewood Parish Council	Parish Council minutes	ACC 2011/249	1939-2000	2 volumes, 2 ring-binders
Woodton Parish Council	Additional Parish Council minutes	ACC 2011/324	1973-2010	3 volumes
Wreningham Parish Council	Parish Council records, including minutes, financial records and receipts for donations and lists of benefactors for the Wreningham Millennium Clock Project, 1999-2001	ACC 2011/231	1894-2011	4 boxes

Public records, statutory bodies and further education

Creator of the records	Summary description	Reference	Covering dates	Quantity
Mercantile Marine Office, Board of Trade	Stray 'Running agreement (no. 18916) and account of voyages and crew' of trawler <i>Gratitude</i> , registered at Great Yarmouth as GY 866	P/SH/3/2/3/1	1888	1 gathering
Norfolk and Suffolk Mental Health Care NHS Foundation Trust (and predecessors)	Medical register for Great Yarmouth Royal Naval Hospital and an unnamed hospital in the same town	ACC 2011/331	1907-1983	1 box
East of England Development Agency	Business plans, accounts, reports and publications	ACC 2011/338	1999-2012	6 boxes
Ordnance Survey, Southampton	Maps of Norfolk, scale 6 inches to 1 mile: incomplete but including first, second and third editions	ACC 2011/246	1882-1950	5 boxes

Keswick Hall Trustees	Additional records relating to staff, pupils and lessons	ACC 2011/280	1932-2009	1 box, 1 folder
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Parochial and Other Trusts and Charities

Creator of the records	Summary description	Reference	Covering dates	Quantity
Kirby Cane Charity Trustees	Rental, correspondence, accounts, minutes and deeds	ACC 2011/321	1669-2000	4 boxes
Tasburgh Village Hall Management Committee	Village Hall Management Committee minutes, 1945-92, Steering Committee minutes, 1990-2 and correspondence and copy of Rules for Tasburgh Village Hall, 1986-96	ACC 2011/288	1945-1996	5 volumes and 2 ring binders
Tivetshall Village Hall Trust	Minutes, correspondence, legal instruments, plans, accounts, booking diaries and other records relating to the erection, administration, hiring-out and use of the Hall	ACC 2011/257	1951-2007	3 boxes
Trustees of Tharston Charities	Trustees' minutes and accounts relating to the following charities: Tharston Poor's Land, Tharston Poor's Allotment, Thomas Clabburn charity, Tharston Town Meadows Charity	ACC 2011/325		

Parish and ecclesiastical records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Aylmerton ecclesiastical parish	Marriage registers, 1969-96, banns register, 1909-76 and registers of services, 1952-2001	PD 240	1909-2001	5 volumes

Belton ecclesiastical parish	Transcripts by Gemma Wassell of inscriptions on memorial stones to be covered by carpet during a re-ordering of the church, with plan showing their location	PD 530/45	2011	7 papers
North Burlingham ecclesiastical parish	Additional parish records including administrative records and published histories	ACC 2011/204	1928-2000	2 folders
Colney ecclesiastical parish	Additional register of marriages	PD 475/84	1996-2011	1 volume
Crangleford ecclesiastical parish	Additional parish registers (PD 201/4-49) and records including baptism register, marriage registers, service registers, communicants registers, preachers register, missionary accounts and collection accounts, 1840-2011.	ACC 2011/332	1837-2011	28 volumes, 6 gatherings and 4 bundles
Drayton ecclesiastical parish	Additional records, including baptism register, 1949-2001, banns registers, 1981-98, service registers, 1973-2007, confirmation register, 1951-94, and papers relating to church fabric	PD 69/44-60	191-2011	2 boxes, 2 plans
Halvergate ecclesiastical parish	Additional parish records. including service registers, 1922-91, and visitors' book, 1963-2009	PD 354/54-68	1922-2009	1 box
Hillington ecclesiastical parish	Baptism, marriage, banns and service registers, graveyard plans and papers relating to church restoration, facilities and terriers	PD 723	1695-20th century	8 boxes
Kirby Cane ecclesiastical parish	Mission Hall plan and various deeds	ACC 2011/322	1673-1896	1 box
Northrepps ecclesiastical parish	Additional records of Northrepps parish, including marriage registers, 1971-2005, town book, 1729-86; banns register, 1964-2009, and registers of services, 1939-90	PD 707/24-33	1728-1990	10 volumes
Paston ecclesiastical parish	Additional parish record: notice of meeting of the Tunstead and Happing Poor Law Union Assessment Committee	PD 264/91	1868	1 paper
Salhouse ecclesiastical parish	Additional register of marriages	PD 625/37	1837-1959	1 volume

Tharston ecclesiastical parish	Additional register of marriages	PD 708/151	1959-2010	1 volume
Winterton ecclesiastical parish	Additional marriage registers, 1930-99 (PD 463/29-34), and other records, including service registers, 1890-1974, Parochial Church Council minutes, 1934-70, and Poor Land Trustees' minutes, 1910-31	ACC 2011/315	1890-1999	26 volumes, 6 booklets, 1 folder
Diocese of Norwich	Records of Diocesan Advisory Committee for the Care of Churches and Quinquennial inspection reports, 2001	ACC 2011/326	c. 1995-c. 2006	37 boxes
Diocese of Norwich: Committee of the Bishop of Norwich for Books and Documents	Minutes, 1976-2002; card index relating to location of parochial books (arranged by parish), c. 1980-2000	ACC 2011/266	1976-2002	1 box

Free Church records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Cromer and Sheringham Methodist Circuit (Cromer, Sheringham and Holt Circuit until 1974; part of North Norfolk Circuit from 2009)	Additional records: baptism registers, 1876-1997, committee minutes, 1974-95, circuit plans, 1962-2010, newsletters, 1975-2008, and papers relating to chapels at Bodham, Cromer, Gresham and East Runton	ACC 2011/174	1876-2010	3 boxes
Cromer and Sheringham, latterly, North Norfolk Methodist Circuit, Norwich Methodist Circuit	Additional Cromer and Sheringham Methodist and Norwich Methodist Circuit records, including committee paper, statements of accounts, insurance policies and church magazines	ACC 2011/193	1979-2009	2 boxes
Cromer and Sheringham, and North Walsham and Aylsham Methodist Circuits	Additional North Norfolk Methodist Circuit records	ACC 2011/224	1978-2009	1 box

Downham Market Methodist Circuit	Additional records of Downham Market Methodist Circuit, relating to Methwold and Downham Market, including notice book, minute books and register of services	ACC 2011/191	1962-2001	2 boxes
Chapelfield Methodist Church, Norwich	Additional record: trustees' cash account ledger	ACC 2011/197	1910-1929	1 volume
Norwich Methodist Circuit	Additional records: summary account books for Chapelfield Road Methodist church, 1996-2005, and Norwich Methodist Circuit, 1996-2001	ACC 2011/175	1996-2005	2 volumes
Norwich Methodist Circuit and constituent churches	Additional Norwich Methodist Circuit records mainly relating to property	ACC 2011/225	1993-2004,	6 files
Norwich Methodist Circuit	Additional Norwich Methodist Circuit records	ACC 2011/238	1897-2009	4 boxes
Wymondham, Attleborough and Watton Methodist Circuit	Wymondham, Attleborough and Watton Methodist Circuit additional records	ACC 2011/239	1907-2006	3 boxes
The Caduceus Church and Healing Centre, Shelfhanger (closed c. 2011)	Register of marriages	FC 136/1	2001-2010	1 volume

Societies and Associations

Creator of the records	Summary description	Reference	Covering dates	Quantity
Council for British Archaeology, East Anglia	Accounts, receipt books and other papers	ACC 2011/167	1978-2005	1 box of files, 2 volumes
Dereham Antiquarian Society (founded 1963) and others	Administrative records of the Society, 1971-2008, and collected records of several local societies and families	ACC 2011/327 (DAS)	1764-2010	22 boxes

Freemasons: Naval and Military Lodge No. 3678, Norwich	Additional lodge records	SO 94/10-12	1913-92	2 volumes, 1 folder
Irish Society of East Anglia, 1891-	Minute books	ACC 2011/222	1891-2011	7 volumes
Keswick and Intwood Women's Institute	Additional record: Golden Jubilee scrapbook	ACC 2011/297	1965	1 file
King's Lynn Civic Society	Additional records: comments and objections to proposals for alterations to buildings and places of historic interest in King's Lynn, subject files, with stray 2007 planning items and 2010 planning applications and related papers	ACC 2011/258	1972-2010	31boxes
National Association of Decorative and Fine Arts Societies: King's Lynn Church Recorders	Additional record of church furnishings, relating to All Saints, South Lynn	SO 163/23	2008-2011	6 folders, 1 CD
Norfolk Accident Rescue Service, founded 1970	Minutes, accounts, financial records, donations files, correspondence, and notes on the history of the service	ACC 2011/262, ACC 2011/269	c. 1973-2009	21 boxes, 1 box file, 1 folder
Norfolk Churches Trust	Comprises files regarding the fabric of individual Norfolk churches in Norfolk (and some in Suffolk), with general files on administration, publicity, fundraising, Trust AGMs, and correspondence	ACC 2011/176 ACC 2011/182	1976-c. 2000	29 boxes
Norfolk and Norwich Philatelic Society	Records including general and committee meeting minutes, members' newsletters, Philatelic Congress year books and annual statements of account	ACC 2011/265	1911-2002	1 box
Norfolk Theological Society (formerly Norwich Diocesan Branch of Central Society for Sacred Study and Norwich Society of Sacred Study)	Minutes and accounts, with articles on the Society's history.	SO 282	2010	1 box

North Elmham Community Planning Group	Includes group minutes and agendas, correspondence, completed questionnaires and copies of <i>North Elmham Community Plan, April 2011</i>	ACC 2011/260	2009-2011	3 boxes
North Norfolk Constituency Labour Party	North Norfolk Labour Party minutes, Cromer and Sheringham Branch minutes, agendas, newsletters, correspondence and membership lists, publicity materials, and campaign (mainly to save the Cromer Crab Factory) papers	ACC 2011/267	1999-2011	2 boxes
Thurne with Clippesby Women's Institute	Records of Thurne with Clippesby Women's Institute including minutes, financial papers, records of members' birthdays and exhibition schedules	ACC 2011/251	1952-92	1 box
Former member of Wensum and Yare Round Table	Charter of association between the Wensum and Yare Round Table and Meaux Round Table and related papers	ACC 2011/254, ACC 2011/283	1969-70	1 roll, 1 file
2nd Air Division Memorial Library and John Wilds	Photographs of crash site at Gairloch, Scotland, and related correspondence	ACC 2011/192	1990-91, 2011	1 file
2nd Air Division Memorial Library and Albert B. Sanders	Memoir of Albert B. Sanders relating to his wartime service in the 448th Bomb Group, Seething	ACC 2011/253	21st century	1 file
2nd Air Division Memorial Library and K.W. Carlson	Memoir of Lt K.W. Carlson, 'A Look Back at WWII', describing his enlistment and military service as a pilot, 1943-5	ACC 2011/298	Late 20th century	1 file

Business records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Barnes, Challen and Cross, architects and engineers, and Stinton Jones and Partners, consulting engineers, both of Gloucester Place, London	Quantity surveyor's working copy of bills of quantities for Campbell's Soups Ltd factory at Hardwick Road, King's Lynn	ACC 2011/189	1957	1 volume

Joe Kenyon Dyson of Hunstanton	Business accounts and related papers of Joe K. Dyson for bakery, shop and café at Hunstanton	BR 357	1919-1925	1 bundle, 1 booklet
William Gaymer & Son Ltd of Attleborough and elsewhere, cider and related beverage manufacturers,	Additional business records: letter-books, directors' correspondence files, price-lists, audit papers and advertising poster, illustrating a bottle of Norfolk Dry cyder	GAY 1/1/22-34, GAY 1/5/17, GAY 1/5/3, GAY 1/6/51, 54	1903-1986	2 boxes, 1 large card
Bill Green, farmer, of Warham, then Hindolveston	Records of Grove Farm, Warham, and of Westfield Farm, Foulsham	BR 358	1926-1994	6 boxes
Hood, Vores and Allwood of Dereham, solicitors	Additional records: mainly probate copy wills and letters of administration of clients, a probate register kept by the firm, title deeds to mid Norfolk properties and miscellaneous documents, including a Buxton glebe terrier, 1894	ACC 2011/203	c. 1801-1960	5 boxes
Jarrold and Sons Ltd of Norwich	Additional records: part of a large collection of glass plates, acetate negatives, etc. used by the publishing arm of Jarrold and Sons Ltd	ACC 2011/200	20th century	5 tin drawers, 18 boxes
Mack Family of Tunstead and Witton	Records farms at Witton, Tunstead and Barton Turf, with highway surveyor's records and family papers, including school exercise books and a conveyance of freehold marshland at Tunstall	BR361	1817-1984	8 boxes
F.C. Myhill and Son of Hethel, farmers	Memorandum book (unfit for production): content includes dates of seed drilling, wheat sowing, tree/plant grafting, fence repair, beet harvesting, etc.	ACC 2011/171	1888-1914	1 volume
J. Penson, farmer, of Great Ellingham	Financial records mainly comprising receipts and invoices, relating to Tanyard farm, Great Ellingham	BR 359	1950-1962	1 box
J.C. Stanton, farmer, of Houghton St Giles	Financial records including account books, wage books and labour books for Houghton Farm, Houghton St Giles	BR 360	1947-1987	6 boxes
Mr and Mrs Stratton of The Farmhouse, Ash Close, Swaffham	Annual balance sheet accounts and related bank statements and invoices for the farm and bed and breakfast business	ACC 2011/303	1940-1973	1 box

John Thurston and Son Ltd, amusement contractors, of Norwich	Includes wages book, letter-books, invoice book and other, mainly financial, papers	BR 363	Mid-twentieth century	1 box
C.E. Woodrow and Sons Ltd of Norwich, millers	Records including directors' meeting minutes, accounts, photographs, correspondence, newspaper cuttings, memorandum and articles of association, share certificate books and estate records	ACC 2011/196	1904-70s	4 boxes
Great Yarmouth Waterworks Company, established 1852; amalgamated with other East Anglia water companies in third quarter of 20th century	Additional records: printed annual reports and accounts	ACC 2011/195	1870-1956 (with gaps)	Approximately 44 gatherings

Deeds, manorial and estate papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
Howlett and Edrich of Acle, auctioneers, valuers and estate agents	Title deeds to marshland in Acle and South Walsham and various premises including a bakehouse in Yarmouth Road, Acle	MC 2775	1799-1937	1 box
Estate in Bressingham and Fersfield	Title deeds and related documents concerning freehold and copyhold land at Thwaite Green and nearby areas in Bressingham and Fersfield and owned, among others, by members of the Blomefield, Smith and Baldry families	MC 2783	1661-1901	3 boxes
Cannon family of Swaffham	Deed of Mary Agas (née Cannon) to Mary Cannon releasing rights to land derived from will of Robert Cannon	MC 2791	6 Aug 1679	1 parchment

Carter Jonas estate agents, of Winchester (unknown in what capacity)	Sale particulars of Irelands Hall and Palmer, chartered surveyors, Aylsham, relating to 3 Bell Yard, 1 Stable Yard and the East Wing, all at Gunton Hall, n.d. [1980s] and of Strutt and Palmer, Chelmsford, for farms in Methwold and elsewhere, n.d. [post 1989]	ACC 2011/206	1980s-90s	1 folder
Clapham and Collinge, solicitors of Norwich, and their client H.W. Wessell (Norwich), Ltd, developer	Title deeds and papers relating to Heinrich Wilhelm Wessell's building estates in Alington (Cherry House and Fortune Green estate), Yelverton, Long Stratton and Hempnall	ACC 2011/248	1846-1994	1 bundle
Estate in Downham Market	Deeds to three houses and premises in Bridge Street (previously Cowgate), Downham Market	MC 2266	1827-1909	1 bundle
Unknown/various estates in Norwich	Deeds and sale particulars relating to Norwich, including title deeds for the Green Man public house, Norwich, c. 1824	MC 2792	c. 1824-1921	8 documents in 1 folder
James William Offley (1895-1972), farmer at Northwold and Carbrooke, and his daughter, Paddy Atkins (b. 1938)	Farming and other records of James William Offley, Watermill Farm, Northwold, then Low Farm, Carbrooke, with related notes and photographs	BR 364	1920-2012	1 box
Estate at Seething	Map of the estate of Mary Wade in Seething	MC 2272	? 1790	1 parchment map
William Thorpe Brackenbury of Shouldham, as agent for the incumbent of Terrington St Clement and St John	Terrington St Clement and Terrington St John tithe accounts and related papers	ACC 2011/180	1884-1907	1 volume, 2 envelopes
Unknown: possibly Mitchell and Clarke, later (by 1877) Whites, Renard and Pomeroy, solicitors, Wymondham.	Sale particulars relating to Wymondham and Garveston	MC 2270	1824-1880	3 papers

Unknown/various estates in Norfolk	Sale particulars relating to grazing marshes and property in Burgh St Peter, 1890 and 1897; title deeds relating to Colkirk estate (land in Colkirk, Gateley, Horningtoft and Oxwick), 1896; deeds to property in the Norwih parishes of St Martin Coslany, 1760, and St Paul, 1889	MC 2797	1760-1897	1 bundle
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Personal and family papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
Annis family of Burnham Norton and elsewhere	Wiveton deeds, 1673-1828, Annis family papers and photographs, 19th century, with later family history papers	ACC 2011/188	1673-1991	1 bundle, 1 file. 5 papers
Beck family of Hempnall, Wymondham and later of Salhouse	Additional personal papers including inoculation certificates, RAF records, identity card, correspondence with Ministry of Labour, articles of clerkship with the Auctioneers' and Estate Agents' Institute of the United Kingdom, and an auction catalogue from a sale at Baron's Hall, Fakenham, 1880	MC 2796/ACC 2011/314	1880-1947	1 folder
Russell James Colman (1861-1946), of Norwich, Chairman of the Yarmouth Port and Haven Commissioners for 24 years, until 1923	Bill for enlarging the powers of the Commissioners for the Port and Haven of Yarmouth, 1898, and related papers, 1895-8, photographs of works at Blakeney, 1897, and Norwich and elsewhere, and a Jenny Lind Infirmary Building and Endowment Fund 'Brick Book'	MC 2267	1895-1898	1 bundle
Mr T.C. Eaton of Norwich	Additional papers of the Eaton family and other associated papers	ACC 2011/213	2000-11	5 files, 1 gathering, 1 paper
T.C. Eaton (as collector); Maurice A. Rooney (d 3 Apr 2003), former prisoner of war	Recorded wartime reminiscences with songs and poems, and analysis of Far Eastern prisoners of war with accounts of their experiences	ACC 2011/317	Mar 1991	1 audio cassette

Fellowes family of Shotesham	Additional records of Sir John Fellowes, William Fellowes and Robert Eyre	FEL 1170-1180	1702-1740	1 box
Major James Andrew Forsythe, MBE (1916-2004), and family	Additional deeds, papers and photographs of James Andrew Forsythe, the Forsythe family, and related families, including Huddleston, Duke and Joseph	MC 2784	1716-2007	8 boxes
Gurney and related Buxton and Barclay and Hoare families of Northrepps, Earlham and elsewhere	Gurney of Northrepps family papers: correspondence, memoirs, diaries, journals, drawings, paintings, and other papers, mainly 1780-1908	MC 2784	1780-2006	14 boxes
Miss L. Hardiman, employee of William Gaymer and Son of Attleborough	Hand-illustrated good wishes card on leaving the firm	MC 2794	1928	1 card
David Hastings, of Norwich	Additional records of David Hastings as governor of the 2nd Air Division Memorial Library, including records relating to the flight of the B-24 Liberator, <i>Diamond Lil</i>	ACC 2011/218	1992-2011	1 volume; 2 papers; 3 DVDs
Hinde family of Norwich	Records mainly of Eric John S. Hinde (1905-87) in his capacity as Lord Mayor of Norwich, 1951-2	ACC 2011/205	1835-c. 1965	1 box
Diana Hockaday, Chairman of Norfolk County Council, 1997-8	Records relate to her year as Chairman of Norfolk County Council, including speeches, correspondence, programmes and reports	ACC 2011/341	1997-1998	4 boxes
Keppel family of Lexham Hall, East Lexham	Journals of Lieutenant Colonel Frederick Keppel of East Lexham (1762-1830) when commanding the 66th and 88th regiments, and published transcript of it, 2011; diary of travels with his family in England and Scotland, 1854-7	ACC 2011/219	1794-2011	3 volumes
Elizabeth R. Kettle of North Elmham, Norwich and Mattishall	Photographs and papers relating to Watts Naval College, 1920-85, and deeds relating to the Hoy family estate, Mattishall, 1826-87, with notes by Iris Coe concerning the Hoy family, twentieth or early twenty-first century	ACC 2011/307	1826-c. 2010	1 box

Lebbell family of Great Ellingham	Printed miscellanea, including Corporal William Lebbell's copies of Infantry Training and The Musketry Regulations (manuals published 1902 and 1903), and printed Wayland Rural District Council notice re overcrowded dwellings, 1936, with notices of unfit dwellings at Poplar Farm, Great Ellingham, addressed to landlord, William Robert Lebbell, 1936	ACC 2011/271	1850s-1941	1 bundle
Robert Pole (1828-1911) of Belton, market gardener, and the related Pole and Searby families	Diaries of Robert Pole of Belton, 1888-90, and related family papers	MC 2249	1888-2011	3 volumes, 2 booklets, 1 folder
Frederick John Reynolds (area currently unknown)	Home Guard service certificate and certificate of proficiency	ACC 2011/334	1944-1945	2 papers
Vincent Alexander Pask (c. 1897-1968) as Norwich City Engineer, 1932-9	Publications and personal papers relating to Mr Pask's work as an electrical engineer	MC 2798	1937-1955	2 papers, 2 volumes
D.D. Saunders, MBE, Royal British Legion, Norwich Branch	Typescript memoir relating to his period of office as branch treasurer	MC 2781	1954-2009	1 gathering
Professor A. Hassell Smith, of Norwich	Research papers on the Bacon and Townshend families covering the period c. 1570-1620s. Greenhoe Hundred biographical index arranged by parish	ACC 2011/235	20th-21st centuries	34 boxes
Mrs Jane Ann Steel (née Sykes), school teacher	Teacher training certificate, 1912, and teacher's service book, 1925-47 with accompanying letter and receipt from Norfolk County Council, probably on her retirement, 1947	MC 2326	1912-1947	1 gathering, 1 parchment and 2 papers
Related Weston and Talbot families of Wacton and Harleston	Draft accounts of William Weston as overseer of Wacton, 1815, exercise book of J. Weston at Long Stratton Commercial School, 1873, and Harleston Carnival programme, 1930	MC 2221	1815-1930	3 gatherings
Woodrow family of Norwich	Documents relating to the family's involvement with the Methodist Church	MC 2793	1931-46	folder

Unknown, but possibly William Forster of Aylsham, solicitor.	Probate copy of the will of John Raymes of Blickling, farmer	MC 2209	1873	2 parchments, filed
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Historical and miscellaneous

Creator of the records	Summary description	Reference	Covering dates	Quantity
Mrs Hilary Clutten, of Attleborough	Research papers, including notes on the history of the Pennoyers School, Pulham St Mary (with collected documents) and photographs of graves in the Pulham St Mary Virgin Churchyard, with identifying notes	MC 2777	1884-c.1995	1 box, 1 bundle
R.J. Driscoll, formerly of Norfolk Museums Service	Colour prints maps from a land use survey of the Broadland area by S. Thompson of Norfolk County Council Planning Department, 1967, with related notes	ACC 2011/278	1982-2012	2 envelopes, 1 DVD
Leslie Hubert Dunthorne (1921-), of East Dereham	Photograph of a large country house (said to be Didlington Hall) and two pencil sketches, of an oak tree at Bale, once property of Sir Willoughby Jones (1820-84), and a 'view of the avenue from Cranmer Hall', August 1850, signed by E. Jones	MC 2803	Mid-late nineteenth century	1 photographic print, 2 papers
Mr Ron Fiske of Morningthorpe (as collector)	Two cheques signed by Lord Suffield	MC 2271	1937	2 papers
Carey Moore of Great Ellingham (as collector)	Additional church and community magazines from Great Ellingham, Hingham and surrounding parishes	ACC 2011/170, ACC 2011/268, ACC 2011/277	1917-2012	42 gatherings/files
Mr Vivian Kimm (1917- 2010) and Mrs Gertrude Kimm of Norwich	Colour slides taken by Mr Vivian Kimm of Norfolk village signs, and accompanying alphabetical card index, 1970-2005; colour slides, news cuttings and an audio commentary by Gertrude Kimm describing the planning and construction of the Castle Mall in Norwich, 1989-95	ACC 2011/178	c. 1970-2005	8 boxes

Mr Ken Lock of Little Walsingham	File of notes of locations and contact details, with printed leaflets re background to Orthodoxy and to Orthodox churches in Norwich, and in Sutton, Little Walsingham and Great Walsingham	ACC 2011/194	September 2011	1 file
Don Mathew, environmental campaigner	Locally produced, independent newspapers: <i>NANANEWS</i> produced by Norfolk and Norwich Activities, August 1977, <i>Eastern Mourning News: Broads Disaster</i> , produced by Breydon Friends of the Earth, 12 October 1979 and <i>The Paper: The Independent Monthly from North Norfolk</i> , published by Bernard and Carla Phillips, January 1981	MC 2799	1977-1981	3 gatherings
Norwich Survey, initiated in 1971 to study the history and development of Norwich by the integrated use of evidence from archaeological excavation, documents, and surviving buildings	Additional card indexes and other papers containing abstracts of information from documentary sources, 16th-18th centuries	ACC 2011/232 (MC 146)	c. 1975-1977	1 box
Patrick Palgrave-Moore, of Neatishead	Norwich Cemetery Transcriptions Project additional records	MC 2669/38	2011	1 bundle
Pinchen family, of South Creake	Order of thanksgiving service for Horatio Nelson at church of All Saints, Burnham Thorpe and related newspaper cutting, found in a book belonging to Mr Pinchen, a merchant of South Creake, who probably attended the service	MC 2778	1905	2 papers
George A. Robinson of Thundersley (Essex), amateur photographer and postcard collector	Postcards and photographs of places in Norfolk: Norwich, King's Lynn, Great Yarmouth, Heacham, Dersingham, West Newton, Hunstanton, Sandringham, Castle Rising, Cromer and Thetford	ACC 2011/285	1930s	1 bundle of 10 envelopes
Rosemary Steer of Harleston	Monumental inscriptions for St Margaret's churchyard Starston,, with churchyard plans, and notes on Starston men who died in the First and Second World Wars	MC 2225	2011	1 folder, 3 papers

Wick family of Gorleston and Walthamstow	Picture postcards of Norfolk views sent to Mrs A.J. Wick and others	MC 2313	1911-1915	23 postcards
Unknown collector or collectors	Two letters from Thomas Tanner to John Anstis at the College of Arms concerning the advowson of the rectory of Redenhall, 1724, and a letter from Peter Le Neve to Oliver le Neve regarding Peter's illness, 1704	MC 2801	1703-1724	3 papers
Unknown collector/various	Methwold rental and other miscellaneous Norfolk letters and papers, including three Pengelly letters, 1662-9 and a Le Neve letter, 1728	MC 2802	1603-1833	10 papers
Unknown	Mortgage and lease of a cottage and lands in Bacton, 1775-84, covenant to levy a fine re property in Paston, 1804 and copy of <i>Eastern Daily Press</i> newspaper, 10 October 1870	ACC 2011/166	1775-1870	3 papers and 1 parchment
Unknown, possibly the Bedford Level Corporation	Report as to condition of sluice and dam at Salter's Lode (then in parish of Denver; later West Downham)	MC 2264	1775	1 paper

Copies of records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Barningham Hall estate	Facsimile copies of coloured designs by Humphrey Repton (in style of his 'Red Books'), 1807, sketch of Little Barningham church, 1779, and published engravings of Hall, 1779 and 1816	ACC 2011/228	1779-1816	1 folder
Unknown	Copy of a photograph of Bracondale School third form	FX 364	1911	2 jpegs, 1 paper
Lain family of Hethersett	Photocopies of typescript letters sent to his sons by Neville Lain (1906-77), while working for the Royal Army Ordnance Corps in the Orkney islands during the Second World War	FX 365	1943-1945	1 bundle

Mrs Eleanor Maud (Betty) Janes (née Storey)	Copies of photographs of pupils and staff of Larling School and Ketteringham School	ACC 2011/241	1926-1930	1 folder
Whincop family of King's Lynn or Whincop and Lane, attorneys of King's Lynn	Copy of letter to Robert Whincop town clerk of King's Lynn, from Dan Jones, 1809, and copy of town clerk's notice in <i>Norfolk Chronicle: The Gazette</i> of application to Parliament for a King's Lynn Paving Act, 1791	FX 369	1791, 1809	6 papers
2nd Air Division Memorial Library, Rudolph Santini and Steve Dell	Copy of the mission diary of Rudolph D. Santini	ACC 2011/311	Late 20th century	1 file

Norfolk Sound Archive

Creator of the records	Summary description	Reference	Covering dates	Quantity
Archant, newspaper and magazine publisher, Norwich	Recorded interview, entitled 'Newspaper Office', with Mr Bagshaw, editor of the <i>Eastern Daily Press</i> , 1950	AUD 59	1950-2011	1 WAV PCM linear file, 2 papers
Brock family of Norwich	Recorded memoirs of Harold Brock and Albert Lane relating to 2 Albany Road, Norwich; Shanklin House, 60 St Clements Hill, Norwich and Albert Lain's tailor's shop in the St Augustine's area of Norwich	AUD 64	2003	1 CD-DA
Caistor Roman Project Limited	Recorded interview of Eddie Holden (1927-) with related images and typescript memoirs and interview summary concerning his memories of growing up in the Caistor St Edmund area in the 1930s, and his recollection of archaeological digs at Venta Icenorum under Professor Donald Atkinson	AUD 62	c .1935-2011	1 WAV file (1.37 GB), 1 JPEG file (3.88 MB), 24 papers

George Walter Crane (1884-1975) and the Crane family of Marsham	Recorded memoirs of George Walter Crane relating to his career in farming, with contributions by Tom Crane (son of GWC), Susan Crane, née Papworth. (wife of Tom Crane), and Michael Pickstock; memoirs of Walter Medlar regarding his career in cattle markets in Norfolk	AUD 65	n.d. [1960s]	1 reel of quarter inch audio tape
Friends of Norfolk Dialect	Additional recorded interviews, with Brian Harvey and Diana Rackham	AUD 12/1/64	2011	2 WAV files (488 MB)
Friends of Norfolk Dialect	Additional recorded interview, with Mr Jack Barrell	AUD 12/1/65	2011	1 CD-DA
Friends of Norfolk Dialect	Additional recorded interview, with John and Joyce Stagg	AUD 12/1/66,	2012	1 CD-DA
John Greenaway (fl 1975-) of Norwich; academic	Additional sound recordings and related papers: typescript summaries of telephone interviews carried out as research for an article on the 1994 European elections in the United Kingdom' (closed to 202)	AUD 53/3	1994-1995	1 bundle
Gressenhall Farm and Workhouse Museum	Additional sound recordings: oral history interviews by Katrina Siliprandi with unidentified female and with Beatrice Oaks relating to the First World War	SAC 2011/24	n.d. [1980s]	1 compact cassette
King Street Community Voices	Additional oral history interviews, related images, summary sheets and database	SAC 2011/34	2010-2012	3,381 files in 83 folders (117 GB)
Little Ouse Headwaters Project	Recorded oral histories and typescript summaries relating to parishes on the Norfolk-Suffolk border, where the headwaters of the Little Ouse are located, namely Blo Norton, Garboldisham, and South Lopham in Norfolk and Hinderclay and Thelnetham in Suffolk	AUD 60	2009-2011	18 WAV PCM linear files (5.64 GB), 5 papers
Anne Martin (1940-) of Norwich	Oral history recordings relating to council housing in Norfolk during the early twentieth century; interviews relating to Melton Constable and with Tom Dack of Wells-next-the-Sea and Mr F. Parsons	AUD 58	1996-2001	3 reels of quarter inch audio tape

Norfolk Library and Information Service; Diss Library	Additional sound recordings: copies of BBC Radio Norfolk's <i>Village Voice</i> programmes, featuring Burston, Blo Norton, Diss, Garboldisham, the Lophams, Scole, Shelfanger, Tivetshall, Winfarthing and Wingfield; two copies of <i>In Town: The Diss News Cassette</i>	SAC 2011/28	1980s	12 cassettes plus an empty box
Norfolk Museums and Archaeology Service	Archaeology Oral History Project (additional) Interview of Peter Robbins by Natasha Harlow, with images and summary	AUD 5 (additional)	2012	4 papers, 1 DVD-R containing 1.91 GB
Norfolk Museums and Archaeology Service	Great Yarmouth Museums: Great Yarmouth Voices, series 2 (additional)	AUD 19	2007-2012	16 WAV PCM linear files (10.0 GB)
Norwich ARCH (Archiving Rural Community History) Group	Recorded interview of Robert King relating to Norwich's retail sector from 1940s onwards, especially a butcher's shop in Earlham Road area	SAC 2011/31	2009	1 WAV PCM file (170MB)
Norwich Living History Group	Oral history recordings: mainly life histories	SAC 2011/19	2008-2009	38 PCM WAV files (16.6 GB)
Townscape Heritage Initiative; documentary project; 2010-2012; regeneration project for St George's and King Street area of Great Yarmouth	Oral history recordings made by Lynsey Allett relating to St George's and King Street area of Great Yarmouth	AUD 61	2011	2 AIFF files (757 MB), 1 audio CD
University of East Anglia	Sound recordings of Malcolm Bradbury (1932-2000), author and academic	SAC 2011/37	c. 1959	13 reels of quarter inch audio tape
WISE Archive, Norwich	Additional recorded interviews and typescript transcripts	SAC 2011/32	2011	84 data files

Appendix 2: Lectures, etc. by NRO staff

1 October 2011-31 March 2012

John Alban

- 'Introduction to the Norfolk Record Office' to visiting members of the Norwich Welsh Society/Cymdeithas Gymraeg Norwich at The Archive Centre.
- 'The Work of the Norfolk Record Office', talk to the Dean of Norwich's Breakfast Group, at Norwich Cathedral Refectory.
- 'Norfolk and the Invasion Crisis of 1385-6', talk to members of the Norfolk Archaeological and Historical Research Group.
- 'Re-creating Medieval Ships', lunchtime talk at True's Yard, King's Lynn.
- 'Archive Experiences', after-dinner speech to the Norwich Welsh Society/Cymdeithas Gymraeg Norwich's St David's Day Dinner, at Drayton.

Claire Bolster and Kären Gaffney

- The last four sessions of a six-week course, 'Family History for Beginners', at The Archive Centre

Jonathan Draper

- 'Basic Archive Training for Community Archives', workshop at Dragon Hall, Norwich.
- 'The American Invasion Remembered: Recorded Memoirs of USAAF Servicemen Based in Norfolk during the Second World War', given to the Seething Air Tower Association.
- 'An Introduction to the Work of the Norfolk Record Office and Norfolk Sound Archive', for a group of UEA students as part of a history module called 'Britain at War and Other Modern Myths'.

Victoria Draper

- 'The Abolition of the Slave Trade' school workshops at Norwich Castle Museum and Art Gallery for Lynn Grove and Flegg High Schools.
- 'History of Firside School' workshop at Firside Junior School.
- 'Local History' school workshop at North Walsham Primary School.
- 'Creative and Media Diploma' school workshop for Reepham High School.
- 'Leisure and Tourism in Norfolk' school workshop for Cliff Park High School.
- 'Work of an archivist' school workshops for Kinsale Junior School and Cringleford Primary School.

- 'Researching the history of Islam in Norfolk' workshops for young people from Chapelfield Mosque.
- 'History of Great Yarmouth' sessions for Great Yarmouth College.
- 'History, and fun?' sessions for Ludham Primary School Family Learning Programme.
- Group visits for various groups, including students of UEA, students from West Anglia College, Norwich Round Table and 41 Club.
- 'Making an Almanac' school holiday activity session at The Archive Centre.
- 'Creating a Norfolk Tower' school holiday activity session at The Archive Centre.
- 'Making Christmas Stockings' school holiday activity session at The Archive Centre.
- 'Creating Nose Art' school holiday activity sessions at The Archive Centre.
- 'Education in the 1960s' school holiday activity session at The Archive Centre
- 'Creating a Norfolk Tower' extended school session at The Archive Centre
- 'Making Ginger Beer', extended school session at Hewett School.
- 'Creating Illuminated Manuscripts' school activity session at City Academy, Norwich.
- 'Migration from Norfolk to North America' sessions at Thetford Museum of Ancient Life
- 'The work of the Norfolk Record Office', illustrated talk to Fakenham Community Archive, Surlingham WI, Stoke Holy Cross Tuesday Club, Walsingham Local History Group.
- 'Tracing your Family History', illustrated talk to Brundall Local History Group.
- 'Norwich Market Place' workshops at the Primary History Conference.
- 'Norfolk celebrates the 50s' reminiscence session at The Archive Centre.

Susan Maddock

- 'Southrepps in Norfolk's Archives', talk at Southrepps Village Hall.
- 'Back to School in Norfolk's Archives' lunchtime talk at The Archive Centre.
- Address to members of the Dereham Antiquarian Society as part of their annual general meeting.
- Group visit to The Archive Centre by the Southrepps Society.

Frank Meeres

- 'Norfolk and the Suffragettes', talk to Great Yarmouth Soroptomists in Great Yarmouth.
- 'Know Your Norwich', a series of seven talks and walks in Norwich.
- 'Norwich Celebrates', early evening talk in The Archive Centre.

- 'What do we know about the Black Death in Norfolk?', talk to Brooke Historical Society in Brooke.

Peter Monteith

- 'A Norfolk Estate and its Tenants', lunchtime talk at The Archive Centre.
- 'Lord Suffield's Cromer' workshops in Cromer.
- Group visit to The Archive Centre by the Southrepps Society.

Eve Read

- One 'Introduction to Family History' presentation at the Norfolk and Norwich Millennium Library.
- Three 'Family History on the Internet' workshops, at the Norfolk and Norwich Millennium Library.

Athena Teli-Drou

- 'Making an Almanac' school holiday activity session at The Archive Centre.
- 'Creating a Norfolk Tower' school holiday activity session at The Archive Centre.
- 'Creating Nose Art' school holiday activity sessions at The Archive Centre.
- 'Education in the 1960s' school holiday activity session at The Archive Centre.
- 'Making Ginger Beer', extended school session at Hewett School.
- Group visits for two groups including Norwich Community Learning Champions and Dereham U3A.

Tom Townsend

- Eight sessions of an 'Introduction to the written world of Tudor and Stuart Norfolk: English palaeography explored', an evening course at The Archive Centre.
- Group visit, including a display of Hornor and other estate records for Peter Hornor and the Norfolk Mardlers Club.
- Talk about the Gaymer project at the public launch of the Gaymer exhibition at Attleborough Library.

Elizabeth Walne

- Eight 'Heritage Hour' talks at the Norfolk and Norwich Millennium Library on topics including 'Parish Registers', 'Newspapers', 'Marriage Licences', 'Land Tax', 'Criminal and Prison Records'.
- Six 'Heritage Hour' drop-in sessions at the Norfolk and Norwich Millennium Library.

- Two 'Introduction to Family History' presentations at the Norfolk and Norwich Millennium Library.
- Five 'Family History on the Internet' workshops, at the Norfolk and Norwich Millennium Library.

Jenny Watts and Antoinette Curtis

- Looking after your Parish Records', talk as part of the Norwich Diocese's churchwardens' training day at East Dereham.

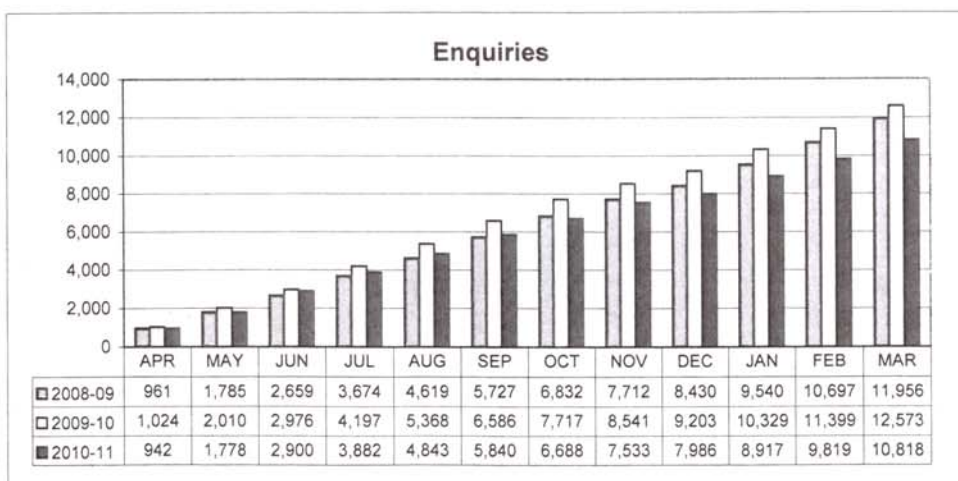
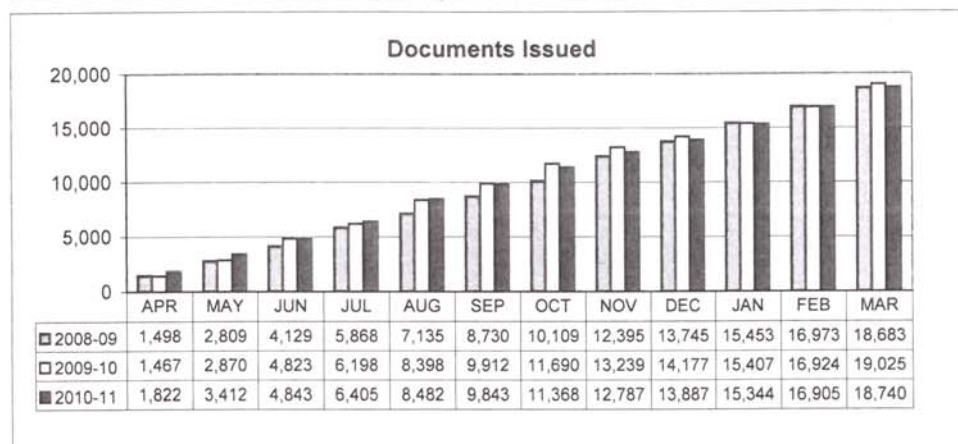
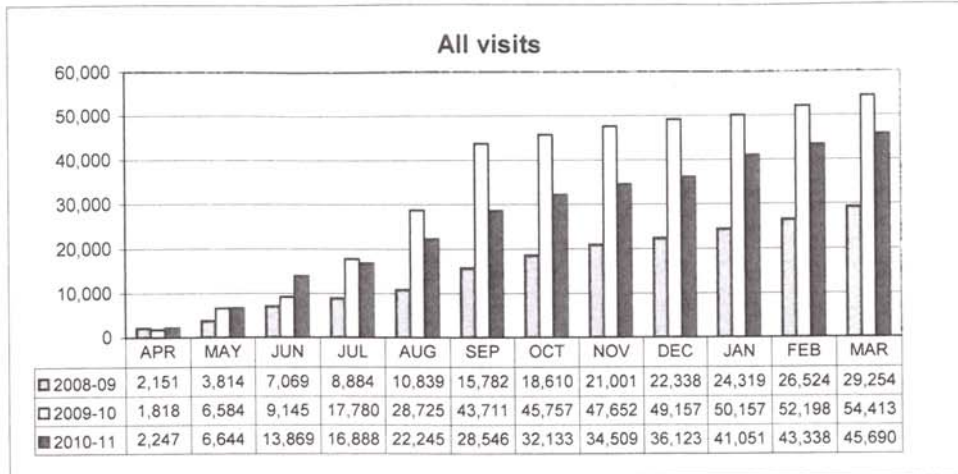
Appendix 3

Norfolk Record Office

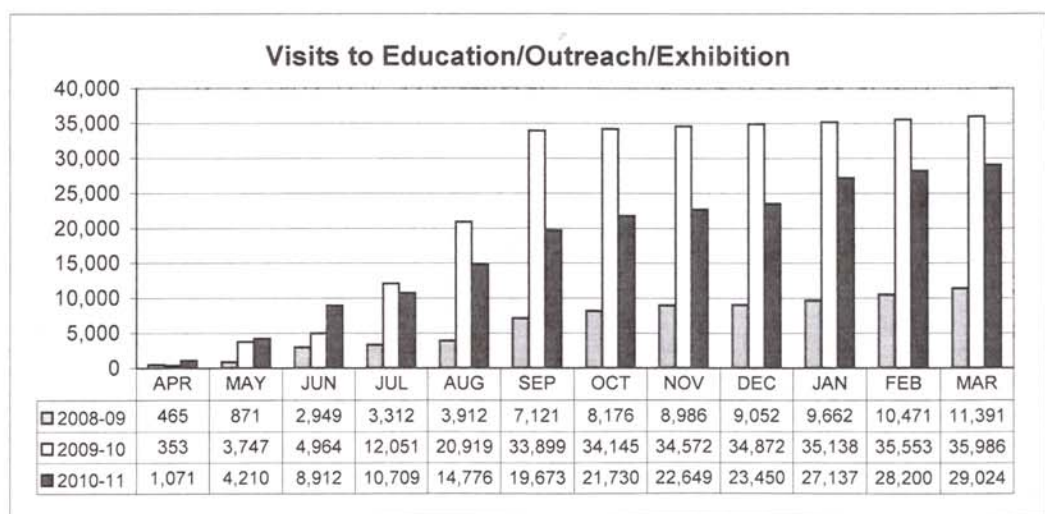
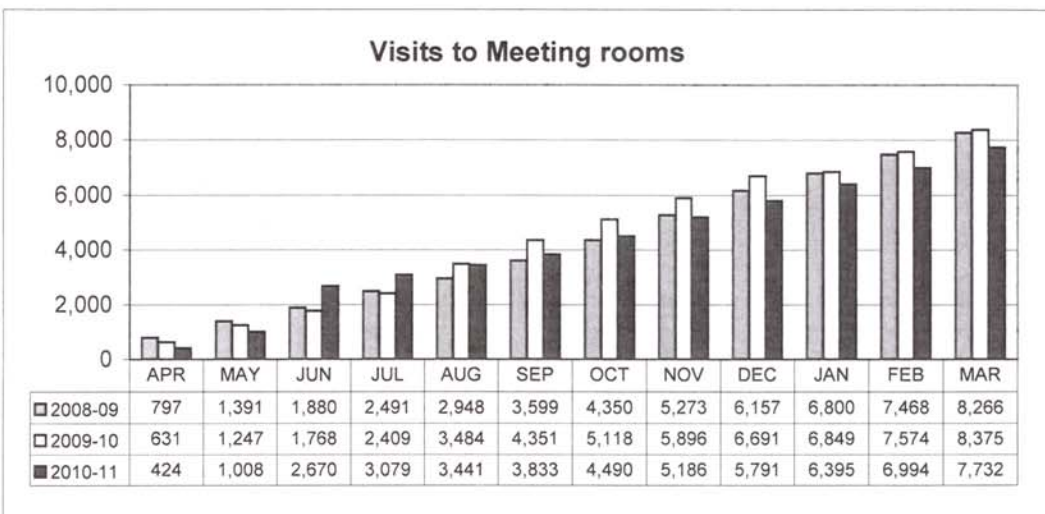
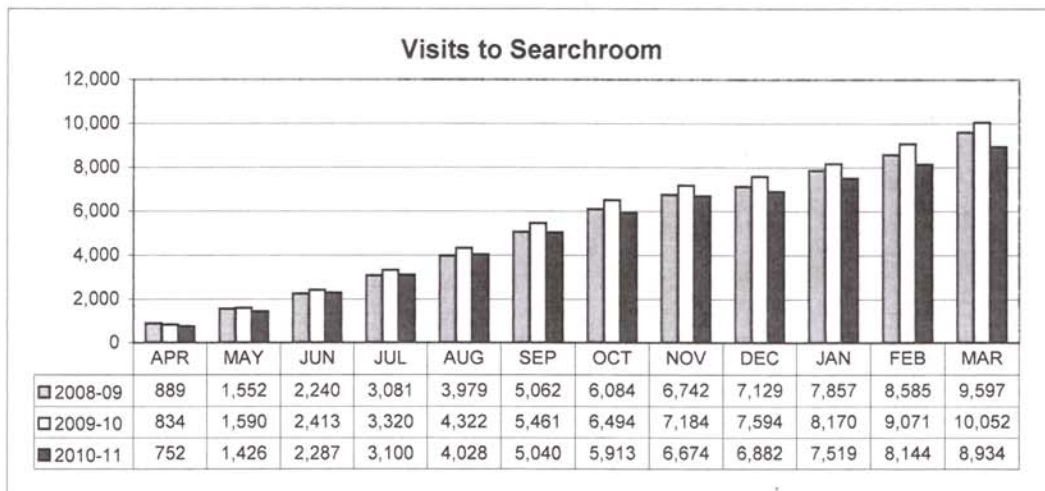
Performance Indicators

1 October 2011-31 March 2012

Norfolk Record Office Visits and Usages Cumulative



Norfolk Record Office Visits and Usages Cumulative



Report by the County Archivist

Annual Report, 2011-12

This report, which the Committee is asked to note, provides a selective summary of the activities of the Norfolk Record Office during the period, based on two detailed half-yearly reports to the Committee.

Accessions

- 1 There have been 384 deposits, gifts and purchases during the year covered by this report, compared with 389 in the equivalent period in 2009-10. They include 39 accessions (27) to the Norfolk Sound Archive.

The newly accessioned archives range in date from 1365 to 2012. The earliest is a deed relating to land in Flordon, 1365. Ten other medieval deeds, 1421-97, relate to Besthorpe, Bracon Ash, Flitcham, Flordon, Redenhall and Starston, Tatterford and Tattersett, Whitlingham and Wicklewood.

Newly acquired manorial records include Newton by Castleacre court books, 1561-1923, a Chedgrave Banyardes Lallfordes and Butleyes court book, 1603-1614, Shipdham manor court papers, 1748-64, and Methwold Bromehill (in Croxton and Methwold) court minutes, 1841-1936, with Easthall in Feltwell minutes, 1859-97. The earliest maps relate to estates in Seething, 1790, Barningham Norwood, 1817, and Geldeston, 1826.

Four letters relating to mercantile business in Great Yarmouth, 1662-71, were added to the NRO's holdings of the dispersed correspondence of London merchant, Thomas Pengelly. Outstanding among family papers received are a substantial group of Gurney of Northrepps correspondence, memoirs, diaries, journals, drawings, paintings, and other papers of the Gurney and related Buxton, Barclay and Hoare families of Northrepps, Earlham and elsewhere, 1780-1908, and the accounts and family and estate memoranda of Revd Thomas Lloyd of North Walsham, Happisburgh and Westwick, 1783-1810.

Records of small businesses and of societies have continued to appear in quantity and variety. Those received in 2011-12 include

19th-20th century records of small businesses in Cromer, Fakenham, Holt, Hunstanton, King's Lynn and Norwich, among them a baker, carpenter, a handbag manufacturer, a public house and a medical practitioner. Societies and voluntary associations represented include Norfolk Theological Society, 1937-2010, Norfolk Accident Rescue Service, c. 1973-2009, Great Ryburgh Players, 1976-2008, Norfolk Churches Trust, 1976-2000, and Diss and District Society, 1977-2011.

Newly accessioned sound archives include recordings of author and academic, Malcolm Bradbury (1932-2000), made in the late 1950s, and memoirs of George Walter Crane (1884-1975) and the Crane family of Marsham, relating to his career in farming, recorded in the 1960s. More recent oral history recordings, made in the last year, relate to Barton, Irstead and Neatishead, Blo Norton, Garboldisham, and South Lopham, Norwich, Wymondham, Norwich and Great Yarmouth.

Cataloguing

- 2 223 new catalogues, representing around 16 cubic metres of records were completed and added to the NRO's online catalogue. In addition, the final sections of a new catalogue of the Bradfer-Lawrence collection (the whole archive comprises 840 boxes or 16 cubic metres) were added to the online catalogue.

At the end of March 2012, the total number of catalogue entries in CALM was 717,789 (703,011 in March 2011), of which 678,358 (636,100) are accessible to the public *via* the internet on <<http://nrocat.norfolk.gov.uk>>.

A new online catalogue of personal records and memoirs relating to the 2nd Air Division, United States Army Air Force, during the Second World War, was formally launched in November. The archive includes many poignant diaries, letters, photographs, memoirs and audio recordings relating to the wartime experiences of 2nd Air Division service personnel based in East Anglia. The new catalogue was been made possible by two generous legacies from former veterans, Jordan Uttal and Evelyn Cohen, which benefited the NRO, working in partnership with Norfolk Library and Information Services and the Norfolk-based 2nd Air Division Memorial Trust.

Four other discrete cataloguing projects have been active during the last six months. Work on the Harbord of Gunton estate archive entered a new phase in June, with the appointment of a dedicated project archivist. So far, the project has seen descriptions of five series of estate and family records added to the online catalogue, and the project archivist has also researched and planned *A Norfolk Estate, its Places and People*, an exhibition of highlights from the archive, and an illustrated research guide with the same title, created

and maintained a project blog, engaged six volunteers, and, in partnership with the University of East Anglia, delivered a series of four workshops in Cromer, followed by an exhibition, under the title, *Lord Suffield's Cromer*.

An eleven-month project to catalogue the diverse papers of T. C. Eaton of Norwich began in September. A smaller cataloguing project, focusing on records of William Gaymer and Son Ltd of Attleborough and supported by a grant from the Business Archives Council, also started in September, and was completed at the end of March. The fourth project, on accessions, began in January 2012. Another eleven-month project, this aims to establish procedures for assigning catalogue references to new accessions on receipt and adding descriptions of them to the online catalogue quickly as part of the accessioning process.

Visits and public services

- 3 Visits to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items were made by 43,097 people, compared with 44,295 in 2010-11. Of these, 19,064 visited The Archive Centre; 24,013 attended offsite events and exhibitions.

There were 7,267 research visits to the searchroom (9,631 in 2010-11) and 19,913 original documents (13,867 in 2010-11) were produced in the searchroom, to visiting groups, for copying or to answer enquiries. The reduction in the number of personal research visits is likely to be a result of the vast number of images of NRO sources now freely available accessible online.

9,024 postal, telephone and e-mail enquiries were answered during the year, compared with 10,499 in 2010-11. 79,259 hits (104,661 in 2010-11) were recorded on the NRO website (<http://archives.norfolk.gov.uk>).

Conservation

- 4 During the year, 25 maps, 1,933 papers, 19 parchments and 29 volumes received treatment in the conservation studio. Among them was the Great Yarmouth Hutch map. Packaging improvements were carried out to over 160 items, including two of the Norwich City charters, 20 large maps from the Bradfer-Lawrence collection and documents in the Gunton estate and Eaton archives.

Two NRO conservators, Antoinette Curtis and Yuki Uchida, presented an instructional poster ('Which Gelatine to use? – The Choices for Conservators') at the international Adhesives and Consolidants for Conservation symposium, at the Canadian Conservation Institute, Ottawa. They also published an article about their experience in the Archives and Records Association (ARA) magazine, *ARC*.

Norfolk Sound Archive (NSA)

- 5 The Norfolk Sound Archive's digitization programme resulted in the creation of 54 master preservation files, 326 access files, and 42 production master files. They include oral history interviews relating to farming in Hilborough, Marsham and Shipdham, Norwich's shoe industry, retailing in Norwich from the 1940s onwards, Norwich in the 1960s, council housing in Norfolk after 1919, Norfolk's links with Japan, the career of a professional archaeologist and the *Eastern Daily Press* in the 1950s. In addition, 38 of the access copies have been linked to NROCAT, enabling them to be heard by clicking on links in the catalogue descriptions.

Members of the public have consulted sound recordings in the Sound Archive listening room on 17 occasions. A further 125 have heard extracts from recordings held by the Norfolk Sound Archive in talks given by Jonathan Draper, Senior Archivist (Sound Archive).

Oral history training or advice was provided for 15 oral history projects, including Barton, Irstead and Neatishead Oral History group, Bridewell Museum, the Carnival Archive project, Dragon Hall's King Street Community Voices project, the Eighth in the East project, which hopes to explore the impact of the USAAF in East Anglia, the Islam in Norfolk project, the Little Ouse Headwaters Project, Norwich Living History group, Swaffham Museum, Wymondham College and SeaChange Arts' Bread and Circuses project, which relates to the history of the circus in Great Yarmouth.

Education and Outreach

- 6 12,454 people (11,115 in 2010-11) attended one or more of 275 (277) events. Of these, 3,403 (1,966) came to talks, workshops and other events at The Archive Centre, with the remaining 9,051 (9,149) attending events elsewhere in the county, and beyond. This includes 3,000 people visiting the Norfolk Record Office stands at the Royal Norfolk Show and Great Yarmouth Maritime Festival.

Programmes for schools and young people included school workshops at schools across the county and half-term and school holiday activities at The Archive Centre, the Ancient House Museum of Thetford Life and Lynn Museum. In addition, the education and outreach team delivered four sessions on migration to North America during the nineteenth century for members of the Thetford Museum of Ancient Life History Club, and introductory sessions at The Archive Centre for ten young people from the Chapelfield Mosque in Norwich to enable them to research the history of Islam in Norfolk.

As part of the BBC's *Hands on History* series, several events were run in conjunction with the *Reel History* programmes. These included

an archive film screening and reminiscence session at Gorleston Library, a project looking into the history of Erpingham Primary School which resulted in a film shown at The Archive Centre in November and half-term activities centred on education in the 1960s, and the creation of aircraft 'Nose Art', inspired by images in the 2nd Air Division, USAAF Memorial Archive.

Events provided for adults included a programmes of talks at The Archive Centre and elsewhere, and a number of prearranged group visits, typically consisting of a tour of the NRO and a special display of documents, workshops for teachers and students and two evening courses at The Archive Centre: 'Family History for Beginners' and 'Introduction to the written world of Tudor and Stuart Norfolk: English palaeography explored'.

Exhibitions

- 7 Five exhibitions have been shown in the Long Gallery during the past six months. *Leading the Way: the Archive of G. King and Son (Lead Glaziers) Ltd*, continued until 19 April, and was replaced during the summer months by a poster exhibition, *Animals in the Archives*. *Building an Education: Norfolk Rural Schools, 1800-1950*, ran from mid September to mid December and was replaced by *Go Gay with Gaymer's Cider Advertising*, a display of Gaymer advertising posters. *A Norfolk Estate, its Places and People*, which shows highlights from the Harbord of Gunton archive, opened on 27 January. Exhibitions in the Long Gallery attracted an additional 1,784 visitors to The Archive Centre, in addition to those who saw the displays as part of a visit.

The Pastons in Norfolk's Archives, an exhibition of original documents and facsimiles went on show at Dragon Hall, Norwich, as part of the *History Alive at Dragon Hall: Paston's Norwich* week in November 2011. Exhibitions of parish records were provided for a record number (21) of special events at the parish churches of Banham, Brisley, Brockdish, Broome, Costessey, Dickleburgh, North Elmham, Happisburgh, Heigham Holy Trinity (on two occasions), Hellesdon, Hethersett, Mileham, Norwich Mile Cross, Norwich St Andrew (on three occasions), Paston (on two occasions), Quidenham and Wood Norton. A small exhibition was also provided for Mattishall and District Women's Institute's 90th anniversary meeting at Mattishall Memorial Hall. These parish and community exhibitions were seen by an estimated 5,800 people in total.

Two facsimile exhibitions were shown in Norfolk libraries in March 2012. These were *Go Gay with Gaymer's Cider Advertising*, which was on display at Attleborough Library from 6 March, and *Lord Suffield's Cromer*, which went on show at Cromer Library on 19 March. They were seen by an estimated 5,000 people at Attleborough and 4,140 at Cromer.

King's Lynn Borough Archives

- 8 163 visits were made to King's Lynn Borough Archives, compared with 156 in 2010-11, and 311 (347 in 2010-11) original documents were produced in the searchroom or used to answer enquiries. 62 (51) telephone, postal and e-mail enquiries were answered.

A display of treasures from the Borough Archives, including two medieval royal charters, was shown to the Queen as part of her first official visit of her Diamond Jubilee year, on 6 February. Images of documents from the Borough Archives and the NRO relating to Henry Bell were included in an exhibition about Henry Bell at the Custom House from October onwards.

The NRO continued to contribute to planning for improved archive facilities at King's Lynn, in partnership with the Borough Council of King's Lynn and West Norfolk, and Norfolk Museums and Archaeology Service. To enable a first phase of works at the Town Hall to be completed, one of the three archive stores was vacated and the records, relating mainly to district councils outside King's Lynn, were transferred on temporary deposit to the NRO at The Archive Centre.

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

Financial Implications

- 11 There are no financial implications.

Any other Implications

- 12 Officers have considered all the implications of which members should be aware. Apart from those listed in the report above, there are no other implications to take into account.

Recommendation


- 13 Members are asked to note this report.

Officer Contact:

Dr John Alban, County Archivist

Telephone: 01603 222599

E-mail: jr.alban@norfolk.gov.uk

 The logo for 'IN TRAN communication for all' features the words 'IN' and 'TRAN' in a bold, sans-serif font. 'IN' is positioned above 'TRAN'. To the left of 'TRAN' is a stylized graphic consisting of two triangles pointing towards each other, forming a larger triangle. Below 'TRAN' is the tagline 'communication for all' in a smaller, lowercase font.	<p>If you need this Agenda in large print, audio, Braille, alternative format or in a different language please contact the County Archivist on 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.</p>
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