

# NORFOLK RECORDS COMMITTEE

Date: Friday, 13 November 2009

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.**



Historiated initial 'H', showing Henry VIII enthroned 'in majesty', from royal letters patent granting to Robert Tounshend, Serjeant at Law, and Giles Tounesend, Esq., the rectory of Whitwell next Reepham, the rectory of Barwick, rents from lands in Testerton, Helhoughton and East Raynham, the manor and rectory of Guist, and the manor of Ryburgh, all former monastic

properties. 3 December 35 Henry VIII [1543], Westminster (NRO, MC 2459/1). (From the online 500th anniversary exhibition, 'I'm Henry VIII, I am' on 'The Longer Gallery' at <http://www.archives.norfolk.gov.uk/nrolongergallery.htm>)

## **Membership**

Mr J W Bracey

Mrs M Coleman

Ms J Divers

Mr P J Duigan

Mrs V R Gay

Mr S Jeraj

Dr C J Kemp

Ms R Makoff

Mr D Murphy

Mrs E A Nockolds

Mr R Rockcliffe

Dr F Williamson

Broadland District Council

Substitute: Mrs S Hayes

Great Yarmouth Borough Council

Norwich Area Committee

Breckland District Council

Substitute: Mrs S Matthews

North Norfolk District Council

Norwich City Council

South Norfolk District Council

Norwich City Council

Norfolk County Council

King's Lynn and West Norfolk Borough Council

Norfolk County Council

Norfolk County Council

Substitute: Mr J Joyce

## **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 [kristen.jones@norfolk.gov.uk](mailto:kristen.jones@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 26 June 2009.**

- 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. Norfolk Record Office – Performance and Budget Monitoring Report** (Page 7)

Report by the County Archivist.

- 6. Service and Budget Planning, 2010-13** (Page 13)

Report by the County Archivist and Head of Finance.

- 7. Risk Register** (Page 27)

Report by the County Archivist.

**8. Periodic Report, 1 April – 30 September 2009** (Page 31)

Report by the County Archivist.

**9. Archive of G. King and Son Ltd Cataloguing Project**

Presentation by Archivist and Senior Conservator

**10. 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.

**11. Periodic Report: 1 Appendix Manuscripts purchased, 1 April – 30 September 2009: Manuscripts Purchased** (Page 73)

Report by the County Archivist.

**12. Date and Time of Next Meeting**

The next meeting of the Norfolk Records Committee will take place at **10:30am on Friday 15 January 2010 in The Green Room, The Archive Centre.**

**13. Any Item of Urgent Business** which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B(4)(b) of the Local Government Act 1972.

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

Date Agenda Published: 5 November 2009.



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## **Norfolk Records Committee**

### **Minutes of the Meeting held on 26 June 2009**

#### **Present:**

##### **Norfolk County Council**

Mr D Murphy (Chairman)  
Mr R Rockcliffe  
Dr F Williamson

##### **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

##### **Norwich City Council**

Mr S Jeraj  
Ms R Makoff

##### **South Norfolk District Council**

Dr C Kemp

#### **Non-Voting Members**

##### **Co-Opted Member**

Mr M Begley

##### **Observer**

Dr V Morgan

##### **Representative of the Bishop of Norwich**

Revd Charles Read

##### **Representative of the Norfolk Record Society**

Dr G A Metters

#### **County Councillors Also Present:**

Mr J Joyce

#### **1 Apologies for Absence**

Apologies for absence were received from Mr R Blower, Mrs V Gay, Mr R Jewson, Prof C Rawcliffe, and Prof R Wilson.

#### **2 Election of Chairman**

Mr Murphy was elected as Chairman of the Norfolk Records Committee for 2009-10.

#### **3 Election of Vice-Chairman**

Mrs Nockolds was elected as Vice-Chairman of the Norfolk Records Committee for 2009-10.

#### **5 Minutes**

The minutes of the previous meeting held on 1 May 2009 were confirmed by the Committee and signed by the Chairman.

#### **6 Items of Urgent Business**

There were no items of urgent business.

## **7 Declarations of Interest**

There were no declarations of interest.

## **8 Accounts Approval and Urgent Business Sub-Committee**

- 8.1 The annexed report (8) by the Head of Democratic Services was received. The report asked Members to re-appoint four Members (two County Councillors and two District Councillors) to serve on the Accounts Approval and Urgent Business Sub-Committee.

### **Resolved**

- 8.2 That the following four Members be appointed to serve on the Accounts Approval and Urgent Business Sub-Committee for 2009-10:
- Mr Duigan
  - Mr Murphy
  - Mrs Nockolds
  - Mr Rockcliffe

## **9 Norfolk Audit Services: Annual Report 2008/09 on the Norfolk Records Committee**

- 9.1 The annexed report (12) by the Chief Internal Auditor was received. The report introduced the Annual Report which summarised the internal audit work carried out in 2008-09, reported on Internal Audit's performance, provided assurance that financial, non-financial controls and risk management arrangements existed and were effective, and provided details of the relevant sections of the 2009-10 internal audit plan.
- 9.2 Members requested to receive, in either electronic or hard copy, the Anti-Fraud and Corruption Strategy document, which was described within the report. The Chief Internal Auditor explained that this strategy was being presented to the Audit Committee the following week for approval and following this would be available for circulation.

### **Resolved**

- 9.3 That the Committee note the contents of the Annual Report for 2008-09 and its key messages.

## **10 Norfolk Records Committee: Annual Governance Statement 2008-09 and the Review of the Effectiveness of the Governance Framework, including the system of Internal Control**

- 10.1 The annexed report (11) by the Chief Internal Auditor was received. The report introduced the proposed Annual Governance Statement 2008-09 and provided assurance that the organisation's governance framework, including the system of internal control, was adequate and effective.

## **Resolved**

- 10.2 That the Committee note the contents of the report and to approve the Annual Governance Statement for signing by the Chairman and Director of Corporate Affairs and Cultural Services.

## **11 2008-09 Final Accounts**

- 11.1 The annexed report (9) by the Head of Finance was received. The report detailed the final accounts of the Norfolk Records Committee for 2008-09.
- 11.2 During the discussion the following points were noted:
- In response to a question about the lower revenue budget for this year compared with the previous year, the Head of Corporate Accounting and Exchequer Services explained that each year the County Council was required to revalue its assets and that this had no impact on the Record Office's ability to run its service.
  - The Head of Corporate Accounting and Exchequer Services clarified that the Freedom of Information (FoI) service was not part of the committee's accounts and formed part of the County Council's budgetary responsibilities.
  - Members requested that in future a breakdown of the Fees and Charges were shown in this report.

## **Resolved**

- 11.3 That the Committee approve the Joint Committee's Statement of Accounts for 2008-09.

## **12 Audit of the Statement of Accounts 2007-08**

- 12.1 The annexed report (10) by the Head of Finance was received. The report detailed key issues identified during the audit of the 2007-08 Statement of Accounts by the Audit Commission.
- 12.2 The Head of Corporate Accounting and Exchequer Services highlighted that there was still no signed formal legal agreement for the Committee, but that it was agreed that this would be reviewed after the outcome of the Local Government Review (LGR).

## **Resolved**

- 12.3 That the Committee note the report and endorse the proposed recommendation to review the need for a formal agreement for the Committee following the outcome of the LGR.

## **13 Norfolk Record Office Budget Report 2008/09**

- 13.1 The annexed report (13) by the County Archivist was received. The report provided the Norfolk Records Committee with a service plan and budget out-turn report for the Norfolk Record Office for 2008/09 together with an early view of progress with the 2009/10 budget.

- 13.2 Finance and Business Support Manager for Cultural Services noted that the Service Plan was delivered within a break-even budget in a pressing year.

**Resolved**

- 13.3 That the Committee note the Record Office revenue budget and reserves and provision out-turn positions for 2008/09 and note progress with the service plan during 2008/09.

**14 *Archives for the 21<sup>st</sup> Century: Consultation Draft***

- 14.1 The annexed report (14) by the County Archivist was received. The report summarised the consultation paper on archives issued recently by HM Government and asked Members to comment on it. The County Archivist would be responding on behalf of the Records Committee by 12 August 2009 to The National Archives (TNA) and he invited Members also to send their own personal responses as well.
- 14.2 During the discussion the following points were noted:
- There had been several government policies and strategies in the past which set out similar goals for local archive services. However, this new report did not mention that those previous policies and strategies had not had the impact desired because no government funding had followed.
  - Borrowing a phrase from the consultation draft, the County Archivist described what he called the 'cloak of invisibility' worn by the Norfolk Record Office and the need to remove it. Even some of those working closely with the Record Office did not always recognise its full potential. Good advocacy for the Record Office, both inside and outside the authority was therefore essential, and the same held good for the archive domain as a whole.
  - The County Archivist highlighted the five recommendations of the report, many of which were already part of the current and future objectives of the Record Office. However, the report missed two critical elements for delivering these outcomes—funding and resources. The onus seemed to be placed on local authorities.

**Resolved**

- 14.3 That the Committee note the report.

**15 *Date and Time of Next Meeting***

The next meeting of the Norfolk Records Committee will be held at 10:30 a.m. on Friday, 13 November 2009 in The Green Room, The Archive Centre, Martineau Lane, Norwich.

The meeting commenced at 10:30 a.m. and ended at 11:50 a.m.



Mr D Murphy, Chairman



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## **Norfolk Record Office – Performance and Budget Monitoring Report**

Report by the County Archivist

This report provides members of the Norfolk Records Committee with an update of progress with the Record Office's Service Plan and Performance, together with an update of the budget position at the end of September 2009.

### **1. Background**

- 1.1 The report brings together the latest service planning and performance information, as well as monitoring the 2009/10 Revenue Budget, the Capital Programme and Reserves and Provisions for the Norfolk Record Office.
- 1.2 In order to show linkages between the Service Plan and actual progress more clearly, we are showing this in table format as an appendix. This sets out key service actions, together with current progress and related performance measures.
- 1.3 This report now follows the format of a summary, with all accompanying detail set out in appendices.

### **2. Executive Summary**

#### Service Plan, Performance and Budget Summary

- 2.1 The Record Office is on target for delivering the 2009/10 Service Plan, which contributes to the Corporate Objectives and the Council's overall performance framework.
- 2.2 The Record Office's revenue budget is expected to break-even this year, based on information up to 30 September 2009. Reserves of £97,000 have been drawn down as planned, to support the revenue budget which would otherwise have been overspent, due to utility price rises in previous years. Electricity contracts have been renewed from 1 October 2009. Precise figures are not known as yet, but anticipated to be 20% lower than previous levels.

### **3. Detailed Service Plan, Performance and Budget Content**

- 3.1 Appendix 1 to this report provides information on Service Plan actions, progress with those actions and information regarding measures related to those actions.

3.2 Appendix 2 provides information on:

- Projected revenue service budgets
- Capital expenditure
- Reserves and Provisions

## **4. S17 Crime and Disorder Act**

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

## **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 & belief and sexual orientation.

## **6. Resource implications**

(a)	<u>Finance</u>	The Norfolk Record Office expected to achieve a break-even budget in 2009/10. Reserves and provisions are being utilised as planned.
(b)	<u>Property</u>	None
(c)	<u>Staff</u>	None
(d)	<u>Information Technology</u>	None

## **7. Recommendations/Conclusions**

The Norfolk Records Committee is asked to:

- Note the Norfolk Record Office's revenue budget and reserves and provisions budget monitoring positions for 2009/10
- Note progress with service planning actions

## Officer Contact

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

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## Service Plan progress

## APPENDIX 1

<b>NRO Tasks to 30/09/09</b>		Performance is rated: Star (on track) Circle (not quite on track) Triangle (not on track)
Continue working with past offenders	Performance	*
	Comments	A first meeting has been held for a project to work with the youth inclusion support panel to provide 10 sessions for children in danger of offending
Continue to produce archive exhibitions	Performance	*
	Comments	Three exhibitions have been held in the Long Gallery at The Archive Centre plus Hanse, Great Yarmouth and Norfolk Show exhibitions
Develop a display & children's activities at Great Yarmouth Maritime Festival	Performance	*
	Comments	Held on 5-6 September, with facsimile display of celebrating a 'Century of Pleasure' (Great Yarmouth Pleasure Beach 1909-2009) and '250 Years of Bathing'. Over the two days 3065 people attended the event.
Provide resources and activities to celebrate national initiatives	Performance	*
	Comments	Participated in Parliamentary Archives/Parliamentary Outreach project 'People and Parliament - exhibition in Westminster Hall, 'History Detectives' project in Norfolk and planning for Parliamentary exhibition and project work in The Archive Centre in 2010.
Take advantage of funding opportunities	Performance	*
	Comments	Have received two awards of funding from commercial outside bodies, support from the MLA for participation in the SPAF programme for archives.
Develop King's Lynn Hanseatic Festival	Performance	*
	Comments	Completed. King's Lynn and the Hanse exhibition and activities provided at King's Lynn as part of the Festival, 1-2 August 2009; facsimile exhibition panels also provided for display at All Saints' church .NRO contributed to Hanse History Symposium - audience of 87. NRO Hanse exhibition attracted over 600 people. A board game celebrating the achievements of the Hanseatic League has been created by Susan Maddock of the NRO.

Continued over:

**NRO Measures to 30/09/09**

No of exhibitions held across the county	Actual	21.00
	Target	15.00
	Performance	*
	Comments	Childhood, pattern book, Happisburgh, Dickleburgh, Walcott, Shipdham, South Creak, Hanse Festival, Norfolk Show, Gressenhall over 55s day, Banham, Gressenhall History Fair, Norwich Cathedral, Wacton, Tom Paine at Thetford, God save the King at Norwich Cathedral, Trimingham, Westwick, Gressenhall Food Fair, Redenhall with Harleston. Three in the Long Gallery at The Archive Centre plus Hanse, Norfolk Show, parish exhibitions
No of events and resources to encourage learning	Actual	8.00
	Target	2.00
	Performance	*
	Comments	Maritime festival, Thetford Talks - 2, Activity sessions in Thetford - 3, Talk in Great Yarmouth, Tom Paine Exhibition in Thetford
No of people participating in events that highlight different communities	Actual	90.00
	Target	15.00
	Performance	*
	Comments	2 talks in Refugee Week: 90 Walk on Refugees: 64 Activity during Refugee Week: 30

## 1. Revenue Expenditure Monitoring 2009/10

- 1.1 Based on the position at the end of September 2009, the latest projections for the 2009/10 budget indicate a break-even position for the Norfolk Record Office. Expenditure to date is in line with the profile of expected spending noting that service charges for the Archive Centre are paid at year-end.

Service	Approved Net Budget £M	Expenditure to 30 Sept 2009	Latest Projections £M	Variance £M
Record Office	1.533	0.355	1.533	0

- 1.2 The Norfolk Record Office budget has not changed during 2009/10.
- 1.3 The Norfolk Record Office has drawn down reserves of £97,000 to pay for increased utility costs at The Archive Centre in order to deliver a break-even budget in 2009/10. We understand that electricity contracts have been renewed from 1 October and that a reduction in cost is expected. The exact figures are not known but estimated at £25,000 in a full year.
- 1.4 The Norfolk Record Office budget includes funding of £92,350 for the Corporate Freedom of Information and £52,610 for the Data Protection service. The net NRO budget is therefore £1,388,060.

## 2. Monitoring of the Capital Programme

- 2.1 There is currently no capital programme for the NRO.

## 3. Reserves and Provisions

- 3.1 The impact of reducing NRO reserves by £97,000 can be seen in the table below. The reserves that remain have been consolidated into one reserve.

Norfolk Record Office Reserves and Provisions 2009/10	Balances at 01Apr09	Forecast at 31Mar10	Change
	£M	£M	£M
Residual Insurance and Lottery Bids	0.308	0.283	-0.025
Manuscript Reserve	0.038	0.000	-0.038
ICT Reserve	0.034	0.000	-0.034
TOTAL	0.380	0.283	-0.097
<b>NRO Total</b>	0.380	0.283	-0.097

## **Service and Budget Planning 2010-13**

Report by the County Archivist and Head of Finance

### **Summary**

This report sets out the main planning considerations for the services of the Norfolk Record Office (NRO) covered by this committee and the context in which they are set. This includes the financial position and the relevant performance and improvement considerations which relate to the council's delivery of its corporate objectives.

It also sets out the overall funding prospects and spending pressures for the service and the draft, potential savings options for balancing the 2010/11 service budget. It asks committee members for their views and comments.

## **1. Background**

- 1.1. This discussion takes place in a financial climate for public services which has been widely described as 'dire' as a consequence of the national economic downturn. Though we know our level of Government grant for 2010/11, we do not know what it will be for the following two years. For planning purposes, therefore we are assuming that there will be no increases in grant levels over this period, since it is clear that a newly elected government will need to take drastic action to cut public spending in order to re-balance the country's finances.
- 1.2. In the light of such challenges, the Leader and Cabinet have agreed an organisational blueprint that describes how this council intends to develop its operations over the coming four years, to become a more responsive, efficient and streamlined organisation, focused on frontline services with increased value for money.
- 1.3. In addition, to help local people manage through the recession, the administration has assured Norfolk council tax payers that we will freeze the level of council tax for at least two of the next four years and, where we levy any increase, it will not be higher than the level of inflation.
- 1.4. Our planning for next year and the years to follow takes place within a clear framework and process agreed by Cabinet.
- 1.5. In August, Cabinet received and agreed a report<sup>1</sup> that set out the planning context, requirements and parameters services should use to steer their service planning. It confirmed as the authority's strategic intentions, the

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<sup>1</sup> Service and Financial Planning 2010/11 to 2012/13 – Report to Cabinet 10 August 2009



strategic ambitions, corporate objectives, values and key improvement areas set out in the County Council Plan 2008-11 and the outcomes we should focus on in our planning.

- 1.6. We deliver the County Council Plan through 34 detailed service plans which set out our service needs, outcomes, actions, targets, assessment of value for money and capacity. When we prepare them, we also consider the external and internal drivers for change, such as financial and economic predictions, performance and value for money, risks, customer needs and the impact of our services on the people of Norfolk.

Cabinet asked that we prepare draft service and financial planning requirements and budget options for discussion by county councillors in the November Overview and Scrutiny Panels, Joint Committees and public consultation.

- 1.7. This paper sets out the planning issues and requirements relevant to the services covered by this Committee, together with a summary of the relevant corporate assumptions that underpin them. It also puts forward from the Cabinet Member in association with the service Chief Officer, some draft proposals for consultation based upon the financial parameters set by Cabinet in August.

## **The strategic and corporate context**

- 1.8. The County Council Plan 2009-12 sets out our three Strategic Ambitions for Norfolk, which are closely aligned to the Norfolk County Strategic Partnership Vision. The ambitions for Norfolk are:

- An inspirational place with a clear sense of identity
- With a vibrant, strong and sustainable economy
- And aspirational people with high levels of achievement and skills;

It also sets out our nine Corporate Objectives (priorities) and our three cross-cutting Organisational Objectives, with the main areas where we want to improve, together with the targets set to help us know we have done so.

- 1.9. Each year we also assess the background and context for the County Council's work. Internal and external factors can affect our work positively or negatively and are factored into plans for how we provide our services and the implications for resources. Significant issues affecting County Council services during this planning period are outlined in Appendix A, but matters relevant to the corporate context include:

## **The impact of the recession**

- 1.10. Like many other organisations, the recession is biting in a number of ways. For example, from a financial point of view our plans must reflect, in particular, less investment income, due to lower interest rates. However, unlike some organisations, demand for services is higher than ever, particularly in the demand led caring services and our service plans will need to consider this.

We report progress on the Council's response to the economic downturn on a regular basis to the Norfolk Records Committee.

**The new organisational blueprint for Norfolk County Council and its implementation programme - Norfolk Forward.**

- 1.11. A review of senior management structures is already underway and scheduled to report in December. The identified costs and savings associated with any agreed recommendations will be factored in to budget planning later in the process when the outcome is known.
- 1.12. As already reported to Cabinet in September, the costs of managing and operating the programme office, which will oversee the implementation of Norfolk Forward, are being contained within existing resources

**Managing our performance**

- 1.13. Our planning must reflect the elements of the performance framework for local government, including the Local Area Agreement (LAA), the Comprehensive Area Assessment (CAA), the National Indicator Set and implications for increased partner working including shared resources.
- 1.14. Under the final round of the former Corporate Performance Assessment (CPA) inspection regime, (2008), the Audit Commission assessed the council as 'excellent' awarding us 4 out of 4 possible stars. This tells us that on the whole, we are delivering effective and good value services.
- 1.15. Under The National Archives' self-assessment of local authority archive services for 2008, the Norfolk Record Office was ranked as a four-star service, with a score of 86.5%, which made it the second highest scoring service in the country. This tells us that the Record Office is delivering a highly effective and good value service.
- 1.16. This year, the Comprehensive Area Assessment (CAA) has replaced CPA. CAA assesses how well public services are working together to meet the needs and aspirations of their communities and using their resources to meet identified needs and deliver the outcomes set in the Local Area Agreement for Norfolk. In reaching its judgement, the Audit Commission also draws upon those judgements made by other inspectorates, such as Ofsted, to help reach its conclusions. The first CAA report for Norfolk will be published in December.
- 1.17. Inspection assessments on individual services and organisations are ongoing. The Audit Commission will publish the 2009 Performance and Organisational Assessment reports in December.
- 1.18. In addition, service and budget planning needs to take account of the challenging targets and outcomes agreed by partners in Norfolk Action, the Local Area Agreement (LAA) for Norfolk.

**Modern Reward Strategy**

- 1.19. Previous budgets provided for the impact of implementing the Modern Reward Strategy Project, (MRS), which will introduce new pay scales and pay-related

conditions of employment for approximately 16,000 County Council employees (teachers and fire-fighters are excluded).

- 1.20. Although MRS has been delayed as a result of the time taken to pursue a collective agreement with Unison nationally, the authority is keen to implement its proposals with effect from April 2010 and Members of the Personnel Committee asked that the necessary steps be taken to secure this. The unions, Unison and Unite, have now balloted on the original proposal agreed in 2008 and a 'yes' vote was achieved, thus allowing the proposals to be implemented through a collective agreement.

### **Carbon Reduction Commitment**

- 1.21. The Carbon Reduction Commitment (CRC) is an obligatory emissions trading scheme covering both public and private sectors. We will need to comply with the new scheme, which commences in April 2010, including ensuring we have adequate resources to procure the trading allowances and deliver energy efficient solutions. We are assessing how much money we will need to set aside to purchase allowances and budgeting for this corporately. The scheme will include an annual performance league table, with financial incentives and penalties based on our performance. To compare well against other organisations, plans need to consider energy usage and include ways of exploiting options to reduce it.

## **2. Financial context 2010 - 2013**

- 2.1. The detailed assessment of financial prospects for 2010-13 is set out in the August report to Cabinet. It is necessarily a funding forecast for planning purposes only and we will continue to review it.
- 2.2. The Government has indicated that the previously announced grant settlement for 2010/11 (an increase of £12.0m) will be honoured. However, the Comprehensive Spending Review 2010 scheduled to cover the three years from 2011/12 has been deferred until after the General Election. This means we cannot be clear about financial prospects beyond the end of the next financial year (2010/11). For *planning purposes*, we are assuming a grant freeze for 2011/12 and 2012/13.
- 2.3. We are also assuming that there will be no change to the 'grant damping' arrangements. This is the adjustment the Government makes to Norfolk's calculated grant entitlement in order to compensate some other councils, which suffered a loss in grant when a new distribution formula was introduced in 2006/07. Over the past four years 2006/07 to 2009/10, Norfolk has had its grant adjusted downwards by a total of £96.8m.
- 2.4. In the light of the administration's pledge to keep tax increases within the level of inflation and freeze council tax in two of the next four years, *for planning purposes* we have assumed a council tax increase of 2% for 2010/11 and a tax freeze for 2011/12 and 2012/13.

- 2.5. Based on these assumptions, our current net revenue budget of £559.9m, would increase by £18.9m in 2010/11 and then stay at that level for 2011/12 and 2012/13.
- 2.6. After allowing for funding of new external borrowing for the Capital Programme, Chief Officers were asked to approach their service and financial planning assuming a 2.5% budget increase in 2010/11 and no increase in 2011/12 and 2012/13. Following further consideration of the provision for pay inflation to be included in budgets for 2010/11, the Leader has requested this uplift to be adjusted to reflect an assumed pay freeze in 2010/11, for all awards still to be negotiated. For planning purposes only at this stage a provision of 2.25% pay increase remains for 2011/12 and 2012/13. Typically, additional cost pressures arising from inflation, demographic growth and new legal requirements total £50m each year. In 2010/11, the projected cost pressures are in excess of £43m, most of which is due to demand and demographic increases (£24m), inflationary pressures (£7m) and costs arising from changes in government legislation (£5m). As a consequence, we require considerable and ongoing cost savings if we are to sustain services and budgets over the medium term.

### **3. Service specific - strategic context**

- 3.1 In addition to corporate issues, the County Archivist has identified the following as being of particular significance for this Committee:
- A combination of demographic factors will impact on the demand for our services in the medium and long term. For example, Norfolk's population is growing faster than the regional average and we have large and growing numbers of people from Europe living and working in areas of the county. Norfolk is becoming more diverse, with rapidly increasing black and ethnic minority populations – already around 100 languages are spoken – and Norfolk continues to have pockets of both urban and rural deprivation and isolation.
  - The planned growth agenda is one of the biggest challenges and opportunities facing the East of England. With 508,000 new homes to be built by 2021 and an estimated one million more people living in the region by 2031, this housing-led growth will have a huge effect on local communities.
  - High and volatile prices of electricity and gas supply created financial pressures for the NRO during 2008/09 and 2009/10 and some of the savings required in 2010/11 are required to offset this considerable financial burden that has previously been met from reserves. Whilst contract prices have steadied we continue to watch for price inflation in this area.
  - Lastly, the present economic downturn has been a source of concern to the service, as it could lead to less service take-up and potentially some consequential income loss. So far this has not happened and while visitor levels continue to increase, income levels have stayed much the same as last year.

## **4. Financial and service planning for next year (2010/2011)**

### **Corporate assumptions**

- 4.1. All the County Council's consultation proposals use a set of common, corporate assumptions as a means of balancing the budget for 2010/11.

These assumptions are set out below in the interests of fairness and consistency. We invite Members' views on the assumptions and the principle that they should be applied corporately in each case, as part of their consideration of these service proposals.

### **Cash uplifts for services**

- 4.2. Services have been asked to plan on the basis of an assumed budget increase of 2.5%, less an adjustment for the revised assumptions for pay, within which increased costs and pressures should be managed.
- 4.3. The adjusted uplift for the Norfolk Record Office element is £0.018m. The proposals cover cost pressures of £0.121m that are not being completely met within this uplift and therefore require service savings of £0.103m to provide a balanced budget.

### **Absorbing inflationary pressures**

- 4.4. A planning assumption has been made that departments will absorb inflationary pressures of 2% for general prices. This will apply to both expenditure and income budgets. The exceptions to this are £0.009m for increased utility costs. In addition, the service has utilised reserves of £0.100m in previous years to pay for increased utility costs and we will now include those costs within the planned budget for future years. At the point of writing this report, we understand contract prices for electricity at The Archive Centre have fallen by 20% from 1 October, but this has yet to be factored into this assessment. When we know what the implications are for 2010/11, we will make any necessary adjustments to forecasts and present these to the January 2010 meeting of this Committee.

### **Staff costs**

- 4.5. We are assuming that there will be no nationally negotiated pay increase next year for the public sector, with the possible exception of staff whose pay is subject to agreement by national pay review bodies, such as teachers and fire-fighters. The exceptions to this are £0.007m for an additional 0.7% contribution to pensions.

### **Tough purchasing**

- 4.6. It is planned that goods and services will continue to be procured as efficiently as possible, driving down costs for Norfolk taxpayers whilst retaining quality.

The impact of this on the services being considered by this Committee is as follows:

- Administrative purchasing efficiencies. The Record Office as part of the Cultural Services Department, uses the corporate mail contract through the NCC contract with TNT. Last year, the department saved £7,400 by ensuring 93% of mail went through this contract, This year, we expect to achieve £8,800 savings and there is potential for more in 2010/11. By using rail travel, we have saved the equivalent of £6,071 in 2008/09 and expect to save an estimated £8,000 in 2009/10 and a similar figure in 2010/11.

### **Efficiency**

- 4.7. The authority has an ongoing responsibility to reduce costs and improve efficiency. All planning is based on this understanding. We are on target to have delivered efficiencies of over £85m over the past six years by March 2010. The efficiency target set by government for next year is 4%. This requires us to find a further £19m savings. No service specific targets have been set; we are assuming and expecting all services to contribute towards the achievement of the total.

The impact of this assumption being considered by this Committee is that as part of an energy saving programme we are able to declare energy savings of £0.006m for 2010/11. We expect to declare further savings as work on sustainability progresses noting that energy reductions also contribute to the Carbon Reduction Commitment for NCC.

### **Realistic charging**

- 4.8. Fees and other charges are reviewed where possible and relevant to reflect changed economic circumstances and expectations, other forms of grant or income or any significant changes in price, market or service. The County Archivist presents changes to prices to this Committee annually.

### **Capital**

- 4.9 In February, schemes and funding were considered within a three-year capital programme as part of the County Council Plan 2009-12. We have not made assumptions about the allocation of capital at this stage; however, it is assumed that capital bids are identified following option appraisal and that these will be evaluated by the Corporate Capital and Asset Management Group (CCAMG). These will be evaluated alongside existing schemes using the capital prioritisation model and recommendations for any revision to the programme will be reported to January Overview and Scrutiny Panels and Joint Committees. The revenue consequences of capital spending (financing charges and changes in operational costs) have been incorporated within our financial planning.

There are currently no new schemes proposed for the NRO for 2010/11.

## **5. The principal challenges for the Norfolk Record Office**

- 5.1 Performance against key indicators is continuously monitored. Identified risks associated with service delivery are also regularly monitored and reviewed and corporately significant risks are reported to the Audit Committee. Combined with budget monitoring, management processes are in place for known and emerging challenges facing services to be identified and monitored and for value for money to be assessed. Regular reports against performance and budget targets are provided to this Committee and then to Cabinet throughout the year.
- 5.2 The six-month update of progress against the actions within this year's service plans relating to this Committee is provided within a separate report on this agenda. This includes detail of progress against relevant corporate and service objectives and current performance against key indicators.
- 5.3 Based on the latest information, the principal challenges facing the Norfolk Record Office that need to be taken into account when assessing the budget proposals and preparing the 2010/11 service plan include:
- Service budget savings in 2010/11 that amount to £0.103m or 7.4% of the net budget, will pay for inflation and utility costs that have increased sharply over the last two years and it is hoped that such levels of price inflation do not return for the foreseeable future.
  - Given that the Record Office is supported by service charge income, we continue to watch the current economic climate for any evidence of changing consumer trends and preferences.
  - Additional service savings for 2011/12 and 2012/13 will cover forecast inflationary rises only giving, in effect, a standstill budget. The implications are that the service will have saved £0.234m in 3 years which will represent an 17% reduction in real terms. The Record Office's strategy is to consider the next 3 years as one plan and to implement these proposals to deliver the savings on time. To achieve this, the Record Office has created an Budget and Efficiencies Board which will have oversight of the service during this period and continue to look for savings which do not affect front line services.

## **6. Draft revenue proposals for this Committee 2010 – 2011**

- 6.1. The following proposals are brought forward by the Cabinet Member, in association with the service Chief Officer for consultation purposes, and views are welcome.
- 6.2. In 2010/11, the Record Office faces cost pressures of £0.121m and, after allowing for the proposed NCC budget uplift of £0.018m, has to make savings totalling £0.103m in order to deliver a balanced budget.
- 6.3. Appendix B sets out in more detail how those savings are proposed to be made, together with some commentary on risks. Members will note that the approach is to show as much detail as is possible at this stage for years 2011/12 and 2012/13. We have considered the savings across the 3 years

essentially as one package, in order to ensure that preparatory work and any necessary resources to deliver those savings can be put in place, to ensure a timely delivery. For this Committee for 2010/11, there is currently no shortfall when comparing service savings and cash uplift with service pressures.

- 6.4. Taking the Council budget as a whole, there is presently an overall shortfall in the savings requirements of some £5m based upon the proposals set out in all Scrutiny Panel and Joint Committee reports. Work is ongoing to identify where further savings can be made, there are also some other budgetary pressures, which need to be finalised. For example, we need to make provision in 2010/11 for any projected loss on our Icelandic Bank investments. Latest information from the banks' administrators suggests that could be some £6m. We are also, at the present time, waiting to hear the outcome of our submission to enter the next round of Building Schools for the Future. The Council will need to agree how we meet this overall shortfall and other pressures not included within committee reports at this stage while still making progress on meeting our nine corporate objectives. Further information will be reported to Committee meetings in January 2010.

## **7. 2011/12 and 2012/13**

- 7.1. As reported to Cabinet in August, we expect typically that the County Council will be incurring additional cost pressures of some £50m in each year. Within the attached service schedules some cost pressures for 2011/12 and 2012/13 have been identified. These will be kept under ongoing review.

## **8. Resource Implications**

- 8.1. The implications for resources, including, financial, staff, property and IT, are set out in Sections 5 and 6 of this report and within the Appendices.

## **9. Equality Impact Assessment (EqIA)**

- 9.1. 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.

## **10. Section 17 – Crime and Disorder Act**

- 10.1 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.

## 11. Action Required

- a. In light of the contextual and key challenges issues presented, Committee members are asked to consider and comment on the planning assumptions and how these are applied, and on the proposed spending pressures and savings set out in Appendix B, in order to inform Cabinet members' discussions.
- b. Where applicable, members are also asked to consider and identify any specific issues on the proposed list of new and amended capital schemes to be evaluated within the capital prioritisation model as part of the review of the three-year capital programme.

### Officer Contact

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

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### PLANNING CONTEXT – NEED TO CHANGE TO REFLECT UPDATED PLANNING CONTEXT

1. Key **demographic changes**, include:

- Norfolk's population is growing faster than the regional average
- We have increasing numbers of active older people – 81% of our over 85-year olds still live at home – raising implications for housing, independence and rising demand for the provision of care
- Norfolk is becoming more diverse, with rapidly increasing black and ethnic minority populations – already around 100 languages are spoken
- There are large and growing numbers of people from Europe living and working in areas of the county.

2. **Socio-economic factors**, such as:

- Norfolk does have pockets of both rural and urban deprivation, and although the majority of people living in the county are not disadvantaged, 19% of children live in income deprived households
- Generally good levels of health and higher than average life expectancy but there are people within our communities experiencing increasing inequalities in health and well-being, frequently correlating to areas of greatest deprivation in the county – for example teenage pregnancy
- Obesity levels in the county continue to be of concern, with children's obesity being of particular concern; diseases normally seen in obese adults are becoming more common in children
- Levels of adult participation in sport and active recreation in Norfolk remain much lower than in other parts of the country
- Despite overall levels of crime falling in Norfolk, local people's perception of crime as an issue remains high.

3. Factors affecting **Norfolk's economy and skills**, including:

- The current economic downturn is affecting employment and development nationally. Latest unemployment figures for Norfolk (as at mid August) show an increase in the number of people claiming job seekers allowance.
- Norfolk already has one of the country's most significant financial service sectors, but our overall economic growth lags behind the regional average
- Basic literacy levels in the county are below national and regional levels
- Low wage and skills mean that that we need to create and attract more higher value jobs, such as jobs in knowledge-based industries
- High and volatile price of crude oil impacts on the price of many oil derived materials
- It is expected that Norfolk will see 78,000 new homes built and 55,000 new jobs created by 2021, with significant numbers of people travelling to work by car.

4. **Environmental factors**, such as:

- Local Government has been identified as having a key role in tackling climate change and developing a strategy to support the UK Climate Change Programme, by cutting all greenhouse gases and carbon dioxide emissions – this presents us with a significant leadership challenge as well as delivery of improvements to our own operations
- Climate change and water resources are of major concern in the county, with challenges around issues of coastal erosion, storm damage and flooding – and increasing severity of emergencies caused by natural occurrences
- Moving towards paperless transactions in order to reduce the amount of waste going to landfill
- The Government intends to introduce five-year carbon budgets which may be set alongside other operational, funding and taxation policies and are likely to affect expectations of standards and targets as part of the assessment of services, to encourage investment in low-carbon fuels and technologies.

5. **Advances in the use of technology**, including:

- Convergence of voice and data services over broadband networks to support increasing use of mobile and home working facilities
- Increased use of mobile devices such as laptops
- Switchover from analogue to digital television in 2012 means that many more people could access services in diverse ways, such as via the internet using their television
- As part of the Waste Strategy for England 2007, we may have to make further progress with technologies relating to landfill diversion and increasing recycling at home.
- Maximising technologies available to enable safe independent living.

6. **National policy and government legislation** (relevant to Archives):

- The results of the consultation paper, *Archives for the 21<sup>st</sup> Century*, issued on behalf of the Department of Communities and Local Government, the Department for Culture, Media and Sport and the Ministry of Justice by The National Archives and the Museums, Libraries and Archives Council.
- The National Archives' self-assessment programme for local authority archive services is a key external driver for the Norfolk Record Office.
- The Archive Sector Proposals for a single voice for archives currently being considered by the National Council on Archives, the Society of Archivists and the Association of Chief Archivists in Local Government, supported by The National Archives and the Museums, Libraries and Archives Council

## Revenue Budget Planning - Spending Pressures and Savings 2010-13

## Norfolk Record Office

Ref	Description of cost pressures or service improvement - shown against the key driver	2010-11 £k	2011-12 £k	2012-13 £k	Corporate Objective and Risk assessment of key impact to performance, value for money, equality, environment, workforce etc.
1	Budget Uplift for planning purposes only	18	0	0	
	<b>COST PRESSURES AND SERVICE IMPROVEMENTS</b>				
2	Basic Inflation - Pay (2010-11 - 0%; 2011-13 - 2.25%)	0	30	30	
3	Basic Inflation - Prices (General 2%, School and social care passenger transport 4%)	5	5	5	
	<b>Additional Inflation - Pay</b>				
4	Additional 0.7% contribution to Pensions (1% for 2011-13 years)	7	10	10	
5	Additional 0.5% increase in NI Employers contributions in 2011-12	0	5	0	
	<b>Additional Inflation - Prices</b>				
6	Utilities	9	0	0	
	<b>Sub Total Inflation</b>	<b>21</b>	<b>50</b>	<b>45</b>	
	<b>Costs specific to meeting service strategies and improvements</b>				
7	Cost met from reserves in prior years	100	36	0	
	<b>Sub Total Service Improvement</b>	<b>100</b>	<b>36</b>	<b>0</b>	
8	<b>TOTAL COST PRESSURES AND SERVICE IMPROVEMENT</b>	<b>121</b>	<b>86</b>	<b>45</b>	
9	<b>Shortfall = Target to met by measures identified below</b>	<b>103</b>	<b>86</b>	<b>45</b>	

Ref	NRO - Proposed action	2010-11 Estimated Saving (£k)	2011-12 Estimated Saving (£k)	2012-13 Estimated Saving (£k)	Corporate Objective and Risk assessment of key impact to performance, value for money, equality, environment, workforce etc.
	<b>Savings that do not impact on current policy</b>				<b>C09 Improve and develop Norfolk's cultural heritage &amp; resources</b>
10	Use of reserves	33			One-off use of reserves increases year 2 savings target
11	Reduce other packaging materials budget	10			Possible effect on long term preservation of certain documents
12	Reduce box material budget	5			
13	Reduce no. of exhibitions of original documents	5			Possible impact on PR
14	Produce NRO Newsletter and Annual report in electronic format	5			Possible impact on PR
15	Reduce budget for external training and conferences	5			Impact on continuing professional development
16	Energy efficiencies, switching off unnecessary plant out of working hours	6			Contributes to the Carbon Reduction Commitment
17	Revise existing charges	4			Will need to be reviewed to take account of economic conditions.
18	Introduce and charge for new digital copying service	10			
19	Vacancy management and staffing review	20			These savings may impact on service delivery over time. Possible contravention of the HLF agreement.
20	Vacancy management and staffing review		86		
21	Vacancy management and staffing review			45	
	<b>Savings that impact on current policy</b>				
22	TOTAL SAVINGS	103	86	45	
23	<b>SHORTFALL</b>	0	0	0	

## **RISK REGISTER**

### **Report by the County Archivist**

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

#### **1. Introduction**

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

#### **2. Risk Management**

- 2.1. The Norfolk Records Committee's aims and objectives are achieved through the Norfolk Record Office (NRO).
- 2.2. The NRO has a risk register which its Management Team reviews on a three-monthly basis, taking into account new control measures and target risk scores. Any amendments are incorporated into the corporate PRISM version of the risk register.

- 2.3. The last quarterly review of the NRO's risk register was on 8 October 2009.
- 2.4. A copy of the NRO's risk register, as revised on 8 October 2009, is appended to this report, for consideration by the Committee.
- 2.5. In addition to the NRO's Risk Register, the Cultural Services Risk Register will also include any significant risks which relate to the NRO, as well as any cross-cutting risks which may apply uniformly across services within Cultural Services.
- 2.6. In this way, the NRO complies with corporate reporting requirements relating to Risk Registers.

### **3. S. 17 Crime and Disorder Act**

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

### **4. Resource implications**

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

### **5. Recommendation**

That the Committee notes the NRO's risk register, as revised on 8 October 2009, and makes any comments, as necessary.

#### **Officer Contact:**

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NORFOLK RECORD OFFICE RISK REGISTER

Last Upc 8.10.2009  
Next Upc Jan-10  
For review by: NRO DMT

Key to Risk Class	Very High
	High
	Medium
	Low

Poor  
Weakening  
Uncertain  
Improving  
Good

APPENDIX

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



# **NORFOLK RECORDS COMMITTEE**

**13 November 2009**

**Item No: 8**

## **Report by the County Archivist**

### **Periodic Report, 1 April-30 September 2009**

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 205 (221 in the equivalent period in 2008) deposits, gifts and purchases during the six months covered by this report, including 16 (17) to the Norfolk Sound Archive.

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

#### **Inspections and surveys of records**

- 2 The County Archivist inspected a collection of family records in private hands at Horstead.

Freda Wilkins-Jones, senior archivist, met the court manager at Norwich Magistrates' Court and surveyed the Court's licensing records there. Together with Alison Barnard, trainee records manager, she also surveyed Hoveton Parish Council records at Hoveton Village Hall, and they were joined by Belinda Kilduff, searchroom/research assistant, in a continuing programme of selecting and boxing for transfer to the Record Office city records, including Council and Committee minute books, from a humid strongroom in the basement of Norwich City Hall.

Visits were made to three schools to select, box and transfer records to the NRO. Freda Wilkins-Jones collected records from East Winch CE VA Primary School and, with archivist Hannah Verge, from Earlham High School, Norwich. Both these institutions have closed, Earlham High School having become the City Academy. At the invitation of the headteacher, Freda Wilkins-Jones and Belinda Kilduff

also visited North Elmham CE VC Primary School, an existing institution, and transferred an excellent series of records to the NRO.

Jenny Watts, senior archivist, surveyed records at Acle church and advised the Parochial Church Council and the new incumbent about documents which should be deposited with the Record Office. Archivist, Tom Townsend, inspected archives at the Bishop's Office in the Close, and interviewed Simon Ward, the Bishop's Chaplain concerning the Dead Clergy Files and other records filed at the Office.

Lucy Purvis, archivist, viewed and assessed records at the Norwich departmental store of the Ipswich and Norwich Co-operative Society, prior to the takeover by Vergo Retail Limited. Additionally, she has inspected records of Looses Ltd, the Norwich cookware and china wholesale and retailers, with a view to deposit later in the year. She also viewed and selected archival material held at Great Yarmouth Library, prior to its transfer to the Record Office.

Ian Palfrey, senior archivist, visited a local auctioneer on behalf of the Wiltshire and Swindon Archives to preview some early Wiltshire documents prior to auction.

### **Cataloguing and retro-conversion**

- 3 70 lists, or new sections of existing ones, have been completed and added to the NRO's electronic catalogue since 1 April. These are now all accessible *via* the internet (<http://nrocat.norfolk.gov.uk>). In all, the full cataloguing of around 3 cubic metres of records has been completed and summary cataloguing of a little over 1 cubic metre, including catalogues of 40 accessions received in the last six months. Among the newly completed catalogues are:

Deed to a piece of land in Swinemarket, Norwich, 13th century

Letter from John Pepys to Francis Heyward of Godwick, 1631

Deeds and papers of the Herring family of Norwich relating to Norwich and elsewhere, 1662-1876

Townshend family of Raynham Hall Household and estate accounts, 1698-1766

Loddon and Clavering Workhouse governor's weekly report book, 1771-72

Additional letters from John Sell Cotman to Dawson Turner, 1825-41

East of England Bank, Mulready envelopes, incorporating illustrations designed by the artist, William Mulready, showing that postage had been pre-paid, 1840

Fincham Church of England Voluntary Controlled Primary (formerly National) School records, 1847-2000

Correspondence of John Henry Gurney (1819-90) and John Henry Gurney (1848-1922) ornithologists with Alfred Newton (1829-1907), zoologist and his brother, Edward Newton, on ornithological matters, 1852-1907

Needham Village Hall deeds and papers, 1873-1960

Wimbotsham Parish Council minutes, 1894-1991

Parish records of St Alban Lakenham, 1901-2007

Arthur Artis Oldham (b. 1886) of Canterbury, Wisbech and Thorpe End, Norwich, local and naval history papers, 1909-52

Correspondence of Charles Allen Bernau, genealogist, re the Gurney family, 1913-46

Records of Heckingham County First and Hales and Heckingham County Primary School, 1925-99

Cyclists' Touring Club Norfolk District Association records, 1930-2004

Norwich Cycling Association records, 1951-2003

The Harry Apling collection (Norfolk Windmills Trust) of photographs and research papers relating to Norfolk windmills, 13th century-1989

Oral history interviews of residents, staff and trustees of Doughty's Hospital, Norwich, 2009

Interview of Christopher Lloyd-Owen relating to his time as Chairman of the Norfolk Records Committee, 2009

In addition, thanks to continuing cataloguing work by volunteer, Dr Jean Agnew, several new sections have been added to the online catalogue of the Bradfer-Lawrence collection, including shipping records of the Bagge family of King's Lynn, and papers of the Dixon family of Islington, 16th century-1812, the Everards of King's Lynn, 1646-1901, and the Hamonds of Westacre, 1527-1914. To date, the contents of over 500 boxes have been recatalogued, and just over 280 remain.

The searchroom catalogues of the Gurney of Bawdeswell and Denny-Cooke collections, and the searchroom card indexes of poor law records have been converted from hard-copy formats and added to CALM.

At the end of September, the total number of catalogue entries in CALM was 680,154 (compared with 665,130 at the end of March), of which 612,755 (603,531) have 'catalogued' status and are accessible to the public *via* the internet (<http://nrocat.norfolk.gov.uk>).

### **Stocktaking and storage improvements**

- 4 The stocktaking and repackaging of archives contained in a series of several thousand boxes with miscellaneous contents, mainly of non-official records, has continued and a further 775 boxes (63 linear metres) have been checked and repackaged, bringing the running total of boxes dealt with to 3,575.

New hard-copy location lists, exported from the interrelated catalogue and locations databases on CALM, were produced in April. These support the production of documents for the public by enabling staff to access locations information, whether or not they have direct access to CALM, and, in the event of a temporary failure of CALM as a result of power cuts or server problems.

### **Conservation**

- 5 A deed relating to a house and lands in Appleton, 1554, was among 34 parchment documents which received treatment in the conservation studio in the last six months. The deed was cleaned and flattened, the flaking ink consolidated and repairs carried out on areas of the parchment damaged by rodents. 297 papers, 13 volumes, eight maps and 254 photographs were also treated. One paper document, a schedule of goods of a debtor in Norwich City Gaol, was prepared for *The People and Parliament: Connecting with Communities* exhibition at Westminster Hall.

The conservation team installed two exhibitions in the Long Gallery: *Smile for the Camera* and the *Norwich Pattern Books: a Preservation Project*. Both included items on loan from Norfolk Museums and Archaeology Service and NMAS conservators came over to help with the installation. The two exhibitions required work to be done on 206 items, including several pattern books and two coroner's inquest reports.

Conservation work, as part of the post-fire conservation programme, has been completed on ten volumes, mostly letter books of Danes, Shattuck and Back of Norwich, solicitors.

Volunteer, Rachel Greenwood, has completed her MA in paper conservation and was awarded a distinction. It was her MA project to improve the preservation and storage of, and access to, the early Norwich pattern books belonging to Norfolk Museums and Archaeology Service which culminated in the *Norwich Pattern Books* exhibition.

Katie Jordan, a trainee conservator from the West Yorkshire Archive Service, spent two weeks in the conservation studio in May. She has been learning about parchment repair under the instruction of Antoinette Curtis, as part of the Society of Archivists' training programme for conservators. Katie has worked on a number of documents, including a custumal of 1405 and letters patent granted by King Edward I, 1306. Yuki Uchida, one of the NRO's own conservation team, has also begun the parchment module of the Society's course: documents on which she has worked include an Archbishop's letter of dispensation with an appended great seal of James I, 1605.

Dylan Read, strongroom assistant, as part of his training for the Institute of Conservation (ICON) Conservation Technician Qualification, has carried out packaging improvements to over 50 documents. Most of these were documents with wax seals needing protective enclosures. He has also developed a new type of seal 'sock' which has led to a donation from Norwich Cathedral Chapter to purchase materials to protect seals in their deposited collection. 18 boxes of early twentieth-century glass negatives of the Great Yarmouth photographer, A.W. Yallop, were re-housed in suitable packaging. Dylan has also relined the travelling exhibition cases and produced the mounts for 14 parish exhibitions this summer.

One of the conservation volunteers cleaned 12 of the rolled cartoons from the G. King and Son stained glass archive relating to St Stephen's church in Norwich, to enable research access in connexion with recent structural problems in the chancel.

There have been 40 visits to the conservation studio, by individuals and by groups. Among them was a conservator from Dundee University Conservation Department who came to discuss the new ways in which we are trying out the use of cold gelatin as an adhesive in parchment conservation, and a group from Swaffham Museum, who spent the morning learning about the way NRO cares for paper-based collections.

### **Visits to the Record Office and user analysis**

- 6 Visits to the Record Office have been made by 9,812 people (compared with 7,484 in the same period in 2008), including 5,489 (5,062) individual visits to the searchroom. 9,996 original documents (8,766 in 2008) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

Some of the visitors from early September have been attracted by the availability of the 1911 census free of charge (thanks to a partnership with The National Archives) on two PCs in the searchroom. Family historians remained the largest category of searchroom users, at 69% (72% in the equivalent period last year). Local historians accounted for 17% (16%) of visits, while visits for first degree or postgraduate research and publication totalled a further 6%. The remaining 8%

were studying the history of a house or property, carrying out work for A-level courses, or engaged in an official search.

The Record Office took part in the Public Services Quality Users' Group survey of UK record offices in June of this year. The full results, including comparative data for other services, are not yet available, but 98% of our users thought that our service overall was either very good or good and 98% thought that the friendliness and helpfulness of our staff was either very good or good. The lowest scores were for copying services 76% (either very good or good) and quality of web site 86% (either very good or good) both of which are areas of the service which we are currently planning to improve.

Ten visitors to The Archive Centre completed comment forms or sent comments or suggestions by e-mail. One couple who had been previously were delighted to have broken through 'brick walls' in a very good day of family history research. Another couple, with experience of 'many archive centres around the country', said that they found Norfolk's facilities 'first class in every respect' and the staff 'wonderful'. 'Absolutely wonderful staff', echoed another visitor from outside the county, adding that the 'online catalogue is fantastic and everyone I met ... is an absolute credit to your institution.' A researcher from New Zealand found that her experience of a pleasant searchroom and generous help by staff was offset by an 'exorbitant' charge of 98 pence for a photocopy, while a UK academic felt that the £9 charge for a photography permit was 'far too expensive'. Some initial continuity problems with the 1911 census website were reflected in a suggestion that the half-hour slots be extended. A first-time visitor to Norwich put in a plea for separate 'Print Map' and 'Print Direction' functions on the website in to facilitate map-reading by drivers. Following publicity in local media about a power cut which forced the Record Office to close one Saturday in May and raised doubts as to whether it could operate on the following Monday, someone who followed advice to ring the County Council's Customer Service Centre was annoyed to find that that staff at the Centre had no knowledge of the matter. Two comments related to the *Miniature Windows* exhibition, highlighting its potential interest for calligraphers, and frustration caused by being misdirected from the entrance kiosk to the wrong part of the County Hall site.

### **Norfolk Sound Archive (NSA)**

- 7 The Norfolk Sound Archive's digitization programme saw 152 master preservation files and 123 access files created. Collections worked on include oral history interviews relating to Wymondham, Swaffham, Woodton, Oulton, the Second World War and the Home Guard in particular.

The archivist responsible for the NSA, Jonathan Draper, also provided training or advice to three oral history projects. These were the Wayland Heritage Group in Watton (which had two training sessions), an individual who is carrying out an oral history project in

Woodton, and the 'East meets East' project, which has been exploring links between East Anglia and Japan.

### **Norfolk Heritage Centre**

- 8 From 1 April to the end of September, the two NRO archive specialists answered 76 e-mail enquiries (from a total of 350 such enquiries at the Heritage Centre) and 10 postal enquiries (from a total of 43) and there have been nine requests for printouts of NRO sources. No statistics are available for telephone enquiries.

Although visitor statistics are not collected at the Heritage Centre, a surge in visitor numbers and enquiries was apparent following the release of the 1911 census online and the broadcast of the latest series of the BBC's *Who Do You Think You Are?*

Two new parish register microfilms were added to the NRO resources at the Heritage Centre. Eve McClure, archive specialist, continued to update the NHC web pages on the Library website regularly to promote new acquisitions and events, such as local history talks. The pages had 4,399 visits in the last six months.

Eve McClure also contributed an article on the newly catalogued Harry Apling collection to the NRO's July *Newsletter* and a September edition of the NRO's local history column in the *Eastern Daily Press*.

The archive specialists continue to support the work of the NRO's archive education and outreach team in various ways, delivering regular family history sessions, in partnership with the Community Librarian team, as part of the outreach programme at the Norfolk and Norwich Millennium Library, including a presentation and two internet workshops, in conjunction with a sign language interpreter, for a group from Deaf Connexions. They also developed and delivered two sessions on crime and punishment and the tour of the NHC for a group of 14- and 15-year olds from Sewell Park College.

The archive specialists also provided material for an NRO local history pack compiled for Attleborough High School and helped to staff the NRO's stand at the Royal Norfolk Show.

### **King's Lynn Borough Archives**

- 9 107 visits were made to King's Lynn Borough Archives, compared with 132 in the same period last year. 286 (215 in 2008) original documents were produced for consultation by members of the public or by staff researching for talks and enquiries. 24 (26) telephone, postal and e-mail enquiries were received at Lynn. A lunchtime talk at King's Lynn Library, given as part of NLIS Local History month in September was heard by 19 people.

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

*King's Lynn and the Hanse*, an NRO exhibition using mainly facsimiles of documents from the Borough Archives was shown on the South Quay as part of King's Lynn *Hanse* Festival during the first weekend in August and attracted nearly 600 people. Visitors were able to try out a board game celebrating Lynn and the Hanseatic era which was created by Susan Maddock. A reduced version of the *King's Lynn and the Hanse* exhibition has been on display in the Regalia Rooms at King's Lynn since mid August, and the exhibition is also available online on the NRO website.

Following on from the Stage 1 report of the King's Lynn Heritage and Cultural Buildings Asset Review, a working group of Borough and County Council officers, including the County Archivist and Principal Archivist, began exploring the feasibility of recommendations for a new museum and improved archive facility in the complex, while maintaining civic functions.

### **Enquiries and research service**

- 10 The total number of recorded enquiries was 6,586, compared with 5,727 in the same period in 2008. 2,763 e-mail enquiries were received (2,863 in 2008), and there were 299 (325) by post and 3,012 (2,539) by telephone.

There were 172 (169 in 2008) requests for paid searches, totalling 134.5 (137) hours' work.

Website hits recorded on the NRO site (<http://archives.norfolk.gov.uk>) by Webtrends were 61,268 compared with 77,248 in the same period in 2008.

### **Copying services**

- 11 There have been 275 (280 in the same period in 2008) orders for 2,835 (1,846) photocopies and 418 (316) orders for printout copies from microfilm, amounting to 1,836 (1,071) sheets. 421 (352) self-service printout cards have been sold. Each card enables users to make up to ten copies.

Five orders (none for the equivalent period in 2008) were received for 35mm microfilm, amounting to 378 frames (nil), and a further four orders (three) for preliminary filming in order to supply print-out copies. Documents filmed included the memoirs of John Lincoln, 1834-5, whose varied working life included a spell as a footman, employment in the Storekeeper's Department at the Royal Arsenal, Woolwich, and work at the Royal Laboratory. Also filmed were farming accounts from Garboldisham, 1792-1824, and the cell book from Docking lock-up, 1882-1937.



An additional 3,518 frames (2,176) were produced as part of the NRO's own preservation microfilming programme, concentrating on items which are either at risk from damage through repeated use or are unfit for production. Documents filmed as part of this programme included the Fincham National School log book, 1863-1912, Wymondham of the Queen manor court book, 1648-52 and a Marham field book, 1751. Twelve recently deposited parish registers were filmed, as were a large quantity of parish records from Mattishall, including churchwardens' accounts 1554-5, 1652-91 and 1735-1844, overseers' accounts 1802-24, 1824-38 and 1838-61, vestry minutes 1825-1921, surveyors' accounts 1855-60 and 1860-1, removal orders 1696-1849 and settlement certificates, 1699-1833.

22 orders (29 in the equivalent period in 2008) were received, resulting in the supply of 47 (90) duplicate microfilms. 39 (62) orders were placed for 448 (655) microfiche. The majority of these films and fiche were of parish registers.

210 (197 in 2008) visitors to the searchroom took their own photographs.

### **Recent publications which draw on Record Office sources**

12 These include:

G. Austen, *George Gascoigne*, Studies in Renaissance Literature, xxiv (Cambridge, 2008). Includes a reproduction of an item from the Bacon and Townshend (Stiffkey) MSS.

G. Blanchard, *Tracing Your East Anglian Ancestors: a Guide for Family Historians* (Barnsley, 2009)

P.P. Davies, *Stories Behind the Stones: the Churchyard and the Old and New Cemeteries at Great Yarmouth* (Great Yarmouth, 2008).

E. Griffiths and M. Overton, *Farming to Halves. The Hidden History of Sharefarming in England from Medieval to Modern Times* (Basingstoke, 2009).

D. Higgins, *The Winterton Story* (King's Lynn, 2009).

M. Marsh, *The Noverres of London and Norwich* (<http://www.norwichearlydance.org.uk/history/> 2009)

F. Meeres, *Norwich Murders and Misdemeanours* (Stroud, 2009)

A. Metters, *The King's Lynn Port Books, 1610-14*, Norfolk Record Society, lxxiii (Norwich, 2009).

D. Pitcher, D., 'The Red Mount Chapel, King's Lynn' in *King's Lynn and the Fens: Medieval Art, Architecture and Archaeology*, ed. J. McNeill, British Archaeological Association Conference Transactions, xxxi (2008), 17-27.

D.M. Smith, *The Heads of Religious Houses: vol. iii, 1377-1540* (Cambridge, 2008).

W. and M. Vaughan-Lewis, *See You in Court. The Potts Family of Mannington, Norfolk, 1584-1737* (Itteringham, 2009).

## Visits

- 13 Official visits, including tours of The Archive Centre, were made by Sam Bestwick, MLA Director of Engagement for the East, Dr Patrick Candler, Service Director for Cultural Services, Nottinghamshire County Council, and groups from Brent Archives and the Essex Record Office.

The new Archdeacon of Norwich, Ven. Jan McFarlane, visited The Archive Centre with her secretary in April together with two officials from the Cathedral: Revd Dr Peter Doll, the new Canon Librarian, and Alan Kefford, Chapter Steward. Subsequently, the three archdeacons, Ven. David Hayden, Ven. Jan McFarlane and the newly-installed Ven. John Ashe, visited The Archive Centre in August, together with the Bishop's Chaplain, Revd Simon Ward. After tours of the building conducted by the Diocesan Archivist, both groups viewed displays of parish, archdeaconry, diocesan and Dean and Chapter documents, and met conservation staff and the archivists responsible for these collections. The visits provided opportunities for useful discussion about various issues relating to parish, diocesan and cathedral records. In addition, the new clerk to the Diocesan Registrar was given a tour in April.

Tours of the NRO were also given to two new governors of the Second Air Division Memorial Trust, and to the two new American postgraduate students working at the Second Air Division Memorial Library. Other depositors and record creators given tours included three groups of records managers from NHS bodies: NHS Norfolk; Norfolk and Waveney Mental Health Care NHS Trust; and Norfolk and Norwich University Hospital NHS Trust and members of the Keswick Hall Old Students Association who may deposit additional records.

Caroline Edwards, Head of Access and Learning at the Hampshire Record Office, spent two days in August shadowing the County Archivist, on a placement under Hampshire County Council's Future Leaders Programme.

Carol McKirdy from the Sydney Institute Sutherland College, TAFE NSW (Technical and Further Education, New South Wales) visited

the Norfolk Sound Archive in June as part of a research project into oral history and sound archives.

## **Education and outreach**

- 14 30,168 people attended one of the 192 of events held during the year, compared with 7,121 in the same period in 2008. Of these 1,617 (691 in 2008) attended talks, workshops and other events at The Archive Centre, with the remaining 13,551 (6,430) attending events elsewhere in the county. This includes 6,270 people visiting events run by other organizations, and 15,000 people visiting an exhibition at Westminster Hall which featured the Norfolk Record Office as a partner and included an NRO exhibit.

In July, 14 people became 'history detectives' when they took part in a 'Connecting with Communities' project, run jointly by the Norfolk Record Office, the Parliamentary Outreach Service and the Parliamentary Archives. They spent four days at the Record Office. Two of these were devoted to learning about the collections held by the Record Office and by the Parliamentary Archives, discovering how to handle documents, use archive catalogues and read old handwriting. The remaining two days were spent researching five of the people included in the 1821 Land Tax Act (a list of commissioners) held by the Parliamentary Archives, and visiting Shirehall to see portraits of 'their' commissioners. The project culminated in the 'detectives' writing up their research for the *Living Heritage* website. In September, the group visited Westminster to see the Land Tax Act on display in the *People and Parliament: Connecting with Communities* exhibition.

The Record Office provided two workshops for children who participated in summer schools run by Norwich Castle Museum. The pupils played a bespoke game, which encouraged them to use records held at the Norfolk Record Office to find out about Norwich Castle as a prison, learning about the building, prison inmates and life in prison.

The Record Office had a stand in the Norfolk County Council tent at the Royal Norfolk Show. Children were able to use air-drying clay and specially-made matrices to make their own seals. Adults enjoyed a display of facsimiles of documents looking at environmental change and the Norfolk landscape.

The Norfolk Record Office was again invited to participate in the Great Yarmouth Maritime Festival in September. The stand this year had two display cases, one celebrating 250 years of bathing and swimming in the borough and the other the centenary of the Pleasure Beach. There was also a display of large photographic images which helped to draw in visitors. Over the two days there were over 3,000 visitors to the stand, the vast majority being adults. The seal-making

activity which had proved popular at the Norfolk Show was repeated at Yarmouth for the younger visitors.

74 people attended one of five family history talks held during Adult Learners' Week in May, two of which were arranged especially for employees of Royal Mail as part of 'Learning at Work Day'. An additional 13 people had an introduction to the searchroom.

The Norfolk Record Office celebrated Refugee Week by providing two talks, the first looking into 1,000 years of refugees in Norfolk and the second at the Hungarian Diaspora of 1956. The two events attracted 90 people in all. In addition, staff ran a joint activity session with Norfolk Museums and Archaeology Service at Strangers' Hall, in which children used probate inventories held by the Record Office to find out about the Strangers. A walk telling the story of refugee history in Norwich was also immensely popular and had to be repeated twice later in the year. The Norfolk Record Office launched its first podcast during Refugee Week. The podcast enables people to find out about the history of refugees in Norwich, at their own pace, and was downloaded 27 times in the first month of its release. A trail of panels detailing refugee history in Norwich, was also put on display across the city centre. This was the result of a project between the Record Office, Norfolk Museums and Archaeology Service and Norfolk Libraries and Information Service. As part of the project, refugees and asylum seekers from Norwich International Youth Project and New Routes Project chose the documents, books and artefacts to be shown on each of the six panels.

Norfolk Record Office worked in partnership with the East Anglian Film Archive on an exhibition entitled *Smile for the camera: images of childhood, 1860-1918*. The display included facsimiles of photographs held by the Record Office, stills of film from the Film Archive and artefacts, such as children's clothes and toys from Norfolk Museums and Archaeology Service. A school pack was produced to accompany the exhibition, and was trialled by Hockering Primary School and West Walton Infant School. Work produced by the pupils during this pilot was displayed opposite the cases in the Long Gallery for the duration of the exhibition. Children from Hockering Primary School also came to The Archive Centre to open the exhibition, have a go at making Victorian scrapbooks, learn paste-papermaking techniques and follow an exhibition trail. The pack then went on general sale to schools across Norfolk, and five schools ordered packs in the first week. In addition, a childhood reminiscence session was held for adults. Fourteen people aged over fifty-five attended the session, which included a tour of the Record Office, a look at documents relating to the 1940s, '50s and '60s and a chance to play with a range of toys loaned by the Norfolk Museums and Archaeology Service, as well as time to view the exhibition.

Staff visited Westfield Infant School, Watton, to deliver a number of workshops on making shields. The workshops were attended by 60 pupils from Year 2, who were studying the topic of castles. Using

copies of documents from the Record Office, the young people were taught the 'rules' for making coats of arms, such as always placing a metal (gold or silver) object on a coloured background and vice versa, as well as how to divide the shields and what the designs represent.

168 children and parents took part in one of eight holiday activities that took place both inside The Archive Centre and at the Ancient House Museum of Thetford Life. New activities included making Victorian scrapbooks, which was so popular that an extra session was arranged, and also toys from the past, which was run by staff from Ancient House Museum.

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

### **Publications and exhibitions**

- 15 Two issues of the NRO *Newsletter* were published, featuring the *Miniature Windows* exhibition of illuminated manuscripts, the King Archive project and the recently catalogued Harry Apling collection relating to windmills. The Records Committee's annual report for 2008-9 was also published in the summer.

Three exhibitions have been shown in the Long Gallery during the past five months. *Miniature Windows on the World*, a display of illuminated manuscripts from the Denys Spittle collection, ended on 21 May. The exhibition proved exceptionally popular, attracting an average of 140 additional visitors a week to The Archive Centre, over 7,000 people having seen it before it closed in May. It was succeeded in early June by *Smile for the camera: images of childhood, 1860-1918*, which ended on 28 August. *Norwich Pattern Books: a Preservation Project. interwoven evidence of an eighteenth-century textile industry* opened in the Long Gallery opened on 8 September and runs until 20 November. The exhibition catalogue is available on the Record Office's website.

Exhibitions of original records were provided for special events at thirteen parish churches: Banham, South Creak, Ditchingham, Gooderstone, Happisburgh, St Catherine Mile Cross in Norwich, Redenhall, Shipdham, Tittleshall, Trimingham, Wacton, Walcott and Westwick. Approximately 3,332 people attended these events. In addition, the Record Office produced a set of document facsimiles relating to the Lincoln family, for display as part of Swanton Morley church's Lincoln Festival in June and July. The festival celebrated this year's bicentenary of Abraham Lincoln's birth and the Lincoln family's links with Swanton Morley.

Panels including facsimile documents were prepared for *God Save the King!*, an exhibition at Norwich Cathedral Library marking the coronation of Henry VIII. Pre-existing exhibition panels from the NRO's 2007 exhibition, *'I'm Henry VIII, I am'*, were also included. As a result of its being seen by a visitor to the Cathedral exhibition, the

panels were later loaned to St Andrew's Church, Norwich, for exhibition during the Heritage Open Days in September, where they were viewed by around 900 people who visited the church during the event. Also to commemorate the 500th anniversary of the accession of Henry VIII in 1509, the NRO made available online an electronic version of its exhibition of depictions of Henry in the historiated initials of Norfolk letters patent.

## **Publicity**

- 16 The *Eastern Daily Press* featured the photograph albums of royal equerry, the Hon. Derek Keppel, expanding on an article which had appeared in the NRO's own newsletter, and (in a *Later Life* supplement aimed at older readers), Dr Jean Agnew's voluntary work at the NRO. The *Eastern Daily Press* and *Eastern Evening News* both featured the *Norwich Pattern Books* exhibition, whilst Radio Norfolk interviewed the archivist who curated the exhibition. In addition, the County Archivist appeared on the Maggie Secker Show, BBC Radio Norfolk, to talk about the NRO generally and the *Norwich Pattern Books* exhibition in particular. Staff have contributed weekly to the highly regarded 'A Sense of History' column in *EDP Sunday*. Among topics highlighted in the last six months were St George's Day, campanology and Norfolk connexions with the German *Hanse*.

## **Staff and volunteers**

- 17 Ellie Jones started work as the King Archive Project Archivist on 5 May. The project is part-funded by the National Archives' Cataloguing Grant Scheme, and Ellie Jones had previously been working on a similarly funded project at Exeter University. There has been a concurrent volunteer programme to repackage photographic material contained within the archive. During the last six months, volunteers have repackaged over 8,000 items, taking in excess of 180 hours to do so. They are Al Parsons, Jean Palmer, Clive Richardson, Jenny Robinson, Marco Miotto, Melanie Smith, Sara Barton-Wood, and Susannah Lord. Jack Powell and Sarah Inglesfield also contributed to the project during their work experience. Additionally, Alex Townsend, a previous school work experience student, and Sarah Inglefield helped during their school holidays in the summer.

Dr Jean Agnew has continued part-time voluntary work, cataloguing sections of the Bradfer-Lawrence collection. In support of this project, Maureen Douglass has continued her voluntary work by retyping Bradfer-Lawrence's own descriptions of deeds in his collection.

Marco Miotto, who is interested in a career in archives, joined the NRO as a part-time volunteer in April and continued until the end of September, when he left the UK to return to Italy. He catalogued records of the Dean and Chapter of Norwich and relating to Billy Graham's Mission: England! campaign. Melanie Smith completed her voluntary work at the Norfolk Record Office in July and has gained employment on a Devon Tradition project, which aims to make

prominent collections of folk songs, including the Sabine Baring-Gould collection, available to the public.

Jayne Tracey, a relative of Major James A. Forsythe, contributed several hours of work towards more detailed cataloguing of the Forsythe papers. Katie Holburn started as a volunteer two mornings a week at reception in July.

Caroline Higgins, an undergraduate student in Classics at the University of Warwick, undertook two weeks' work experience in August and two school pupils had placements in the NRO. These were Jack Powell, from Acle High School, who had a week at the Record Office in April, and Sarah Inglesfield, from the Hewitt School in Norwich, who came for two weeks in June.

### **Staff training and development**

- 18 Dr John Alban, County Archivist, and Susan Maddock, Principal Archivist, completed a series of workshops at Hammersmith and Fulham Archives as part of an MLA (Museums, Libraries and Archives Council)-funded Strategic Planning and Fundraising programme. John Alban and Rachel Farmer, Archive Support Services Manager, both attended an Anti-Fraud and Corruption seminar and they, with Susan Maddock, took part in a corporate Fees and Charges workshop.

Rachel Farmer, Archive Support Services Manager, and Susan Maddock, Principal Archivist, are both engaged in the corporate *Impact Leadership* development programme. Rachel Farmer has also attended training sessions on Active Budget Management training and on health and safety for building managers. Deidre Sharp, Freedom of Information and Corporate Records Manager, attended a training session on People Management in Project Management.

From April to June, the Sound Archivist, Jonathan Draper, undertook a full-time internship in the technical services section of the British Library Sound Archive at their St Pancras base in London. The internship was one of only six available during the year and the only one funded by the Heritage Lottery Fund. Jonathan Draper was taught the main principles of sound archives, after which the programme focused on different types of sound carrier in both analogue and digital formats. He was given different tasks to carry out in order to get a more detailed knowledge of each format before carrying out transfers of selected British Library holdings. The internship was an excellent opportunity to learn up-to-date thinking about sound archives and digital preservation and has already helped improve the practices of the Norfolk Sound Archive. During his internship, Jonathan Draper attended an 'I Hear Too' workshop at the British Library Sound Archive, which considered sound as a heritage object. He also attended a workshop organized by British and Irish Sound Archives at the Wessex Film and Sound Archive in Winchester. The event included talks on three-dimensional scanning

of tin foil and early wax cylinder recordings and the digitization and cataloguing of independent local radio station recordings.

Hannah Verge, archivist, was been awarded Registered status by the Society of Archivists following the submission of a detailed portfolio to the Society's Registration Committee. She is the first archivist at the NRO to achieve registration through evidence of professional development carried out wholly while working in the NRO.

Lucy Purvis undertook the Prince 2 Foundation course in project management and succeeded in the concluding examination. Lucy Purvis attended Society of Archivists, Business Records Group Annual General Business Meeting and Discussion Forum, which discussed 'The Way Forward: A Discussion of the National Strategy for Business Archives'. Edwin King, archivist, attended a CILIP training day at the Imperial War Museum, London on 'Brigades, Battles and Paper: Access to Military Records'.

Victoria Horth, Education and Outreach Officer, attended a corporate training session on conducting appraisals and both she and Assistant Education and Outreach Officer, Athena Teli, took part in a day on Engaging Young People in Archives, organized by the Society of Archivists' Archives for Education and Learning Group and held at The National Archives, Kew. Athena Teli also had a day's training on using Adobe Photoshop, another on the Quality Badge Scheme for learning outside the classroom, and, together with senior archivist, Freda Wilkins-Jones, and searchroom/research assistant, Belinda Kilduff, attended a Dyslexia Awareness workshop.

Dylan Read, strongroom assistant, who is working towards an Institute of Conservation (ICON) Conservation Technician Qualification, attended a briefing session in London for Conservation Technician trainees, while two conservators, Nick Sellwood and Antoinette Curtis attended briefing sessions for mentors and assessors.

Two members of staff enrolled on the University of Dundee M.Litt. course in Archive Administration and Records Management by distance learning. They are Belinda Kilduff, searchroom/research assistant, and Alison Barnard, Trainee Records Manager, whose study is fully supported by the Freedom and Information and Data Protection Unit.

Within the Record Office, Tom Townsend provided a course of palaeography sessions for members of the searchroom team in May and June.

### **Partnership projects and external representation**

- 19 The County Archivist continues as Chairman of EESA (the East of England Sound Archive), and also serves on EERAC (the East of England Regional Archive Council), the Norfolk Record Society



Committee, NAHRG (Norfolk Archaeological and Historical Research Group) Committee, the Bishop's Books and Documents Committee (as Secretary for Documents), Norwich Cathedral Advisory Committee and the Centre of East Anglian Studies Committee. He also sits on the East Anglian Film Archive Advisory Board and True's Yard (King's Lynn) Advisory Panel. Within Norfolk County Council, he is on the corporate Information Management Board and also chairs the FOI Team. John Alban and Jonathan Draper, Sound Archivist, both attended the Society of Archivists' conference in Bristol. The conference had the theme, 'Fast Forward: preservation and access in a digital world'.

The NRO has also continued to be involved in the Arts and Humanities Research Council (AHRC)-funded Henry III Fine Rolls Project, which is making digitized images and translations of this major thirteenth-century source held in The National Archives available online. The project is a partnership between the National Archives, King's College London and Canterbury Christ Church University, with the County Archivist as a member of the Knowledge Transfer Advisory Group. The AHRC assessed the project anonymously by peer review and graded it 'Satisfactory', the only other possible verdicts being 'Unsatisfactory' and 'Return Incomplete'. The AHRC report mentioned the 'Fines of the Month' feature amongst the project's achievements, the assessor commenting, 'Excellent range of topics; the article linking up the fines made for Norwich and King's Lynn borough charters with the pictures of the charters themselves is very useful'.

The NRO, with other parts of Cultural Services, is engaged in a Norfolk 'Singing Histories' project. The aim of this national project is to bring regional history to life through local songs and the traditions and stories behind them. A booklet is being produced for each region, and Norfolk is at the heart of the Eastern regional booklet, which was launched in July. The County Archivist, the Education and Outreach team and Sound Archivist, Jonathan Draper, have all been involved in the project's working group, which is co-ordinated by the Norfolk Development Officer for the 2012 Games. Jonathan Draper has also attended the ARCH (Archiving Rural Community History) project's working group.

The NRO has entered into a partnership project with Jarrold and Sons Ltd, who have also acquired funding from the John Jarrold Trust and Norwich HEART to support the appointment of a project archivist at the NRO, to catalogue the three deposits held in the NRO and those records still with the firm. Archivist, Lucy Purvis is the project manager and is responsible for the project's management, the cataloguing programme and project staff.

The archivist responsible for business archives, Lucy Purvis, was approached by Nestlé Confectionery Heritage to provide costs for cataloguing the Caley's/Rowntree-Mackintosh material held by the Norfolk Record Office. There had been considerable progress made

on cataloguing this material in the past but there had been problems in deciding on the final order. Nestlé Confectionery have acquired funds to allow this material to be catalogued and archivist, Tom Townsend is working on this project whilst Lucy Purvis is responsible for the project's management.

Lucy Purvis also continues to participate in King John's Charter Working Party at Great Yarmouth, with colleagues from NMAS and Great Yarmouth Borough Council. She is also the Society's Eastern Region representative on EERAC, (East of England Regional Archive Council) and acts as EERAC's honorary treasurer.

The National Archives, in collaboration with UK-based family history website findmypast.com, is providing free access to the recently completed online records of the 1911 census and the NRO has been chosen to be the East of England regional hub for this purpose. It is anticipated that free access will end late in 2009 or early in 2010.

The NRO has volunteered to participate in an interoperability project being undertaken by the Archives Hub, the universities and colleges segment of the UK's National Archives Network. The project is looking at how to improve the export process from CALM to the Archives Hub, enabling CALM users to contribute their CALM records to the Archives Hub. In this way, we hope to increase the exposure of our online catalogues to the higher education sector.

Discussions were held with the Broderers' Guild of Norwich Cathedral to see whether a partnership project could be initiated whereby the guild makes seal 'socks' for the Dean and Chapter collections. Although a satisfactory arrangement was reached, technical difficulties prevented this project from going ahead. An alternative design, easier and cheaper to make, has been developed by the conservation team and the cathedral chapter have made a grant of £200 to cover cost of materials. It is anticipated that the making of the socks and their application will be a long-term project mainly undertaken by volunteers.

Edwin King, the archivist with responsibility for records of the Norwich Cathedral Chapter, serves on the Norwich Cathedral Library Advisory Committee and the Cathedral Inventory Committee. Edwin King was director and trustee of the Society of Archivists until the end of August 2009, serving as honorary assistant treasurer of the Society.

### **Performance Indicators**

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

### **Equality Impact Assessment (EqIA)**

- 21 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**

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

### **Financial Implications**

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

### **Property, Staffing and IT Implications**


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

### **Recommendation**

- 25 Members are asked to note this report.

### **Officer Contact:**

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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 April-30 September 2009

#### Local Authority and Official records

<b>Creator of the records</b>	<b>Summary description</b>	<b>Reference</b>	<b>Covering dates</b>	<b>Quantity</b>
Norfolk County Council	Local Government Act, and related papers, including Order of Norfolk County Council	C/T 41/1	1894	1 volume
Norfolk County Council: Chief Executive's Department	Additional deeds to properties owned by Norfolk County Council	ACC 2009/95, ACC 2009/99, ACC 2009/107, ACC 1009/108, ACC 2009/110, ACC 2009/128, ACC 2009/167, ACC 2009/171, and ACC 2009/173	17th-21st centuries	93 boxes
Norfolk County Council Children's Services	Records relating to Colne Cottage children's hospital, including photographs of interior.	ACC 2009/17	20th-21st centuries	18 photographs, 1 paper
Norfolk County Council Education Department: Youth Officer; later Youth and Community Service	Photographs relating to Youth and Community centres and activities	ACC 2009/139	1960-1985	3 boxes

Norfolk County Council Planning and Transportation Department: Norfolk Biodiversity Information Service	Norfolk Biological Record Centre records, including species card indexes, mammal files and Broadland card index of 'indicator species' compiled by M.J. Jackson, 1977-8	ACC 2009/37, ACC 2009/65, ACC 2009/89 and ACC 2009/115	19th-21st centuries	16 boxes
Norfolk Constabulary	Additional records: Home Office Civil Defence training manuals and memoranda	ACC 2009/34	1949-1954	1 box
Norfolk Constabulary	Hunstanton police invasion instructions file, including plans of beaches at Hunstanton and Titchwell	C/PO 1/60	1939-1946	1 file
Loddon and Clavering Poor Law Union	Additional (stray) governor's report book	C/GP 12/279	1771-1772	1 volume
Fornsett St Peter CE VA Primary School	Plan of conversion of outhouses to toilets at Fornsett St Peter School	ACC 2009/148	1965	1 plan
Garrick Green Infant School, Old Catton	Headteacher's reports, 1991-2003, and governors' meeting papers, 1989-2003	C/ED 137	1989-2003	3 files
Earlham High School, Norwich and its predecessors, Bluebell Road Girls' School and Earlham Boys' School	School records including log books, admission registers, governors' records, newspaper cuttings and photographs	ACC 2009/164	1954-2009	44 boxes
North Elmham VC Primary School	School records, including log books, 1863- 1993, and admission registers, 1877-1965	ACC 2009/72	1863-2008	10 boxes
East Winch Church of England Voluntary Assisted Primary (formerly National) School	School records	C/ED 144	1893-2009	22 boxes
Borough Council of King's Lynn and West Norfolk Planning Department, later Development Services	Planning Department photographs mainly of streets, buildings, open spaces etc. in King's Lynn and west Norfolk by town or village and by subject, and archaeological reports	ACC 2009/146	1972-2009	19 boxes
Norwich City Council	Additional Council minute books, 1973-1993, Norwich Local Pensions Committee minutes, 1943- 1948, and other papers	ACC 2009/55	1845-1993	20 boxes, 4 volumes

Norwich City Council	Additional Committee minute books	ACC 2009/129 and ACC 2009/145	1959-1993	72 volumes
Norwich City Treasurer's Department	Additional accounts and related records	ACC 2009/172	1857-1966	16 volumes
Swaffham Rural District Council	OS map covering Swaffham RDC area	ACC 2009/67	n.d. [c. 1900]	1 rolled map
Swaffham Town Council	Swaffham Cemetery drawings and drawing for Abbey Visible Kerbside Petrol Pump, 1929	ACC 2009/152	1923-1929	5 papers
New Buckenham Parish Council additional records	Additional Parish Council records, including New Buckenham Burial Board records, 1891-1975	ACC 2009/39	1894-1975	1 box
Castle Acre Parish Council	Additional Parish Council records	ACC 2009/91	1912-2002	4 boxes
Caistor St Edmund Parish Council	Parish Council records	ACC 2009/87	c. 1965-c. 2000	8 boxes
Old Catton Parish Council	Additional record: OS map of Old Catton	ACC 2009/143	1880-1883	1 rolled map
Dilham Parish Council	Notice of allotment and copy extracts of enclosure Act and award, 1829, title deeds to Dilham village hall and playing field, 1920-1972, and related papers.	ACC 2009/125	1829-1983	5 gatherings and papers
Ludham Parish Council	Parish Council records	ACC 2009/170	1883-1999	23 volumes
Northwold Parish Council	Additional records: three parish projects on Northwold by children from Northwold School	ACC 2009/46	2008	3 files
Stalham Parish (later Town)Town Council	Parish (later Town) Council and Parish Meeting records	ACC 2009/52 and ACC 2009/64	1895-2003	3 boxes, 8 volumes and binders
Tasburgh Parish Council	Parish Council records	PC 147	1896-2006	20 pieces
Tasburgh Parish Council	Additional Parish Council record: Tasburgh Parish Plan	ACC 2009/86	2008-2009	1 gathering

Toft Monks Parish Council	Additional (stray) Parish Council records, relating to allotments	ACC 2009/106	1906-1960	3 volumes
Wimbotsham Parish Council	Parish Council minutes	PC 148	1894-1991	4 volumes

### Public records, statutory bodies and higher education

Creator of the records	Summary description	Reference	Covering dates	Quantity
HM Coroner, Norwich	Additional inquest file	ACC 2009/54	2000	1 file
HM Coroner Norwich District	Additional inquest papers	COR 3/4/88 and COR 3/4/99	1990	2 bundles
Cromer Hospital	Hospital records, including casualty registers, 1967-1992	ACC 2009/93	1967-1997	4 boxes
Kelling Hospital	Hospital records, including registers of patients, 1939-1963, and case book, 1939-1948	ACC 2009/5	1907-1963	6 boxes
Norfolk and Norwich University Hospital	Additional hospital record: baptism register	ACC 2009/94	1941-1977	1 volume
King's Lynn Conservancy Board	Additional stray records: east coast charts and related maps and drawings	ACC 2009/92	20th century	1 box
Great Yarmouth Power Station	Photographs of construction, safety records, plans, and related records	ACC 2009/153	20th century	9 boxes
Keswick Hall College of Education	Papers including College brochures, event programmes, dinner menus, students' union constitution and film society programmes	ACC 2009/160	1960s	2 files
Norfolk School of Agriculture (later Easton College)	Files relating to the foundation of the school, open days and publicity	ACC 2009/150	c. 1950-c. 1965	3 files

### Parish and ecclesiastical records

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<b>Creator of the records</b>	<b>Summary description</b>	<b>Reference</b>	<b>Covering dates</b>	<b>Quantity</b>
Acle ecclesiastical parish	Additional parish registers	PD 164/54-66	1837-2004	3 boxes
Barningham Town (alias Winter) ecclesiastical parish	Additional parish record	PD 663/19	1956-2003	1 volume
Blofield ecclesiastical parish	Additional marriage registers	PD 317/159-165	1961-2008	6 volumes
Brooke ecclesiastical parish	Additional parish records	ACC 2009/156	1968-1990	2 volumes, 3 files
Brundall ecclesiastical parish	Additional parish records: church accounts	PD 453/48-52	1983-2008	3 volumes, 2 files
Costessey ecclesiastical parish	Additional register of marriages	PD 280/109	2005-2008	1 volume
Drayton ecclesiastical parish	Additional parish registers and records	PD 69/35-42	1933-2008	8 volumes
Ellingham ecclesiastical parish	Additional marriage register	PD 669/39	1994-2004	1 volume
Fersfield ecclesiastical parish	Additional parish registers	PD 144/117-118	1940-2009	2volumes
Fishley ecclesiastical parish	Parish records	PD 720	1855-2009	2 volumes
Gaywood ecclesiastical parish	Additional marriage registers	PD 451/150-152	1977-1988	3 volumes
Gillingham ecclesiastical parish	Additional marriage register	PD 668/8	1994-2007	1 volume
Hemblington ecclesiastical parish	Additional marriage registers	PD 318/33-34	1968-2003	2 volumes
Kirby Bedon ecclesiastical parish	Additional parish record: Kirby Bedon enclosure award and map	PD 481/13	1813	1 volume
Kirkley ecclesiastical parish	Additional parish records	ACC 2009/111	19th-20th centuries	2 boxes



St Alban, Lakenham, ecclesiastical parish	Parish records	PD 721	1901-2007	6 boxes
Lammas ecclesiastical parish	Additional register of banns	PD 170/57	1913-1992	1 volume
North Lopham ecclesiastical parish	Additional parish registers	PD 338/17-18	1849-2009	2 volumes
Mutford ecclesiastical parish	Additional parish record: list of rectors of Mutford, Rushmere and Barnby, 1349-1974	PD 114/25	n.d. [c. 1974]	1 card
St Mary Coslany, Norwich, ecclesiastical parish	Additional register of banns	PD 1/24	1868-1878	1 volume
West Somerton ecclesiastical parish	Additional parish registers	PD 587/12-14	1813-2009	1 box
Southery ecclesiastical parish	Additional (stray) parish records	PD 314/63-64	1919-1938	3 papers
Thorpe Hamlet Parish additional records	Additional parish registers of St Leonard's and St Matthew's churches	PD 372/18-19	1945-1995	2 volumes
Tittleshall ecclesiastical parish	Additional parish records	PD 271/38	2009	1 folder
Diocese of Norwich	Additional dead clergy files,	ACC 2009/18	2005-2009	3 boxes
Norwich Cathedral Sacrist's Department	Additional records: Special service papers for Judges' Service	ACC 2009/190	1954-1994	3 files

### Free Church records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Hunstanton Methodist Circuit	Thornham Methodist Church records	ACC 2009/187	1870-1992	3 volumes, 2 booklets
Additional records	Additional records	ACC 2009/188	1954-2009	2 boxes

King's Community Church, Norwich (part of the Evangelical Alliance and the Newfrontiers family of churches)	Marriage register	ACC 2009/10	2001-2009	1 volume
Mission: England Ltd	News cuttings and photographs relating to the Mission: England campaign of 1983-85 in East Anglia	ACC 2009/118	1982-1984	2 volumes, 1 bundle

### Societies and Associations

Creator of the records	Summary description	Reference	Covering dates	Quantity
Cringleford Historical Society	Additional collected records: photographs of Cringleford village school, 1894, and of haymaking at Reynold's Farm, later Pond Farm, Cringleford, 1894	ACC 2009/13	1894	2 photographs
Cyclists' Touring Club Norfolk District Association (founded 1926 but failed; restarted 1930) and Norfolk Road Club (a satellite racing club which wound up c. 2000)	Club records, including minutes, accounts and points tables	SO 274	1930-2004	4 boxes
East Anglian Women's Hockey Association	Additional records	ACC 2009/83	1925-1999	4 boxes
First Norwich Sea Scouts	Additional records, including photograph albums	ACC 2009/90	1977-2009	1 box
Mancroft Lodge, Norwich (Freemasons)	Additional lodge records	ACC 2009/69	1945-2005	5 boxes
Mundham and Seething Mothers' Union	Mothers' union branch records	ACC 2009/51	1932-1989	2 packets

National Farmers' Union, Norfolk County Branch	Branch records ,including photographs of County Chairmen	ACC 2009/81	c. 1930-1975	1 box
Norfolk and Norwich Archaeological Society	Additional records: Cards relating to the library of Revd J.F. Williams with draft list compiled by J. Sims	ACC 2009/84	20th century	1 box
Norfolk and Norwich Triennial Festival	Additional records, including financial papers, correspondence and newspaper cuttings	ACC 2009/44	c. 1965-c. 1985	15 boxes
Norfolk County Council Conservative Group	County Council elections manifesto	ACC 2009/98	2009	1 booklet
Norfolk Trauma Counselling Network	Minutes, accounts, correspondence and other papers, 1996-2005, with papers relating to a proposed Disaster Counselling network from 1991	ACC 2009/2	1991-2005	1 box
Norfolk Wherry Trust	Records including minutes, directors' and secretary's correspondence and newsletters	ACC 2009/47	c. 1949-c. 1990	16 boxes
Norwich Diocesan Association of Ringers	Additional published recordings	ACC 2009/61	1993- c. 2008	9 CDs
Norwich Division of British Medical Association and Dr Anthony Batty Shaw	Record compiled by Dr Anthony Batty Shaw of British Medical Association Annual Representative Meeting, Norwich, 1988, and related papers	ACC 2009/141	1846-2004	1 volume
Norwich School (King Edward VI Charity Foundation)	Additional governors' papers, including minutes and other meeting papers, 1974-1976,	ACC 2009/59	1972-1976	1 file
RAF Bircham Newton Memorial Project	Additional papers relating to RAF Bircham Newton Memorial Project	ACC 2009/45	2004-2009	16 papers
Royal British Legion, Old and New Buckenham	Branch records	ACC 2009/181	1928-2007	11 volumes, 3 bundles
Royal British Legion, Women's Section: Hillington Branch and Dereham Branch	Additional records of closed branches	ACC2009/135	1967-2008	3 boxes
Scole Committee for Archaeology in East Anglia	Additional committee minutes and other records	ACC 2009/71	2004-2009	1 box file, 1 binder

Second Air Division (USAAF) Memorial Trust	Additional record: photograph of Memorial Trust meeting	ACC 2009/20	c. 1981	1 photograph
Second Air Division (USAAF) Memorial Trust	Additional record: copy of addendum to roll of honour	ACC 2009/70	1942=1945	6 papers
Second Air Division (USAAF) Memorial Trust/William J. Breach of Coldham Hall	Copy of letter from Sergeant Towers, an airman at Rackheath (467th Bomb Group) to William J. Breach and his wife, thanking them and local people for their hospitality	ACC 2009/31	1945	1 paper
Second Air Division (USAAF) Memorial Trust/Robert Lee Swofford (445 <sup>th</sup> Bomb Group, Tibenham)	Memoir of Robert Lee Swofford relating to his military service in the 1940s	ACC 2009/32	c. 1982	1 paper
Second Air Division (USAAF) Memorial Trust/William G. Robertie	Papers, memoirs and photographs of William G. Robertie	ACC 2009/33	c. 1945- c. 1985	1 file
Thorpe St Andrew Luncheon Club (opened 1985; closed 2007)	Club records	ACC 2009/183	1985-2008	1 box

### Business records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Charles Morton Baker, solicitor of Cromer	Office accounts and clients' records	ACC 2009/79	1826-1911	1 box
East of England Bank	Mulready envelopes, incorporating illustrations designed by the artist, William Mulready, showing that postage had been pre-paid	MC 2685	n.d. [1840]	2 papers
Everington family farms (Newton Farm, Hill Farm Dunham, and Lodge Farm, Castle Acre)	Farming diaries and other papers	ACC 2009/77	1889-1983	4 boxes

John 'Starchy' George junior of Winterton (1887-1975), steam drifter owner	Pocket business diaries	ACC 2009/175	1928-1932	2 volumes
W.S. Hall, later Hall and Palmer, of Watton and Wymondham, auctioneers, valuers and estate agents	Valuation books (land, crops, livestock, household goods), 1902-1937 and 1961; and accounts, 1914-1974	ACC 2009/1	1902-1974	24 boxes
Hayes and Storr, solicitors, Wells-next-the Sea	Additional business and clients' records	ACC 2009/3 and ACC 2009/140	18th-20th centuries	Approximately 300 boxes
Norwich Co-operative Society Ltd. later Ipswich and Norwich Co-operative Society	Additional records, including customer and staff records, title deeds, newspaper cuttings and promotional literature	ACC 2009/105 and ACC 2009/151	20th-21st centuries	38 boxes
Walter 'Toody' Rudd of Winterton (1905-1982), steam drifter owner and skipper	Fishing journals of Walter 'Toody' Rudd of Winterton	ACC 2009/176	1948-1952	2 volumes
P. Segger (Norwich) Limited, shoe manufacturers	Plan of Norwich Crape Company site on Botolph Lane, near Magdalen Street, Norwich, 1888, and memorandum and articles of association, 1935	ACC 2009/120	1888, 1935	1 roll, 1 gathering
William Wilkins, builder of Lessingham, founded 1867	Records, including customer account ledgers	ACC 2009/142	1886-1931	9 volumes
A.W. Yallop, of Gorleston, photographer	Glass plate slides	ACC 2009/21	early 20th century	19 boxes

### Deeds, manorial and estate papers

Summary description	Summary description	Summary description	Summary description	Summary description
Lovelock, Say and Anthony families and estates in Fincham, Hindringham and Welborne	Title deeds and papers	ACC 2009/50	1736-1933	1 folder

Mrs Frances Isabella Hammond/estate at Dersingham	Deed of conveyance of land in Dersingham from HM King George V	ACC 2009/149	1924	1 parchment
Harleston leet and hundred court	Manorial court rolls	ACC 2009/116	1491-1574	5 rolls
Estate in Harleston	Deeds and papers relating to 6 Church Street and 18 Old Market Place, Harleston	ACC 2009/16	1751-1939	1 box
Manors and estates at Langford, Cranwich, Reedham and elsewhere	Court rolls, rentals and accounts for the manors of Langford, with other deed and papers	ACC 2009/136	14th-18th centuries	1 box
Estates in King's Lynn and elsewhere	Deeds to properties in Hillington Square, and London Road, King's Lynn and to various properties allotted under Marshland Smeeth and Fen enclosure award, 1814	ACC 2009/186	1814-1869	1 folder
Estate in Norwich	Deed relating to a piece of land in Swinemarket [Norwich]	MC 2692	13th century	1 parchment
Rudling family of Wymondham	Deeds to copyhold estate in North Walsham	ACC 2009/133	1717-1910	2 boxes
Salhouse estate and miscellaneous	Map (possibly draft) of Salhouse Hall estate, early nineteenth century, with Dickleburgh deed, 1827, and Overstrand sea defence drawing, 1935	ACC 2009/22	19th-20th centuries	1 parchment, 2 papers
Estate in Swaffham	Abstracts of title to copyhold premises held of the manor of Swaffham	ACC 2009/58	1861-1903	1 bundle
Estate in Thetford and Bunwell	Title deeds relating to 10 Bridge Street, Thetford, land at Glebe Close, Thetford, and Green Gables, Bunwell	ACC 2009/40	c. 1780- c.1930	3 bundles

### Personal and family papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
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Mr P. Beaven, surveyor	Maps, photographs and drawings relating to the building of A47 Norwich southern bypass	ACC 2009/159	1983-1985	2 boxes
Kenneth Bovington (1926-2009) and his wife Pamela Bovington, née Sillars, of Norwich	Personal papers relating to fundraising and other events in Norwich	ACC 2009/15	1936-1986	1 folder
Eileen Bumphrey of Norwich	Newspaper cuttings and other papers concerning occupational therapy, mental health services and health-related issues in Norwich and Norfolk.	ACC 2009/178	1981-1986	2 boxes
Percy Edward Curl, Lord Mayor of Norwich	Lord Mayor's visitors' book	MC 2699	1938-1939	1 volume
Richard Frederick Ferrier	Pedigree of Ferrier family with related papers	ACC 2009/169	19th century	4 boxes
Major James A. Forsythe	Additional correspondence and papers relating to the Norfolk Wherry Trust and the Wroxham and District Branch of the Royal National Life-Boat Association	ACC 2009/48	1967-1974	3 files
Frederick Gibbons (employed in building the Pulham airship hangars)	Photograph of Frederick Gibbons (in charge of men building the Pulham airship hangars) and his work gang	ACC 2009/131	n.d. [20th century]	1 photograph, 1 card
Stephen Gillett, neighbourhood community worker in Norwich	Papers including reports, publicity material, training and development; some relating to West Earlham and Greenfields Community Centres and the West Norwich Area Housing Committee	ACC 2009/43	1986-1988	1 folder
Frank Nolan Golden (1908-1991), MBE, schoolteacher and bell-ringer	Photographs of staff and pupils of the Norman School, Norwich, 1940s-1960s, including an album relating to a school trip to the Rhineland, 1954	ACC 2009/28	c. 1945-c. 1965	1 folder
Wilfred Hardingham (1910-33) of Great Yarmouth and Leicester	Apprenticeship indenture of Henry Frederick Nicholls to Combes and Hook of Great Yarmouth, 1892, and photograph of Wilfred Hardingham at the Waterways, Great Yarmouth, n.d [1950s]	MC 2683	1892-20th century	1 parchment, 1 envelope, 1 photograph

Bert Harvey of Happisburgh	Notebook, including notes of dates when different battalions of the military occupied St Mary's House, Happisburgh, 1940-1944	ACC 2009/122	c. 1940-c. 1970	1 volume
Francis Heyward of Godwick	Letter from John Pepys regarding payment of arrears on a farm at Longham, 1631, with transcript	MC 2685	1631- [late 20th century]	2 papers
Revd J. Paul Hill, one time curate at St. Marks's church, Lakenham	Letters to his mother	ACC 2009/182	c. 1905- c. 1958	2 boxes
Sibyl A. Jarvis, student at Norwich and Ely Diocesan Teacher Training College in Norwich (Norwich Training College)	Additional papers, 1934-6 and 1956	ACC 2009/123 and ACC 2009/130	1934-1956	1 gathering, 1 paper, 1 packet
Mr R.F. Jones of Old Catton	Photographs of Norwich and Norfolk	ACC 2009/153	1958-c. 1985	2 boxes
Edward G. Middleton, a unit administrator at St Andrew's Hospital, Norwich	Papers and photographs relating to St Andrew's Hospital, including photographs of staff of the Norwich War Hospital	ACC 2009/103	19th-20th centuries	2 boxes
Frederick Golding Neale and the Neale family of King's Lynn and elsewhere	Papers, photographs and transcripts relating to the Neale family of King's Lynn and elsewhere	ACC 2009/119	c. 1900-2005	3 boxes
Ven. Clifford Offer, Archdeacon of Norwich (1994-2008)	Visitation charges, with service papers for visitation services	ACC 2009/53	1994-2008	1 bundle
County Councillor C.B.A. Lloyd Owen, Chairman of Norfolk Records Committee, 2001-9	Papers of Councillor C.B.A. Lloyd Owen as Chairman of The Archive Centre Board	ACC 2009/62	2001-2005	3 files
Charles Henry Oxbury (b. Norwich 1873) and Emily Gertrude Oxbury (née Wilford)	Letter of administration of the estate of William Wilford of Stamford, 1899, and army discharge certificate of Charles Henry Oxbury, 1919	MC 2690	1899-1919	1 parchment, 1 paper



Councillor Mrs Thelma Irene Paines, Thetford	Personal diaries	ACC 2009/2	1950-2008	6 boxes
Philip Herbert Cubitt Plumbly	Memoirs covering 1917-2007	ACC 2009/66	20th century	1 file
Spurrell Plumbly	Letters of commission as ensign in the Southrepps Volunteer Corps of Infantry	MC 2689	1804	1 parchment
Colin Ivor Michael Shewring, ARIBA, Dip Arch., of King's Lynn, architect (d. 1995)	Architectural and design drawings (predominantly 1960 onwards), and photographic negatives, transparencies and prints	ACC 2009/101, ACC 2009/114 and ACC 2009/132	c. 1914-1994	9 boxes, 5 folders
James Stark (1794-1859), Norwich School painter	Five letters to various correspondents	ACC 2009/102	1824-1834	1 folder
Revd Canon Henry Thompson, Christ Church, Eaton	Incumbent's memorandum book	ACC 2009/189	c. 1897-1913	1 volume
Dawson Turner of Great Yarmouth	Additional letters from John Sell Cotman to Dawson Turner	MC 2487/66-75	1825-1841	13 papers
Unknown woman connected with Hellesdon Hospital	Photographs of nursing staff and patients of Hellesdon Hospital and of nurses at Drayton Lodge Nurses' Home	ACC 2009/96	1934-1939	1 packet
Hilda Zigomala, née North (1869-1946), daughter of Charles North and Augusta Keppel, and wife of Major John Zigomala	Illustrated journals compiled by Mrs Hilda Zigomala of life at Rougham, Norfolk, and postings in India with her husband's regiment	ACC 2009/147	1889-1933	14 volumes

### Historical and miscellaneous

Creator of the records	Summary description	Reference	Covering dates	Quantity
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Paul Cattermole of Tharston (d. 2009)	Research notes, drawings and photographs relating to Trowse church	ACC 200/60	20th century	1 folder
Sidney Denny of Harleston, photographer, and Kate Chenneour of Harleston	Additional papers relating to Sidney Denny's photographs: research notes concerning the Denny family and the subjects of the photographs	ACC 2009/30	2009	1 CD
Barry Barker of Redditch	Research paper regarding the Magdalen Wonder apple	MC 2694	2009	13 papers
Ann Howarth of Northwold	Monumental inscriptions for St Michael's church and churchyard, Great Cressingham, and St Andrew's church and churchyard, Northwold	ACC 2009/138	2008	2 booklets
Graham King of Bergh Apton	Monumental inscriptions of Claxton Baptist church, Swardeston church and churchyard, and Surlingham church	MC 2700	1990-2009	4 folders
Mulbarton Heritage Group	Monumental inscriptions in Flordon church and churchyard	ACC 2009/117	2009	1 CD, 1 folder
Eric Reading of Mundesley, local historian	35mm photographic slides and prompt cards, oral history interviews, local musical recordings and transcripts of documents relating to Mundesley	ACC 2009/163	20th century	18 boxes
Judy Sims of Horsham St Faith	Copies and transcripts of Taverham manor court rolls, 1757-1826 and rental, 1825-1836	ACC 2009/85	n.d. [early 21st century]	2 files
Unknown (probably S.T. Trett, researcher into the work and life of the sculptor and painter, John Moray Smith)	Papers relating to the work and life of John Moray Smith, including copies of black and white prints, list of hotel/pub signs in Norwich by Moray Smith and notes about his life and work, with notes of S.T. Trett concerning Moray-Smith's work	ACC 2009/161	1960s	1 box
Unknown/various	Deed relating to Thetford, 1586, articles of agreement for the appointment of a deputy remembrancer of register for Norfolk, 1651, and other miscellaneous documents	ACC 2009/78	1586-1855	4 pieces
Unknown	OS Maps of Great Yarmouth showing town walls	ACC 2009/80	1885-c . 1955	12 maps

Unknown	Photographic glass plate negatives of Norwich and elsewhere	ACC 2009/177	c. 1880-c. 1920	1 box
Various/Great Yarmouth Library as collector	Records donated to Great Yarmouth Library	ACC 2009/16	19th-20th centuries	41 boxes
Warminger's of Norwich, waste paper merchants	Additional deeds and papers rescued from waste consignments	ACC 2009/11	17th-20th centuries	12 boxes

### Copies of records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Mrs Phyllis Hardie, teacher, of Norwich	Copies of memoirs of training and teaching career, 1973-2006	ACC 2009/27	2008-9	2 folders, 1 CD
King's Lynn Free Church Federal Council	Copies of presidents' autographs, from the flyleaves of the presidents' copy of The Holy Bible	FX 353	1940-1967	2 papers
Unknown	Photocopy of executor's accounts for James Glasspoole of Brundall, brickmaker	FX 352	1870-1883	8 papers

### Norfolk Sound Archive

Creator of the records	Summary description	Reference	Covering dates	Quantity
Norfolk County Council: Children's Services Department: Finding a Voice Project	Sound recordings, moving images, photographs, etc. produced by the 'Finding a Voice' project re experiences of young people from Norfolk's Black Minority Ethnic, Refugee and Asylum Seeker communities	SAC 2009/9	2009	775 data files (4.94 GB), 1 bundle of papers
Norfolk Museums and Archaeology Service: Norfolk's War Project (Great Yarmouth Museums)	Oral history recordings relating to Norfolk and the Second World War	SAC 2009/2	2008	103 WAV files

Norfolk Museums and Archaeology Service: Great Yarmouth Voices Project (Great Yarmouth Museums)	Additional copies of 'Great Yarmouth Voices' recordings	SAC 2009/3	2007	10 WAV files
Norfolk Record Office and Norfolk Sound Archive	Recorded talks by Frank Meeres ('Commoners and Kings: 1000 years of refugees in Norfolk' ) and Jonathan Draper ('Work of the Norfolk Sound Archive: learning from the British library'); walking tour podcast on refugees in Norwich	SAC 2009/12	2009	3 WAV files
Clare Andrews of Woodton	Oral history interviews relating to Woodton	AUD 32	2009	1 CD
Sara Barton-Wood of Wymondham	Interview of Christopher Lloyd-Owen relating to his time as Chairman of the Norfolk Records Committee, 2009	SAC 2009/11	2009	1 WAV file
Doughty's Hospital (Norwich) History Project/Leanne Moden of Emneth	Oral history interviews of residents, staff and trustees of Doughty's Hospital	SAC 2009/8	2009	15 MiniDiscs
John Innes Centre and Plant Breeding Institute, Norwich	Copies of original recordings held by the John Innes Centre's Library Information and Archive Service and relating to the history of the John Innes Centre	AUD 29	1942-2009	18 WAV files (10.6 GB), 8 papers
Samia Malik of Norwich	<i>The Colour of the Heart</i> CD by Garam Masala, and <i>Jaago Wake Up</i> by Samia Malik, featuring language and music drawn from Asian and Western cultures	SAC 2009/10	1998-2004	2 CDs), 1 bundle of papers
Maureen Monk and Holkham Estate employees	Copies of recorded interviews with former or present staff members of the Holkham estate	SAC 2009/16	1995-1997	CDs
Norwich Community Workshop	Recorded interviews relating to King Street, Norwich; recordings and slides relating to 1912 floods in Norwich, with photographs of Walter Edwards and Son, Castle Shoe Works (1925) and correspondence of Argyle Street Housing Cooperative	SAC 2009/13	1925-c. 1985	42 audiocassettes, 23 reels, 1 volume, 17 boxes of slides, 6 boxes of papers
William Pask of Oulton, postmaster	Memoirs and related recordings	SAC 2009/5	c. 1985	4 WAV files

Swaffham Museum/Masque Community Theatre and others	Interview by R. Garrod with Swaffham basket maker, Oliver Meek, 1988, and recording of 'The Hill and the Stones,' songs and poems of Swaffham, produced by Masque Community Theatre, 1985	SAC 2009/6	1985, 1988	2 audiocassettes
Swaffham Museum (as collector)	Copies of recorded interviews and recorded harvest festival service at Swaffham Church, 1953	SAC 2009/7 and SAC 2009/14	20th century	24 WAV files, 1 instantaneous disc
WISE Archive, Norwich	Copies of additional recorded interviews about peoples' employment experiences, with transcripts	SAC 2009/4	2007	18 WAV files

## **Appendix 2: Lectures, etc. by NRO staff, 1 April-30 September 2009**

### **John Alban**

- 'The *Hanse* in Norfolk Records' lecture at King's Lynn as part of a History Forum during the King's Lynn *Hanse* Festival.
- 'The Work of the NRO' talk to UEA Overseas Development Group during a visit to The Archive Centre.

### **Claire Bolster, Suzi Jex and Kären Gaffney**

- 'Introduction to the Searchroom' session in The Archive Centre as part of Adult Learners' Week.

### **Jonathan Draper**

- 'The Work of the Norfolk Sound Archive: learning from the British Library' lunchtime talk at The Archive Centre.

### **Lesley Gwynn**

- Three 'Introduction to Family History' presentations at Norfolk and Norwich Millennium Library.
- Six 'Family History on the Internet' taster sessions at Norfolk and Norwich Millennium Library.

### **Victoria Horth**

- 'The Abolition of the Slave Trade' school workshops at Norwich Castle Museum and Art Gallery Hethersett High School, Earlham High School, Stalham High School, and Cromer High School.
- 'Making Shields' school workshops at Westfield Infant School, Watton.
- 'Norwich Castle as a prison' workshops as part of the Norwich Castle Museum summer schools.
- 'Making Victorian Scrapbooks' school holiday activity session at The Archive Centre.
- 'Making Stained Glass' school holiday activity session at Ancient House Museum of Thetford Life.
- 'Making Shields' school holiday activity session at Ancient House Museum of Thetford Life.
- 'Papermaking' school holiday activity session at Ancient House Museum of Thetford Life.
- 'Creating Illuminated Manuscripts' activity for Education Otherwise
- 'The Work of the Norfolk Record Office', illustrated talk to Diss and Wells-next-the-Sea Probus Club.
- 'Discovering the History of Holt', illustrated talk at Holt Library.

- 'Tracing your Family History' illustrated talks at Wroxham Library, Hethersett Library, The Archive Centre, Flegg Probus Club, Ancient House Museum of Thetford Life.
- 'What can the Norfolk Record Office offer for secondary schools?', illustrated talk at Norwich Castle Study Centre, Shirehall.
- Group visits to The Archive Centre for ARCH, Attleborough History Group, Tibenham WI, U3A, North Norfolk Archaeology Group and the Frary Family Association.

### **Edwin King**

- 'The Archives of the Norwich Cathedral Chapter' lunchtime talk at The Archive Centre.

### **Susan Maddock**

- 'Miniature Windows on the World; a Norfolk archivist's perspective on illuminated manuscripts' talk to the art and antiques group at the Norfolk Club.
- 'Pastimes in Past Times' lunchtime talk at King's Lynn Library as part of the library service's Norfolk History Month.
- 'Norfolk Record Office and its Collections' talk at The Archive Centre for participants in the Parliamentary Archives' 'Connecting with Communities' volunteer programme.
- 'Cromer, Norfolk and the World: archives in the Norfolk Record Office' talk at Cromer for Cromer Preservation Society.

### **Eve McClure**

- Six 'Introduction to Family History' presentations sessions at the Norfolk and Norwich Millennium Library.
- Eight 'Family History on the Internet' taster sessions at the Norfolk and Norwich Millennium Library.

### **Frank Meeres**

- Three Saturday workshops (workshop in the morning, walk in the afternoon) on 'Julian and her Norwich' (with a visit to Carrow Abbey ruins), 'Learning about Lakenham' and 'Norwich and its Rivers'.
- Workshop on Record Office sources at Fakenham Library as part of the library service's Norfolk History Month.

### **Lucy Purvis**

- 'Tracing the history of your house in Thetford' talk at Thetford Ancient House Museum.
- 'Lifting the lid: an insight into the work of conservators and archivists' lunchtime talk at The Archive Centre (with Nick Sellwood).

### **Nick Sellwood**

- 'Lifting the lid: an insight into the work of conservators and archivists' lunchtime talk at The Archive Centre (with Lucy Purvis).
- Document handling demonstration to the History Detectives.

### **Athena Teli**

- 'Making Victorian scrapbooks' school holiday activity session at The Archive Centre.
- 'Making shields' half-term activity session at The Archive Centre.
- 'Creating illuminated manuscripts' half-term activity session at The Archive Centre.
- 'Papermaking' school holiday activity session at Ancient House Museum of Thetford Life
- 'Meet the Strangers' activity at Strangers' Hall, Norwich.
- 'Creating illuminated manuscripts' activity for Sprowston Day Care Centre.
- 'Making Victorian scrapbooks' workshop for Hockering Primary School.
- Group visit to The Archive Centre for Fornsett Local History Group.

### **Tom Townsend**

- Four sessions of a 'Norwich 12' historic buildings history course at The Archive Centre.
- Eight sessions of an 'Introduction to Palaeography' course at The Archive Centre.
- Two sessions ('Manorial Records' and 'History of Heigham') of a 'Landscape and the Changing Environment' course at The Archive Centre.
- 'History of House' afternoon workshop at The Archive Centre as part of the Norwich Heritage Open Days programme.
- Palaeographical workshop for participants in the Parliamentary Archives' 'Connecting with Communities' volunteer programme.
- 'The work of the Norfolk Record Office' talk at Sprowston Village Hall.



**NORFOLK RECORDS COMMITTEE**  
**13 November 2009**  
**Item No:**

**Appendix 3**

**Norfolk Record Office**

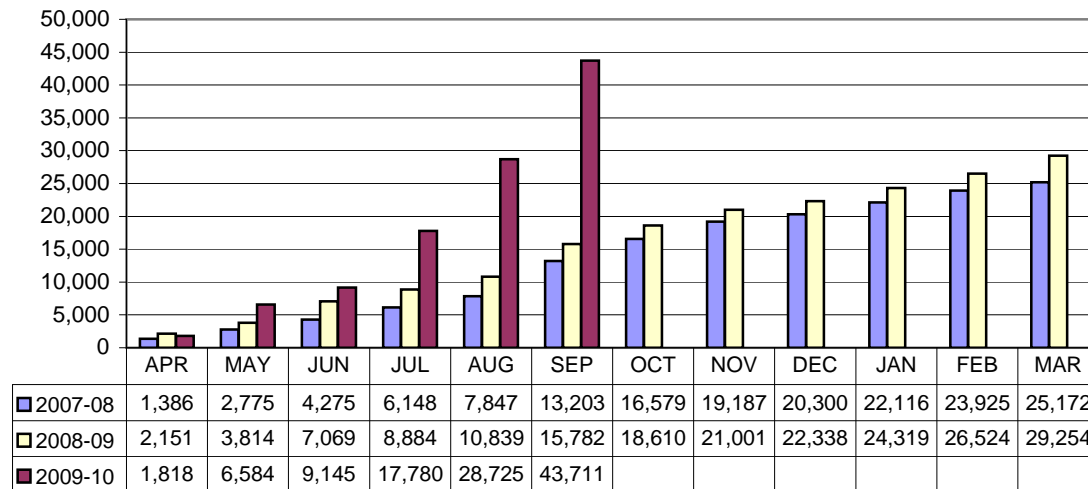
**Performance Indicators**

**1 April-30 September 2009**

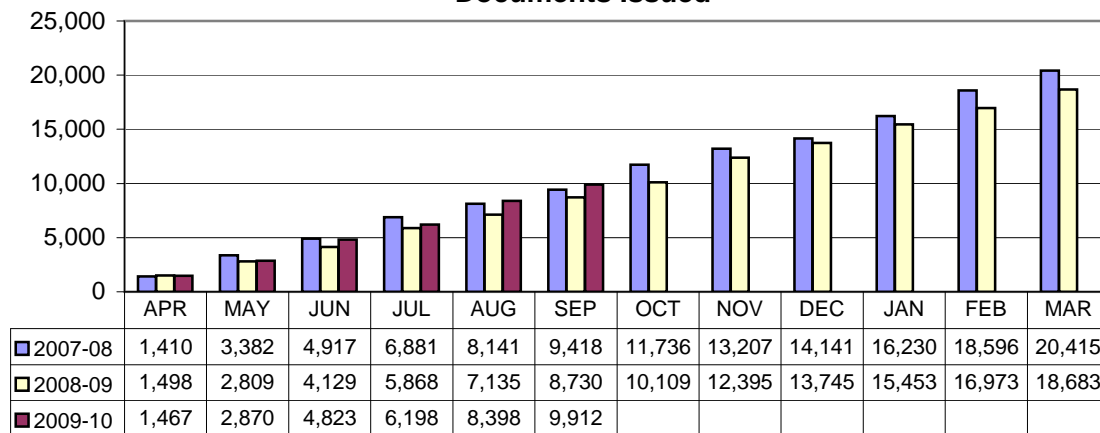
# Norfolk Record Office

## Visits and Usages Cumulative

### All visits



### Documents Issued



### Enquiries

