

NORFOLK RECORDS COMMITTEE

Date: **Friday 24 April 2015**
Time: **10.30am**
Venue: **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.

Membership

Mr J W Bracey	Broadland District Council
Mr D Bradford	Substitute: Mr D Buck
Ms D Carlo	Norwich City Council
Mrs A Claussen-Reynolds	Norwich City Council
Michael Chenery of Horsbrugh	North Norfolk District Council
	Norfolk County Council
	Substitute: Mr B Iles
Mrs M Wilkinson	Norfolk County Council
	Substitute: Deborah Gilhawi
Dr C J Kemp	South Norfolk District Council
	Substitute: Mr T Blowfield
Mr R Kybird	Breckland District Council
	Substitute: Cllr M Chapman-Allen
Mrs E A Nockolds	King's Lynn and West Norfolk Borough Council
Ms K S Robinson-Payne	Great Yarmouth Borough Council
Mr P Smyth	Norfolk County Council
	Substitute: TBC
Ms V Thomas	Norwich City Council

Non-Voting Members

Mr M R Begley	Co-opted Member
Mr R Jewson	<i>Custos Rotulorum</i>
Dr G A Metters	Representative of the Norfolk Record Society
	Observer
Dr V Morgan	Co-opted Member
Prof. C Rawcliffe	Representative of the Bishop of Norwich
Revd C Read	Co-opted Member
Prof. R Wilson	

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

Nicola LeDain 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 4)

To confirm the minutes of the meeting of the Norfolk Records Committee held on 8 January 2015.

3. **Matters of Urgent Business**

4. **Members to Declare any Interests**

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter.

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects:

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

If that is the case then you must declare such an interest but can speak and vote on the matter.

5. **Norfolk Record Office Finance and Risk Report**

(To Follow)

Report by the Executive Director Community and Environmental Services.

6. **Norfolk Record Office Performance Report 1 October 2014 – 31 March 2015**

(Page 7)

Report by the Executive Director Community and Environmental Services.

7. **Norfolk Record Office 2015-2016 Service Plan Report**

(Page 32)

Report by the Executive Director Community and Environmental Services.

8. Future Meetings

Date	Time	Venue
Friday 19 June 2015	10:30am	The Green Room, Archive Centre, NRO
Friday 30 October 2015	10:30am	The Green Room, Archive Centre, NRO
Friday 11 December 2015	10:30am	The Green Room, Archive Centre. NRO

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

Date Agenda Published: 16 April 2015



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

Norfolk Records Committee

Minutes of the Meeting held on 8 January 2015

Present:

Norfolk County Council

Michael Chenery of Horsburgh
Mr P Smyth
Mrs M Wilkinson

Norwich City Council

Mr D Bradford
Ms D Carlo

King's Lynn and West Norfolk Borough Council

Mrs E Nockolds

South Norfolk District Council

Dr C J Kemp

Broadland District Council

Mr J Bracey

Breckland Council

Mr R Kybird

Non-Voting Members

Co-Opted Member

Mr M Begley
Professor R Wilson

Representative of the Norfolk Record Society

Dr G A Metters

Observer

Dr V Morgan

Representative of the Bishop of Norwich

Rev'd C Read

1. Apologies for Absence

- 1.1 Apologies for absence were received from Mrs A Claussen-Reynolds, Mr R Jewson and Prof. C Rawcliffe.

2. Minutes

- 2.1 The minutes of the meeting held on 28 November 2014 were confirmed as an accurate record of the meeting and signed by the Chairman, subject to the following amendment;
- Point 5.2; The words "and had received Cabinet approval" were removed from the sentence.

3. Urgent Business

- 3.1 There was no urgent business.

4. Members to Declare any Interests

- 4.1 No interests were declared.

5. Norfolk Record Office Finance and Risk Report

- 5.1 The Committee received a report by the County Archivist which covered the forecast Norfolk Record Office budget out-turns for 2014/15.
- 5.2 It was clarified that the reduction in budgets would have an impact on the

conservation work the NRO would do. It would be necessary to restrict projects in some years to those which required less equipment and materials.

5.3 The Committee **RESOLVED**;

- To note the performance with revenue budget and reserves and provisions for 2014/15.
- To note the management of risk for 2014/15.
- To note the proposed budget savings for 2015/16 and beyond.

6. Norfolk Record Office Service Development Report

6.1 The Committee received a report by the County Archivist which considered the ways in which the Norfolk Record Office could develop and attract new ways of funding activities.

6.2 The Norfolk Record Office had yet to fundraise for themselves, but the Committee acknowledge that in order for fundraising to be successful, individuals would like to know what the money was going towards, for example a specific project.

6.3 It could be possible for the Norfolk Record Office to make use of funds available for equalities agenda and exhibitions for history of council estates. It could be useful to speak to other Record Offices for their experiences in this area.

6.4 It was suggested that the premises and the services on offer at the Norfolk Record Office could be used by training schemes.

6.5 It was clarified by the County Archivist that the salary offered for the position mentioned in the report would be at the appropriate level to attract the right calibre of applicant, and would go through the job evaluation process. The training would be provided with support from the National Archives.

6.6 The reserves money mentioned in the recommendations is money from the residual insurance reserve. Although it once had an intended purpose, it was no longer needed for that purpose and therefore could be used for other needs.

6.7 The Committee **RESOLVED**;

- To consider the contents of the report.
- To approve the use of £85k from reserves to support the work in the report.

7. Norfolk Record Office Opening Hours

7.1 The Committee received a report from the County Archivist which reviewed the impact of changes to the opening hours since April 2014.

7.2 The identified savings for the year from closing the Norfolk Record Office on a Saturday totalled £10k. This was derived from staff costs and running costs of the strong room.

7.3 It was acknowledged that the closing of the Norfolk Record Office removes the opportunity to visit for those who live furthest away.

7.4 The Committee **RESOLVED**;

- To consider the contents of the report.

- To approve the continuation of late opening on a Thursday evening.

8. Future Meetings

The dates of future meetings were noted.

Date	Time	Venue
Friday 24 April 2015	10:30	Green Room, Archive Centre, NRO
Friday 19 June 2015	10:30	Green Room, Archive Centre, NRO
Friday 30 October 2015	10:30	Green Room, Archive Centre, NRO
Friday 11 December 2015	10:30	Green Room, Archive Centre, NRO

The meeting concluded at 11.35am.

Dr C. J. Kemp, Chairman of the Committee



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

NORFOLK RECORDS COMMITTEE

Item No. 6.

Report title:	Performance Report 1 October 2014–31 March 2015
Date of meeting:	April 2015
Responsible Chief Officer:	Tom McCabe

Executive Summary

This report provides information on the activities of the Norfolk Record Office (NRO). It serves a dual purpose; showing performance against the Service Plan for the whole year and providing more detailed information on the NRO's work from October 2014 to March 2015.

Proposal

The Norfolk Records Committee is asked to

- Note the contents of this report and comment upon it
 - Consider performance against the 2014/15 service plan
-

1 Performance against Service Plan

Introduction

- 1.1 This report provides information on how the NRO has performed against the objectives in its 2014-2015 Service Plan. A report was presented to the Norfolk Records Committee in November 2014 on progress towards those objectives. This report combines an end of year report with a highlights report covering the last six months.
- 1.2 Many of the items detailed in this report have an impact on more than one of the service objectives. However, they are only detailed under the service objective where they are considered to have had the greatest impact.

2 Service Objective: Contribute Towards Excellence in Education

Link to NRO Mission: Providing and facilitating access to archives.

Action: Develop skills and realise educational benefits of using archives

Service Plan Output / Outcome: Programme of educational activities delivered to schools, lifelong learners, families and groups.

- 2.1 The following numbers have attended NRO events:

Visits to events at NRO: 2,006 (3058)

Visits to events outside of NRO: 11,804 (6,062)

(previous 12 months in brackets)

Highlights from Previous Six Months

- 2.2 Onsite and offsite, the NRO took part in 76 events, which were attended by 1,866 people. This includes students visiting from Nottingham University and 290 people at the Women Reaching Women event at the Forum as part of International Women's Day.

Lifelong Learners

- 2.3 In April, the NRO will be launching *Ballots and Bills*, an exhibition staged in partnership with the Parliamentary Archives. To accompany this event, a research group has been set up to look at Land Tax Assessments and Poll Books in the early 19th and late 18th centuries. Those taking part attended a one day training event, which provided them with the skills they need to visit the searchroom and carry out their research. Participants will also have the opportunity to visit the Parliamentary Archives; a trip funded as part of the latter's contribution to the project. Particularly encouraging has been the rate of take up for this opportunity; all 20 places were booked within three days. The project is way: of introducing archives to those who may not have their own topic of research and of working with the public to help the NRO improve its catalogues.
- 2.4 A new series of family history courses, run jointly by Norfolk Libraries and the NRO, has started. Participants spend the first two sessions at Norfolk Heritage Centre in the Norfolk and Norwich Millennium Library and the final session at NRO. Staff have received positive feedback from the first course.

Educational Activities

- 2.5 In November, staff provided training for teachers from the Great Yarmouth Heritage Schools project in using documents in the classroom. Three of the schools have since brought groups of children to the NRO for workshops on: the First World War, Lord Nelson and Myths and Dragons.
- 2.6 The NRO published its first Schools Programme for Spring and Summer 2015. This advertises forthcoming workshops and highlights classroom resources. All primary school workshops were booked up, with additional workshops added.
- 2.7 **Service Plan Output / Outcome: Skills for the Future placement established, posts recruited and first stage of work completed**
- 2.8 Two posts have been set up, recruited and have been working in the areas of Engagement and in Digital Preservation and Digitization.

2.9 **Service Plan Output / Outcome: Professional Internship for PhD Students placement hosted.**

2.10 Completed. Reported in November 2014 Performance Report

3 **Service Objective:** Engage with the Community We Serve

Link to NRO Mission: Providing and facilitating access to archives.

Action: Develop new audiences and new uses for the Collection

3.1 **Service Plan Output / Outcome: Volunteer programme developed and implemented resulting in 1000 volunteer hours per year.**

3.2 Completed and target met. A volunteer programme is in place with procedures set up. During the year a total of 2,379 volunteer hours have been provided to the Record Office.

3.3 **Highlights from Previous Six Months**

Volunteers have worked on a variety of projects including the ongoing cleaning and packaging of maps and plans from the Horner Collection, detailed cataloguing of correspondence from the Cresswell Collection, Norwich City records and indexing of marriage licence bonds.

In addition to the volunteers reported above, the NRO has now started work with remote volunteers. The NRO is using a cloud storage system to enable volunteers, working from home, to view and index documents.

Also of note, is that a recent NRO volunteer, using experience and skills gained whilst with us, has secured work at the East Anglian Film Archive.

3.4 **Service Plan Output / Outcome: Awareness of the benefits of using the NRO improved, resulting in 200 new users of the searchroom at NRO: The Archive Centre.**

3.5 Target met. A total of 1042 new users have visited during the year.

3.6 **Service Plan Output / Outcome: Two exhibitions linked with educational activities staged**

3.7 The St Benet's Abbey and Norfolk and the First World War exhibitions along with associated activities have been staged.

Highlights from Previous Six Months

3.8 The NRO has been featured both on television and in the press during this period. A press release was sent out the week before Valentine's Day concerning a love letter found in an old sewing machine and then deposited in the Record Office. This was featured on the ITV local news, on Mustard TV and in the EDP. The NRO was also

featured in a programme on BBC4 about King John and King's Lynn.

- 3.9 A series of posters has been circulated to libraries to publicise the NRO and encourage new users. Each of these four posters emphasises a different aspect of research which can be carried out at the NRO. They also reflect some of the key messages which have been developed by the Engagement Team. These are:
- a) There is something directly relevant to you in the millions of documents held at the Norfolk Record Office.
 - b) You can find out something new and unexpected by using the NRO which you can't find anywhere else.
 - c) Anyone is welcome to visit the NRO free of charge.
 - d) Expert staff are available to guide you in your research.
 - e) The Collection is a rich source of information for all periods since the Conquest, including the 20th century.
- 3.10 The Record Office has also produced a booklet advertising events over a six month period. By combining events into a single booklet it has enabled the NRO to circulate publicity more widely and cost effectively.
- 3.11 The County Archivist has met with staff at the NCC Contact Centre to explore ways in which the NRO can help provide information to the public. As a result of this, visits are being set up, for Contact Centre staff and team leaders, to visit the NRO to improve awareness of the variety of enquiries which can be directed towards the service.
- 3.12 Preparations have also been made for *Ballots and Bills*, the joint exhibition with the Parliamentary Archive, ready to be launched on 17 April. This exhibition is being curated by a team of archivists, with each having responsibility for a section of the exhibition.

- 3.13 **Service Plan Output / Outcome: Web site developed and social media use continued (Maintain number of social media followers and increase no of pages visited by 10%)**

April 2014 - March 2015

3.14		Visits	Pages Viewed
	NRO Website	62,329 (64,683)	196,793 (206,611)
	NROCAT	39,520 (40,490)	788,470 (785,684)
		Followers	
	Twitter	2,047 (1,477)	

2013-2014 in brackets

The NRO blog was launched in October. There are currently 2,776 followers, with people from 13 different countries, viewing individual posts.

4 Service Objective: Provide a High Level of Customer Service

Link to NRO Mission: Providing and facilitating access to archives

Actions: Provide public access service on site.

Provide alternative means of access to the Collection

4.1 Service Plan Output / Outcome:

Provide searchroom service five days a week at NRO: The Archive Centre

Provide searchroom service one day per week at King's Lynn Borough Archive and support users at Norfolk Heritage Centre

Provide remote enquiries service and paid search service

4.2 April 2014-March 2015

Norfolk Record Office:	Searchroom Visits	Written Enquiries	Telephone Enquiries	Documents Produced
The Archive Centre	5,570 (6,309)	5,683 (5010)	4866 (3,363)	19,520 (17,732)

4.3 Oct 2014 – March 2015

Norfolk Record Office:	Searchroom Visits	Written Enquiries	Telephone Enquiries	Documents Produced
The Archive Centre	2,653 (2,913)	3,329 (2,563)	3,147 (1,560)	11,615 (8,553)
Norfolk Heritage Centre	Not recorded	25 (63)	Not recorded	N/A

(Same period in previous year in brackets)

- 4.4 **Service Plan Output / Outcome: Complete review of the searchroom service at NRO: The Archive Centre**
- 4.5 Changes during the last year have concentrated on the reception area. This has been driven by the need to provide the additional birth, death and marriage certificate service. Calls have been diverted to reception for birth, death and marriage certificates as well as general enquiries. Also, the NRO has not replaced a 0.5 FTE receptionist and is staffing this area from existing support staff.

4.6 **Service Plan Output / Outcome: Develop and implement a Digitization on Demand service**

- 4.7 It has not been possible to secure the required ICT support for this project and it has had to be carried over to the 2015-16 Service Plan.

Despite this delay NRO is providing a digitization service and this has seen considerable demand.

2013-2014: No of Orders 135 No of Frames 856 Income £1,287

2014-2015: No of Orders 179 No of Frames 7,089 Income £6,628

4.8 **Service Plan Output / Outcome: Digital access with partner organisations set up**

- 4.9 Contracts with family history websites are now ready for signature.

The final batch of school records has been sent for digitization. This is part of a national digitization consortium project in which the NRO is a partner. This should result in the records being available on the web later in 2015.

Digitization phase of 2nd Air Division Memorial Trust project approx. 98% complete and delivery mechanism set up.

Highlights from Previous Six Months

- 4.10 Negotiations on contracts, with the support of nplaw (Norfolk Public Law), have now been completed and contracts for licencing parish registers are ready for signature. This process has taken longer than anticipated and, consequently, has resulted in a delay in income being generated by this source. The first income will be received in 2015-16.
- 4.11 Data has also been prepared ready for licencing and internal use by the NRO. For the parish registers over 311,000 images have been sorted ready for licencing.
- 4.12 As part of this process, agreement has been reached with the Diocese over sharing income from the digital licencing of their records. This will be based on a 25% - 75% split, with the larger portion going to the NRO. Prior to any payment being made, an annual support grant of £7000, for the services provided to the Diocese, will be taken by the NRO.

- 5 **Service Objective:** Manage and Protect Cultural Assets
- Link to NRO Mission:** Preserving and conserving of archives / Collecting archives
- Actions: Manage the Norfolk Record Office Collection**
- 5.1 **Service Plan Outputs / Outcomes:**
Review of processing procedures completed and implemented
Cataloguing priority scheme developed and implemented
Prioritized items catalogued
- 5.2 New accessioning procedures have been introduced along with a prioritization scheme for cataloguing.
Cataloguing priority has been assigned to selected new accessions, 148 of which have been catalogued, and Norwich City Records (see below)
- 5.3 **Highlights from Previous Six Months**
- 5.4 In the past six months, the Norwich City Records project Archivist has re-catalogued trade regulation and by-law records and quarter sessions files along with additional guildhall court documents (previously unrecognised) in NCR Cases 10, 11 and 12a-d. Latterly, the records in NCR Case 16a-e have also been examined and re-catalogued. These records comprise the important series of mayor's court books and papers, with both draft and fair-copy series of the City Assembly minute books, and also the so-called 'Corporation plans' (these last being a mixture of deposited plans and estate records).
- 5.5 NCR Case 9a-g has been re-catalogued, being documents relating to litigation concerning: boundaries and exempt jurisdiction between the City and Priory; the competing rights of the city water mills against those of the abbot of St Benet of Holme; and patronage and electoral procedures with Alderman Thomas Wetherby and others, 1272-1524. NCR Case 9a-g comprises 9 boxes of medieval Latin and early vernacular texts on paper rolls of varying states of fragility. Many of these were found to be unnumbered documents, not easily identifiable from the previous, often repetitive descriptions, and many are long texts, being often only slightly differing copies and drafts of allegations, articles, answers, responses, rejoinders, agreements, and other records of litigation.
- 5.6 In total 420 boxes have now been processed, leaving 461 still to be examined.
- 5.7 Volunteers have also been supporting this project. They have completed keying of the NCR Case 4 handwritten calendar of medieval deeds, which is currently being checked before it is imported to CALM. Volunteers have also begun to repackage the fragile medieval seals and deeds in NCR Case 4a.
- 5.8 **Service Plan Output / Outcome: ICT Systems for Collection Management Reviewed**

5.9 The NRO is awaiting a new release of its archive management system, CALM.

5.10 **Service Plan Output / Outcome: All new accessions processed**

5.11 During the year a total of 306 accessions have been received and processed in line with Record Office procedures.

Highlights from Previous Six Months

5.12 During the last six months 169 accessions have been received. These are listed in Appendix 1. Of particular note are:

- Roys (Wroxham) Ltd, c 1891-early 21st century (ACC 2014/280)
- Pratt family additional papers, mid 17th century-mid 19th century (ACC 2014/65), including notebooks, travel journals
- Norfolk Yeomanry, E Troop Orderly Book, 13 Jul 1794-19 Aug 1795 (ACC 2014/214)
- Tithe maps of Reepham parishes and apportionments, 1844-45 (ACC 2014/201)

5.13 The most significant addition to the NRO's holdings during this period has been the transfer of birth, death and marriage records from the Registration Service. The NRO now holds all of these records from 1837 until April 1969 for births and deaths, and from 1839 until around 2011 for marriages. The NRO is providing certified copies of these records, work from which it retains the income. All of this work has been absorbed into current staffing.

5.14 **Service Plan Output / Outcome: System for digital preservation introduced**

5.15 The NRO has a workflow in place for storing digital files. The development of this, so that it is a fully compliant Open Archive Information System (OAIS) process, is ongoing and will be a feature of forthcoming Service Plans.

Highlights from Previous Six Months

5.16 A review of existing digital holdings has been undertaken. This has identified collections which contain digital media, checked it for viruses and transferred it to network storage. In total around 14,500 files were worked on, totally 20GB of data.

5.17 The County Archivist has been working with the East of England Regional Archive Council (EERAC) to develop a brief for the United Kingdom Digital Archive (UKDA), so that the digital preservation services they may be able to supply can be established and a cost for these provided. EERAC also adopted a proposal from Norfolk that it would work together on the use of tools which can be utilised in the digital preservation workflow. The County Archivist also met with Gloucester Archives and Worcester Archives to discuss ways in which best practice and skills could be shared nationally.

5.18 **Service Plan Output / Outcome: Additional space (minimum of 140m³) created in strongrooms for new accessions**

5.19 The target of 140m³, largely created by adding additional shelving, has been achieved in this year.

5.20 **Highlights from Previous Six Months**

5.21 Assessment of the most suitable box board has been completed and, once this was established, spending on this has been prioritised. This will enable the strongroom project to progress over the next two years.

5.22 Additional infill shelves have also been purchased. This means new shelf heights can be set dependent on document size thereby increasing storage capacity in the bay.

5.23 **Actions: Develop the Norfolk Record Office Collection**

5.24 **Service Plan Output / Outcome: Accessions proactively sought and obtained**

5.25 Collecting has largely been reactive, with proactive work confined to following up previous contacts and purchases as reported to the Records Committee each six months. The following up of previous contacts has resulted in 8 accessions.

5.26 **Service Plan Output / Outcome: Collection Development Strategy produced**

5.27 In place – see below

Highlights from Previous Six Months

5.28 A strategy has been produced which highlights actions which need to be taken to assist with developing the collection over the coming years.

5.29 An analysis of Collection strengths and weaknesses has also been carried out. The purpose of this is to highlight areas where any proactive efforts should be directed. A copy of this is attached as Appendix 2.

5.30 **Actions: Ensure that the Norfolk Record Collection is preserved**

5.31 **Service Plan Output / Outcome:**

Documents identified as priorities conserved

New Emergency Plan prepared and implemented

Strongroom storage environments optimised

Contributions made to collaborative conservation projects

5.32 Aylsham Court Roll conservation project completed

Richard Bright Papers scoping project completed

Reactive / access work completed.

Emergency Plan prepared and in process of implementation

Bioarch project, Apocalypso project

ARA training placements held

Highlights from Previous Six Months

- 5.33 As part of the work of the Collection Care team, documents in need of Conservation are brought to the attention of the team by staff; this is usually as a result of requests for access to documents which are unfit for production. The documents are assigned a priority as to the urgency of the action required. In some instances it is possible to provide access to the documents in the Conservation studio, which allows for a quicker response time and means that the items are protected while they are viewed. Two items which have received conservation treatment as a result of this process are DN/CON 15, Consistory Court papers and KL/C 43/6, Accounts of the Bishop's collector in King's Lynn.
- 5.34 Conservation work has also been carried out on William Asshebourne's Book from King's Lynn. This important notebook, compiled by the 15th century town clerk, has also been digitized.
- 5.35 The Collection Care team have been involved in the BioArCh project '10,000 books and Beasts'. The project uses state-of-the-art genetic tools to build up a 'DNA data matrix' of domestic animals over the last 10,000 years. The matrix could help identify key genetic changes that accompany domestication and subsequent animal management strategies. The specific focus is on the records that can be obtained from parchment. The species of animal used to make the parchment is determined through protein mass spectrometry (MALDI-TOF) of the collagen molecules extracted from the eraser waste. They are working on the development of a Parchment Quality Index (PQI) which informs about the potential damage incurred in the parchment from its production (usually due to liming). We hope that this index will develop into an interesting tool for conservators that may help inform conservation decisions. Non-destructive samples have been taken from NRO documents and the team have contributed to funding applications.
- 5.36 The team have also been working closely with NPS to ensure that the Strongroom environmental conditions have been optimised even though the plant is not running 24/7. This has actually improved the conditions, resulting in a more stable humidity over the year while reducing the costs of gas and electricity and therefore our Carbon Footprint.
- 5.37 As previously reported, the NRO secured a grant from the Wellcome Trust for a Richard Bright Papers scoping project. This scoping project has now been completed and has revealed the extent of the work needed to rescue this important collection. The NRO have met with the Wellcome to discuss the next stage in the process and a funding application will form a part of next year's Service Plan.

6 **Service Objective:** Provide an Efficient and Innovative Service

Link to NRO Mission: Preserving and conserving archives / Collecting archives / Providing and facilitating access to archives

Actions: Ensure professional quality standards are met

- 6.1 **Service Plan Output / Outcome: Archive Accreditation secured**
- 6.2 Archive Accreditation was awarded to the NRO in November 2014.
- 6.3 **Service Plan Output / Outcome: Internal information management reviewed.**
- 6.4 New system for storage of electronic files introduced.
- 6.5 **Service Plan Output / Outcome: Energy saving measures introduced**
- 6.6 Savings achieved as reported above.
- 6.7 **Actions:** Work in partnership to deliver projects
- 6.8 **Service Plan Output / Outcome: Opportunities for regional collaboration developed**
- 6.9 Work with EERAC has been reported above.
Work with 2nd Air Division Memorial Trust as reported above

Highlights from Previous Six Months

- 6.10 The NRO has collaborated with two mental health charities to develop a funding application, submitted by the Restoration Trust, to the Heritage Lottery Fund for a mental health wellbeing project called *Changing Minds*. This project centres on the records of St Andrew's Hospital. The results of this application are expected in late April.
- 6.11 The County Archivist has also coordinated a meeting between the partners in this project and a similar project based in south Wales. This is exploring ways in which this new use of archives can be extended.
- 6.12 The Norfolk Record Office is also taking part in a National Archives learning group which is exploring ways in which archives can be used to provide commissioned services.
- 6.13 **Service Plan Output / Outcome: Contribution to King's Lynn Borough Archive project made**
- 6.14 NRO has worked with BCKLWN to develop an HLF funding bid for the *Stories of Lynn* project. This application has been successful and work has progressed to the delivery stage.
- 6.15 Following the announcement that the application to the Heritage Lottery Fund has been successful the NRO has continued to help develop the project ready for construction work to commence in mid-April. :
- 6.16 Preparation of the collection for its temporary move to NRO: The Archive Centre has been completed. Teams of staff have visited King's Lynn to ensure that all documents

are ready to move. Some have been moved in small batches so that conservation work can start on them, others have been protected and boxed so that they will be safe in transit. All boxes have been bar-coded so that their temporary locations and, when returned to King's Lynn, their permanent locations, can easily be captured.

- 6.17 NRO has also taken part in the recruitment process for the project curator and learning and engagement officer. It is also supplying support to the exhibition development. It has participated in a review of the interpretive plan and identified areas which require research by archivists from the NRO. A decision has been taken that, in the short term, the latter will be provided by existing archivist whilst the recruitment of a permanent archivist takes place.

7 Financial Implications

- 7.1 The implications for finance are set out in the section above and in the Finance Report presented to this committee as Agenda Item <xxx>.

8 Issues, risks and innovation

- 8.1 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.

9 Background

- 9.1 This report refers to the Norfolk Record Office Service Plan which was approved by the Norfolk Records Committee in May 2014.

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Gary Tuson
County Archivist
Norfolk Record Office
The Archive Centre, Martineau Lane
Norwich, NR1 2DQ
Tel: 01603 222599
Email: gary.tuson@norfolk.gov.uk



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.

Appendix 1

Accessions received 1 April-31 October 2014

Note: Asterisks indicate purchases.

ACC 2014/139	Norfolk Registration Service: records of King's Lynn office	Jul 1837-Sep 2012
ACC 2014/140	Title deeds to 'Nutwood', Middle Road, Great Plumstead	1806-1985
ACC 2014/141	Reepham St Mary alias Kerdiston Faculty	25 Jun 1839
ACC 2014/142	Journal of visit to Wells Field Study Centre	Jul 1978
ACC 2014/143	North Elmham Parish Council minutes	2008-2013
ACC 2014/144	Norfolk Monuments Management Project, Committee papers	1999-2008
ACC 2014/145	Agreement between NCC and Burgh and Billockby Drainage Commissioners re construction of a new drain next to River Bure at Acle Bridge	1929, 2012
ACC 2014/146	Norgate Family and Business Records Additional	c 1900-1972
ACC 2014/147	Norwich Liberal Democrats Nelson Ward	1982-1997
ACC 2014/148	Additional records of the West Norfolk Methodist Circuit	1894-2014
ACC 2014/149	Record of church furnishings for St Cecilia, West Bilney	2013
ACC 2014/150	Sculthorpe PCC minutes	1984-2009
ACC 2014/151	2nd Air Division USAAF additional records	1944
ACC 2014/152	Memoirs of Arthur Rudd	nd [2014]
ACC 2014/153	Long Stratton Parish Council additional records	c 1932-c 2002

ACC 2014/154	Additional records of Kettlestone Parochial Church Council	1970s-1990s
ACC 2014/155	Records of Kettlestone Village Hall	1960s-2004
ACC 2014/156	Norfolk Registration Service: records of Great Yarmouth office	Jul 1837-Nov 2012
ACC 2014/157	Cozen-Hardy, solicitors	1817-1951
ACC 2014/158	Norfolk County Council Environment, Transport and Development Department: additional	1980s-2000s
ACC 2014/159	Carehome photographs	1960s-1970s
ACC 2014/160	NADFAS Record of church furnishings at St Michael's church, Braydeston	2014
ACC 2014/161	Norfolk County Council, Waste Disposal Reorganisation Sub-Committee Minutes	1990-1993
ACC 2014/162	Title deeds- Norwich and Great Yarmouth	1885-1960
ACC 2014/163	Records of Winfarthing Parish Council	1895-1990
ACC 2014/164	Norfolk and Norwich Naturalist Trust publications	1869-2013
ACC 2014/165	Long Stratton Parish Council additional records	20th century
ACC 2014/166	Additional papers of Hickling Local History Group	19th century-20th century
ACC 2014/167	Additional records of David and Diana Russell	1953-2008
ACC 2014/168	Papers of the Ready family of Norfolk	20th century
ACC 2014/169	Norfolk County Council Environment, Transport and Development Department	1985
ACC 2014/170	Records of Brampton and Oxnead Parish Council	1936-2009
ACC 2014/171	Great Ryburgh Ecclesiastical Parish Records (additional)	c 1921-2014

ACC 2014/172	Photographs of painting conservator Andrea Kirkham at work in Norwich	1992
ACC 2014/173	Charity Commission records: additional	19th century
ACC 2014/174	Records inherited by Environment Agency	1930s-1990s
ACC 2014/175	Norfolk Registration Service: records of Diss office	Jul 1837-Jun 2012
ACC 2014/176	Norfolk Registration Service: Norwich Registry Office (additional)	1984-2012
ACC 2014/177	Parish copies of marriage registers received via Norwich Registry Office	1984-2012
ACC 2014/178	Methodist additional	1972-2011
ACC 2014/179	Scrapbooks of press cutting re North Elmham	1972-1980
ACC 2014/180	Trust instrument for Backham's Almshouse	10 Jul 1888
ACC 2014/181	Bulwer Family of Heydon additional	c 1843-c 1865
ACC 2014/182	Norfolk Registration Service: records of Thetford office	Jul 1837-Jun 2012
ACC 2014/183	Norfolk County Council, Environment Transport and Development Department, Natural Environment Team files	1964-2004
ACC 2014/184	Confirmation Register: Swanton Novers, Melton Constable and Briningham parishes	1955-1982
ACC 2014/185	Title Deeds: Wiggshall St Peters and St Mary Magdalen	1795-1887
ACC 2014/186	South Denes Generating Station papers	1958
ACC 2014/187	Norfolk Registration Service: records of Dereham office	Jul 1837-Oct 2012
ACC 2014/188	Records of Potter Heigham School	1870s-2000s
ACC 2014/189	Diocese of Norwich additional	20th century

ACC 2014/190	Norfolk Registration Service: records of Fakenham office	Jul 1837-Jun 2012
ACC 2014/191	Norfolk Registration Service: records of Downham Market office	Jul 1837-Apr 2012
ACC 2014/192	King's Lynn County Court Records	1866-1979
ACC 2014/193	Papers of Commander Edmund William Harrison, RN (1886-1941), and family	1902-c 1990
ACC 2014/194	West Dereham ecclesiastical parish additional	1990-2006
ACC 2014/195*	National Union of Railwaymen, Great Yarmouth Branch	1935-1955
ACC 2014/196	Holkham Parish Council	20th century
ACC 2014/197	Norfolk Registration Service: records of North Walsham office	Jul 1837-Sep 2012
ACC 2014/198	Notes on black sheep for a publication by Peter Wade-Martins	c 1993
ACC 2014/199	Norfolk Rural Schools survey	2011
ACC 2014/200	Records of Sir Lincoln Ralphs	1961
ACC 2014/201	Tithe maps of Reepham parishes and apportionments.	1844-1845
ACC 2014/202	Terrier maps of South Norfolk District Council	20th century
ACC 2014/203	Records of Delves Motors Limited of Norwich	1923-1972
ACC 2014/204	Beeston Regis Ecclesiastical Parish Records (additional)	1998-2014
ACC 2014/205	Norwich Cemetery Transcription Project	2014
ACC 2014/206	Business and Professional Women Norwich Club (BPW Norwich Club)	c 1960-2011
ACC 2014/207	Wheatacre and Burgh St Peter Village Book	nd [post 1984]
ACC 2014/208	Papers of the Mack Family of Witton Hall	1776-1960

ACC 2014/209	Letter from the King's Lynn Coroner to the Clerk of Norfolk County Council	1965
ACC 2014/210	Newton Flotman Parish Council (additional)	1996-2011
ACC 2014/211	Records of Sir Frederick Lincoln Ralphs (additional)	early 20th century
ACC 2014/212	Diocese of Norwich additional	1988-2014
ACC 2014/213	Records of Walter Harvey, former local director of Laurence Scott & Electro Motors Ltd.	c 1930-1971
ACC 2014/214*	Norfolk Yeomanry, E Troop Orderly Book	13 Jul 1794-19 Aug 1795
ACC 2014/215	Papers of Office of Lord Lieutenant of County of Norfolk	1950-1971
ACC 2014/216	Sale particulars: Griston and Dersingham	1981
ACC 2014/217	First Norfolk Artillery Volunteers: Voucher book and related papers	1879-1888
ACC 2014/218	Coleman Family Papers	1912-c 1962
ACC 2014/219*	Norwich Air Raid Log Book	1940-1945
ACC 2014/220	Photographs of the installation of the Jaguar Jet aeroplane from RAF Coltishall at County Hall, Norwich	2007
ACC 2014/221	South Wootton ecclesiastical parish: Restoration of St Mary's Bells	2012-2013
ACC 2014/222	Coopers of King's Lynn and Johnson & Son of Great Yarmouth: trade catalogues and price lists.	1946-1956
ACC 2014/223	Plumb family additional	1938
ACC 2014/224	A47 Swaffham bypass public consultation papers	1973-1979
ACC 2014/225	Memoirs of Vernon Masoli Dade regarding the Shakespeare public house, Norwich and Americans during the Second World War	2005

ACC 2014/226	Holt Museum Trust	19th century-20th century
ACC 2014/227	Wymondham Casuals Cricket Club	1964-1973
ACC 2014/228	Additional Norwich Labour Party records	1837-1981
ACC 2014/229	Additional Hingham Community and Ellingham Pump Magazines	2014
ACC 2014/230	Northwold Charity (Powle and Peyre) Conveyance	20 Sep 1877
ACC 2014/231	Diocese of Norwich Additional: Papers of the Diocesan Reader Training Co-ordinator	2000s
ACC 2014/232	Wreningham Parish Council additional	1980s-2010s
ACC 2014/233	Records of Smith family of Hunstanton	1950s
ACC 2014/234	Holt Museum Trust (additional)	19th century-20th century
ACC 2014/235	Cromer ecclesiastical parish (additional)	1966-2008
ACC 2014/236	Hellesdon Ecclesiastical Parish Records (additional)	1900-1935
ACC 2014/237	Executors' receipted bills for Charles Cooper of Wymondham	1806-1817
ACC 2014/238	Deeds Meadow View Cottage, Bressingham	mid 17th century-mid 20th century
ACC 2014/239	Papers concerning the publication "Memories of Thorpe Hamlet" by Thorpe Hamlet History Group	2001-2005
ACC 2014/240	Correspondence file from NCC Chief Exec's office(?) re Norwich Library fire	2 Aug-30 Nov 1994
ACC 2014/241	Wreningham Academy 'School Book'	1839
ACC 2014/242	Deeds: 182 Silver Road, Norwich	1979
ACC 2014/243	Ormesby St Margaret with Scratby ecclesiastical parish additional	1987-2005
ACC 2014/244	Gressenhall manorial court records,	c 1400-c 1850

	deeds and Styleman family accounts	
ACC 2014/245	Citizens Panel: papers and reports	1998-2012
ACC 2014/246	Wensum Diary (additional)	Jul 2013-Dec 2014
ACC 2014/247	NCC additional: County Main Emergency Centre manual and procedures for control of staff in event of bomb threats	nd [1980s]
ACC 2014/248	Parish of Field Dalling, St Andrew's Church (adl)	1824-1988
ACC 2014/249	Account book of a village shop in Dersingham	1885-1891
ACC 2014/250	Norfolk Biological Record centre :additional	1970s-1990s
ACC 2014/251	Diary of Janet Ellis of Overstrand additional	2014
ACC 2014/252	Records of Barclay Pallett and Company, millers and seed merchants	1906-1914
ACC 2014/253	Stoke Holy Cross ecclesiastical parish (additional)	1999-2013
ACC 2014/254	Records of the American School, Bradwell	1968-1979
ACC 2014/255	Estate map of I. Norris, esq., lands in Bawburgh	1739
ACC 2014/256	Letter to John Gotterson, Houghton Hall, from Joshua Barn, St Helen's Street, Norwich	nd [1826]
ACC 2014/257	Records of East Harling Parish Council	c 1894-2012
ACC 2014/258	Additional papers of the Lillington family	1904-1915
ACC 2014/259	Additional Methodist Church records	20th century-2013
ACC 2014/260	Ledger recording investments of C.W. and D. Pritchard, coal and coke factors, Loddon	1938-1956
ACC 2014/261	Scrapbooks of Violet Blakeston	1970s-1980s

ACC 2014/262	Additional Itteringham Churchwarden's records	1980-2010
ACC 2014/263	Knyvett Green, Play Area, Ashwellthorpe	2006-2009
ACC 2014/264	Records of Caston Church of England Primary School	1897-1994
ACC 2014/265	Personal accounts of Peter Matchett, an electrician for a local firm	1971-1985
ACC 2014/266	Snettisham Parish Church records: additional	20th century
ACC 2014/267	Great Ryburgh Ecclesiastical Parish Records (additional)	1810-1905
ACC 2014/268	Manor of Sechey (Setchey) North Runcton with Hardwick.	1723-1784
ACC 2014/269	Norwich Disabled Persons Swimming Club (additional)	2011-2013
ACC 2014/270	Plan of Neeps Bridge, Wisbech, 1936 (copy)	nd
ACC 2014/271	Copy of the admission of Mr Robert Simpson on surrender of Richard Booty to the manor of Binham	1800
ACC 2014/272	Records of Steeles Law, Solicitors, Diss and predecessors	c 1690-c 1950
ACC 2014/273	Records of the Hunstanton and District Talking Newspaper for the Blind	c 1988-2013
ACC 2014/274	Thorpe St Andrew Horticultural Society	1961-2014
ACC 2014/275	Keswick Hall Old Students' Club additional records	2013-2014
ACC 2014/276	Dr Peter Wade-Martins' research material on Norfolk and Suffolk sheep	1980s-c 1993
ACC 2014/277	National Coastwatch Institution (Mundesley Station) log books	1999-2014
ACC 2014/278	Hemblington Parish Council Records	1983-2007
ACC 2014/279	Norfolk Property Services (NPS)	c 1995-c 2010

	additional records	
ACC 2014/280	Roys (Wroxham) Ltd	c 1891-early 21st century
ACC 2014/281	Central Norfolk Methodist Circuit additional	1900-2009
ACC 2014/282	Toftwood Junior School	1876-1920s
ACC 2014/283	Norwich City Council registers of individual unfit houses and of houses in clearance areas	1930-1979
ACC 2014/284	Records of the Norwich Womens Open Group	1969-1991
ACC 2014/285	Papers of the Wright family, of Norwich and Holt	20th century
ACC 2014/286	Records transferred from Suffolk Record Office	1854-1993
ACC 2014/287	Hellesdon Ecclesiastical Parish Records (additional)	1936
ACC 2014/288	Photographs and drawings by Reginald Gaze	nd [20th century]
ACC 2014/289	Memorial card for Cecil Reginald (Dick) Groves who died at the Norfolk War Hospital 19 March 1919	1919
ACC 2014/290	Records of Aylsham Town Council	1772-1984
ACC 2014/291	Norfolk and Norwich Eye Infirmary eye test report for May Ayton	1912
ACC 2014/292	Norfolk and Norwich Heritage Trust	20th century
ACC 2014/293	Norfolk Heritage Trust	1987-2015
ACC 2014/294	King Street Voices Project	20th century
ACC 2014/295	Federation of Norfolk Historical and Archaeological Organisations	1994-2008
ACC 2014/296	Records of Gladys Yaxley née Chapman (c 1898-1987) of Barton Turf and Smallburgh, teacher	early-mid 20th century

ACC 2014/297	Digital photographs of Gunton Sawmill Restoration Project re-thatching	2013
ACC 2014/298	Additional records of Norfolk and Norwich Heritage Trust	20th century
SAC 2014/1	Recorded memoir of Augustus Ives (29 Dec 1894-11 Sep 1982) of Thornage, Briningham and later Norwich	Aug 1982
SAC 2014/2	Sound recordings of Sophia Hankinson (additional)	2014
SAC 2014/3	Recorded interviews by Sara Barton Wood	2 Jun 2014
SAC 2014/4	Archaeology Oral History Project (additional)	2014
SAC 2014/5	Recorded memoirs of Margaret Bush nee Mitchell relating to Second World War, and of Herbert Yates Mitchell relating to First World War	1914-1945
SAC 2014/6	Sound recordings of Sophia Hankinson (additional)	2014
SAC 2014/7	Loddon Area Local Archive: sound recordings (additional)	c 1997-c 2002
SAC 2014/8	Wise Archive (additional)	2012-2015

Appendix 2

Norfolk Record Office Collection Development

NRO Collection: Strengths and Weaknesses

Strengths

Weaknesses

Time periods	
Medieval/early modern, especially records of Dean and Chapter of Norwich, Norwich City, King's Lynn and Great Yarmouth Boroughs, Norwich Diocese, and probate records.	20th and 21st century records of all types (but expect a time lag before deposit).

Categories of records	
Religious records: Norwich Diocese, Dean and Chapter of Norwich, Church of England parishes, Methodists.	Roman Catholic, Greek Orthodox, some nonconformist churches (Pentecostal, Salvation Army, house churches), non-Christian religions e.g. Jewish, Muslim, Hindu, Buddhist.
	Humanist/atheist groups.
Local authorities: Norfolk County Council (pre-1974 records, and minutes to 1991). Norwich City, Great Yarmouth and King's Lynn Boroughs, Breckland District Council.	Local authorities, post-1974 records: Norfolk County Council (some departments), South Norfolk, North Norfolk, Broadland, King's Lynn and West Norfolk Districts.
	Parish Councils (about half have deposited records).
Closed schools	Most existing schools.

Landed families	
Businesses: farming, brewing, architects, blacksmiths, builders, auctioneers, land agents.	Businesses: shoes, textiles, fishing, (records of many are lost, although some collections are with Norfolk Museums Service). Small and independent businesses.
Sound Archives generally.	Radio broadcasts, especially community radio stations.

Subjects/Themes	
Wildlife/environment (e.g. Norfolk Biological Record, Environment Agency).	
Norfolk Broads (e.g., Dr Joyce Lambert's research papers, Broads Consortium).	Leisure and tourism: e.g. holiday camps, hotels, restaurants, pubs, visitor and seaside attractions, boat hire.
Norwich Triennial (Norfolk and Norwich) Festival, King's Lynn Festival pre 1980, Maddermarket Theatre, Norwich.	Carnivals, arts/cultural festivals and special events, cinema, theatre, concert halls, arts centres.
	Many hobbies and pastimes, e.g. chess, bridge, dance.
Sport: especially cricket, bowls, cycling, swimming.	Few records for some popular sports, including football, athletics, gymnastics, gyms, exercise groups.
Political groups: Labour Party	Political groups: Liberal-Democrats, Greens, UKIP, Conservatives (a few records only), independent and non-mainstream parties.
	Pressure/protest groups.
	Pre-schools and toddler groups.
	Older people's groups.

	<p>Ethnic minorities, such as:</p> <p>Polish and other Eastern European, Greek Cypriot, Portuguese, Black, Asian.</p>
Disabled people: mainly blind/visually impaired people.	Disabled people: deaf/hard of hearing people, wheelchair users.
Mental health medical records, especially St Andrew's, Hellesdon and Bethel Hospitals.	Mental health groups and groups (some, but not many, records held).
	Gay/lesbian/bisexual.

NORFOLK RECORDS COMMITTEE

Item No 7.

Report title:	2015-2016 Service Plan Report
Date of meeting:	April 2015
Responsible Chief Officer:	Tom McCabe

Executive Summary

This report provides information on the planned work of the Norfolk Record Office in the year 2015-2016. It also provides information on the long term strategy that the Record Office is adopting to develop the service over the coming years.

Proposal

The Norfolk Records Committee is asked to

- Note the contents of this report and comment upon it
- Agree to the adoption of the Service Plan

1 Introduction

- 1.1 This Service Plan outlines the work planned for the Norfolk Record Office during the year April 2015 to March 2016. It develops all of the NRO's mission, which can, broadly, be divided into three areas:
- 1.2
- i. Preserving and conserving of archives
 - ii. Collecting archives
 - iii. Providing and facilitating access to archives
- 1.3 The structure of the Service Plan reflects how the Norfolk Record Office helps the County Council meet its corporate objectives with particular emphasis on how the NRO contributes to education and learning and the provision of an excellent cultural infrastructure. Underlying all of this is the Record Office's role as a provider of information for multiple purposes.
- 1.4 Whilst the Service Plan deals with actions over the year 2015-16, underlying it are long terms plans which address strategic priorities for the service. Actions along the way to meeting these long term plans are incorporated into the Service Plan. These are:
1. Accommodation
Norfolk Record Office: The Archive Centre was designed with 15 years expansion space. The Norfolk Archives Committee has emphasised the need for a long term view of storage needs. To help address this a series of actions, aimed at maximising the use of existing space, will form a part of all service plans for the next six years and play an important role in the allocation of resources.

2. Audience development
The NRO's Collection has enormous potential for use by diverse audiences. To ensure that the benefits of using archives are felt, it is important that the NRO continues to develop new and different uses for the service.
3. Income generation and fundraising
The NRO needs to find new ways of supporting service delivery. Income generation has been the focus of much activity over the past two years and, whilst this will continue, there will also need to be an increased emphasis on fund raising.
4. Digital Preservation
The NRO exists to collect, preserve and make accessible archives in any format. If it is to continue to do this, it must be able to handle the new types of digital record. This will require new skills to be developed by archivists, using new tools and processes. It must also be delivered at low cost. Collaborative work with other archives is likely to be key to successfully achieving this objective.
5. Alternative Methods of Service Delivery
The nature of interaction with archives is changing and, at the same time, there is an increasing opportunity to provide services online. The NRO needs to embrace this by continually improving: the information it provides on its Collection; its support for users and access to the Collection.

Service Plan 2014-1015

Service Objective	CONTRIBUTE TOWARDS EXCELLENCE IN EDUCATION		
Lead	<i>County Archivist</i>		
Link to NRO Mission	Providing and facilitating access to archives.		
Action	Output / Outcome	Owner	Level funded from
Develop skills and realise educational benefits of using archives	Programme of educational activities delivered for: <ul style="list-style-type: none"> • Schools • Families • Lifelong Learners • Groups Targets: Delivery of 100 activities/events inside and outside of Record Office. Attendance at NRO events of 1,400 people.	Education and Outreach Officer	Revenue Budget
	Skills for the Future placements Target: Two existing placements completed and two new placements recruited and started	Educational and Outreach Officer / Senior Archivist (Special Projects)	External Funding

Service Objective		ENGAGE WITH THE COMMUNITY WE SERVE		
Lead		County Archivist		
Link to NRO Mission	Providing and facilitating access to archives.			
Action	Output / Outcome		Owner	Level funded from
Develop new audiences and new uses for the Collection	Volunteer programme developed and implemented resulting in 2000 volunteer hours per year		Senior Archivist	Revenue
	Awareness of the benefits of using NRO raised resulted in 1500 new users of the searchroom at NRO: The Archive Centre		County Archivist / Education and Outreach Officer	Revenue
	Exhibition linked with educational activities staged <ul style="list-style-type: none">Women and World War 1		County Archivist	Revenue/ External Funding
	Review of web site, social media and blog resulting in 5% increase of use of online resources.		County Archivist	Revenue Funding

Service Objective		PROVIDE A HIGH LEVEL OF CUSTOMER SERVICE		
Lead		County Archivist		
Link to NRO Mission	Providing and facilitating access to archives			
Action	Output / Outcome		Owner	Level funded from
Provide public access service on site	Maintain searchroom service five days a week at NRO: The Archive Centre		Support Services Manager	Revenue
	Launch new service at King’s Lynn Borough Archive			Project Funding
	Implement changes required by new uses for NRO: The Archive Centre to improve efficiency of the service.			Revenue / Partnership / Reserves
Provide alternative means of access to the Collection	Provide remote: - enquiries service - paid search service with all enquiries responded to in line with levels of service		Support Services Manager	Revenue
	Develop and implement a Digitization on Demand service			
		Complete contracts for digital access to resources with partner organisations		County Archivist

Service Objective		MANAGE AND PROTECT CULTURAL ASSETS	
Link to NRO Mission	Preserving and conserving of archives Collecting archives		
Lead		County Archivist	
Action	Output / Outcome	Owner	Level funded from
Manage the Norfolk Record Office Collection	Collections identified as priority for cataloguing and appraisal completed <ul style="list-style-type: none">- 50 School collections completed Completion of retro-conversion of paper catalogues All new accessions processed in line with NRO procedures Digital preservation processes improved through: <ul style="list-style-type: none">• New digital accession agreement• Tools evaluated and selected• Accession and preservation formats selected	Senior Archivist (Collection Management)	Revenue
	Packaging and reorganisation in strongrooms to create 20m³ of space	County Archivist	Revenue

Develop the Norfolk Record Office Collection	<p>Accessions proactively sought and obtained in line with Collection Development Strategy</p> <ul style="list-style-type: none"> • Parish Councils – 50 Parish Councils who have not previously deposited contacted • Prioritised collection area - 5 deposits received <p>Information for potential depositors improved</p> <p>Procedures for changes to Public Records Act introduced</p>	Senior Archivists (Collection Development)	Revenue
	Additional registrars records received and birth, death and marriage certificates issued	Support Services Manager	Revenue / Income
Ensure the Norfolk Record Office Collection is cared for	<p>Documents identified as priorities conserved</p> <ul style="list-style-type: none"> - King's Lynn Borough Charters <p>Programme of glass negative repackaging completed (1000 items)</p> <p>Strongroom and storage monitored, improved and maintained</p> <p>Emergency Plan training completed</p>	Senior Conservator	Revenue

Service Objective		PROVIDE AN EFFICIENT AND INNOVATIVE SERVICE	
Lead		<i>County Archivist</i>	
Link to NRO Mission		Preserving and conserving archives Collecting archives Providing and facilitating access to archives	
		Owner	Level funded from
Work in partnership to deliver projects	Stories of Lynn project completed Contributions to partnership projects completed	County Archivist	Revenue / External Funding
	2 nd Air Division Digitization Project completed	Senior Archivist	External Funding
	Seething Control Tower project completed	County Archivist	External Funding
Fundraising	NRO fundraising plan formulated and introduced Target: £10K	Partnership and Development Manager	Reserve /Revenue
	Application for second stage of Richard Bright Papers project secured	County Archivist	Revenue
	First stage application for Great Hospital project	Project Archivist	NCR

	submitted		Project
Income Generation	Additional revenue secured <ul style="list-style-type: none"> - Digitization on Demand - Digital Licencing Contracts - Birth, Death and Marriage Certificates - Target: £28K	County Archivist	Revenue

3. Equality Impact Assessment (EqIA)

- 3.1 This would not more adversely affect one group than another based on disability, gender, race, religion and belief, and sexual orientation.

4. Section 17 – Crime and Disorder Act

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

5. Recommendation or Action Required

- 5.1 The Norfolk Records Committee is asked to note the contents of the service plan, comment accordingly and approve its adoption.

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Gary Tuson
County Archivist
Norfolk Record Office
The Archive Centre, Martineau Lane
Norwich, NR1 2DQ
Tel: 01603 222599
Email: gary.tuson@norfolk.gov.uk



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.