

NORFOLK RECORDS COMMITTEE

Date: Friday 24 June 2011
Time: 10.30am
Venue: Edwards Room,
County Hall, Martineau Lane, Norwich

Please note room change.

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.



Liber Domus Dei, the cartulary of St Giles's Hospital, Norwich, 13th-16th centuries, showing fourteenth-century deeds relating to properties in Norwich (Norfolk Record Office, NCR, Case 24b/48, fos 4^v-5). From the medieval records of St Giles's Hospital, Norwich ('The Great Hospital') which were inscribed in UNESCO's UK Register of the Memory of the World in May 2011.



Membership

Mr J W Bracey

Ms D Carlo

Mrs A Claussen-Reynolds

Mrs M Coleman

Mr P J Duigan

Dr C J Kemp

Mr D Murphy

Mrs E A Nockolds

Mr R Rockcliffe

Mr M Sands

Ms V Thomas

Dr F Williamson

Broadland District Council

Substitute: Mrs B Rix

Norwich City Council

North Norfolk District Council

Great Yarmouth Borough Council

Breckland District Council

Substitute: Mrs S Matthews

South Norfolk District Council

Substitute: Mr T Blowfield

Norfolk County Council

King's Lynn and West Norfolk Borough Council

Norfolk County Council

Norwich City Council

Norwich City 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 committees@norfolk.gov.uk

A g e n d a

- 1. To receive apologies and details of any substitute members attending.**
- 2. Election of Chairman (Page 1)**
- 3. Election of Vice-Chairman (Page 1)**
- 4. Minutes (Page 3)**

To confirm the minutes of the meeting of the Norfolk Records Committee held on 14 January 2011.

- 5. Matters of Urgent Business**
- 6. 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.

- 7. Appointment of Co-Opted Members and Observer (Page 7)**

Report by the Head of Democratic Services

- 8. Accounts Approval and Urgent Business Sub-Committee (Page 8)**

Report by Head of Democratic Services

- 9. Norfolk Records Committee Annual Accounting Statements 2010/11 (Page 10)**
Report by Head of Finance
- 10. Norfolk Record Office - Performance and Budget Report, April-March 2010/11 (Page 46)**
Report by the County Archivist
- 11. Annual Review of Charges for Services (Page 51)**
Report by the County Archivist
- 12. Risk Register (Page 60)**
Report by the County Archivist
- 13. Norfolk Record Office Service Plan, 2011-14 (Page 64)**
Report by the County Archivist
- 14. The Medieval Records of the Great Hospital, Norwich: Inscription in UNESCO's UK Memory of the World Register (Page 131)**
Report by the County Archivist
- 15. Periodic Report, 1 October 2010-31 March 2011 (Page 135)**
Report by the County Archivist
- 16. Annual Report, 2010-11 (Page 178)**
Report by the County Archivist
- 17. 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.
- 18. Periodic Report: Appendix: Manuscripts purchased, 1 October 2010-31 March 2011**

Report by the County Archivist

19. Date and Time of Next Meeting and Future Meeting Dates

Please note that the July meeting of the Norfolk Records Committee was moved forward to 24 June 2011 and therefore the meeting previously scheduled for Friday 15 July will not take place. The next meeting of the Norfolk Records Committee will take place at **10:30am on Friday, 18 November 2011, in The Green Room, The Archive Centre.**

The meeting dates for 2012 are as follows:

Date Time		Venue
Friday 13 January	10:30am	The Green Room, Archive Centre
Friday 27 April	10:30am	The Green Room, Archive Centre
Friday 22 June	10:30am	The Green Room, Archive Centre
Friday 23 November	10:30am	The Green Room, Archive Centre

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

Date Agenda Published: 16 June 2011



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ELECTION OF CHAIRMAN AND VICE-CHAIRMAN

Report by the Head of Democratic Services

In connection with the election of Chairman and Vice-Chairman, the Committee will wish to note that the current voting membership is as follows:

Membership

Mr J W Bracey	Broadland District Council Substitute: Mrs B Rix
Ms D Carlo	Norwich City Council
Mrs A Claussen-Reynolds	North Norfolk District Council
Mrs M Coleman	Great Yarmouth Borough Council
Mr P J Duigan	Breckland District Council Substitute: Mrs S Matthews
Dr C J Kemp	South Norfolk District Council Substitute: Mr T Blowfield
Mr D Murphy	Norfolk County Council
Mrs E A Nockolds	King's Lynn and West Norfolk Borough Council
Mr R Rockcliffe	Norfolk County Council
Mr M Sands	Norwich City Council
Ms V Thomas	Norwich City Council
Dr F Williamson	Norfolk County Council Substitute: Mr J Joyce

Officer Contact:

Kristen Jones
Committee Officer, Democratic Services
Tel: 01603 223053



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Norfolk Records Committee

Minutes of the Meeting held on 14 January 2011

Present:

King's Lynn and West Norfolk Borough Council

Mrs E Nockolds (Vice-Chairman in the Chair)

Norfolk County Council

Mr R Rockcliffe
Dr F Williamson

Breckland District Council

Mr P Duigan

Norwich City Council

Mr P Offord

Great Yarmouth Borough Council

Mrs M Coleman

South Norfolk District Council

Dr C J Kemp

Non-Voting Members

Co-Opted Member

Mr M Begley

Representative of the Bishop of Norwich

Revd C Read

Observer

Dr V Morgan

Representative of the Norfolk Record Society

Dr G A Metters

1. Apologies for Absence

Apologies for absence were received from: Mr J Bracey, Mrs V Gay, Mr R Jewson, Mr D Murphy (Chairman), Prof. C Rawcliffe, Mr S Sands and Ms V Thomas, Prof R Wilson.

2. Minutes

The minutes of the previous meeting held on 26 November 2010 were confirmed by the Committee and signed by the Chairman.

3. Matters of Urgent Business

There were no items of urgent business.

4. Declarations of Interest

There were no declarations of interest.

5. Norfolk Record Office – Performance and Budget Report, April-November 2010/11

- 5.1 The annexed report (5) by the County Archivist was received, which set out performance against service plans and budget out-turns for 2010/11 for the Norfolk Record Office (NRO).
- 5.2 During the discussion the following points were made:

- The Finance and Business Support Manager highlighted that the forecast revenue budget out-turn for the NRO indicated a break-even position. A reduction of premises costs in the region of £60,000 was expected due to the action taken to reduce energy consumption. There were no capital programme matters to report and the Reserves and Provisions position was mostly unchanged from the previous year.
- The County Archivist highlighted that the NRO's Budget and Efficiency Board met weekly and continued to look for ways of working more efficiently.
- The County Archivist also highlighted that the NRO's performance against service plans was good. It continued to increase visitor numbers and attract new audiences.
- Members of the Committee commended the action taken to reduce energy consumption and suggested that this was a good example to share with colleagues across the County Council.
- The Committee congratulated officers on the NRO's good performance and the excellent work that it was doing in partnership with communities around the county.

5.3 Resolved

To note:

- 1) Progress with performance against 2010/11 service plans
- 2) Progress with the revenue budget and reserves and provisions for 2010/11

6. Norfolk Record Office – Service and Budget Planning 2011-14

- 6.1 The annexed report (6) by the County Archivist was received, which set out the financial and planning context for the Norfolk Record Office (NRO) for the next 3 years. It also illustrated the feedback received from the specific budget proposals outlined in the Big Conversation.
- 6.2 During the discussion the following points were made:
- With the exception of the staffing budget, the NRO budget mostly consisted of fixed costs that could not easily be controlled. In order to deliver savings, the NRO was proposing to meet savings targets of £0.098m through staff reductions over the 3-year period. This represented 10.3% of the staffing budget of which £0.036m was proposed to be delivered in 2011/12 from vacancy management and natural wastage. It was confirmed that at the moment there would be no redundancies and that the savings would include some forthcoming retirements.
 - Regular briefing meetings had been held with staff to keep them informed.
 - Concerns were raised that the paring away of individuals, each of whom had particular areas of expertise, would lead to a substantial deterioration in the type of service that could be provided by the NRO. The County Archivist

commented that the effects of budget savings would be felt by the NRO in the same way as other parts of the organisation. Some individual archivists did have particular skills and the NRO would need to ensure that those were not lost. His aim was to ensure that the public, front-facing service remained as good as it could be. However, some services, such as exhibition programmes, might not be so sophisticated in future.

- Reference was made to previous meetings where the Committee had discussed the need to encourage people to deposit records at the NRO. Concerns were raised that this might be a problem for the NRO if it had fewer staff. The County Archivist commented that preservation of records was a fundamental part of the NRO's operation and would remain a priority. Other elements of the service, such as cataloguing, might slow down as a result of fewer staff, thus facilities such as finding aids might take longer to produce.
- It was suggested that there might be further scope for volunteering opportunities at the NRO through the Government's Big Society idea. This would not replace former employees but would assist the NRO in delivering some of its services. The County Archivist commented that the NRO had a long track record of using volunteers, the numbers of which had grown over the years and would greatly assist the NRO in future.
- There were some Modern Reward Strategy appeals pending, which meant there might be a small variation in the base adjustment figures for the Modern Reward Strategy Compensation and Pension savings set out at appendix 2 of the report.
- Through stringent management of plant, the NRO would be able to make year on year budget savings amounting to £0.070m across the three years and would contribute to the County Council's carbon reduction targets. The design of The Archive Centre building included features such as high thermal inertia, which NRO staff had been able to take advantage of to reduce energy consumption.
- Savings arising from introducing archive storage services and charges would amount to £0.030m. There was a sliding scale for charges for different levels of services ranging from storage to retrieval and access.
- Members of the Committee asked if there were any other opportunities for income generation, such as selling the expertise of NRO staff. The County Archivist commented that there was potential to develop this area, such as the possibility of setting up the conservation unit on a more commercial basis, and that these were being explored.
- Members of the Committee highlighted that suggestions received through the Big Conversation showed there was support for income generation, including the introduction of a charging system to use the archive. The County Archivist agreed that the support for generating additional income from technical facilities was helpful. He was, however, hesitant at charging an admission fee. Where that had been done in other parts of the country it had proven to be counterproductive. At present, customers using the NRO made use of many other chargeable services, which provided a good source of income. Admission fees would adversely affect the NRO's income

stream, since they would cause a drop in user numbers, resulting in a lower take-up of paid-for services. Depositors might also be dissuaded from depositing their records if there were no free access to them. In addition, much of the NRO's external funding had been granted on the basis that access to documents was free, thus this might be challenged.

- Members of the Committee asked whether any meaningful savings would be achieved through the NRO closing on one day of the week or on Saturdays, as suggested in responses to the Big Conversation consultation. The County Archivist explained that closing on a week day and opening all day on a Saturday would cost the NRO more as a result of the Modern Reward Strategy. Discontinuing Saturday opening could make a small saving, in the region of £10,000 to £15,000. However, this was a sensitive issue. The NRO would consider it as an option if the County Council directed it to do so, following consideration of the Big Conversation.
- Some Members commented that all the ideas submitted through the Big Conversation might need to be carried forward and revisited in future years as it was likely the same financial pressures would exist.

6.3 Resolved

To recommend the report to the Cabinet.

The meeting ended at 11.15am

Mrs E Nockolds (Vice-Chairman)



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APPOINTMENT OF CO-OPTED MEMBERS AND OBSERVER
Report by Head of Democratic Services

1. The Constitution of the Norfolk Records Committee provides for the co-option of three additional Members who are at present Mr M R Begley, Prof C Rawcliffe and Professor R Wilson. It also provides for one Observer Member who is at present Dr V Morgan.
2. The Committee is asked to take this opportunity to consider the appointment of the three Co-opted Members and one Observer Member (all without voting rights) for the period until 31 March 2012.

S.17 Crime and Disorder Act

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

Financial Implications

4. There are no financial implications in this report.

Property, Staffing and IT Implications

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

Recommendation/Conclusion:

6. That the Committee appoints three co-opted Members and one Observing Member for the period 2011-2012.

Officer Contact:

Kristen Jones

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ACCOUNTS APPROVAL AND URGENT BUSINESS SUB-COMMITTEE

Report by Head of Democratic Services

1. The Department of Communities and Local Government proposed and consulted on revisions to and consolidation of the Accounts and Audit (England) Regulations relating to local authorities. Following the consultation period which ended 4 March 2011, the new regulations came into force on 31 March 2011. The new regulations apply to statements of account for the year ending on and after that date.
2. The new regulations allow for smaller relevant bodies, such as the Norfolk Records Committee, to produce a simpler set of published accounts in the form of an annual return and for the return to be audited under the Audit Commission's limited assurance regime. This reduces both the administrative burden and the cost. The annual return for the Norfolk Records Committee will require Member approval by the full committee and can no longer be approved by a Sub-Committee. The annual return is required to be approved by 30 June and is reported elsewhere on the agenda.
3. The Norfolk Records Committee is asked to appoint Members to the sub-committee to exercise all of the power of the main Committee which are urgent and to agree to change the name of the sub-committee to reflect the changes above.
4. Mr Derrick Murphy and Mr Richard Rockcliffe (Norfolk County Council), Mr P J Duigan (Breckland District Council) and Mrs E A Nockolds (Borough Council of King's Lynn and West Norfolk) were the previous Members of the Accounts Approval and Urgent Business Sub-Committee.

S.17 Crime and Disorder Act

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

Financial Implications

6. There are no financial implications in this report.

Property, Staffing and IT Implications

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

Recommendation/Conclusion:

8. The Norfolk Records Committee is asked:
 - To appoint (or re-appoint) four Members (two County Councillors and two District Councillors) to serve on a Sub-Committee.
 - To exercise all the powers of the main Committee in dealing with matters which are urgent (having been agreed as such by the Head of Democratic Services and the Chief Officer(s) concerned) and which fall, partly or wholly, within the Terms of Reference of the Committee.

- To agree to change the name of the sub-committee to the Norfolk Records Urgent Business Sub-committee.

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**Norfolk Records Committee
Annual Accounting Statements 2010/11**

Report by Head of Finance

This report introduces the Annual Return required by the Accounts and Audit (England) Regulations 2011.

The Committee is requested to

- Approve the accounting statements at Section 1 of the Annual Return as set out in [Appendix A](#), and approve its signing by the Chair,
- Approve the Annual Governance Statement at Section 2 of the Annual Return as set out in Appendix A and approve its signing by the Chair and County Archivist,
- Note the Annual internal audit report at Section 4 of the Annual Return as set out in Appendix A, together with the note set out at [Appendix C](#),
- Consider if in future years the Committee requires a detailed Annual Governance Statement and a detailed Annual internal audit report as set out in Appendices D and E.

1 Introduction

- 1.1 The Department of Communities and Local Government proposed and consulted on revisions to and consolidation of the Accounts and Audit Regulations relating to local authorities. The consultation period ended on 4 March 2011 and the new regulations, the Accounts and Audit (England) Regulations 2011 came into force on 31 March 2011 and apply to accounting statements ending on this date.
- 1.2 The new regulations classify the Norfolk Records Committee as a smaller relevant body and require a simpler set of published accounts in the form prescribed by an annual return. A copy of the return is attached as Appendix A. The annual return also includes
 - an Annual Governance Statement and
 - an annual internal audit report.

This return is audited under the Audit Commission's limited assurance regime which reduces the administrative burden and cost.

- 1.3 The return requires the approval by the full Committee and is required to be approved by 30 June.

2 The Annual Return

- 2.1 The copy of the return and additional audit information attached as Appendix A have been completed.
- 2.2 Section 1 of the return is the Accounting statements. This section of the return is required to be signed by the Responsible Financial Officer (Head of Finance) to certify that it presents fairly the financial position of the Committees accounts. The Chair of the meeting is required to confirm, by signing at the bottom of Section 1 that the accounts have been approved by the Committee in accordance with the Regulations. Section 1 is supported by an income and expenditure account and balance sheet, both of which are attached as [Appendix B](#) for information and to provide members with further detail of the figures in the summarised return.
- 2.3 Section 2 of the return is the Annual Governance Statement. The return contains a summarised form of the Annual Governance Statement and all of the questions have been answered positively. The return requires that Committee approve this summary statement and be signed off by the Chair and the "Clerk". It is suggested that the County Archivist should sign the "Clerk" box. A detailed Annual Governance Statement in the same form as previous years had already been prepared and is attached as [Appendix D](#) for information and to provide assurance to members that the summarised report in the return is accurate and can be approved.
- 2.4 Section 3 of the return is the External auditor's certificate and opinion. The issue of the certificate of completion effectively concludes the audit process for the year. The opinion states the basis on which the opinion is reached and notes any exceptions to the opinion.
- 2.5 Section 4 of the return is the Annual internal audit report. The return contains a summarised form of the Annual internal audit report and all of the questions have been answered positively except one which is "not covered". A note explaining why is attached as Appendix C. The return has been signed by the Chief Internal Auditor. A detailed Annual internal audit report in the same form as previous years had already been prepared and is attached as [Appendix E](#) to provide further details of the internal audit work during the year.
- 2.6 There is no requirement for the detailed Annual Governance Statement or detailed Annual internal audit report and it is suggested that these should not be provided in future years.
- 2.7 There are no significant issues arising from the Accounting Statements, the Annual Governance Statement or the Annual internal

audit report and the Committee and Chair can be assured that it is in order to approve and sign off the return.

3 Other implications

- 3.1 There are no implications with respect to the Equalities and there are no other implications.

4 Section 17 Crime and Disorder Act

- 4.1 Under section 17 of the Crime and Disorder Act the Council has a statutory general duty to take account of the crime and disorder implications of all of its work down to a local level, and do all that it reasonably can to prevent crime and disorder in Norfolk.

5 Risk Management

- 5.1 This report has fully taken into account any relevant issues arising from the Record Office's policy and strategy for risk management.

6 Alternative Options

- 6.1 There are no alternative options for the Norfolk Records Committee to consider.

7 Recommendation

- 7.1 The Committee is requested to
- Approve the accounting statements at Section 1 of the Annual Return as set out in Appendix A, and approve its signing by the Chair,
 - Approve the Annual Governance Statement at Section 2 of the Annual Return as set out in Appendix A and approve its signing by the Chair and County Archivist,
 - note the Annual internal audit report at Section 4 of the Annual Return as set out in Appendix A, together with the note set out at Appendix C,
 - Consider if in future years the Committee requires a detailed Annual Governance Statement and a detailed Annual internal audit report as set out in Appendices D and E.

Head of Finance
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Email: paul.brittain@norfolk.gov.uk

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Small Bodies in England

Annual return for the year ended 31 March 2011

Small relevant bodies in England with an annual turnover of £1 million or less must complete an annual return summarising their annual activities at the end of each financial year.

The annual return on the following pages is made up of four sections:

- **Sections 1 and 2** are to be completed by the person nominated by the body.
- **Section 3** will be completed by the external auditor.
- **Section 4** is to be completed by the body's internal audit provider.

Each body must ensure this annual return is approved no later than 30 June 2011.

Completing your annual return

Guidance notes, including a completion checklist, are provided on page 6 and at relevant points in the annual return.

Please complete all sections highlighted in red. Do **not** leave any red box blank. Incomplete or incorrect returns may require additional external audit work and incur additional costs.

Please send the annual return, together with your bank reconciliation as at 31 March 2011, an explanation of any significant year on year variances in the accounting statements and any additional information requested, to your appointed external auditor by the due date.

If required, your auditor will identify and ask for any documents needed for audit. Unless requested, please do **not** send any original financial records to the external auditor.

Audited and certified annual returns will be returned to the body for publication or public display of sections 1, 2 and 3.

It should not be necessary for you to contact the external auditor or the Audit Commission directly for guidance.

More guidance on completing this annual return is available in the Practitioners' Guides for either local councils or internal drainage boards. These publications may be downloaded from the National Association of Local Councils (NALC) or Society of Local Council Clerks (SLCC) websites (www.nalc.gov.uk or www.slcc.co.uk) or from the members area of the Association of Drainage Authorities website (www.ada.org.uk).

Section 1 – Accounting statements for:

	Year ending		Notes and guidance
	31 March 2010 £	31 March 2011 £	Please round all figures to nearest £1. Do not leave any boxes blank and report £0 or Nil balances. All figures must agree to underlying financial records.
1 Balances brought forward	379,765	375,064	Total balances and reserves at the beginning of the year as recorded in the body's financial records. Value must agree to Box 7 of previous year.
2 (+) Income from local taxation and/or levy	0	0	Total amount of local tax and/or levy received or receivable in the year including funding from a sponsoring body.
3 (+) Total other receipts	1,886,773	2,109,386	Total income or receipts as recorded in the cashbook less income from taxation and/or levy (line 2). Include any grants received here.
4 (-) Staff costs	825,441	835,561	Total expenditure or payments made to and on behalf of all body employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5 (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the body's borrowings (if any).
6 (-) All other payments	1,066,033	1,216,325	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7 (=) Balances carried forward	375,064	432,564	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8 Total cash and short term investments	24	159	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – to agree with bank reconciliation.
9 Total fixed assets and long term assets	0	0	The recorded book value at 31 March of all fixed assets owned by the body and any other long term assets e.g. loans to third parties and any long-term investments.
10 Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

I certify that for the year ended 31 March 2011 the accounting statements in this annual return present fairly the financial position of the body and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer:

SIGNATURE REQUIRED

Date DD/MM/YYYY

I confirm that these accounting statements were approved by the body on:

DD/MM/YYYY

and recorded as minute reference:

MINUTE REFERENCE

Signed by Chair of meeting approving these accounting statements:

SIGNATURE REQUIRED

Date DD/MM/YYYY

Section 2 – Annual governance statement

We acknowledge as the members of our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2011, that:

	Agreed – Yes or No*	'Yes' means that the body:
1 We have approved the accounting statements prepared in accordance with the requirements of the Accounts and Audit Regulations and proper practices.	YES	prepared its accounting statements in the way prescribed by law.
2 We have maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	YES	made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3 We have taken all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and codes of practice that could have a significant financial effect on the ability of the body to conduct its business or on its finances.	YES	has only done things that it has the legal power to do and has conformed to codes of practice and standards in the way it has done so.
4 We have provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	YES	during the year has given all persons interested the opportunity to inspect and ask questions about the body's accounts.
5 We have carried out an assessment of the risks facing the body and taken appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	YES	considered the financial and other risks it faces and has dealt with them properly.
6 We have maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.	YES	arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
7 We have taken appropriate action on all matters raised in reports from internal and external audit.	YES	responded to matters brought to its attention by internal and external audit.
8 We have considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.	YES	disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.

This annual governance statement is approved by the body and recorded as minute reference

dated

Signed by:

Chair

dated

Signed by:

Clerk

dated

***Note:** Please provide explanations to the external auditor on a **separate sheet** for each 'No' response that has been given; and describe what action is being taken to address the weaknesses identified.

Section 3 – External auditor's certificate and opinion

Certificate

We certify that we have completed the audit of the annual return for the year ended 31 March 2011 of

Respective responsibilities of the body and the auditor

The body is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The body prepares an annual return in accordance with proper practices which:

- summarises the accounting records for the year ended 31 March 2011; and
- confirms and provides assurance on those matters that are important to our audit responsibilities.

Our responsibility is to conduct an audit in accordance with guidance issued by the Audit Commission and, on the basis of our review of the annual return and supporting information, to report whether any matters that come to our attention give cause for concern that relevant legislation and regulatory requirements have not been met.

External auditor's report

(Except for the matters reported below)* on the basis of our review, in our opinion the information in the annual return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.
(*delete as appropriate).

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the body:

(continue on a separate sheet if required)

External auditor's signature

External auditor's name

Date

Note: The auditor signing this page has been appointed by the Audit Commission and is reporting to you that they have carried out and completed all the work that is required of them by law. For further information please refer to the Audit Commission's publication entitled *Statement of Responsibilities of Auditors and of Audited Small Bodies*.

Section 4 – Annual internal audit report to

Norfolk Records Committee

The body's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2011.


Internal audit has been carried out in accordance with the body's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the body.

Internal control objective	Agreed? Please choose from one of the following Yes/No*/Not covered**
A Appropriate accounting records have been kept properly throughout the year.	YES
B The body's financial regulations have been met, payments were supported by invoices, expenditure was approved and VAT was appropriately accounted for.	YES
C The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	YES
D The annual taxation or levy or funding requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	YES
E Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	YES
F Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for.	NOT COVERED
G Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied.	YES
H Asset and investments registers were complete and accurate and properly maintained.	YES
I Periodic and year-end bank account reconciliations were properly carried out.	YES
J Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.	YES

For any other risk areas identified by the body (list any other risk areas below or on separate sheets if needed) adequate controls existed:

--

Name of person who carried out the internal audit: ADRIAN THOMPSON

Signature of person who carried out the internal audit:  Date: 15/6/2011

***Note:** If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

****Note:** If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

Guidance notes on completing the 2011 annual return

- 1 Proper practices for preparing this annual return are found in the *Practitioners' Guides**. These publications are regularly updated and contain everything you should need to prepare successfully for your financial year-end and the subsequent audit. Both NALC and SLCC have helplines should you wish to talk through any problem you may encounter.
- 2 Please make sure that your annual return is complete (i.e. no empty red boxes), and is properly signed and dated. Avoid making any amendments to the completed return. But, if this is unavoidable, make sure the amendments are approved by the body, properly initialled and an explanation for them is provided to the auditor. Annual returns containing unapproved or unexplained amendments will be returned unaudited and may incur additional costs.
- 3 Use the checklist provided below. Use a second pair of eyes, perhaps a member or the Chair, to review your annual return for completeness before sending it off to the auditor.
- 4 Please do not send the auditor any information not specifically asked for. Doing so is not helpful. However, you must advise the auditor of any change in Clerk, Responsible Financial Officer or Chair.
- 5 Make sure that the copy of the bank reconciliation which you send to your auditor with the annual return covers **all** your bank accounts. If your body holds any short-term investments, please note their value on the bank reconciliation. The auditor should be able to agree your bank reconciliation to Box 8 on the Statement of Accounts. **You must provide an explanation for any difference between Box 7 and Box 8.** More help on bank reconciliation is available in the *Practitioners' Guides**.
- 6 Please **explain fully** significant variances in the accounting statements. Do not just send in a copy of your detailed accounting records instead of this explanation. The auditor wants to know that **you** understand the reasons for all variances. Please include a complete analysis to support your explanation. There are a number of examples provided in the *Practitioners' Guides** to assist you.
- 7 If the auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or you do not fully explain variances, this may incur additional costs for which the auditor will make a charge.
- 8 Please make sure that your accounting statements add up! Also please ensure that the balance carried forward from the previous year (Box 7 of 2010) equals the balance brought forward in the current year (Box 1 of 2011).
- 9 **Do not complete section 3.** The external auditor will complete it at the conclusion of their audit.

Completion checklist – 'No' answers mean you may not have met requirements		Done?
All sections	All red boxes have been completed?	
	All information requested by the external auditor has been sent with this annual return? Please refer to your notice of audit.	
Section 1	Approval by the body confirmed by signature of Chair of meeting approving the accounting statements?	
	An explanation of significant variations from last year to this year is provided?	
	Bank reconciliation as at 31 March 2011 agreed to Box 8?	
	An explanation of any difference between Box 7 and Box 8 is provided?	
Section 2	For any statement to which the response is 'no', an explanation is provided?	
Section 4	All red boxes completed by internal audit and explanations provided?	

***Note: Governance and Accountability for Local Councils in England – A Practitioners' Guides**, is available from NALC and SLCC representatives or **Governance and Accountability for Internal Drainage Boards in England – A Practitioners' Guides**, is available from the ADA at The Association of Drainage Authorities, 12 Cranes Drive, Surbiton, Surrey, KT5 8AL or from the NALC, SLCC or ADA websites - see page 1 for addresses.

Reconciliation between Box 7 and Box 8 in Section 1 (year ended 31 March 2011)

Norfolk Records Committee

	£	£
Total of Box 7: Balances Carried Forward		- 432,564
Deduct	Debtors	
	General Ledger	5,159
	Iproc	53,710
	PAYE	8,449
	NIC	4,349
	Pension	9,486
	Imprest Level	41
	Cash Debtor	466,175
Total Deductions		547,369
Add	Creditors	
	General Ledger	38,970
	Iproc	53,710
	PAYE	8,449
	NIC	4,349
	Pension	9,486
Total Additions		114,964
Total of Box 8: Total Cash and Investments		- 159

Explanation of Variances (Annual Return 2010-11)

Norfolk Records Committee

Section 1	2009-10 £	2010-11 £	Variance (+/-) £	Detailed explanation of variances greater than 15%
Box 2 Income from local taxation and/or levy	0	0	0	
Box 3 Other Income	1,886,773	2,109,386	+222,613	Less than 15%
Box 4 Staff Costs	825,441	835,561	+10,120	Less than 15%
Box 5 Loan interest/capital	0	0	0	
Box 6 Other Payments	1,066,033	1,216,325	+150,292	Less than 15%
Box 7 Balances carried forward	375,064	432,564	+57,500	Less than 15%
Box 9 Fixed assets & long term assets	0	0	0	
Box 10 Total borrowings	0	0	0	

Appendix B

Norfolk Records Committee 2010-11

Income and Expenditure Account

2009-10 £		2010-11 £
(133,944)	Total Income	(280,875)
825,441	Staff Costs	835,561
1,066,033	Other Expenditure	1,216,325
1,891,474	Total Expenditure	2,051,886
<hr/> 1,757,530	Net Cost of Services	<hr/> 1,771,011
<hr/> 1,757,530	Net Operating Expenditure	<hr/> 1,771,011
(1,752,829)	Contribution from Norfolk County Council	(1,828,511)
<hr/> 4,701	(Surplus)/Deficit for the Year	<hr/> (57,500)

Norfolk Records Committee 2010-11

Balance Sheet

31 March 2010 £		31 March 2011 £	£
	Current Assets		
13,000	Stocks	0	
423,414	Debtors	547,369	
24	Cash	159	
436,438	Total Assets	547,528	
	Current Liabilities		
(61,374)	Creditors	(114,964)	
375,064	Total assets less current liabilities	432,564	
0	Long Term Liabilities	0	
375,064	Total Assets less liabilities	432,564	
	Financed by:		
375,064	Earmarked reserves	432,564	
375,064	Total net worth	432,564	

Norfolk Records Committee

Annual Return 2010-11

Note to Section 4 – Annual internal audit report

F - Petty Cash

There was no examination of petty cash at the Norfolk Record Office during this financial year.

An audit of the Norfolk Record Office was conducted during 2004-05 which included petty cash procedures. The audit opinion from this report was that procedures were acceptable. The amount of money spent through the petty cash account was minimal and the imprest amount was reduced as a result of the audit. The imprest amount remains at the reduced amount.

This is not considered to be a significant risk for the Norfolk Record Office or the Norfolk Records Committee.

It is not currently planned to undertake work with respect to this area.

Attached as an appendix to this return is an Annual Internal Audit Report with respect to the Norfolk Records Committee. This report provides an audit opinion that the adequacy and effectiveness of the system of internal control and the arrangements for the management of risk for the Norfolk Records Committee are acceptable.

Norfolk Records Committee is administered as part of Norfolk County Council and as such its system of internal control including the arrangements for the management of risk are those of Norfolk County Council. It is anticipated that in due course Norfolk County Council will

- review the effectiveness its system of internal control,
- approve an annual governance statement,
- review the effectiveness of its internal audit,

and that

- there will be no significant control issues reported on the Annual Governance Statement
- confirm its internal audit is adequate and effective.

Further details can be obtained through Norfolk County council's website but as it is a larger relevant body, in terms of the Accounts and Audit Regulations some of these approvals will not occur until the September meeting of the Audit Committee.

Norfolk Records Committee

Detailed Annual Governance Statement 2010-11

1 Introduction

- 1.1 The Department of Communities and Local Government proposed and consulted on revisions to and consolidation of the Accounts and Audit Regulations relating to local authorities. The consultation period ended on 4 March 2011 and the new regulations, the Accounts and Audit (England) Regulations 2011 came into force on 31 March 2011 and apply to accounting statements ending on this date.
- 1.2 The new regulations classify the Norfolk Records Committee as a smaller relevant body and require a simpler set of published accounts in the form prescribed by an annual return. A copy of the return is attached as Appendix A. The annual return also includes

- an Annual Governance Statement and
- an annual internal audit report.

This return is audited under the Audit Commission's limited assurance regime which reduces the administrative burden and cost.

- 1.3 The return requires the approval by the full Committee and is required to be approved by 30 June.

2 Scope of responsibility

- 2.1 The Norfolk Records Committee (NRC) is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for, and used economically, efficiently and effectively. The NRC also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. In discharging this overall responsibility, the NRC is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, and which includes arrangements for the management of risk.
- 2.2 NRC follows Norfolk County Council's (NCC) Constitution and relies on its governance, practices and procedures.
- 2.3 NCC has approved and adopted a code of corporate governance, which is consistent with the principles of the CIPFA/SOLACE Framework Delivering Good Governance in Local Government.

- 2.4 A copy of the code is on our website at www.norfolk.gov.uk or can be obtained from Mr. P D Brittain, Head of Finance, NCC, County Hall, Martineau Lane, NR1 2DW. This statement explains how the Committee has complied with the code and also meets the requirements of regulation 4 of the Accounts and Audit (England) Regulations 2011 in relation to the publication of an Annual Governance Statement.

3 The purpose of the governance framework

- 3.1 The governance framework comprises the systems and processes, culture and values by which the authority is directed and controlled, and through which it is accountable to, engages with and leads the community. It enables the authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost effective services.
- 3.2 The system of internal control is a significant part of that framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve policies, aims and objectives, and can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the Committee's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.
- 3.3 The governance framework has been in place at NRC for the year ended 31 March 2011 and up to the date of approval of the statement of accounts.

The key elements of the systems and processes that comprise the Committee's governance arrangements include arrangements for:	
<ul style="list-style-type: none">Identifying and communicating the Committee's vision of its purpose and intended outcomes for citizens and service users.	<p>The Record Office presented a report on the Service and Budget Planning 2011-14 to the Committee in January 2011 and this was approved by the Committee at the same meeting. This can be found on the Council's website at http://www.norfolk.gov.uk/view/norfrecl40111item6pdf.</p>
<ul style="list-style-type: none">Reviewing the Committee's vision and its implications for the Committee's governance	<p>To ensure NCC is always working in the best interests of the people of Norfolk it reviews its Medium Term plan (the</p>

<p>arrangements.</p>	<p>County Council Plan) annually.</p> <p>Agendas and minutes for all County Council meetings, including the NRC, are accessible on NCC's website. http://www.norfolk.gov.uk/Council_and_democracy/Committees/index.htm</p> <p>The Record Office presented a report on the Service and Budget Planning 2011-14 to the Committee in January 2011 and this was approved by the Committee at the same meeting. This can be found on the Council's website at http://www.norfolk.gov.uk/view/norfrec140111item6pdf.</p>
<ul style="list-style-type: none"> Measuring the quality of services for users, for ensuring they are delivered in accordance with the Committee's objectives and for ensuring that they represent the best use of resources. 	<p>The Norfolk Record Office (NRO) is assessed annually by the National Archives (TNA) under TNA's self-assessment programme for local authority archive services.</p> <p>In 2010-11, the NRO maintained its ranking as a four-star (the top rating) archive service under TNA's self-assessment programme for local authority archive services.</p> <p>TNA also inspects archive repositories against <i>The National Archives' Standard for Record Repositories (TNA, 2004)</i>. If a repository meets the requirements in the Standard in all essential respects, it is awarded TNA Approval. The NRO enjoys such approval.</p> <p>The Museums, Libraries and Archives Council has 'Designated' the Record Office's collections in their entirety, as being of outstanding international importance.</p> <p><i>The New Performance Framework for Local Authorities and Local Authority Partnerships: Single Set of National Indicators</i> (Department for Communities and Local Government, 2007) contains</p>

	<p>no national performance indicators for archive services. The NRO therefore uses local indicators to monitor its performance.</p> <p>The NRO also uses the annual Archive Service Statistics compiled by the CIPFA to benchmark its performance against that of other local authority archive services. The last exercise was completed in 2009-10 and the outcome is reported in the current NRO Service Plan.</p> <p>The Public Services Quality Group (PSQG) for archives and local studies was, established by the National Council on Archives in 1996, as a network for archivists interested in best practice and quality issues. The NRO participates in the PSQG's Survey of Visitors to UK Archives, the most comprehensive survey of archive user satisfaction and demographics in the world, which has been taken every 18 months since 2001. The latest PSQG survey of the NRO was carried out in March 2011.</p>
<ul style="list-style-type: none"> Defining and documenting the roles and responsibilities of the executive, non-executive, scrutiny and officer functions, with clear delegation arrangements and protocols for effective communication. 	<p>NCC has a constitution which sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people. The law requires us to have some of these processes, whilst others are a matter for the Council to choose.</p> <p>It is recognised that the Norfolk Record Office is the executive arm of the Norfolk Records Committee and complies with the Council's Constitution.</p> <p>The Norfolk Record Office has its own <i>NRO Style Sheet</i>, to give its staff some general advice and to set some rules for them on the writing, editing and production of publications, posters, web pages, newsletters, reports, letters, e-mails, etc. produced by the Norfolk Record Office. The keynote is</p>

	consistency of approach.
<ul style="list-style-type: none"> Developing, communicating and embedding codes of conduct, defining the standards of behaviour for members and staff. 	<p>NCC's Constitution includes codes of conduct for both members and staff. Our Corporate Human Resources (HR) department produces a HR Practices Manual, in which there is also a code of conduct for staff.</p> <p>http://www.peoplenet.norfolk.gov.uk/view/NCC069208</p> <p>The Council has an Anti Fraud and Corruption Strategy, which includes roles of members and staff. The NRC has adopted this strategy and the staff of the NRO comply with the strategy, which can be found at</p> <p>http://intranet.norfolk.gov.uk/dfi/Services/NAS/Anti-fraud%20&%20Corruption%20Strategy%2009-10.pdf.</p>
<ul style="list-style-type: none"> Reviewing and updating standing orders, standing financial instructions, a scheme of delegation and supporting procedure notes/manuals, which clearly define how decisions are taken and the processes and controls required to manage risks. 	<p>NCC produces both Financial Regulations and Financial Procedures. The Financial Regulations form part of the Constitution and are required to be reviewed annually to ensure they incorporate the current practices. Corporate Finance is responsible for updating the Financial Regulations and the accompanying Financial Procedures. Changes to the Financial Regulations are considered by both the Audit Committee and Cabinet prior to approval by the County Council on an annual basis.</p> <p>NRO follows NCC's Financial Regulations and Financial Procedures which can be found on NCC's website.</p> <p>http://intranet.norfolk.gov.uk/dfi/regs.htm</p> <p>Agendas and minutes for all County Council meetings, including the NRC, are accessible on NCC's website.</p> <p>http://www.norfolk.gov.uk/Council_and_democracy/Committees/index.htm</p>
<ul style="list-style-type: none"> Ensuring the Committee's financial management arrangements 	<p>NCC's CFO is the Head of Finance who also acts as the CFO for the NRC.</p>

<p>conform to the governance requirements of the CIPFA Statement on the Role of the Chief Financial Officer (CFO) in Local Government (2010).</p>	<p>The Annual Governance Statement for NCC sets out in detail how the CFO fulfils the requirements of the CIPFA statement.</p>
<ul style="list-style-type: none"> • Undertaking the core functions of an audit committee, as identified in CIPFA's Audit Committee's – Practical Guidance for Local Authorities. 	<p>Norfolk County Council Audit Committee provides the core functions of an audit committee on behalf of the Norfolk Records Committee.</p> <p>Norfolk Audit Services strategy for the delivery of the audit service provides for delivery of work for the Norfolk Records Committee for instance in reporting to the Records Committee and facilitation of the delivery of the Annual Governance Statement.</p> <p>The NCC Audit Committee approves an annual audit plan for Norfolk Audit Services which includes audits which relate directly to the Record Office and also indirectly to the whole internal control environment on which the Norfolk Records Committee relies</p> <p>The minutes and agendas from the Audit Committee's quarterly meetings are available on NCC's website. There is also general information on the website about the Audit Committee, including which councillors sit on the committee.</p> <p>The Internal Audit Annual Report places reliance on the effectiveness of the governance arrangements for Norfolk Records Committee and is reported within the Chief Internal Auditor's NCC Annual Internal Audit Report.</p>
<ul style="list-style-type: none"> • Ensuring compliance with relevant laws and regulations, internal policies and procedures, and that expenditure is lawful. 	<p>The Head of Law is given the duty of being the Monitoring Officer for NCC. This means that they are responsible for ensuring compliance with relevant laws and regulations. A protocol covering the role and functions of a Monitoring Officer is contained within the Constitution.</p>

	<p>The Head of Law is also the Monitoring Officer for the NRC.</p>
<ul style="list-style-type: none"> Whistle-blowing and for receiving and investigating complaints from the public. 	<p>Whenever a member of the public contacts NCC, either to complain or praise the Council, the contact will be dealt with in accordance with NCC's Complaints and Compliments Policy and procedures.</p> <p>NRO follows NCC's Complaints & Compliments Policy and procedures. Both of these are available on NCC's website. http://www.norfolk.gov.uk/Council_and_democracy/Have_your_say/Compliments_and_complaints/NCC038645</p> <p>NCC operates an Anti Fraud and Corruption Strategy which is linked to The Whistle-blowing policy. These are internal policies which all staff are expected to follow. http://intranet.norfolk.gov.uk/dfi/Services/NAS/Anti-fraud%20&%20Corruption%20Strategy%2009-10.pdf</p> <p>http://intranet.norfolk.gov.uk/whistleblowing/whispol.doc</p> <p>There were no instances of Whistle blowing with respect to the NRO during 2010-11.</p>
<ul style="list-style-type: none"> Identifying the development needs of members and senior officers in relation to their strategic roles, supported by appropriate training. 	<p>Within the Council there is a Member Support Officer who is part of the Democratic Services team. It is their job to look after the pastoral needs of the County Councillors, arranging training, keeping an updated register of interests, and also a hospitality register. They arrange travel and conference attendance and also deal with and resolve IT queries for Members.</p> <p>On-line training was developed during 2007-08 for Members and staff and roll-</p>

	<p>out commenced for this during 2009-10.</p> <p>NCC is committed to Continuing Professional Development and has established a Leadership Programme which commenced in 2007-08. Officers supporting the Norfolk Records Committee are included with these programmes.</p> <p>Members of the NRO Management Team have undergone training in risk management and awareness. Members of the Norfolk Records Committee attended this training on 16 July 2010.</p>
<ul style="list-style-type: none"> Establishing clear channels of communication with all sections of the community and other stakeholders, ensuring accountability and encouraging open consultation 	<p>NCC publishes several magazines for various interest groups. All are available electronically on NCC's website. <i>Your Norfolk</i> magazine is delivered in hard copy to most households in Norfolk. <i>Norfolk Matters</i> magazine is specifically for members, partners and stakeholders. <i>Norfolk Business Matters</i> is directed at the business community. <i>Horizon</i> is for staff and besides the web version some printed copies are available. <i>Norfolk Manager</i> is also published electronically.</p> <p>NCC's website contains a variety of useful information, including latest news, and allows users to sign up for email updates. Users can ask the Council Leader, Derrick Murphy, questions via the website as well as contacting the council or access online services such as the Norfolk Consultation Finder. This is a website dedicated to current consultations and allows members of the public to participate easily in the council's activities.</p> <p>In addition to the above, the NRO maintains a website which contains useful information for its users, news and online study resources, as well as an online catalogue. It also has a 'Latest News' feature on the homepage of its website at http://archives.norfolk.gov.uk.</p>

	<p>The NRO publishes its quarterly <i>The Newsletter</i> and its <i>Annual Report</i>.</p> <p>The NRO's Education and Outreach Service publishes a termly information newsletter, <i>It's About Time</i>, in separate editions for teachers in primary schools, secondary schools and FE/HE.</p>
<ul style="list-style-type: none"> Incorporating good governance arrangements in respect of partnerships and other group working as identified by the Audit Commission's report on the governance of partnerships, and reflecting these in the authority's overall governance arrangements. 	<p>NCC actively provides services in partnership with other organisations.</p> <p>The Audit Commission produced a report, 'Working in Partnerships – A Strategic Framework of Good Governance' in May 2008. This report suggested some points to ensure good control within partnerships and NCC follows these guidelines with all partnerships.</p> <p>The principal partnership arrangement for the NRC is the joint NRC itself.</p> <p>Projects involving partners and internal projects are managed using Norfolk PRINCE principles.</p>

Review of effectiveness

- 4.1 The NRC has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework, including the system of internal control. The review of effectiveness is informed by the work of the executive managers within the authority who have responsibility for the development and maintenance of the governance environment, the Chief Internal Auditor's Annual Internal Audit report, and also by comments made by the external auditors and other review agencies and inspectorates.

The process that has been applied in maintaining and reviewing the effectiveness of the governance framework include:	
The Authority and the Executive	
<ul style="list-style-type: none"> Statutory roles of Council's Monitoring Officer and Section 151 Officer to ensure internal control procedures are efficient and effective and are being complied with on a routine basis to ensure legality and sound financial 	<p>The Committee has, where appropriate, received the full range of professional officer advice and support to enable them to carry out their functions effectively and in compliance with statutory requirements.</p>

<p>standing.</p> <ul style="list-style-type: none"> • Risk Management policies and procedures are in place to ensure that the risks facing the authority in achieving its objectives are evaluated, regularly reviewed and mitigation strategies developed. These arrangements are approved and reviewed by Cabinet following advice from the Chief Executive and all Chief Officers. • Provision of effective, efficient and responsive systems of financial management. 	<p>The Council has a Risk Management Framework and Policy which is reviewed annually by the Audit Committee and significant changes are reported to and approved by the Council.</p> <p>The embedding of risk management in to business activity is continuing. Strong action is being taken throughout the Council to ensure Risk management is fully embedded.</p> <p>An embedding risk management plan has been implemented and signed off.</p> <p>Corporate and departmental risk registers, including the Record Office, are in place and being used as a management tool. Reporting of risk management activity to Members is embedded with risk registers being reported six monthly to Scrutiny and Overview Review Panels.</p> <p>Members of the NRO Management Team have undergone training in risk management and awareness. Members of the Norfolk Records Committee attended this training on 16 July 2010.</p> <p>Insurance policies and funds are in place and are regularly reviewed at least annually to ensure the Council is adequately safeguarded.</p> <p>The County Archivist presented a report on the Service and Budget Planning 2011-14 to the Committee in January 2011 and this was approved by the Committee at the same meeting. This can be found on the Council's website at http://www.norfolk.gov.uk/view/norfrec140111item6pdf</p> <p>Reports on budgetary positions are taken to each NRC meeting for discussion and review.</p>
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<ul style="list-style-type: none"> • Delivery of services by trained, skilled and experienced personnel. • Performance monitoring processes are in place to measure progress against objectives and to provide for remedial action where appropriate. 	<p>The Council has demonstrated its commitment through its IIP accreditation, which was successfully reassessed during September 2007.</p> <p>Regular reports on Performance Indicators are presented to the Chief Officers Group via PRISM (NCC's corporate performance and risk management system) and Cabinet. This is against the Corporate Improvement Plan, which highlights the key areas for improvement.</p> <p>The County Archivist presents regular performance monitoring reports and reports on Record Office Performance Indicators to the NRC.</p>
The Audit Committee/Overview and Scrutiny Committee/Risk Management Committee	
<ul style="list-style-type: none"> • The audit and scrutiny function is carried out and developed through the Cabinet Scrutiny Committee, the Audit Committee. 	<p>The Cabinet Scrutiny Committee, the Audit Committee have continued to carry out reviews across a wide range of topics.</p>
The Standards Committee	
<ul style="list-style-type: none"> • The role of the Standards Committee is to promote and maintain high standards of conduct by councillors and co-opted members. 	<p>The Committee met during 2010-11. Its business included:</p> <ul style="list-style-type: none"> • Dual-hatted Members and the Code of Conduct • The Future of Standards for England and the Standards Framework • Monitoring Officer's Annual Report to the Audit Committee 2010/2011 • Report on the On-line publication of Members' Interests
Chief Financial Officer	
<ul style="list-style-type: none"> • The Head of finance is the Chief Finance Officer for NCC and the NRC. 	<p>The financial management arrangements for NCC conform to the CIPFA 2010 statement on the role of the CFO and these are espoused by the NRC. Further details are included within the NCC Annual Governance Statement.</p>
Internal Audit	
<ul style="list-style-type: none"> • Internal Audit provide independent and objective assurances across the whole range of the authority's financial and non-financial 	<p>The External Auditor is able to place reliance on the work of Norfolk Audit Services (NAS) and has assessed that</p>

activities	<p>Internal Audit provides an effective service overall.</p> <p>NAS is continuing to develop its work programme such that resources are allocated based on a systematic assessment of all areas of risk facing the Council in carrying out its functions.</p> <p>During 2010-11 three final audit reports were issued with a direct relevance to the Norfolk Records Committee. Further details are provided within the Chief Internal Auditor's Annual Internal Audit Report which also includes reference to the effectiveness of the Governance arrangements for the NRO.</p>
Other explicit review/assurance mechanisms	
<ul style="list-style-type: none"> External Audit provide a further source of assurance by reviewing and reporting upon the Council's internal control processes and any other matters relevant to their statutory functions and codes of practice. Codes of practice are issued by external bodies in respect of Council services and processes, with which the Council is expected to comply. 	<p>The Audit Commission issued their Annual governance report and annual audit letter for 2009-10 in October 2010. The report was presented to the Committee at the November meeting. The report</p> <ul style="list-style-type: none"> gave an unqualified audit opinion, stated that the financial statements were free from material error, stated that the internal control environment was adequate and gave an unqualified opinion with respect to the arrangements to secure value for money. <p>The Council has adopted the CIPFA Treasury Management in Public Services Code from November 2002. The Council has complied with the Accounts and Audit (England) Regulations 2011.</p> <p>Norfolk Audit Services has implemented the CIPFA Code of Practice for Internal Audit in Local Government in the United Kingdom 2006.</p> <p>The NRO complies with all professional archival standards, which include <i>The National Archives' Standard for Record Repositories</i> (London, 2004), BS 5454: <i>Recommendations for the Storage and</i></p>

<ul style="list-style-type: none"> • Reviews by external agencies and inspectorates, which would encompass most major services, and other specific external evaluations, for example, the Local Government Ombudsman and Health and Safety inspectorates. 	<p><i>Exhibition of Archival Documents</i> (BSI, 2000), International Association of Sound and Audiovisual Archives (IASA), <i>Guidelines on the Production and Preservation of Digital Objects</i> (2004), and IASA, <i>The Safeguarding of the Audio Heritage: Ethics, Principles and Preservation Strategy</i> (3rd edn, 2005).</p> <p>Record Office professional staff are bound by the Society of Archivists' [now Archives and Records Association's] Code of Conduct (1994).</p> <p>The Record Office's 'four-star' (top ranking) status under TNA's self assessment programme was reaffirmed in 2011.</p>
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Norfolk Records Committee

Detailed Annual Internal Audit Report

2010-11

Norfolk Records Committee
Annual Internal Audit Report 2010-11

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Introduction

1.1 The Department of Communities and Local Government proposed and consulted on revisions to and consolidation of the Accounts and Audit Regulations relating to local authorities. The consultation period ended on 4 March 2011 and the new regulations, the Accounts and Audit (England) Regulations 2011 came into force on 31 March 2011 and apply to accounting statements ending on this date.

1.2 The new regulations classify the Norfolk Records Committee as a smaller relevant body and require a simpler set of published accounts in the form prescribed by an annual return. A copy of the return is attached as Appendix A. The annual return also includes

- an Annual Governance Statement and
- an annual internal audit report.

This return is audited under the Audit Commission's limited assurance regime which reduces the administrative burden and cost.

1.3 The return requires the approval by the full Committee and is required to be approved by 30 June

1.4 Since 1 April 2010, the functions of the Norfolk Records Committee have been largely delivered through the Record Office, which is part of the Community Services Department and the Norfolk County Council (NCC) Audit Committee covers that department's work.

1.5 Norfolk Audit Services (NAS) produces an annual report for the Norfolk Records Committee. The Annual Internal Audit Report details the overall opinion on system of internal control including the arrangements for the management of risk and details the level of audit coverage for the year.

1.6 Internal Audit's role is to ensure that there is evidence of compliance with the both NCC's and the Record Office's objectives, rules and procedures. Where such compliance does not exist, internal audit makes recommendations to ensure that proper controls are in place. Some audits carried out are based on the perceived risk as assessed using the internal audit risk model and risk registers whilst others are requested by the Head of Service.

1.7 The approach that NAS takes to its role is set out in its Internal Audit Terms of Reference, Code of Ethics and Strategy.

- 1.8 The Internal Audit Team, as part of the system of internal control has provided an effective, efficient and economic function during the year, supporting the Audit Committee, the Norfolk Records Committee, Chief Officers and the service.

Audit Opinion Explanation

- 2.1 As part of the overall good governance framework reporting, the Chief Internal Auditor provides an annual opinion on the adequacy and effectiveness of the system of internal control including the arrangements for the management of risk. This informs the reporting of the Annual Governance Statement which is published in the Annual Statement of Accounts for the Committee.
- 2.2 The NAS overall audit opinion is based on work undertaken during the year. Each report has one of two possible grades, which are explained in the table below:

Opinion	Assessment of internal control	Action required from the recipient – as agreed with the auditors
Acceptable	Few or no weaknesses, mostly insignificant	Remedial action required within six months
Key issues that need to be addressed	A number of weaknesses, mostly significant or one or more major weaknesses	Remedial action required immediately or within six months

Key messages

- 3.1 The key messages to note from the year are:
- Based on an analysis of the audit work carried out and reports issued, the Chief Internal Auditor can assure the Norfolk Records Committee that the adequacy and effectiveness of the system of internal control and the arrangements for the management of risk for the Norfolk Records Committee are acceptable and therefore considered sound. Sufficient audits on the 2010/11 plan were performed to support the Chief Internal Auditor's opinion.
 - The Norfolk Records Committee system of internal audit was adequate and effective during 2010/11 for the purposes of the latest regulations.
 - NAS procedures are subject to continuous review

- NAS has received overall positive feedback on audits during the year ended 31 March 2011.
- 3.2 The work of NAS continues to evolve to cover all areas of the Norfolk Records Committee. Some audits are carried out based on the perceived risk to the Norfolk Records Committee as assessed using the NAS risk model, the corporate and departmental risk registers and others may be requested by the County Archivist.
- 3.3 Other significant points to note were that:
- The Norfolk Record Office has adopted the Norfolk County Council's Anti Fraud and Corruption policies
 - A risk register is regularly reviewed and presented to committee every six months

Record Office Internal Audit work

- 4.1 There were three audits reports issued in the year that related to the Records Committee. These were
- Records Management – Caldicott Principles 2009-10,
 - Records Management 2010-11 and
 - Financial Controls at the Norfolk Record Office.
- The first of these related to the final report for work completed during 2009-10. The opinion for this audit was "key issues to be addressed". Follow up audit work has been undertaken for this audit and satisfactory action had been taken or was planned to address all the issues. The second related to records management throughout the Council and the third was specific to the Record Office. The opinion in both of these reports was "acceptable".
- 4.2 In addition to the above our other audit work covered the main systems used by the Record Office. No specific exceptions were raised regarding the Record Office,
- 4.3 It is considered that the above provides a reasonable basis to draw a representative opinion as a sufficient amount of work has been completed.
- 4.4 The opinion of Norfolk Audit Services on the adequacy and effectiveness of the systems internal control and the arrangement for the management of risk for the Record Office is "acceptable".

2011/12 Audit Plan

- 5.1 The annual audit plan agreed by the Audit Committee on 28 April 2011 included two audits relevant to the Norfolk Records Committee which were
- Information Management and
 - Freedom of Information.
- 5.2 Additional assurance will be gained from other audit work for instance including NRO transactions in the sampling.

Review of effectiveness of systems of internal audit

- 6.1 The Accounts and Audit (England) Regulations 2011 require the effectiveness of its systems of internal audit to be reviewed annually. There is currently no guidance or good practice available for meeting this requirement. Informal advice from CIPFA and discussions with other local authorities provided various options for reviewing the effectiveness of the system of internal audit.
- 6.2 *NRO relies upon the NCC corporate arrangements for its system of internal audit. Details of the review of these arrangements are contained within the NCC Annual Internal Audit Report. The conclusion was that the Council's system of internal audit during 2010-11 was adequate and effective in accordance with the requirements of the Accounts and Audit (England) Regulations 2011.*

Responsibilities in relation to fraud

- 7.1 The Norfolk Record Office has adopted the Norfolk County Council Anti Fraud and Corruption Strategy. Norfolk Audit Services risk based audit planning includes work that will help prevent, detect, investigate and prosecute fraud risks. Based upon the work carried out this financial year, the internal controls and risk management relating to fraud are considered to be adequate and effective for the Record Office.
- 7.2 During the year internal audit have reviewed the internal controls and risk management of the Council's main financial systems. Those systems cover the transactions, balances and assets of this Committee. That work and the assurance it provides helps this Committee to reasonably assess the risk that the financial statements are not materially misstated due to fraud.

- 7.3 Internal Audit has planned and delivered audits during the year which include reasonable measures to detect fraud and to give assurance on internal controls that would prevent it. Reports on the audit findings clearly set out those findings which increase the risk of fraud and whose responsibility it is to ensure that recommendations are completed.
- 7.4 The Council has an Anti Fraud and Corruption Strategy which covers the scope of this Committee. The Strategy has been applied where appropriate throughout the year and any significant fraud investigations have been reported where they have been completed. There have been no frauds investigated for the services covered by this Committee. The Committee are therefore aware of the process for identifying and responding to the risks of fraud generally and of the specific risks of misstatement in the financial statements when they are asked to approve those Annual Financial Statements at the end of the year.
- 7.5 Actual fraud cases that have been fully investigated would be reported to the Council's Audit Committee. The Chairman would be informed of any significant fraud which had implications for this Committee. There have been no such cases during the last year. The Committee is therefore aware of the arrangements in place for Chief Officers to report about fraud to the Committee. The Committee would therefore have knowledge of actual or suspected fraud and the actions that Chief Officers are taking to address it if it were required.
- 7.6 The Anti Fraud and Corruption Strategy, Whistle blowing Strategy, Money Laundering Policy and the Standards of Conduct are promoted through staff newsletters and on the Council's Intranet site as well as through training for non financial managers. The Committee is aware of the arrangements Chief Officers have in place for communicating with employees, members, partners and stakeholders regarding ethical governance and standards of conduct and behaviour.
- 7.7 The Council's Audit Committee has responsibility for reviewing the Anti Fraud and Corruption arrangements. The Audit Committee approved the Anti Fraud and Corruption Strategy in June 2009. This Committee receives this Annual Internal Audit report, Risk Management reports and other reports from the Audit Commission giving assurance on the adequacy and effectiveness of risk management and internal control, Anti fraud and corruption ensures and of the governance and value for money arrangements. These assurances support the Council's Annual Governance Statement that the Council's Audit Committee considers and approves. This Committee therefore oversees management arrangements for identifying and responding to the risks of fraud and the establishment of internal control.

Acknowledgement

- 8.1 I would like to thank all the managers and staff of the Records Committee for their co-operation and assistance during the year

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**Norfolk Record Office - Performance and
Budget Report, April-March 2010/11**

A report by the County Archivist

Executive Summary

This report provides information on performance against service plans and budget out-turn information for 2010/11 for the Norfolk Record Office (NRO). Section 1 covers service performance information in the context of delivering service plans, and Section 2 covers financial performance.

The main issues for consideration by this Committee are:

- At the end of March 2011, the revenue budget out-turn for the NRO is a break-even budget position. A reduction of premises costs of £73,000 has been achieved due to the action taken to reduce energy consumption and will be used to benefit service users.
- A revenue contribution to capital of £17,000 has been made for refurbishment of the Green Room to take place early in the 11/12 financial year.
- Performance indicators for the Norfolk Record Office show that The Archive Centre has continued to increase audience participation compared with the same period in 2009.
- Performance against the 2010-11 service plans has been good to date and is reported in more detail in the accompanying report.

Recommendation

Committee Members are asked to consider and comment on:

- Performance with the 2010/11 service plans
- Performance with the revenue budget and reserves and provisions for 2010/11.

1. Performance against Service Plans

1.1 Performance Summary

- 1.1.1 Visitors to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items have involved 45,690 people and the service has

continued to attract new audiences among all age groups. Among programmes provided for schools is the Sam Bartram Project, in which four Norfolk schools are working with four schools in Bexley, London, Bexley Local Studies and Archives, the Centre for Kentish Studies, the Norfolk Record Office, the 2nd Air Division Memorial Library, Charlton Athletic Football Club and Norwich City Football Club to find out about life in the Second World War, particularly evacuation from London to Norfolk, and the American servicemen in Norfolk. As well as work with schools, family activities were among the NRO events staged as part of the Normans season in the BBC's Hands on History series, while four workshops were provided for over 55-year-olds at the 'Days to Remember' event at Gressenhall Farm and Workhouse.

1.2 Norfolk Record Office (NRO) progress

1.2.1 Evelyn Cohen and Jordan Uttal Memorial Cataloguing Project (2nd Air Division Records)

Cataloguing work on this ten-month project was completed by 7 April, with all personal papers of veterans and their associates, as well as the business records of the 2nd Air Division Memorial Trust, on deposit at the NRO, now catalogued to professional archival standards. Editing and formatting work will now take place before the catalogue is publicly launched. In total, over 2,400 catalogue entries have been added or updated, relating to nearly 300 boxes of records and 145 audio recordings. Preservation repacking of documents for the project has been completed by NRO volunteers, thereby involving the wider community in the care of the archive. In total, seven volunteers played their part, including a work experience pupil and a conservation student, and 263 volunteer hours were spent on the project.

1.2.2 'Over Here: American Memories'

This reminiscence morning was held at the NRO on 10 March, as part of the Evelyn Cohen and Jordan Uttal Memorial Cataloguing Project. The event was attended by 32 members of the public, who were able to view a selection of records catalogued during the project, as well as objects from the 2nd Air Division Memorial Library at the Millennium Library. It was attended by a broad range of people with varied interests in family history, local history and air crashes, and an author writing an historical novel. The event was well received and comments on the day were positive.

1.2.3 Costessey Hall Workshop

NRO Education and Outreach staff produced a new school workshop for pupils of Costessey Junior School, looking into the history of Costessey Hall. The activities included investigating the rôles of the eighteen servants who appeared in the 1881 census, using sale catalogues to examine the furniture and interior of the hall, and comparing how the building changed over time. NRO staff delivered the session to Year 4 pupils and provided the resources, information and activities to enable teachers at the school to deliver the workshops to pupils in the other year groups.

1.3 Conclusion

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

2. Budget Out-turn 2010/11

2.1 Revenue Budget

2.1.1 At the end of March 2011, the NRO achieved a break-even budget position. The budget out-turn is summarised in the table below.

2.1.2 The budget increased by £0.050m during the year. This was due to shared services budget adjustments for Depreciation, Modern Reward Strategy (MRS) compensation, ICT, Procurement, HR, Policy, Planning and Performance, and the single postal service.

2.1.3 A reduction in premises costs of £73,000 has been made, due to the action taken to reduce energy consumption. This in-year saving is being reinvested within The Archive Centre for the benefit of service users. It will enable full cataloguing of the Gunton Archive, in compliance with Heritage Lottery Fund conditions; digitizing of the Diss Town Lands Archive; and contributing to the pilot project for a digitized online resource of 2nd Air Division (USAAF) documents. All of these will greatly enhance public access to important elements in the Record Office's collections.

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

Service	Approved budget £m	Forecast Outturn £m	Forecast +Over/- Underspend £m	Forecast +Over/Underspend as % of budget	Variance since last report £m
Record Office	1.626	1.626	0	0%	0
Corporate Data Protection	0.055	0.055	0	0%	0
Corporate Freedom of Information	0.089	0.089	0	0%	0
Total	1.770	1.770	0	0%	0

2.2 Capital programme

2.2.1 There are no capital programme implications to report for 2010/11 for the Norfolk Record Office.

2.3 Reserves and Provisions

2.3.1 There are changes to reserves and provisions due to the inclusion of the Unspent Grants & Contributions Reserve showing grant funding of £0.003m that would have been shown within Creditors in prior years and revenue project funding of 0.055m shown as an increase to the Residual Insurance Reserve, for Gunton Cataloguing. The table summarising the 2010/11 position appears overleaf.

- The Record Office reserves and provisions have changed from £0.375m reported to this Committee in November 2010. This includes sums set aside for the purchase of collections in 2010/11, as previously notified to the Norfolk Records Committee as well as project funding.

Reserves and Provisions 2010/11	Balances at 01Apr10	Outturn at 31Mar11	Change
	£M	£M	£M
Norfolk Record Office			
Residual Insurance and Lottery Bids	0.375	0.430	+0.055
Manuscript Reserve	0.000	0.000	0.000
ICT Reserve	0.000	0.000	0.000
Unspent Grants & Contributions Reserve	0.000	0.003	+0.003
Service Total	0.375	0.433	+0.058

3. Resource implications

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

4. Other Implications

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

5. Equality Impact Assessment (EqIA)

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

6. Section 17 – Crime and Disorder Act

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

7. Conclusion

- 7.1 The Norfolk Record Office has achieved a break-even budget position for 2010/11. Progress with service plans points to continuing improvement.

8. Recommendation or Action Required

- 8.1 The Norfolk Records Committee is asked to consider and comment on:
- Outturn performance against 2010/11 service plans
 - Outturn revenue budget and reserves and provisions for 2010/11.

Officer Contact

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

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ANNUAL REVIEW OF CHARGES FOR SERVICES

Report by the County Archivist

Summary

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

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

1. Norfolk Record Office charges are renewed annually to ensure that they keep pace with inflation. This year, the expectation by Norfolk County Council is that these charges will increase by a minimum average of 2 per cent. The County Archivist in his review of existing charges has taken several additional elements into account. Thus, in some cases, the charges have been held at the previous year's levels, mainly in response to public consultation, but, for financial prudence, these have been offset by larger increases in some other categories. The County Archivist may vary or waive these charges, at discretion, wherever benefit to the service may arise from doing so. All classes of fee attract a minimum charge of £5, if paying by cheque.
2. The appendixes set out the position and recommended charges for 2011-12. Postage, packing, and, where applicable, VAT, will be charged as appropriate.
3. The additional income which the charges recommended in this report will generate is estimated to be £2,000.
4. **Equality Impact Assessment (EqIA)**
The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.
5. **S.17 Crime and Disorder Act**
There are no implications of the report for the Crime and Disorder Act.
6. **Financial Implications**
Financial implications are explained in the report and its appendixes.

7. Other Implications

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

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

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

Category	£
<i>COPYING SERVICES</i>	
Photocopies of documents: per sheet	0.90 (0.90)
Photocopies of searchroom lists & books	0.30 (0.30)
Copy of a catalogue, or part of a catalogue exported from NROCAT in searchable pdf format, supplied by e-mail (up to 10 pages)	3.00 (new charge)
Each additional page of the same catalogue supplied by e-mail at the same time	00.05 (new charge)
Copy of a catalogue, or part of a catalogue exported from NROCAT in searchable pdf format on CD (up to 10 pages)	5.00 (new charge)
Each additional page of the same catalogue supplied on CD at the same time	00.05 (new charge)
Copy of a catalogue, or part of a catalogue exported from NROCAT and printed double-sided (up to 10 pages)	3.00 (new charge)
Each additional page of the same catalogue printed at the same time	00.20 (new charge)
Microfilm (35 mm): per frame*	1.00 (1.00)
Minimum charge for microfilm (35 mm) (10 frames)	10.00 (9.50)
Microfiche: per fiche	5.00 (4.00)
Print out: per sheet [†]	1.50 (1.50)
Self-service microform printouts: per sheet	0.60 (0.60)
16 mm roll film diazo duplicates	30.00 (28.00)
35 mm roll film diazo	45.00 (42.00)

duplicates	
Copying of sound recordings and electronic data	15.00 per half hour (15.00 per half hour)
Still photography: private individuals requiring special facilities	37.50 (35.00)
Hourly charge where conservation is required to enable copying, e.g., flattening, removal of pins: handling charge	37.50 (35.00)
Hourly charge for locating for copying documents or entries not readily identifiable (e.g., by a unique reference), or preparing estimates for copying, and preparing detailed estimates	37.50 (35.00)
Photography Permit (per day)	10.00 (10.00)
Photography Permit (per week)	30.00 (30.00)
Photography Permit (per month)	65.00 (65.00)
RESEARCH SERVICES	
Search fee: for 1 st hour	37.50 (35.00)
Search fee: for 2 nd hour	30.00 (30.00)
Fee for vehicle registration searches	37.50 (35.00)
Transcription fee: per hour	50.00 (45.00)
Translation fee: per hour	50.00 (45.00)
CERTIFICATION	
Certified facsimiles: statutory fee or per item	20.00 (18.00)
Certified transcripts: per 100 words	20.00 (18.00)
MISCELLANEOUS	
Annual charge for	45.00 (40.00)

inclusion on Record Agents' List	
* An additional handling charge may on occasion be made.	
† Also, minimum charge for microfilm if film has not already been made.	
Digital Copying Service	£
Single fine jpeg on CD:	10.00 (9.00)
Additional fine jpegs on same CD (each):	4.00 (3.50)
Single tiff on CD:	15.00 (new charge)
Additional tiffs on same CD (each):	5.00 (new charge)
Image printed in colour on paper A4	10.00 (9.00)
Image printed in colour on paper A3	15.00 (13.00)

Non-sterling Payments

For non-sterling payments, a minimum charge of £15, applies: the high cost of conversion for other currencies makes it impracticable for the NRO to accept non-sterling payments for lesser sums. Overseas customers are asked, when placing their orders, if they are able to pay in sterling.

Appendix 2: Charges for Booking Rooms in The Archive Centre

The Green Room						
Booking group in order of priority use	Room hire charge					
	for half a day		for a full day		for an evening	
	excluding equipment	including equipment	excluding equipment	including equipment	excluding equipment	Including equipment
NRO/NSA	N/A	N/A	N/A	N/A	N/A	N/A
EAFA	N/A	£30	N/A	£35	£70	£80
NCC	£80	£95	£105	£130	£95	£120
DCs in Norfolk	£115	£135	£140	£160	£125	£150
External	£135	£155	£160	£180	£145	£170
Quadrangle Room/Hayman Room/Common Room/Staff Room*						
Booking group in order of priority use	Room hire charge					
	for half a day		for a full day		for an evening	
NRO/NSA	N/A		N/A		N/A	
EAFA	N/A		N/A		£70	
NCC	£70		£85		£100	
DCs in Norfolk	£90		£105		£120	
External	£110		£125		£140	
The Long Gallery*						
Booking group in order of priority use	Room hire charge					
	for half a day*		for a full day*		for an evening*	
NRO/NSA	N/A		N/A		N/A	
EAFA	N/A		N/A		£70	
NCC	£90		£105		£90	

<i>DCs in Norfolk</i>	£110	£140	£120
<i>External</i>	£130	£160	£140

In-Advance Booking Fee	
<i>NCC</i>	£35.00
<i>DCs in Norfolk</i>	£40.00
<i>External</i>	£50.00

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

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

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

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

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

Charges		
Category	Recommended Price £	
Facility fee: for filming or TV companies filming, including rostrum photography, within Record Office premises, subject to negotiation on the scale opposite	250 per hour	
Television, film and video flash fees(documentary, drama, etc.)	Regional TV	Network/Overseas TV
Standard (10-year rights)	75.00	115.00
Inclusive cable, digital,satellite, video, WWW	130.00	180.00
Educational programmes	45.00	75.00
Electronic (including on-line): Multi-media: CD-ROM, DVD, WWW, etc.	75.00	125.00
Educational Multi- media: CD-Rom, DVD, WWW, etc.	45.00	75.00

Appendix 4: Reproduction Fees: NO CHANGE

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

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

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

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

RISK REGISTER

Report by the County Archivist

Summary

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

1. Introduction

- 1.1. The Accounts and Audit (Amendment) (England) Regulations, 2006 require the reporting of an Annual Governance Statement. The Governance Statement provides assurance that the organisation's governance framework is adequate and effective.
- 1.2. The Annual Governance Statement is a wide statement, covering not only financial control, but the whole internal control environment. The Norfolk Records Committee has to take responsibility for internal control (including risk management), and also the Statement on Internal Control.
- 1.3. The Norfolk Records Committee is responsible for ensuring that there is an adequate system of internal control in place (including risk management arrangements).
- 1.4. Members of the Norfolk Records Committee attended a training session on Risk Management on 16 July 2010.

2. Risk Management

- 2.1. The Norfolk Records Committee's aims and objectives are achieved through the Norfolk Record Office (NRO).
- 2.2. The NRO has a risk register which its Management Team reviews on a three-monthly basis, taking into account new control measures and target risk scores. The risk register is recorded on the Council's performance and risk management software, PRISM.
- 2.3. The last quarterly review of the NRO risk register was on 9 June 2011. The register contains six risks, two medium level and four low level. Only one risk is showing some concerns and actions have been taken to mitigate this.

- 2.4. A summary of the NRO risk register, as revised on 9 June 2011, along with specific details relating to the risk that is showing some concerns is appended to this report for consideration by the Committee. This follows the agreed process for reporting key risks to members.
- 2.5. In addition to the NRO's Risk Register, the Cultural Services Risk Register will also include any significant risks which relate to the NRO, as well as any cross-cutting risks which may apply uniformly across services within Cultural Services.
- 2.6. In this way, the NRO complies with corporate reporting requirements relating to Risk Registers.

3. S17 Crime and Disorder Act

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

4. Equality Impact Assessment (EqIA)

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

5. Any other Implications

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

6. Recommendation That the Committee notes the NRO's risk register, as revised on 9 June 2011, and makes any comments, as necessary.

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Appendix 1

Risk Register Summary

Risk No.	Risk Description	Risk Score	Prospect	Risk Owner
1	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.	9 (3x3) Medium	Green – On Schedule	J.R. Alban
2	A lack of clarity in roles and responsibilities of partnerships leads to capacity issues and potential drains on business as usual. This results in negative reputation with knock on effects in relation to funding.	9 (3x3) Medium	Amber - Some Concerns	J.R. Alban
3	A technical fault within our ICT software and hardware systems and programmes could lead to the loss of our catalogue; this would have a very significant impact on our service and would result in it being inoperable with considerable negative public concern affecting our reputation as the Country's top archive centre.	5 (1x5) Low	Green – On Schedule	J.R. Alban
4	Loss of building systems or plant for a substantial period, including the non delivery of environment conditions, could threaten our holdings through damage and deterioration. This could result in public services being unavailable, legal challenge from owners of collections and would negatively impact on our reputation.	5 (1x5) Low	Green – On Schedule	J.R. Alban
5	Due to our small levels of staff any long term shortage in key areas for whatever reason could lead to premises closure, support service downtime, increased backfill costs and loss of income. This could result in public services being unavailable and would negatively impact on our reputation	4 (1x4) Low	Green – On Schedule	J.R. Alban
6	A lack of effective site security could lead to vandalism resulting in loss of building, collections and concerns for staff safety. This could result in prosecution and poor reputation	4 (1x4) Low	Green – On Schedule	J.R. Alban

Footnote: See below definitions for prospects

Met Target

Target risk score has been achieved

On Schedule (Green)

Risk Score is on schedule to be managed to target score by the target date

Some Concerns (Amber)

There are some concerns that the risk score will not be reduced to the target score by the target date

Serious Concerns (Red)

There are serious concerns that the risk score will not be reduced to the target score by the target date.

Appendix 2

Detailed risk updates

Risk Name and Description				
Risk No. 2 – A lack of clarity in roles and responsibilities of partnerships leads to capacity issues and potential drains on business as usual. This results in negative reputation and knock on effects in relation to funding.				
Risk Owner	Risk Score	Aspiration Score	Aspiration Date	Prospects
J.R. Alban	9 Medium (3x3)	4 Low (2x2)	March 2012	Some Concerns
Overview and Scrutiny Panel		Date Entered on Register		
Norfolk Records Committee		March 2011		
Risk Progress				
Good progress is generally being made, through new discussions with UEA and HLF.				
Tasks to mitigate the risk				
<ul style="list-style-type: none">• Risk assess business objectives before entering into partnerships or working arrangements• Set criteria and extent of involvement in partnerships to ensure no damage to reputation• Heads of Repositories' meetings between NRO and EAFA• The Archive Centre Project partnership between the Heritage Lottery Fund, Norfolk County Council and the University of East Anglia• Close links maintained with partners through attendance at meetings, representation on boards, etc.• Sound Prince2 project management practices in place and operating effectively through all partnership projects				

NORFOLK RECORD OFFICE SERVICE PLAN, 2011-14

Report by the County Archivist

Summary

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

The NRO contributes to the following strategic ambitions:

- A vibrant, strong and sustainable economy
- Aspirational people with high levels of achievement and skills
- An inspirational place with a clear sense of identity

This report includes a list of headline activities for the coming year.

Context

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

Recommendations

Members are requested to note proposed Service Plan, commenting on it and indicating whether there are any areas for further consideration; and approving it for use with future grant applications.

1. Introduction

- 1.1. The Norfolk Record Office's (NRO) Service Plan, which appears as the appendix to this report, sets out the key activities which are planned for the coming three years.
- 1.2. The NRO contributes to the County Council's strategic ambitions:
 - A vibrant, strong and sustainable economy
 - Aspirational people with high levels of achievement and skills

- An inspirational place with a clear sense of identity
- 1.3. The attached Service Plan provides a useful summary of the NRO's key activities for elected members and can also be used to support grant and other applications.
- 1.4. Although it is attached here in hard copy, the master copy of the NRO's Service Plan will be held electronically on the NRO's website.

2. Equality Impact Assessment (EqIA)

- 2.1. The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation. In connexion with the Service Planning process, a Single Impact Assessment has been carried out using the County Council's template. This appears as Appendix 2 to this report.

3. Section 17 of the Crime and Disorder Act Implications

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

4. Any other Implications

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

5. Conclusion

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

6. Recommendation

- 6.1. That members note the Service Plan, commenting on it and indicating whether there are any areas for further consideration.
- 6.2. That members approve the Service Plan for use with future grant applications.

Officer Contact:

Dr John Alban, County Archivist

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Norfolk Record Office

Community Services

Service Plan 2011-14

Dr John Alban

County Archivist

Published June 2011



Seal of Walter de Suffield, Bishop of Norwich (d. 19 May 1257), founder of the Great Hospital, Norwich, from his will of 19 June 1256 (Norfolk Record Office, NCR Case 24b/2). From the medieval records of the Great Hospital, inscribed in the UNESCO UK Memory of the World Register 2011.



A Four-Star Archive Service with a Designated Collection



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1. Service profile for the Norfolk Record Office (NRO)

Service description

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

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

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

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

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

The NRO is the only county record office to have all its collections Designated as being of outstanding importance by the Museums, Libraries and Archives Council (MLA).

The medieval records of St Giles's Hospital, Norwich ('The Great Hospital') were inscribed in the UNESCO UK Memory of the World Register in 2011.

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

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

Service activities and

CIPFA's annual statistics show that the NRO's exceptional archive collection is the largest for any county

volumes

record office in the UK. Significant elements from the service volumes for 2009/10 (the latest returns available) were:

- Total volume of holdings: 2,960 cubic metres
- Total capacity of strongrooms: 3,441 cubic metres
- Total volume of accessions: 30 cubic metres
- Total no. of accessions: 424
- Total no. of visitors: 22,034
- Total no. of original documents produced: 19,026
- Total opening hours per week : 43
- Total reader spaces available: 74
- Total microform readers available for public use: 32
- No. of computers available for public use: 8
- Total no. of postal, telephone and e-mail enquiries: 12,573
- Total no. of visits to website: 122,687
- Total no of participants at NRO Education and Outreach events in TAC, across the county and beyond: 32,379
- Total no. of learning events in-house: 160
- Total no. of learning events outside: 141
- Total no. of volunteer hours: 1,980
- Total no. of appearances at exhibitions: 31

In partnership with the Borough Council of King's Lynn and West Norfolk, the Record Office jointly administers the King's Lynn Borough Archives (KLBA). Service volumes for KLBA in 2009/10 were:

- Total volume of holdings: 26 cubic metres
- Total volume of accessions: 0.01 cubic metres
- Total no. of visitors: 264
- Total no. of original documents produced: 665

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

- Records acquisition
-

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

The NRO is committed to supporting the following Cultural Services objectives:

- Support good learning and educational outcomes for young people
- Promote and deliver opportunities for learning throughout life through cultural activities
- Manage and protect Norfolk's natural and cultural assets, heritage and facilities
- Support the growth of creative industries, the delivery of local events and income-generating cultural activities
- Engage with local people and groups to develop community support, activities and resources
- Improve the health and wellbeing of Norfolk's most deprived areas and vulnerable groups
- Deliver accessible information that helps citizens to make choices and to access services and opportunities
- Support people to develop the skills, knowledge and opportunities needed to be financially independent
- Support the delivery of budget savings across the organisation

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

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

Summary of Archival Holdings

The NRO's collections (c. 12.5 million documentary items) date from the eleventh century to the twenty-first,

and are among the largest for any county record office in the UK, reflecting the exceptional wealth and population density of Norfolk in the middle ages, and its stability thereafter. Many individual collections are outstanding examples of their kind; together, they constitute an unrivalled source which underpins the study of almost every aspect of life in Norfolk during the last millennium. They are in a wide range of forms, including written documents, maps, architectural, technical and topographical drawings, musical scores, photographs and sound recordings.

Among the larger categories of archives are the following:

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

Employee Profile

FT/PT Gender/Position Type Analysis				
Full/ Part Time	Gender	Permanent	Temporary	Grand Total
Full Time	Male	12		12
	Female	13	1	14
Full Time Total		25	1	26
Part Time	Male	2		2
	Female	7		7
Part Time Total		9		9
Grand Total		34	1	35

Ethnicity		
Total staff	No. BME	% BME
33	1	3.03%
Total staff	No. White Other	% White Other
33	2	6.06%
Disability		
Total staff	No. Disabled	% Disabled
33	2	6.06%

Business critical activities

- The preservation and conservation of records of historical significance.
- Collection of records of historical significance.
- Providing and facilitating access to records of historical significance.
- On behalf of NCC, manage information compliance.

Customer profile

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

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

The PSQG Survey of 2009 (the latest for which figures are available) included some of the following statistics for searchroom users:

Demographic

- 40% were first-time users; 24% had used the NRO for between 1-4 years; 14% had used the NRO for more than 10 years.
- 3% were in the 20-34 age range; 25% were in the 35-54 age range; 71% were over 55
- 55% of users were female; 45% were male
- 73% of users were researching their family history

-
- 68% were using the NRO for personal recreation; 16% for non-leisure, personal or family business; 9% for formal education; 7% in connexion with their employment
 - 98% of users were white; 0.5% of mixed race; 1.5% were of ethnic groups other than Asian, black or Chinese
 - 5% of users had mobility problems, 4% hearing problems, 1% eyesight problems, 1% manual problems and 1% learning difficulties

Satisfaction

67% rated the NRO's overall service was very good; 31% said good; 2% said adequate; 0% said poor or very poor.

Culture and Community

- 60% agreed that archives provided opportunities for learning
- 79% agreed that archives preserved our culture and heritage
- 49% agreed that archives help to strengthen family and community identity
- 24% agreed that archives support administrative and business activity
- 29% agreed that archives support the rights of individual citizens

Tourism and Economy

- 35% of visitors paid for overnight accommodation
- 53% ate out locally
- 52% used local shops and services
- 42% visited other places of interest in the area

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

Strategic partners

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

The NRO's strategic partners include:

- 2nd Air Division (USAAF) Memorial Trust
 - Archives and Records Association, UK and Ireland (including the Chief Archivists is Local Government Group and the Archives and Records Association East of England Region)
 - BBC
 - The Borough Council of King's Lynn and West Norfolk, in respect of the King's Lynn Borough Archives
 - British and Irish Sound Archives
 - Centre of East Anglian Studies
 - Community archive and local history groups across the county
 - Creative Partnerships (part of Norfolk Children's Services)
 - Diocese of Norwich
 - East Anglian Film Archive
 - East of England Regional Archive Council
 - East of England Sound Archive
 - Heritage Lottery Fund
 - Museums, Libraries and Archives Council (until 31 March 2012)
 - Mind
 - The National Register of Archives
 - Norfolk Adult Education Service
 - Norfolk Arts Service
 - Norfolk Family History Society
 - Norfolk Library and Information Service
 - Norfolk Museums and Archaeology Service
 - Norfolk Record Society
 - Norfolk Records Committee constituent members in the joint archive service
 - Norwich and Norfolk Racial Equality Council
 - Norwich Cathedral Library
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- Norwich Cathedral Community Learning Service
 - Norwich HEART
 - Schools, colleges and prisons across Norfolk
 - Seachange Arts
 - The National Archives
 - University of East Anglia
-

Area context

Services are delivered to communities across Norfolk by means of:

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

Performance and value for money

How does your service compare on performance and value for money?

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

This section, derived from the CIPFA estimates for 2009/10 comments on the relative performance and positioning of the NRO compared with other shire authority archive services in 2009/10. The following CIPFA

survey took place in March 2011, but an analysis of those statistics is not yet available.

- The NRO has the largest overall archival storage capacity of all shire authorities, being some 35% larger than the 2nd largest in Gloucestershire.
- In 2004/05, the NRO had 25% spare storage, but that had reduced to 14% by 2009/10, giving an indication of the increase in collections now stored there.
- When we consider NRO staff resources in relation to capacity we see that Norfolk has the 2nd highest amount of holdings per member of staff. This is an imperfect comparison, but gives a sense of holdings that each member staff looks after on average, and shows that, in this respect, the NRO provides good value for money (VFM).
- The NRO has the 4th highest level of staffing numerically, but, when considered against shire populations, actually has the 3rd lowest, pointing to good VFM, when allowing for the high overall capacity and holdings looked after.
- Norfolk has 3 conservation staff, which is the highest of all shires, but this continues to reflect the level of work required to conserve collections after the Central Library fire in 1994 and the level of exhibition work undertaken by this section.
- The NRO scores 100% in each of the 4 Quality of Facilities indicators: % Compliance with BS5454; Holdings with automatic fire extinguishing equipment; Archives that are air conditioned; Archives with fire detection
- The NRO achieves 'middling' performance in the assessment of access to services. These consider opening hours, reader spaces available and public reading equipment.
- The NRO is close to the median line for service usages comparisons (Number of appearances at exhibitions; Enquiries received by post, e-mail and telephone; Total attending learning events; Readers in Year; Items produced in Year), with the exception of the number of items produced each year, where we approach lower quartile performance. This is because the NRO, in line with best professional practice, actually works towards **reducing** the numbers of original documents produced, by increasing the number of surrogates available. This is to reduce wear and tear in the collections.

-
- The NRO does relatively well with sales and research income, suggesting that income, whilst reasonably healthy, is not excessive in terms of affordability for service users
 - When considering total revenue costs, the NRO is the 5th highest spending archive service. This should be seen in the context of its being the largest shire authority archive service, with the highest capacity and holdings, which are reflected in its status as a four-star archive service and sector leader.

Review of Performance, 2010-11

The NRO retained its status as a four-star archive service in the 2010 assessment programme for local authority archive services undertaken by The National Archives. The NRO's overall score of was 89.5%, an increase of 3% over last year's score. The NRO scored well above the regional (73%), national (65.5%) and comparable services' (72.5%) averages. As well as its overall four-star rating, the NRO was awarded four stars in each of the five assessment categories (Governance: 95.5%; Documentation of collections: 88%; Access and outreach services: 84.0%; Preservation and conservation: 92.5%; Buildings, security and environment: 92.0%) all of which were also well above the corresponding regional, national and comparable services' averages.

As part of a continuing partnership arrangement with The National Archives, in collaboration with UK-based family history website findmypast.com, a second phase of free public access to the 1911 census for NRO visitors began in late March. The NRO was the only archive in the East of England to have this facility, which has proved very popular.

2010-11 was an outstanding year for cataloguing, with 157 new catalogues, representing around 56 cubic metres of records being completed and added to the NRO's online catalogue. This is a quite exceptional quantity, owing to the completion during the year of three major business archive cataloguing projects, supported by external funding. These relate to the archives of G. King and Son (Lead Glaziers) Ltd of Norwich, 1924-2002, Jarrold and Sons Ltd, printers, publishers and retailers of Norwich, 1649-2001, and Nestlé (UK) plc's Chapelfield Factory, Norwich, 1855-1991 including records of Nestlé's predecessors, A.J.Caley and Son Ltd, John Mackintosh and Son Ltd and Rowntree Mackintosh Ltd, chocolate, cracker and mineral-water manufacturers.

Of the accessions received during the year, two deserve special mention.

In October, the NRO received the gift, by Peter Hornor of Brown and Co., of the huge archive of business and

estate records from the old-established firm of land agents in Norwich, Messrs Francis Hornor and Son. This magnificent archive, which was deposited at various times between 1963 and 2010, occupies more than 170 linear metres in the NRO's strongrooms, and comprises thousands of business records and estate plans from estates in Norfolk, Suffolk and even in Essex. Among its wealth of records, the archive details the firm's survey work for the parliamentary enclosures of the early nineteenth century, for the tithe commissioners in the 1840s and for the burgeoning railway companies from 1850 onwards. Long-established relationships were built up with large landed estates in the county, but Hornors have also been stewards and clerks to the Great Hospital, Alderman Norman's Charity and many of the other Norwich municipal charities. The Francis Hornor Memorial Archive stands out as one of the most important sources of historical evidence which exist for Norfolk and Norwich.

In November, the NRO acquired the important archive relating to the Diss Town Lands, 14th-18th centuries at auction, supported by funds raised through a public campaign in Diss, in which local people and the Town Council played a key part.

Three new exhibitions were shown in The Archive Centre's Long Gallery: *Norfolk and its North Sea World in the Middle Ages*, *Conservation Today*, and *Leading the Way: the Archive of G. King and Son (Lead Glaziers) Ltd*. There was also a repeat showing of 'A blaze in my heart ...' *The letters and watercolours of John Sell Cotman*, a display of posters featuring selected facsimile letters and watercolours of John Sell Cotman, chosen to complement the concurrent exhibition of original watercolours and letters at the Castle Museum.

Outside The Archive Centre, exhibitions of parish records were provided for special events at ten parish churches: Blofield with Hemblington, Great Cressingham, Ditchingham, North Elmham, Fersfield, Old Hunstanton, Norwich St Andrew, St Catherine at Mile Cross, Great Ryburgh, Stokesby Long Stratton and Winterton. Approximately 2,866 people attended these events. At King's Lynn, three NRO exhibitions were shown, using mainly facsimiles of documents from the Borough Archives. A reduced version of the *Norfolk and its North Sea World in the Later Middle Ages* exhibition was provided for display in the Custom House from early May until early June. In the Regalia Rooms, *King's Lynn and the Hanse* continued on display until the end of May, when it was replaced by *500 Years of a King's Lynn School*, marking the 500th anniversary of the foundation of Lynn Grammar School.

The NRO Archive Education and Outreach service provided a wide range of talks, workshops and other events at The Archive Centre, elsewhere in the county, and beyond. These included over 3,000 people visiting the Norfolk Record Office stands at the Royal Norfolk Show and Great Yarmouth Maritime Festival.

The NRO ran schools workshops, either as sole provider or in partnership, for Coltishall Primary School,

Costessey Junior School, Kinsale Junior School in Hellesdon, Hellesdon High School, Rackheath Primary School, Reffley School History Club, Swaffham Junior School, and four Norfolk primary schools engaged with four in Bexley in the Sam Bartram Project centred around the Second World War and experiences of evacuees.

12 school holiday activities took place, and were attended by 249 people. They included one at City Academy, Norwich, in which young people used quills to produce their own illuminated manuscripts as part of a holiday club, and a first school holiday activity at Great Yarmouth Library, in which 16 young people were able to creating their own shields based on designs in the archives. 'Making Victorian Scrapbooks', 'Paperweaving' were held at the Ancient House Museum of Thetford Life and seasonal events were provided in The Archive Centre at Hallowe'en and Christmas .

NRO talks, walks and workshops targeted at varied audiences were put on as part of wider programmes of events during Refugee Week, BBC's *Hands on History* seasons looking at the Normans and at the High Street, Heritage Open Days in Norwich, Black History Month, Archive Awareness Month (which focused in 2010 on the theme *Discovery - Archives in Science, Medicine and Technology*), Holocaust Memorial Day and the Norwich Dragon Festival. In addition, four workshops were provided for over-55 year olds at the 'Days to Remember' event at Gressenhall Farm and Workhouse.

A programme of talks at The Archive Centre by members of the Norfolk Records Committee from October to December 2010, proved highly successful.

The conservation studio continues to be a centre for training current and future archive conservators. Trainee conservators from the Borthwick Institute in York and from West Yorkshire Record Office had work experience placements relating to parchment repair during the year, as part of the Archives and Records Association (ARA) Conservators' training scheme, and one of the NRO's own conservators successfully completed the parchment module of the ARA course. A student in book conservation at the University of the Arts, London, spent ten weeks in the studio gaining work experience and the NRO also hosted a two-day training event for a group of MA book conservation students from the same university, covering the use of gelatine and account bookbinding

The changing context for service delivery

External drivers

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

The impending demise of the Museums, Libraries and Archives Council in 2012 and the transfer of Museums and Libraries (but not Archives) to Arts Council England (ACE) by October 2011 will change the sectoral landscape within which the NRO operates.

Potential new key drivers will include any initiatives from TNA, which, from March 2012 will take over the archival oversight functions previously undertaken by the MLA.

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

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

The population of Norfolk is estimated to be 853,400 in mid-2009, compared with 796,700 in the 2001 Census. The total extent of its area is 549,751 hectares (the fifth largest of the 27 non-metropolitan counties in England) and the population density is 1.59 persons per hectare (sixth lowest). Norfolk's population has a relatively elderly age profile. Compared with England, it has higher proportions of people aged 50-54 and over, and lower proportions in all the younger age groups. Around 38% of the county's population live in the three major built-up areas of Norwich (207,000), Great Yarmouth (68,400) and King's Lynn (42,800), and a further 19% (158,000 people) in the market towns. Around 40% live in parishes of over 300 population, and the remaining 4% in parishes with less than 300.

There have been significant changes to Norfolk's population. The estimated population of 853,400 in mid-2009 increased by around 6,100 from mid-2008, and is projected to rise to 860,800 by mid 2012. The composition of the population is changing. Norfolk is becoming increasingly diverse, with more than 80 languages spoken, following increasing levels of migration into the county, especially of people from Portugal and Eastern Europe, and, in particular, from Poland (an estimated 3,000). Significant numbers of Portuguese

are now living and working in the county (roughly estimated at 25,000 people).

Norfolk has above average deprivation compared with the English shire counties, and, on most summary measures, is the most deprived county in the East of England Region. Norfolk has 27 Lower Super Output Areas (LSOAs) which fall within the ten per cent most deprived in England, out of a total of 530 (5%) (Source: *Indices of Deprivation*, 2007). Recent research using finer level data has highlighted previously hidden pockets of deprivation outside major urban areas. It has also identified a need to focus on 'people rather than places' as large numbers of deprived people live outside deprived areas. There are implications for ensuring that services and programmes are targeted appropriately.

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

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

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

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

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

The skills base is a key determinant of economic performance and the County Council needs to ensure that people in Norfolk have the skills which will meet current and future business needs. The priorities for

improvement are to improve basic skills and encourage lifelong learning, to continue to raise educational attainment, and to continue to reduce the number of young people Not in Employment, Education or Training.

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

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

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

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

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

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

- *The National Archives' Standard for Record Repositories* (1st edn, London, 2004)
 - BS5454: *Recommendations for the Storage and Exhibition of Archival Documents* (BSI, 2000)
 - BS4971: *Recommendations for Repair and allied Processes for the Conservation of Documents* (BSI, 1980-8)
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- International Council on Archives, *General International Standard of Archival Description* [ISAD(G)] (2nd edn, ICA, 2001)
 - International Council on Archives, *International Standard Archival Authority for Corporate Bodies, Person and Families* [ISAAR (CPF)] (2nd edn, ICA, 2004)
 - National Council on Archives, *National Name Authority Files* [NNAF] (1997)
 - IASA Technical Committee, *The Safeguarding of the Audio Heritage: Ethics, Principles and Preservation Strategy*, ed. D. Schüller (IASA-TC 03, 3rd edn, 2005)
 - IASA Technical Committee, *Guidelines on the Production and Preservation of Digital Audio Objects*, ed. K. Bradley (IASA-TC 04, 2nd, edn, Johannesburg, 2009)
 - *Archives for the 21st Century*. Presented to Parliament by the Lord Chancellor and Secretary of State for Justice by Command of Her Majesty, November 2009 (CM7744, London, 2009)
 - *Archives for the 21st Century in Action* (London, 2010)
 - Museums, Libraries and Archives Council, *Listening to the Past, Speaking to the Future. Report of the Archives Task Force* (MLA, London, 2004)
 - East of England Regional Archive Council, *Eastern Promise. A Strategy for Archival Development in the East of England* (Bury St Edmunds, 2003)
 - The Public Records Act, 1958, Section 4
 - The Manorial Documents Rules, 1959 and 1967
 - The Tithe Rules, 1960 and 1963
 - The Local Government (Records) Act, 1962
 - Sections 224-9 of the Local Government Act, 1972
 - The Parochial Registers and Records Measure, 1978 and 1993
 - The Local Government (Access to Information) Act, 1985
 - The Data Protection Act, 1998
 - The Freedom of Information Act, 2000
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Internal drivers

Major internal drivers include:

- 'Norfolk County Council, Organisational Framework 2009-2012'. Report by the Leader of the Council submitted to Cabinet, 14 September 2009.
 - The 'Norfolk Forward' programme.
 - 'Norfolk's Big Conversation' consultation, October 2010-January 2011.
 - Increasing pressure on the NRO to reduce costs. (While it has found its savings for 2010/11, in
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2011/12 and 2012/13, it has to find savings currently amounting to £95k. It is required to offer value for money, while ensuring the continuing preservation of archives and maintaining increases in user and visitor numbers. The increase in diverse communities in Norfolk offers the challenge of meeting user needs and catering equally and fairly for all who work and live here. Staff training, development and support are seen as important development areas, to ensure that staff deliver a totally inclusive and professional service to a changing and diverse population.)

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

Strategic risks/
opportunities

- Risk that loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.
 - Risk that any lack of clarity in roles and responsibilities of partnerships might lead to capacity issues and potential drains on business as usual. This might result in a negative reputation and knock-on effects in relation to funding.
 - Risk if there were lack of ICT capacity to support the NRO's requirements for digital preservation and for access, as a responsive and customer-focused service.
 - Opportunity for developing increased digital access to archives.
 - Opportunity for developing commercial streams of specialist work.
 - Opportunity for extending the reach of the core service to more older people
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2. Delivering outcomes

Strategic overview – priorities for the Norfolk Record Office over the next three years [See guidance note 2.1]

- Deliver the £0.198 million budget reductions agreed by Norfolk County Council on 14 February 2011.
- Ensure that all NRO services and activities are delivered in a sustainable and equitable way.
- Ensure that preservation, conservation and access to archives to are delivered to the highest professional standards.
- Continue to deliver a four-star archive service for the people and communities of Norfolk.
- Continue to support the County Council's high-level objectives
- Work with colleagues in Adult Care and Children's Services to support the council's ambitions for vulnerable people, whatever age they are.
- Continually advocate the NRO and Norfolk's archives

Contribution to Strategic Ambitions

A vibrant, strong and sustainable economy	<ul style="list-style-type: none">• Develop more Archive Education and Outreach programmes which support economic development
Aspirational people with high levels of achievement	<ul style="list-style-type: none">• Maintain a comprehensive archive education service for schools, by delivering workshops, providing hard copy or electronic resources and advice to schools• Provide opportunities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre• Continue the programme of learning events in The Archive Centre and across the county, including workshops, talks and activities• Provide workshops on family history, palaeography and other topics• Provide family learning events• Continue to develop the use of volunteers and equip staff to supervise and work with them• Maintain ongoing training and workforce development programmes, also in alignment with regional and national developments within the Museums, Libraries and Archives Sector

An inspirational place with a clear sense of identity	<ul style="list-style-type: none"> • Develop community based oral history projects <i>via</i> the Norfolk Sound Archive by working with community archives and other partners, and providing training opportunities in oral history and continued support • Ensure the preservation of and access to archives which support the study of the historical environment • Maintain programme of off-site parish exhibitions • Maintain programme of Norfolk Sound Archive work with community groups • Continue to attract accessions from new communities and sectors, and to acquire archives at risk
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Service Objective 1 Supporting good learning and educational outcomes for young people.

Responsible officer	Dr John Alban, County Archivist
What success would look like	Young people can access opportunities to read, learn, enjoy themselves and contribute to communities through engaging in Record Office activities.
Risks to achieving this objective or provision of business critical activities	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.

Service actions

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Maintain a comprehensive archive education service	<ul style="list-style-type: none"> • Create a new geography resource for 	VH	NRO revenue

for schools, by delivering workshops, providing resources and advice	<p>the 'Bread and Circuses' project and advertise the draft to schools in Norfolk by September 2011.</p> <ul style="list-style-type: none"> • Consult with teachers during Autumn Term 2011 • Make available and advertise to schools by March 2012 		budget
Continue to provide opportunities and produce new activities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre	<ul style="list-style-type: none"> • USAAF activity planned and resources created by April 2011, advertised early May 2011. • American Trail activities created by summer 2011. • Gunton activities created by summer 2011 and advertised to schools in Autumn 2011/Spring 2012 	VH	NRO revenue budget
Continue to work with non-school groups, by providing activities and resources	<ul style="list-style-type: none"> • Work with Norfolk and Norwich Festival to provide heritage workshops to 10 young people (aged 16-25). • Work with Seachange Arts to provide heritage workshops to 10 young people (aged 16-25) by April 2011; produce workshop by June 2011; run workshop in late July 2011 	VH	NRO revenue budget and HLF funding for Seachange activities
Provide a programme of school holiday activities	<ul style="list-style-type: none"> • Create at least three new activities by year end 	VH	NRO revenue budget
Provide school work experience within the NRO.	<ul style="list-style-type: none"> • At least one school pupil or equivalent fulfilling work experience placement. 	RF/VH	NRO revenue budget
Year 2 (2012-13)			
Provide school work experience within the NRO.	At least one school pupil or equivalent fulfilling work experience placement.	RF/VH	NRO revenue budget
Year 3 (2013-14)			

Provide school work experience within the NRO.	At least one school pupil or equivalent fulfilling work experience placement.	RF/VH	NRO revenue budget
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Service Objective 2	Promote and deliver opportunities for learning throughout life through cultural activities		
Responsible officer	Dr John Alban, County Archivist		
What success would look like	People will be introduced to, and have sustained access to, a wide range of cultural services and activities which meet their learning and leisure needs. The NRO's online catalogue (NROCAT) and related online resources are seen to be growing and provide an ever richer resource for researchers.		
Risks to achieving this objective or provision of business critical activities	<p>Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.</p> <p>Need for ICT infrastructure to support long-term digital storage and allow public networked access.</p>		

Service actions

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Continue to develop family learning opportunities in The Archive Centre and through archive education and outreach to improve skills, knowledge and enjoyment Run another Family, Histories and Fun course in the summer term 2011, and advertise the availability of the course in Autumn 2011 and Spring 2012	Create sessions by May 2011, run Family, Histories and Fun course by May 2011 End of course celebration by July 2011	VH	NRO revenue budget
Continue to produce archive exhibitions of facsimile copies or original documents in The Archive Centre and across the county	<ul style="list-style-type: none"> Exhibition programme delivered, including schools in rural Norfolk exhibition in late 2011 	SM	NRO revenue budget + grant from

			English Heritage <i>via</i> the Rural School buildings survey project
Provide workshops on family history, palaeography and other topics for adult learners	<ul style="list-style-type: none"> • Run taster sessions during Adult Learners' Week by end of May 2011 and provide a course by December • Advertise and run a course on at least one of the topics by December 2011 	VH	NRO revenue budget
Provide workshops, talks and other programmes in connexion with other adult learning providers	<ul style="list-style-type: none"> • Refugee Week events to be confirmed by April 2011; events to be run in May 2011 	VH	NRO revenue budget
Teaching services of NRO conservation section promoted.	<ul style="list-style-type: none"> • Teaching services of NRO conservation section utilized. 	NS	NRO revenue budget
Continue provision of excellent research facilities and advice.	<ul style="list-style-type: none"> • Core business function • Half-yearly and annual reports to Norfolk Records Committee. 	JRA/SM/Archivists	NRO revenue budget
Continue to add content to NROCAT, the Record office's online catalogue, and to the NRO website.	<ul style="list-style-type: none"> • Core business function • Half-yearly and annual reports to Norfolk Records Committee. 	JRA/Archivists/NROMT/Ed&O	NRO revenue budget
Continue projects relating to specific archives, including 2nd Air Division, Jarrold, Harbord of Gunton.	<ul style="list-style-type: none"> • Jarrold History Wall • USAAF catalogue • Improvements to catalogue and of packaging of Gunton archive 	JRA/SM/LP/HV	NRO revenue budget + external project funding
Continue to provide access to Norfolk Sound Archive holdings on the Internet and in the Norfolk Record Office's public searchroom <i>via</i> embedded media	<ul style="list-style-type: none"> • Demonstrable increase in number of playback and access copies created and number of catalogue entries 	JD	NRO revenue budget

player in NROCAT	linked to NROCAT to be reported in half-yearly and annual reports to Norfolk Records Committee.		
Year 2 (2012-13)			
Teaching services of NRO conservation section promoted.	<ul style="list-style-type: none"> Teaching services of NRO conservation section utilized. 	NS	NRO revenue budget
Continue provision of excellent research facilities and advice.	<ul style="list-style-type: none"> Core business 	JRA/SM/Archivists	NRO revenue budget
Continue to provide learning events in The Archive Centre and across the county, for a range of audiences.	<ul style="list-style-type: none"> Programmes in place 	VH/SM/Archivists/Conservators	NRO revenue budget
Continue to provide exhibitions in The Archive Centre and across the county, for a range of audiences	<ul style="list-style-type: none"> Exhibition programme delivered, including <i>The American Trail</i> exhibition, July-September 2011. to coincide with the 2012 Games 	SM/RF/HV/Conservators	NRO revenue budget
Continue to add content to NROCAT, the Record office's online catalogue, and to the NRO website.	<ul style="list-style-type: none"> Core business Half-yearly and annual reports to Norfolk Records Committee. 	JRA/Archivists/NROMT/Ed&O	NRO revenue budget
Continue projects relating to specific archives, including Harbord of Gunton.	<ul style="list-style-type: none"> Gunton catalogue completed. 	JRA/SM/Archivists	NRO revenue budget + residue of HLF grant
Continue to provide access to Norfolk Sound Archive holdings on the Internet and in the Norfolk Record Office's public searchroom <i>via</i> embedded media player in NROCAT	<ul style="list-style-type: none"> Demonstrable increase in number of playback and access copies created and number of catalogue entries linked to NROCAT to be reported in half-yearly and annual reports to Norfolk Records Committee. 	JD	NRO revenue budget
Year 3 (2013-14)			

Teaching services of NRO conservation section promoted.	<ul style="list-style-type: none"> Teaching services of NRO conservation section utilized. 	NS	NRO revenue budget
Continue provision of excellent research facilities and advice.	<ul style="list-style-type: none"> Core business 	JRA/SM/Archivists	NRO revenue budget
Continue to provide learning events in The Archive Centre and across the county, for a range of audiences.	<ul style="list-style-type: none"> Programmes in place 	VH/SM/Archivists/Conservators	NRO revenue budget
Continue to provide exhibitions in The Archive Centre and across the county, for a range of audiences,	<ul style="list-style-type: none"> Exhibition programme delivered, including one celebrating the conclusion of the St Benet's Abbey project, provided it receives HLF funding. 	SM/Conservators	NRO revenue budget + HLF <i>via</i> St Benet's project
Continue to add content to NROCAT, the Record office's online catalogue, and to the NRO website.	<ul style="list-style-type: none"> Half-yearly and annual reports to Norfolk Records Committee. 	JRA/Archivists/NROMT/Ed&O	NRO revenue budget
Continue projects relating to specific archives.	<ul style="list-style-type: none"> New projects identified and resourced. 	JRA/SM/Archivists	NRO budget + external project funding
Continue to provide access to Norfolk Sound Archive holdings on the Internet and in the Norfolk Record Office's public searchroom <i>via</i> embedded media player in NROCAT	<ul style="list-style-type: none"> Demonstrable increase in number of playback and access copies created and number of catalogue entries linked to NROCAT to be reported in half-yearly and annual reports to Norfolk Records Committee. 	JD	NRO revenue budget

Service Objective 3	Manage and protect Norfolk's natural and cultural assets, heritage and facilities		
Responsible officer	Dr John Alban, County Archivist		
What success would look like	Collections and buildings are looked after to the highest standards, so that they are preserved for long-term use and enjoyment. NRO's holdings in The Archive Centre perceived as safe and secure, with active planning		

in train to provide a secure future for King's Lynn Borough Archives. As a result, the NRO continues to be recognized, locally and nationally, as providing exemplary care for archives within its care and providing archive creators with sound advice and excellent facilities for deposit. Its resources also continue to underpin the preservation and understanding of other aspects of Norfolk's unique landscape, historic buildings and its culture and traditions.

Risks to achieving this objective or provision of business critical activities	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.
	Need for ICT infrastructure to support long-term digital storage and allow public networked access.

Performance measures [See guidance note 2.7]

Indicator	Result 10/11	Target 10/11	Target 11/12	Target 12/13	Target 13/14
TNA annual assessment of local authority archive services	4-star	4-star	Future of Assessment programme under review by TNA		

Service actions

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Maintain the NRO's status as a four-star archive service in TNA annual assessment or highest status if accreditation is introduced.	<ul style="list-style-type: none"> March 2012 	JRA	NRO revenue budget
Continue to attract new accessions and to acquire archives at risk.	<ul style="list-style-type: none"> Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of 	JRA/SM/ Archivists	NRO revenue budget

	Archives.		
Maintain high standard of security and facilities in The Archive Centre.	<ul style="list-style-type: none"> Continued recognition by The National Archives 	JRA/RF	NRO revenue budget
Develop improved storage for digital archives and electronic preservation copies.	<ul style="list-style-type: none"> Acquisition of appropriate server capacity 	IRP/JD	NRO revenue budget
Continue projects relating to specific archives, including USAAF 2nd Air Division and Harbord of Gunton.	<ul style="list-style-type: none"> USAAF completed repacking Improvements to packaging of Gunton archive. 	JRA/SM/HV/Conservators	NRO revenue budget + external project funding
Continue to work in partnership with the Borough Council of King's Lynn and West Norfolk to plan for a solution for King's Lynn Borough Archives.	<ul style="list-style-type: none"> Participation in joint planning work relating to the Town Hall complex at King's Lynn. 	JRA/SM	External funding
Continue to preserve holdings of Norfolk Sound Archive through maintenance of appropriate replay and capture equipment and the digitization of analogue and early digital sound recordings.	<ul style="list-style-type: none"> Demonstrable increase in number of master preservation copies created of original sound recordings reported after six and 12 months. 	JD	NRO revenue budget
Identify and conserve/preserve documents in need of conservation/preservation	<ul style="list-style-type: none"> Documents in need of conservation/preservation identified and conserved/preserved 	NS	NRO revenue budget
Continue to develop and improved the digital and microform copying services.	<ul style="list-style-type: none"> Acquiring and putting into operation combined digital and microform suite 	SM/RF	NRO revenue budget
Year 2 (2012-13)			
Continue to attract new accessions and to acquire archives at risk	<ul style="list-style-type: none"> Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of Archives. Use 50th anniversary of the Record Office to promote the value of archive 	JRA/SM/Archivists	NRO revenue budget

	preservation and access.		
Maintain high standard of security and facilities in The Archive Centre and develop improved preservation services for digital archives and electronic preservation copies.	<ul style="list-style-type: none"> Continued recognition by The National Archives, storage capacity and creation of digital copies for long-term preservation with supporting metadata. 	JRA/IRP/JD	NRO revenue budget
Continue preservation projects relating to specific archives, including Harbord of Gunton.	<ul style="list-style-type: none"> Preservation packaging of Gunton archive completed. 	JRA/SM/ Archivists/ Conservators	NRO revenue budget
Continue to work in partnership with the Borough Council of King's Lynn and West Norfolk to plan for a solution for King's Lynn Borough Archives.	<ul style="list-style-type: none"> Participation in joint planning work relating to the Town Hall complex at King's Lynn. 	JRA/SM	External funding
Continue to preserve holdings of Norfolk Sound Archive through maintenance of appropriate replay and capture equipment and the digitization of analogue and early digital sound recordings.	<ul style="list-style-type: none"> Demonstrable increase in number of master preservation copies created of original sound recordings reported after six and 12 months. 	JD	NRO revenue budget
Identify and conserve/preserve documents in need of conservation/preservation	<ul style="list-style-type: none"> Documents in need of conservation/preservation identified and conserved/preserved 	NS	RO 0001 NRO revenue budget
Year 3 (2013-14)			
Continue to attract new accessions and to acquire archives at risk, building on raised awareness from 50th anniversary celebration.	<ul style="list-style-type: none"> Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of Archives. 	JRA/SM/ Archivists	NRO revenue budget
Maintain high standard of security and facilities in The Archive Centre and continue to develop improved preservation services for digital archives	<ul style="list-style-type: none"> Continued recognition by The National Archives, storage capacity and creation of digital copies for long-term 	JRA/IRP/JD	NRO revenue budget

and electronic preservation copies.	preservation with supporting metadata.		
Continue preservation projects relating to specific archives.	<ul style="list-style-type: none"> New projects identified and resourced. 	JRA/SM/ Archivists/ Conservators	NRO revenue budget
Continue to work in partnership with the Borough Council of King's Lynn and West Norfolk to plan for a solution for King's Lynn Borough Archives.	<ul style="list-style-type: none"> Participation in joint planning work relating to the Town Hall complex at King's Lynn. 	JRA/SM	External funding
Continue to preserve holdings of Norfolk Sound Archive through maintenance of appropriate replay and capture equipment and the digitization of analogue and early digital sound recordings.	<ul style="list-style-type: none"> Demonstrable increase in number of master preservation copies created of original sound recordings reported after six and 12 months. 	JD	NRO revenue budget
Identify and conserve/preserve documents in need of conservation/preservation	<ul style="list-style-type: none"> Documents in need of conservation/preservation identified and conserved/preserved 	NS	NRO revenue budget

Service Objective 4	Support the growth of creative industries, the delivery of local events and income-generating cultural activities
Responsible officer	Dr John Alban, County Archivist
What success would look like	The Norfolk Record Office continues to attract from outside the county researchers using archives and also people seeking to develop their skills in a centre of excellence, including student and trainee archivists and conservators. Continued development of income-generating services to remote customers in Norfolk and across the world.
Risks to achieving this objective or provision of business critical activities	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.
Service actions	

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Undertake archive education and outreach programmes which support economic development	<ul style="list-style-type: none"> • Ongoing 	RF/VH	NRO revenue budget
Continued provision of service which attract visitors to Norfolk, and of additional services (e.g., supply of copies) to customers across the world for income.	<ul style="list-style-type: none"> • Core business 	JRA/NROMT	NRO revenue budget
Continued support for archive and conservation students and trainees.	<ul style="list-style-type: none"> • Placements provided 	Archivists/ Conservators	NRO revenue budget + external funding
Ensure NRO's participation in high visibility events and projects		JRA	NRO revenue budget + external funding
Take advantage of external funding opportunities, especially to support project work		JRA	External funds
Seek grant aid for purchase of archives as opportunity arises		JRA	External funds
Year 2 (2012-13)			
Continued provision of excellent research facilities, attracting visitors to Norfolk, and of additional services (e.g., supply of copies) to customers across			NRO revenue budget

the world for income.			
Continued provision of an attractive and varied programme of events.	Programmes in place	VH/Archivists	NRO revenue budget
Continued support for archive and conservation students and trainees.		Archivists/ Conservators	NRO revenue budget + external funding
Undertake archive education and outreach programmes which support economic development	<ul style="list-style-type: none"> American Trail exhibition at TAC from July 2012 and related 2012 Games events 	RF/VH	NRO revenue budget
Year 3 (2013-14)			
Continued provision of excellent research facilities, attracting visitors to Norfolk, and of additional services (e.g., supply of copies) to customers across the world for income.			NRO revenue budget
Continued provision of an attractive and varied programme of events.	Programmes in place	VH/Archivists	NRO revenue budget
Continued support for archive and conservation students and trainees.		Archivists/ Conservators	NRO revenue budget + external funding

Service Objective 5 Provide services that listen to and reflect the needs and expectations of local communities.

Responsible officer Dr John Alban, County Archivist

What success would Community-based projects supported through NRO's participation as partners and *via* provision of support by

look like a variety of means, including research facilities, advice, training and accepting for preservation and access archives which fit its collecting policy resulting from a range of community activities.

Risks to achieving this objective or provision of business critical activities Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.

Service actions

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Provide resources and activities to celebrate national initiatives which highlight different communities, such as Refugee Week, Local History Month, Black History Month, Holocaust Memorial Week, Archives Awareness Month, Lesbian, Gay, Bisexual Transgender Month, etc. Provide activities and information for refugee week 2011 in high profile areas	<ul style="list-style-type: none"> Produce banner/activity for one small suitcase to be placed inside County Hall by June 2011 	RF/VH	NRO revenue budget + external funding
Engagement as partner in community projects.		JRA/SM/ Archivists	NRO revenue budget + external funding
Continued support for community projects with an archival dimension.		JRA/SM/ Archivists	NRO revenue budget + external funding

Accessions of archives from a wide range of communities in the county.	<ul style="list-style-type: none"> Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of Archives. 	JRA/SM/ Archivists	NRO revenue budget
Develop community based oral history projects via the Norfolk Sound Archive by working with community archives and other partners and providing training opportunities in oral history and continued support.	<ul style="list-style-type: none"> Three instances of support after six months six instances of support after 12 months. 	JD	NRO revenue budget + external funding
Continue programme of off-site exhibitions for parishes and other community groups in the county		JW	NRO revenue budget
Year 2 (2012-13)			
Engagement as partner in community projects.		JRA/SM/ Archivists	NRO revenue budget + external funding
Continued support for community projects with an archival dimension.		JRA/SM/ Archivists	NRO revenue budget + external funding
Accessions of archives from a wide range of communities in the county.	Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of Archives.	JRA/SM/ Archivists	NRO revenue budget
Develop community based oral history projects via the Norfolk Sound Archive by working with community archives and other partners and providing training opportunities in oral history and continued support.	Three instances of support after six months; six instances of support after 12 months.	JD	NRO revenue budget + external funding
Continue programme of off-site exhibitions for parishes and other community groups in the county		JW	NRO revenue budget

Year 3 (2013-14)			
Engagement as partner in community projects.		JRA/SM/ Archivists	NRO revenue budget + external funding
Continued support for community projects with an archival dimension.		JRA/SM/ Archivists	NRO revenue budget + external funding
Accessions of archives from a wide range of communities in the county.	Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of Archives.	JRA/SM/ Archivists	NRO revenue budget + external funding
Develop community based oral history projects via the Norfolk Sound Archive by working with community archives and other partners and providing training opportunities in oral history and continued support.	Three instances of support after six months; six instances of support after 12 months.	JD	NRO revenue budget + external funding
Continue programme of off-site exhibitions for parishes and other community groups in the county		JW	

Service Objective 6	Improve the health and wellbeing of Norfolk's most deprived areas and vulnerable groups
Responsible officer	Dr John Alban, County Archivist
What success would look like	People find ways of managing and improving their wellbeing through using Cultural Services and use its resources to support the understanding, conservation and sensitive development of their local environment and communities. People are enthused and aware of the sporting and cultural opportunities presented by the 2012 Games.
Risks to achieving this objective or provision of business	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service

critical activities

Service actions

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Promote the Norfolk Record Office and its holdings to elderly non-users, through talks, group visits and other events or activities Run a series of workshops at the Days to Remember event at Gressenhall	<ul style="list-style-type: none"> Run workshops in July 2011 	VH	NRO revenue budget
Extend the programme of services for older, sick or disabled people and their carers to ensure continued participation, engagement and enjoyment at all levels	<ul style="list-style-type: none"> Run reminiscence sessions in care homes or provide resources by December 2011 Provide a talk for disabled people within specialist centres by Summer 2011 	VH	NRO revenue budget
NRO participation in community-based partnership projects like, Happisburgh.			NRO revenue budget
Year 2 (2012-13)			
American Trail exhibition at TAC and related events	<ul style="list-style-type: none"> Exhibition and trail by June 2012 	JRA/RF/HV	NRO revenue budget
Year 3 (2013-14)			
St Benet's exhibition and related events	<ul style="list-style-type: none"> Exhibition during 2013 if HLF funding for project obtained 		NRO revenue budget + external funding

Service Objective 7	Deliver accessible information that helps citizens to make choices and to access services and opportunities		
Responsible officer	Dr John Alban, County Archivist		
What success would look like	People take advantage of the accessibility of the diverse range of information contained in the county’s archives and benefit from the expertise and guidance of NRO staff.		
Risks to achieving this objective or provision of business critical activities	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.		
Service actions			
Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Continued provision and take-up of archival research facilities, at The Archive Centre and remotely.	<ul style="list-style-type: none">Ongoing	JRA/NROMT	NRO revenue budget
Seek opportunities for further development of remote, including online, access to archival information.	<ul style="list-style-type: none">March 2012	JRA/NROMT	NRO revenue budget + external funding
NRO participation in relevant partnership projects.		JRA/NROMT	NRO revenue budget + external funding
Ensure effective compliance with the Data Protection Act, 1998 and other associated legislation.	<ul style="list-style-type: none">Ongoing	JB	FOIDPU revenue budget

Ensure effective compliance with the Freedom Of Information Act, 2000, Environmental Information Regulations, 2004 and other associated legislation.	<ul style="list-style-type: none"> Ongoing 	DS	FOIDPU revenue budget
Year 2 (2012-13)			
Continued provision and take-up of archival research facilities, at The Archive Centre and remotely.		JRA/NROMT	NRO revenue budget
Plan for further development of remote, including online, access to archival information.		JRA/NROMT	NRO revenue budget + external funding
NRO participation in relevant partnership projects.		JRA/NROMT	NRO revenue budget + external funding
Ensure effective compliance with the Data Protection Act, 1998 and other associated legislation.		JB	FOIDPU revenue budget
Ensure effective compliance with the Freedom Of Information Act, 2000, Environmental Information Regulations, 2004 and other associated legislation.		DS	FOIDPU revenue budget
Year 3 (2013-14)			
Continued provision and take-up of archival research facilities, at The Archive Centre and remotely.		JRA/NROMT	NRO revenue budget
Plan for further development of remote, including online, access to archival information.		JRA/NROMT	NRO revenue budget + external funding
NRO participation in relevant partnership projects.		JRA/NROMT	NRO revenue budget +

			external funding
Ensure effective compliance with the Data Protection Act, 1998 and other associated legislation.		JB	FOIDPU revenue budget
Ensure effective compliance with the Freedom Of Information Act, 2000, Environmental Information Regulations, 2004 and other associated legislation.		DS	FOIDPU revenue budget

Service Objective 8	Support people to develop the skills, knowledge and opportunities needed to be financially independent		
Responsible officer	Dr John Alban, County Archivist		
What success would look like	People with an interest in archives benefit from advice, instruction and work experience at the Norfolk Record Office.		
Risks to achieving this objective or provision of business critical activities	[Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service.		

Service actions			
Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Advertise workshop on the work of an archivist, and other archive staff to schools in Norfolk	<ul style="list-style-type: none"> Advertise in <i>It's About Time</i> by Autumn term 2011. Run one workshop to a class by Spring term 2012. 	VH	NRO revenue budget

Continue to provide careers advice to interested people.	<ul style="list-style-type: none"> Ongoing 	Archivists/ Conservators	NRO Budget and possible external funding
Continue to provide work experience for a range of people of all ages, including prospective and trainee archivists and conservators.		Archivists/ Conservators	NRO Budget and possible external funding
Year 2 (2012-13)			
Continue to provide careers advice to interested people.		Archivists/ Conservators	NRO Budget and possible external funding
Continue to provide work experience for a range of people of all ages, including prospective and trainee archivists and conservators.		Archivists/ Conservators	NRO Budget and possible external funding
Year 3 (2013-14)			
Continue to provide careers advice to interested people.		Archivists/ Conservators	NRO Budget and possible external funding
Continue to provide work experience for a range of people of all ages, including prospective and trainee archivists and conservators.		Archivists/ Conservators	NRO Budget and possible external funding

Service Objective 9 Support the delivery of budget savings across the organisation

Responsible officer Dr John Alban, County Archivist

What success would look like NRO fulfils savings required and minimises impact on the levels and quality of service.

Risks to achieving this objective or provision of business critical activities Fewer staff and reduced resources mean a potential reduction in the levels and quality of service which the NRO offers.

Performance measures [See guidance note 2.7]

Indicator	Result 10/11	Target 10/11	Target 11/12	Target 12/13	Target 13/14
Reduced staffing in Record Office		-£36k	-£17k	-£45k	
Energy savings		-£30k	-£30k	-£10k	
New income from archive storage services		-£10k	-£10k-	-£10k	

Norfolk Forward Transformation and Efficiency Programmes

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Reduced staffing in Record Office	Fully achieved by 31.3.2012	JRA	NRO revenue budget
Energy savings	Fully achieved by 31.3.2012	JRA	NRO revenue budget
New income from archive storage services	Fully achieved by 31.3.2012	JRA	NRO revenue budget

Year 2 (2012-13)			
Reduced staffing in Record Office	Fully achieved by 31.3.2013	JRA	NRO revenue budget
Energy savings	Fully achieved by 31.3.2013	JRA	NRO revenue budget
New income from archive storage services	Fully achieved by 31.3.2013	JRA	NRO revenue budget
Year 3 (2013-14)			
Reduced staffing in Record Office	Fully achieved by 31.3.2014	JRA	NRO revenue budget
Energy savings	Fully achieved by 31.3.2014	JRA	NRO revenue budget
New income from archive storage services	Fully achieved by 31.3.2014	JRA	NRO revenue budget

Service actions

Action [see guidance note 2.8]	Milestones [see guidance note 2.9]	Owner [see guidance note 2.10]	Actions resourced from [see guidance note 2.11]
Year 1 (2011-12)			
Take advantage of external funding opportunities, especially to support project work		JRA	External funds
Seek grant aid for purchase of archives as opportunity arises		JRA	External funds

3. Energy reduction and environmental sustainability

Note: all services are required to provide this information where applicable to their service. The way that this is to be presented in service plans may change once

Plans may change once

Priority	Target [see guidance note 3.1]			Action(s)/activity proposed [see guidance note 3.2]	Owner [see guidance note 3.3]
	2011/12	2012/13	2013/14		
Energy reduction					
To reduce electricity use (kWh)				The NRO reduced its carbon emissions by 40% from 1,428 tCO ₂ at 1 September 2008 to 863 tCO ₂ by 2 October 2010, therefore target already met	RF
To reduce gas use (kWh)				Target already met	RF
To reduce fuel use - council fleet (Litres/Miles)	N/A	N/A	N/A		RF
To reduce business mileage (using private petrol and diesel vehicles) (Miles)				Wherever possible, use public transport, car share, video and telephone conferencing, and arranging meetings in TAC.	RF
Environmental sustainability					
Minimise waste				Recycling, minimising print usage across the board	RF
To reduce water consumption					
To protect or enhance the local physical environment (air, biodiversity, green spaces, historic assets etc.)				Maintain TAC to BS 5454 standards, to protect the historic assets which it contains.	RF

4. Customer access

Meeting the ten customer service quality determinants [see guidance note 4.1]

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

Communication	Consistent, accessible plain English communication with strong feedback mechanisms	Green	<p>NRO staff follow NCC corporate guidelines, as laid down by Communications and Customer Service. Having information about our services in different languages and using INTRAN for interpretation services.</p> <p>Good communication with external partners, staff (staff newsletters, one to ones, appraisal), members (through review panels, newsletters) and enhanced by internal wellbeing programme in previous years</p> <p>Communication material tailored to the needs of individual groups.</p> <p><i>NRO Style Sheet</i> assists consistency of layout and expression in NRO publications and exhibitions</p>
Competence	Staff with the skills and knowledge to provide the service	Green	<p>Training and Development Plan</p> <p>NRO and Cultural Services 'bespoke' induction programme</p>
Courtesy	Staff at all levels who are polite, respectful, friendly and show consideration	Green	<p>All staff have undergone customer care training which is topped up on a frequent basis. Comments sheets and unsolicited compliments bear this out.</p>

Credibility	A trustworthy service with a strong reputation and image	Green	<p>NRO ranked as four-star archive service (the highest ranking)</p> <p>NRO highest performing archive service in England and Wales, 2010</p> <p>NRO is a 'TNA-approved' repository</p> <p>Increased customer satisfaction rates within NRO</p> <p>NRO's collections wholly Designated by MLA as being of outstanding international importance</p> <p>NRO sits within the NCC Cultural Services Block, which has a four-star rating</p> <p>NRO, together with TNA and TNA Scotland, was chosen by the Public Record Office of Northern Ireland for a benchmarking exercise</p> <p>Representatives of archive services in the UK and beyond, which are planning new archive facilities, seek advice from the NRO, usually combined with a visit to The Archive Centre</p>
Reliability	Published service standards. Providing consistent, accurate and dependable service to these standards	Green	In 2009-10, 0 complaints, but 174 compliments received
Responsiveness	Dealing with problems quickly, responding to and acting on feedback	Green	<p>Quick response to customer complaints</p> <p>Responding to customer needs through consultation</p> <p>Response to public's queries meets targets</p> <p>Since operations began in The Archive Centre, NRO searchroom deliveries have never failed to meet the 30-minute maximum response time and routinely exceed it, average actual response times usually being between 5-10 minutes</p>

Security	Ensuring the physical safety, financial security and confidentiality of customers	Green	<p>the NRO maintains an extremely high level of security for its archives. The collections are housed in The Archive Centre, which was designed to be compliant with BS 5454 and, in its entirety, is a high security building, with alarms, 24/7 security staff cover and well devised emergency and call-out plans.</p> <p>The building is covered internally and externally by CCTV and is laid out in three security zones, the levels of security being increased, the further one goes into the building.</p> <p>There are stringent written regulations for the use of archives and persons consulting documents have to be in possession of a County Archives Research Network (CARN) reader's ticket.</p> <p>The security and safety of customers are achieved through rigorous application of health and safety and fire safety standards.</p> <p>Staff are also subject to customer care training, CRB vetting and training in dealing with children and vulnerable adults.</p>
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Tangibles	The physical aspects of the service such as equipment, facilities, staff appearance	Green	<p>Front-of-house staff all wear an identification badge.</p> <p>The entrance to The Archive Centre gives details of the County Archivist and the searchroom has a notice naming the duty archivist.</p> <p>The Archive Centre building, its equipment and fittings have been carefully designed to create a pleasant and stimulating environment for customers and staff.</p>
Understanding the customer	Understanding our customers and knowing individual customer needs	Green	<p>Consulting on new projects</p> <p>PSQG survey</p> <p>Training staff on aspects of customer care</p> <p>Young people, diverse groups asked what they want from the service</p> <p>Dealing positively with user feedback and suggestions.</p>

Customer focus improvement actions

- Continue consultation of customers
- Participate in PSQG customer survey to be undertaken in 2011
- Maintain staff training programmes in customer care
- Continue to evaluate impact of NRO events and exhibitions through user questionnaires and comments forms

Planned consultations & customer research [guidance note 4.3]

Title (if appropriate) and brief description of purpose of consultation	Timeframe	Who is being consulted?
Public Services Quality Group	2011	All users of the NRO over a two-week period
Evaluation forms for all Archive Education and Outreach events and workshops	March 2012	Participants at Archive Education and Outreach events and workshops
NRO comments forms available to all users	March 2012	All users

5. Delivering the plan - people management & workforce development

Workforce planning

The success of the Norfolk Record Office lies in our ability to recruit and retain the right staff, with the right skills, at the right time (See Employee Profile at Section 1 above). Whatever the prevailing circumstances, we want to maintain a service which is recognised nationally as a centre of excellence, which meets the needs of customers and stakeholders. The service needs to be delivered by motivated, skilled and ambitious staff, who are respected and valued, as a result of achieving excellence in their practices and specialisms, and work to a high standard of customer care – a service of which the people and communities of Norfolk can be proud.

Our aim, therefore, is to develop and support relationships with a wide range of people and organizations, including customers, stakeholders, partners (inside and outside Norfolk County Council), staff, volunteers, depositors, communities, etc., to enable us to provide proactive, efficient and effective services, while recruiting, retaining and developing a safe workforce. We will be able to demonstrate:

- Decreased sickness absence at work (see targets)
- Increased awareness of and adherence to Health and Safety legislation
- Managers who are increasingly competent and confident to handle their employee relations issues
- Positive partnership working with Trade Unions
- Improved recruitment from minority groups, e.g., age, ethnicity, gender, disability, sexual orientation and religious beliefs
- Safer recruitment practice used commonly and effectively
- Commitment to being a learning organisation through the delivery of high quality learning and development activity and the enhancement of Continuing Professional Development (CPD) as a genuine method of learning
- Equality, as being core to all our activities

Training and staff development

1. Our commitment to staff

The Norfolk Record Office (NRO) recognizes that people are the key to our success in meeting our objectives and that our employees are our most valuable resource. The NRO is committed to the ideals and principles of Investors in People as demonstrated by:

- Supporting learning and continuous professional development
-

-
- Encouraging all staff in working to their potential
 - Giving equal access to learning and development opportunities

2. The learning and development which we will offer

The NRO is committed to providing all staff with appropriate training, developmental and educational opportunities, which will:

- Equip them to deliver the best possible service to the customers whom they serve
- Improve their skills, knowledge, efficiency and effectiveness in their role
- Keep them abreast of new developments in technology and working practices
- Ensure that specific legal or professional obligations are met
- Create a reservoir of skills and knowledge which will enable the NRO to shape the future rather than wait for it to happen and then adapt to it

3. How we will achieve this

In order to achieve this, the NRO undertakes to:

- Identify staff training and development needs in the light of, e.g., service goals, standards of competence, innovation, statutory requirements and personal aspirations, local needs
- Identify management development needs in the light of, e.g., service goals, Investors in People reports, Employee Attitude Surveys
- Set annual priorities in the light of these needs, given budgetary constraints
- Produce annual training and development plans to ensure that these priorities are addressed
- Provide an appropriate induction programme for all staff groups
- Monitor and evaluate the effectiveness of training and development with a view to continuous improvement

4. Responsibilities

1. Overall responsibility

Overall responsibility for training and development rests with the County Archivist. For operational purposes, this is delegated to individual members of the NRO Management Team in respect of their units and effected through the Training and Development Manager of Cultural Services within the Community Services Department

2. *Managers and supervisors*

The primary responsibility for training and developing employees must rest with their immediate managers. The NRO recognizes that, for its Learning and Development Policy to be effective, all managers must give a constructive and regular appraisal of the performance of every employee and:

- Identify each individual's strengths, weakness and potential, and the training and development needs resulting from these
- Ensure that the induction programme is carried out properly and effectively.
- Before each employee undertakes training, brief staff thoroughly about what is expected to be gained, how this will be used afterwards.
- After the training, discuss it with the employee to establish what has been learned and create opportunities for the new knowledge or skills to be used.

3. *Employees*

The NRO also recognizes that, for its training policy to be effective, staff must take responsibility for their own learning and make use of training and development opportunities to:

- improve and update their skills, aptitudes and knowledge
- enable them to respond flexibly to change
- work to their potential
- meet the legal and professional requirements, as appropriate

5. **Norfolk Record Office Learning and Development Charter**

The NRO issues its staff with a Learning and Development Charter, which is appended to and forms part of this policy.

Health, safety and wellbeing

The authority endeavours to meet key health and safety requirements for the NRO through the Health and Safety Policy and Procedure Manual, sustained by a targeted training programme for key responsible staff. Priority is given to raising the understanding of health and safety issues with particular focus this year on safe working practices in the strongrooms and personal safety and Persons in Charge. Attention will continue to be given to increasing awareness and positive participation in the wellbeing programme. Support will be given to staff regarding stress related issues.

6. Delivering the plan – financial resources

Financial Management

The table below shows the approved budget for the next three years [see guidance note 6.1]

	2011-12	2012-13	2013-14
COMMUNITY SERVICES DEPARTMENT NORFOLK RECORD OFFICE	£000	£000	£000
ORIGINAL BUDGET	1,720	1,664	1,624
ADDITIONAL COSTS			
Basic Inflation - Pay (2011-13 -0% plus £250) 1% for 13-14	3	3	10
Basic Inflation - Prices (General 2%, School and social care passenger transport 4%)	14	14	14
DCS cost neutral recharge service revisions 11/12	9		
Sub total Additional Costs	26	17	24
BUDGET SAVINGS			
Big Conversation proposals			
Norfolk Record Office			
C7 Reduced staffing in Record Office	-36	-17	-45
Energy savings	-30	-30	-10
New income from archive storage services	-10	-10	-10
Total Record Office savings	-76	-57	-65

	2011-12	2012-13	2013-14
COST NEUTRAL CHANGES (i.e. which do not impact on the overall Council Tax)	£000	£000	£000
* Depreciation charges	3		
Sub Total Cost Neutral Changes	3	0	0
BASE ADJUSTMENTS			
Corporate Support Service transfers (Planning/Performance)	-4		
Support Services transfers to Corporate HR (shared services)	-16		
Support Services transfers to Corporate Finance (shared services)	-11		
Support Service transfers to Corporate Procurement (shared services)	-3		
Support Services transfers to Corporate ICT (shared services)	-18		
Services Single postage transfer	-3		
MRS compensation	56		
Pension savings	-10		
Sub Total Base Adjustments	-9	0	0
PROPOSED BUDGET	1,664	1,624	1,583
* These changes are required to comply with the Local Authority Accounting Code of Practice but do not impact on the Council Tax calculation			

Glossary of Acronyms

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

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

Appendix 1: Single Impact Assessment Tool

General information	
Name of service plan or details of proposal:	Norfolk Record Office.
Department/Organisation/Partnership:	Name of department responsible for implementing the service plan. If other departments or partner agencies are involved in delivery, state this also.
Lead officer	Dr J.R. Alban, County Archivist
Assessment officer:	Rachel Farmer, Archive Support Services Manager
Date of assessment:	30 March 2011

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

How to fill in the tables

The question

The answer. Do not be afraid to answer 'no' if there genuinely isn't an impact, or 'unsure' if you plan to carry out more investigations through a more detailed impact assessment.

Write here any further information. This must include details of any areas that you have not considered or mitigated against and why. If you are unsure about the impact, please include how you are working to develop a fuller understanding

2. Accessibility			
		Yes/ No/ Unsure	Comments, exemptions and further information
2.2	In planning these activities will an analysis of accessibility be carried out to aid decision making?		<i>Eg. Consideration of access by public transport to existing day opportunities</i>
Next Steps: If this initial assessment identifies any particular issues or risks relating to the location or accessibility of services, you must: <ul style="list-style-type: none"> - Consult with the Transport Planning team in Planning and Transportation - Consider a spatial accessibility analysis of your options for service delivery - Investigate whether there is a need to carry out an Equalities Impact Assessment (required by law in some instances) 			

Next steps. This section highlights the things you must do once you've completed this part of the impact assessment. It includes any actions required by law or to meet corporate or departmental policies and guidance.

Impact assessment

1. Equalities

Who will be affected by your service plan?

Indicate whether service users or staff with any of the following 'protected characteristics' will be affected by the activities in your service plan (indicate all that apply):

Age (people of different age groups; older & younger etc)	YES
Disability (people who are wheelchair or cane users; blind, deaf, visually or hearing impaired; can't stand for a long time; have a long-term illness i.e. HIV or a neurological condition such as dyslexia); learning difficulties; mental ill-health)	YES
Gender reassignment (people who identify as transgender)	YES
Race (different ethnic groups, including Gypsies & Travellers)	YES
Religion/belief (different faiths, including people with no religion or belief)	YES
Sex (men/women)	YES
Sexual orientation (lesbian, gay & bisexual people)	YES

Please consider the extent to which your service plan will:

- Remove disadvantage experienced by customers with any of the above protected characteristics, and take steps to promote equality - *give particular consideration to the accessibility of services, i.e. infrastructure, ICT, communications, user involvement and availability of public transport*
- Target identified inequalities - *is your service achieving the same impact for people with protected characteristics compared to people without these characteristics? If not, how are you addressing this?*

Describe your conclusions below, clearly stating the evidence for your response.

Next Steps: If this initial assessment identifies any particular issues or risks relating to equalities you must:

- Contact the Planning, Performance and Partnerships Manager (Equalities and Cohesion)
- Determine whether there is a need to carry out an Equalities Impact Assessment (required by law in some instances)

2. Environmental sustainability

	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
2.1	Encourage a shift to more sustainable forms of transport?	Unsure	The NRO will encourage such a shift, e.g., NRO staff are encouraged to use public transport when attending meetings in Norwich; NRO videoconferencing facility reduces need to travel to meetings. However, while there are good public transport links between The Archive Centre and central Norwich, many NRO users from remote parts of Norfolk and elsewhere in the UK still need to come by private car, so we are unsure of the overall impact of this encouragement.
2.2	Be “future-proof” against the impacts of climate change?	Yes	Because of the need to preserve archives in stringent conditions of unchanging temperature and relative humidity, under BS 5454, The Archive Centre was designed as a facility with high thermal inertia, so that internal conditions remain constant. The repository is therefore massively constructed, with insulated walls, covered with a rain screen, and has syphonic guttering to deflect the effects of heavy rainfall.
2.2	Encourage more sustainable lifestyles in the wider community?	Yes	
2.4	Have any other impact on the environment that is unsustainable now or in the future?	No	
2.5	Have a significant impact either in a positive or negative direction?	No	<i>If this is the case, then the Climate Change Team can help to minimise any harmful effects</i>
Next Steps: If this initial assessment identifies any particular issues or risks relating to your approach to environmental sustainability, you must: <ul style="list-style-type: none"> - Consult with the Sustainability Manager - Investigate whether it is necessary to carry out a full sustainability appraisal 			

3. Economic sustainability and tackling deprivation

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

	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
3.1	Have a positive impact on the economy? Think particularly about the creation of opportunities for employment, income and skills development, and opportunities for health improvement.	Yes	<p>By delivering a high quality visitor attraction, the NRO is providing employment and attracting visitors to Norfolk, thereby contributing to the overall economic sustainability.</p> <p>The NRO's visitors come from all over the UK and abroad, many staying overnight or longer.</p> <p>NRO staff receive high quality training which enables them to deliver a high quality service for the County Council, but also enables them to move to other jobs within the sector.</p> <p>Many users of the NRO's collections consult them in order to further their own business interests, or to investigate certain medical preconditions, such as Huntington's Chorea.</p> <p>Participation in arts and cultural activities is known to have a positive contribution towards health, especially by engaging older people through volunteering.</p>
3.2	Have a particular impact on areas that experience particularly high levels of deprivation?	Yes	<p>The NRO, in partnership with the Borough Council of King's Lynn and West Norfolk, provides an archive service in King's Lynn, and also carries out activities in other areas of high deprivation, e.g., Thetford, Great Yarmouth and parts of Norwich. By developing these activities, the NRO is contributing towards providing services for local people and improving the social capital of the area.</p>
3.3	Will any of the planned actions increase deprivation over time? Think about reducing facilities and opportunities, particularly in areas with high levels of deprivation.	No	
3.4	Have any other implications for the future sustainability of the Norfolk economy?	Yes	<p>Norfolk's cultural sector is of great importance to the future sustainability of the Norfolk economy. Like other cultural organizations, the NRO has the potential to attract significant amounts of external funding to the county annually.</p>

3. Economic sustainability and tackling deprivation

	Will the planned activity:	Yes/ No/ Unsure	Comments, exemptions and further information
<p>Next Steps: The information captured in this section (3) will be used to help assess the council's overall impact on the economy. If particularly significant impacts are identified (positive or negative), you must:</p> <ul style="list-style-type: none">- Make the Economic Development and Strategy team aware of these- Ensure consideration of and adherence to our Strategic Ambition for a “vibrant, strong and sustainable economy” set out in the County Council Plan- Investigate whether there it is necessary to carry out a full sustainability appraisal			

4. Health improvement and health inequalities

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

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

5. Crime & Disorder			
		Yes/ No/ Unsure	Comments, exemptions and further information
5.1	In planning the proposed activities, have all of the possible Crime, Anti-social Behaviour, Anti-social Behaviour that affects the environment and substance misuse, (Community Safety)' implications been considered?	Yes	<p>By providing services which are accessible to local people, by encouraging participation by young people at risk of offending, by assisting schools in improving pupil attainment, by generating pride in the local heritage, the NRO is making a substantial contribution towards reducing crime and disorder in Norfolk.</p> <p>The NRO works closely with Norfolk YOT to deliver projects to reduce behaviour likely to lead to offending.</p>
5.2	Is there anything further that you could do to contribute to improving Community Safety in Norfolk?	Yes	<p>The NRO already ensures that its building and its environs are secure, and discourages anti-social behaviour.</p> <p>The NRO works with the Norfolk YOT running sessions for youths at risk of re-offending.</p>
5.3	Have you considered how in planning and delivering your activities you can work with Safer Neighbourhood Teams?	No	We shall investigate working with such teams.
Next Steps: If this initial assessment identifies any particular issues or risks relating to crime and disorder, you must: <ul style="list-style-type: none"> - Consult with the Community Safety Team 			

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

6. Safety and Welfare			
	Will the planned activities:	Yes/ No/ Unsure	Comments, exemptions and further information
6.1	Whether provided directly or commissioned from another organisation, have a potential impact on the safety and welfare of children? Examples might include road safety schemes or adult volunteers interacting with children.	Yes	<p>All staff or volunteers working with children are subject to CRB checks and undertake training in working with children and vulnerable adults.</p> <p>All activities relating to schools and the general public are subject to risk assessments.</p> <p>Through formal and informal learning activities, the NRO encourages children to improve their communication skills, thereby increasing their confidence and making it more likely that they will speak up if they were confronted with an awkward or unsafe situation.</p> <p>The NRO adheres to the principles set out in NCC's Volunteer Policy.</p>
6.2	Whether provided directly or commissioned from another organisation, have a potential impact on the safety and welfare of adults?	Yes	See 6.1 above.
Next Steps: If you identify any significant impacts or risks you must: <ul style="list-style-type: none"> - Consider what mitigating factors or measures might already be in place and what additional steps you could take - Contact the relevant part of Children's Services or Adult Social Services 			

Issues and action arising		
	Has the assessment highlighted any impacts that remain unsustainable?	No (If yes, state here)
	Has the assessment highlighted any issues, or the need for further analysis?	No (If yes, state here)
	Are there any actions arising following this assessment?	No (If yes, summarise here and then include your action under an appropriate objective in Section 2 of the service planning template setting out the timeframe for completion and responsible officer)
	Additional comments	If you have any additional comments to make, please include here:

**THE MEDIEVAL RECORDS OF THE GREAT HOSPITAL, NORWICH:
INSCRIPTION IN UNESCO'S UK MEMORY OF THE WORLD REGISTER**

Report by the County Archivist

Summary

This report informs members about the recent inscription of the medieval records of the Great Hospital, Norwich in UNESCO's UK Memory of the World Register and gives information about the records themselves.

Recommendation: that members note this report.

1. In November 2010, the United Nations Educational, Scientific and Cultural Organization (UNESCO) announced a call for nominations to the UK Memory of the World Register, with a closing date of 31 January 2011. In response, the Norfolk Record Office (NRO) submitted a nomination in respect of the medieval records of St Giles's Hospital, Norwich ('the Great Hospital').
2. The NRO's application was supported by Norwich City Council, Norwich HEART (Heritage and Regeneration Trust) and the Master of the Great Hospital, on behalf of the Trustees, while Mr C.F.B. Meeres, Professor Marilyn Oliva and Professor Carole Rawcliffe agreed to act as referees in support of the bid.
3. On 12 May 2011, the NRO was informed by the Chairman of the UK Memory of the World Committee, UK National Commission for UNESCO, that the nomination had been successful.
4. On 23 May, it was publicly announced at meeting of the Memory of the World Programme's International Advisory Committee, convening in Manchester, that the records of the Great Hospital were one of only twenty items selected from the UK's libraries, archives and museums, for inscription in the UK Register, to represent the outstanding heritage of the United Kingdom. (Details of all twenty inscribed items are at www.unesco.org.uk/ukregister). They joined ten other items which had previously been inscribed in the UK Register in 2010.
5. The Memory of the World Programme (established in 1992) is part of UNESCO's work to promote preservation of and access to the world's archive holdings and library collections. The UK Memory of the World Register (established in 2010) helps to raise awareness of some of the UK's exceptional, but lesser-known documentary riches by awarding them globally-recognised Memory of the World status.

6. Inscription in the UK Register is singular international recognition of the importance of the medieval records of the Great Hospital. The NRO is entitled to display the UNESCO Memory of the World logo in connexion with the documents, e.g., in exhibitions of them or in Great Hospital archive entries in the online catalogue, NROCAT.
7. The extensive records of the Great Hospital run from its foundation in c.1249 until 1988. The records are unique and important because they are one of the few English medieval hospital archives to have escaped destruction during the Reformation and to have survived with such completeness. Moreover, to this day, the Great Hospital itself continues to provide care to frail and older people. Together, the Hospital and its archive provide an almost unique example of unbroken continuity of purpose and documentation since the middle ages. Details of the Great Hospital archive and its significance are more fully given in the Appendix.
- 8. Equality Impact Assessment (EqIA)**
The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.
- 9. S.17 of the Crime and Disorder Act**
There are no implications of the report for the Crime and Disorder Act.
- 10. Financial Implications**
There are no financial implications.
- 11. Other Implications**
Officers have considered all the implications of which members should be aware. There are no other implications to take into account
- 12. Recommended** that members note this report.

Officer Contact:

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

APPENDIX

The medieval records of St Giles's Hospital at Norwich (Norfolk Record Office, NCR Case 24): the most important surviving archive of a British medieval hospital.

1. Background

Held in the NRO, the medieval records of St Giles's Hospital at Norwich (known 'the Great Hospital'), founded c.1249, have no rival anywhere in the country. 'The fullest and by far the most important set of British medieval hospital records to survive the English Reformation', is how Professor Carole Rawcliffe recently described them.

While most English hospitals were dissolved at the Reformation in the sixteenth century, the Great Hospital was one of very few which survived. On Henry VIII's death in 1547, it was surrendered to the new Protestant monarch, Edward VI. The Norwich city fathers, however, were sufficiently astute in recognizing the important rôle which the Hospital might play in caring for the city's poor (who posed a serious social problem). Edward VI succumbed to local pressure and returned the ownership of the Hospital and all its possessions, land and property to the corporation, which then used it to prioritise charitable work in the community. Thus, through its acquisition by the corporation, the Hospital continued to function and its records became part of the city archives, now held in the NRO (Norfolk Record Office, NCR Case 24).

The Great Hospital is still a functioning charitable, residential institution. This instance of a hospital and its records both surviving from the middle ages shows an unbroken continuity of purpose and documentation which is exceptionally rare in this country.

There were over 1,300 hospitals in medieval England, almost all of which were destroyed, with their records, at the Reformation. A few records of other English medieval English hospitals survive elsewhere, but none matches those of the Great Hospital for extent and completeness.

2. The Records

The records of the Great Hospital run from its foundation in c.1249 by Walter de Suffield, Bishop of Norwich, until 1988. The medieval records are unrivalled in their completeness for any English hospital. They include the foundation charter, the will of the founder and the papal confirmation of the foundation. There are extensive records relating to the election and appointment of the Master, including the rules for such appointments.

The Hospital's cartulary, the *Liber Domus Dei*, is one of only about twenty surviving in England from the middle ages. Begun in the thirteenth century, with additions up to the sixteenth, it includes copies of deeds arranged by parish, further copies of other individual deeds, and rentals, with some rubrication of headings.

The Hospital's very full series of accounts, dating from 1306-1985, are unique in their extent and completeness for the medieval period, as are the numerous manorial records, c. 1300-1943, which cover a very wide geographical area of Norfolk. There are also many hundreds of title deeds and other documents of title, c.1260-1951, and a substantial body of miscellaneous legal records. The deeds and the manorial records, taken together, give a very detailed picture of the extensive landholdings of the Hospital and are indicative of the wealth which was generated to support its charitable and other work. There are no comparable series of accounts, deeds or manorial records for any other medieval English hospital.

(There are also very complete, purely post-medieval series, which include lease books, 1530-1845, Trustees' minutes, 1708-1947, and records of inmates, 1794-1953, which were not included in the nomination for inscription in the UNESCO UK Register of the Memory of the World.)

3. Significance of the Records

The records provide evidence for a wide range of subjects. They fully document the acquisition and management of the extensive estates which belonged to the Hospital, the management of the Hospital itself, even down to the level of purveyance of daily supplies of food and drink, as well as the physical and spiritual care of the poor and sick. They cover a wide spectrum of society over many centuries, including the very rich (as patrons), people of more modest means (as smaller donors), and the clients, both resident and non-resident, who were mainly the poor and infirm, including the disabled, the homeless and the elderly. They are essential for the study of medieval attitudes towards piety, and the spiritual needs and wellbeing of an urban population in the middle ages.

The relatively poor survival rate of medieval archives from other English hospitals strongly underlines the importance of the large and very complete corpus of documents dating from the middle ages which belong to the Great Hospital. The paucity of source material elsewhere explains why, until recently, so little scholarly work has been published about medieval hospitals, which is why they are not as universally well known as, for example, monasteries or castles. The records of the Great Hospital are therefore the principal source for the general study of hospitals in medieval England, not merely for the study of the Great Hospital itself. In this respect, they are unique.

A major element in the importance and uniqueness of the Hospital's medieval archive is its large extent and completeness; its many documents range over several centuries, in almost unbroken runs, covering almost every aspect of the activities, work and life of the Hospital during that period. While the archive contains some outstandingly significant documents, such as the foundation charter and the will of the founder, it is the comprehensiveness of it as a whole which has to be considered to be its key unique feature.

NORFOLK RECORDS COMMITTEE

24 June 2011

Item No: 15

Report by the County Archivist

Periodic Report, 1 October 2010-31 March 2011

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 196 (219 in the equivalent period in 2009-10) deposits, gifts and purchases during the six months covered by this report, including 16 (13) to the Norfolk Sound Archive.

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

Inspections and surveys of records

- 2 Surveys have been carried out by archivists and others in the last six months at the following sites:

Norwich City Hall to continue an ongoing survey of City Council records, including Committee minutes and financial records.

The Bishop's Office in The Close to advise on the retention and transfer of certain classes of records.

Kettlewell House, King's Lynn to view records of King's Lynn Internal Drainage Boards and other Norfolk drainage boards.

An industrial unit at East Dereham to view records collected by Dereham Antiquarian Society.

Cataloguing and retro-conversion

- 3 128 catalogues, or new sections of existing ones, representing around 53 cubic metres of records, have been completed and added to the NRO's electronic catalogue since 1 October. This is an exceptional quantity, owing to the completion of two major

cataloguing projects during the last six months. One of the new catalogues, representing approximately one cubic metre of records, is a summary one to collection level only.

At the end of March, the total number of catalogue entries in CALM was 703,011 (compared with 698,407 at the end of September), of which 636,100 (631,310) are accessible to the public *via* the internet (<http://nrocat.norfolk.gov.uk>). Among the newly accessible catalogues are:

Petre of Buckenham Parva alias Tofts and elsewhere, late 13th century-1822 (PTR).

Diss Town Lands Charity estate deeds and other legal papers relating mainly to lands in Framlingham, Suffolk, but also to estates in Diss, Frenze and Osmundeston [Scole], Norfolk, with some unrelated deeds and solicitor's papers, 1303-1819 (MC 2755).

Business records of Jarrold and Sons Ltd, printers, publishers and retailers of Norwich, 1649-2001 (JLD).

Archive of G. King and Son (Lead Glaziers) Ltd of Norwich, 1924-2002 (KNG).

National Fire Service Region No. IV Fire Force No. 13 log books and reports, 1944-8 (C/F 3-7).

Personal Papers of Very Revd Alan Brunskill Webster (1918-2007), 1950-2007 (MC 2746).

Literary manuscripts and other papers of George William Target (1924-2005), writer, c. 1950-2005 (MC 2747: collection level only).

Recorded memoirs of Gladys Tyrrell (1903-92); née Beales, of North Creake, 1980s (AUD 47).

Sound Recordings of Stefan Muthesius (1939-); Professor at University of East Anglia, architectural historian, n.d. [c. 1983] (AUD 47)

Catalogue entries for NRO library books were made publicly accessible through NROCAT in the same manner as archival descriptions from December 2010 onwards.

As part of the NRO's long-term retro-conversion programme, further progress has been made in checking and expanding draft catalogue entries relating to records acquired before 1963, for which the only current finding aids are cards in the searchroom filed by place, person and subject. 43% of the entries have been checked to date. Catalogue descriptions of maps in two large and substantially

uncatalogued solicitors' archives are also being added to the CALM catalogue database.

Fonds level descriptions in the CALM catalogue were revised to enable catalogues to be exported in EAD format giving the NRO the ability to supply catalogues in an internationally recognized format to other online archival resources where catalogues can be searched and viewed from multiple repositories.

Stocktaking and storage improvements

- 4 During the stocktaking fortnight in late November and early December, 75 linear metres of records were checked, and reboxed where necessary. They included some series of Norwich Cathedral archives and a run of maps. The Bradfer-Lawrence collection was reordered on the shelves following the near completion of its relisting and renumbering over the last few years and summary shelf-listing was completed on 90 metres of records, over half of which are relatively modern Cathedral records. Boxes containing the 2nd Air Division archive were reordered in a new location following their recataloguing and approximately 3 cubic metres of records were catalogued during the stocktaking period, of which one-third were listed in detail and the remainder as a single-level summary catalogue.

The ongoing stocktaking and repackaging of archives has continued to progress in the last six months through a series of several thousand boxes with miscellaneous contents for a fourth year, and a further 1,495 boxes (128 linear metres) have been checked and repackaged, bringing the running total of boxes dealt with to 6,369.

In the searchroom, the stocktaking closure provided an opportunity to clean the fiche binders and finding aids, replacing binders as necessary, check the stocks of microfilms and fiches and to rearrange and tidy the transcripts, archival finding aids and the lending and reference library stock shelved in the searchroom.

Conservation

- 5 In the last six months, 819 paper and 88 parchment documents, 111 photographs, 6 maps and 37 volumes received treatment in the conservation studio. Packaging improvements were carried out to over 195 items, including 20 from the Francis Hornor Memorial Archive, three of the Norwich City charters and 20 large maps from the Bradfer-Lawrence collection.

The conservation team has prepared 90 items for display in exhibitions and also installed *Leading the Way: the Archive of G. King and Son (Lead Glaziers) Ltd*, which included some of the largest items yet shown in the Long Gallery. A cartoon of St Michael required an innovative mount to display the full length of the main subject within the confines of the case height, while some items of stained

glass needed light reflected through them to show their full potential. Another challenge was a cutline rubbing from East Harling church: this is a working drawing, which had to be displayed safely without repairing the cuts which reveal its original function.

Conservation work as part of the post-fire conservation programme has been completed on ten volumes of business records, mostly account books of Barnes and Pye of St Miles Foundry, Colegate, Norwich, and J.W. Parker and Son of Dersingham, drapers and grocers.

The studio continues to be a centre for training the next generation of conservators. Sophie Rushmere, a student in book conservation at the University of the Arts, London, spent ten weeks in the studio gaining work experience at the beginning of 2011. She worked on two items, a Sheringham enclosure award and a nineteenth-century Norfolk Quarter Sessions book. The NRO also hosted a two-day training event for MA book conservation students from the University of the Arts, London, covering the use of gelatine and account bookbinding. Katie Jordan, a trainee conservator from West Yorkshire Record Office, returned for a follow-up week on parchment training and exhibition mounting, as part of the Archives and Records Association Conservators' Training Scheme.

Following on from work already completed on the eighteenth-century Norwich pattern books, a new project has been started to clean the later (nineteenth-century) books, which are also currently stored at the Record Office. Two volunteers from Norfolk Museums and Archaeology Service have been working with a conservator to improve the condition of the volumes, which it is proposed to exhibit at Bridewell Museum when it reopens next year.

In November, NRO conservators visited the premises of the History of Advertising Trust (HAT) at Raveningham to conduct a survey of their buildings and collections and to advise on possible improvements.

There have been 64 visits to the conservation studio, by individuals and by groups, most as part of an Archive Centre tour.

Visits to the Record Office and user analysis

- 6 Visits to the Record Office have been made by 15,749 people (compared with 10,702 in the same period in 2009-10), including 8,865 (4,591) individual visits to the searchroom. 8,865 original documents (9,114 in 2008-9) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

Family historians remained the largest category of searchroom users, at 59 % (66% in the equivalent period last year). Local historians accounted for 25% (24%) of visits, while visits for first degree or postgraduate research and publication totalled a further 11%. The

remaining 5% were studying the history of a house or property, carrying out work for A-level courses, or engaged in an official search.

Two visitors to The Archive Centre completed comment forms. One expressed delight at seeing the 'hidden' work of the archive conservators 'brought out into the open' in the *Conservation Today* exhibition. The other was a plea for a poster of the seventeenth-century Norwich Cathedral Close map: the writer was supplied with a specially printed copy of the image. Many more comments were received by post or e-mail: in all, 108 customers complimented aspects of the NRO's services during the period, by e-mail, letter or card. One couple from the south of England, who have visited several times year for several years, wrote to say how impressed they were by the quality of help offered and by The Archive Centre itself, which had first drawn them to visit Norfolk.

The Record Office took part in the periodic Public Services Quality Users' Group survey of UK record offices during March. The results have not yet been received from the Group, which analyzes the returns nationally, but an unusually large number of enthusiastic comments was noticed in this year's responses. Typical examples are, 'I have visited many archives across England, and the NRO I have always found to have the most friendly, helpful and knowledgeable staff of all', 'The facilities at Norwich are certainly among the best I have encountered' and 'The archive and the facilities are the best I have used anywhere (including National Archive at Kew)'. One person commented on the value of 'these wonderful places for people like myself, an OAP who cannot afford evening classes but are able to do interesting research'.

Norfolk Sound Archive (NSA)

- 7 The Norfolk Sound Archive's digitization programme saw 121 master preservation files, 93 access files, and 93 production master files created. Analogue and early digital recordings which have been converted include additional recorded memoirs relating to the 2nd Air Division's presence in Norfolk during the Second World War, an interview with former Norwich City Architect, David Percival, focusing on several council estates in the City and an interview with Jeremy Goss, footballer, from BBC Radio Norfolk's archive.

Between 1 October 2010 and 31 March 2011, 101 access copies have been linked to the relevant catalogue entries in NROCAT, thus improving access to its holdings. Users can either listen to recordings on the Internet, or in the Sound Archive's listening room, depending on copyright and other permissions set by the donor or depositor.

Members of the public have consulted sound recordings on 12 occasions in the Norfolk Record Office's public searchroom. During a fortnight in January, 2480 visitors to the Fusion screen at the Forum in Norwich heard clips from the holdings of the Norfolk Sound Archive

which highlighted the Norfolk dialect. This screening was part of a programme of events complementing the *Evolving English* exhibition at the British Library. The Sound Archive also supplied several recordings relating to the First World War and the subsequent economic depression for Norwich Castle Museum's exhibition, *Restless Times*. The Norfolk Sound Archive has also supported the Bridewell Museum in Norwich to identify appropriate sound recordings for inclusion in the redevelopment of the museum, while recordings relating to the Assembly House were selected for a Norwich Heritage Economic and Regeneration Trust (HEART) filming project. Clips from recorded memoirs of United States Army Air Force veterans were supplied to the 2nd Air Division Memorial Library for inclusion on YouTube.

The senior archivist (sound archive), Jonathan Draper, has provided oral history training or advice to several groups and individuals. These include Norfolk Museums and Archaeology Service, staff and volunteers, to members of the Barton Turf, Irstead and Neatishead oral history group; and representatives from the Little Ouse Headwaters project. Jonathan has also advised colleagues from various archive institutions who work with sound archives, including the North West Sound Archive, the archives of Lloyds Banking Group, and the Amistad Research Center in New Orleans.

Jonathan Draper also gave introductory talks on the work of the Norfolk Sound Archive to various groups, including students on the University of East Anglia's Film Studies with Film Archiving MA Course; volunteers from True's Yard Museum in King's Lynn; and volunteers and staff associated with the Bridewell project and with King Street Community Voices project, based at Dragon Hall, Norwich.

Norfolk Heritage Centre

- 8 Three new parish register microfilms were added to the NRO resources at the Heritage Centre. And five requests were received for printouts of NRO sources. The archive specialist dealt with 45 email enquiries (from a total of 315) and seven postal enquiries (total of 20). Statistics are not collected for visits, nor of telephone or personal enquiries.

The archive specialist continued to deliver regular introductory family history sessions, in partnership with the Community Librarian team, as part of the education and outreach programme at the Norfolk and Norwich Millennium Library. She also provided material for three NRO Local History school packs produced within the reporting period.

King's Lynn Borough Archives

- 9 64 visits were made to King's Lynn Borough Archives, compared with 90 in the same period last year. 177 (256 in 2009-10) original

documents were produced for consultation by members of the public or by staff researching for talks and enquiries. 22 (19) telephone, postal and e-mail enquiries were received at Lynn.

Planning for improved archive facilities at King's Lynn, in partnership with the Borough Council of King's Lynn and West Norfolk, entered a new phase: a proposal to apply to the Heritage Lottery Fund for support for a scheme to improve public access to the Town Hall complex and its contents, including the archives.

Enquiries and research service

- 10 The total number of recorded enquiries was 4,878, compared with 5,987 in the same period in 2009-10. 3,129 e-mail enquiries were received (3,129 in 2009-10), and there were 199(275) by post and 3,646 (2,583) by telephone.

There were 91 (155 in 2009-10) requests for paid searches, totalling 86 (124) hours' work. There were no requests for transcripts or translations.

Website hits recorded on the NRO site (<http://archives.norfolk.gov.uk>) by Webtrends were 55,060 compared with 50,185 in the same period in 2009-10.

Copying services

- 11 There have been 211 (245 in the same period in 2009-10) orders for 1,677 (1,294) photocopies and 291 (384) orders for printout copies from microfilm, amounting to 1,568 (1,424) sheets. 231 (309) self-service printout cards have been sold. Each card enables users to make up to ten copies.

There were no orders for 35mm microfilm. However, 2,335 frames (2,511) were produced as part of the NRO's own preservation microfilming programme, concentrating on records which are either unfit for production or at risk from damage from repeated use. Among the documents filmed were Elsing overseers' accounts, 1758-1836, Dickleburgh settlement certificates, 1699-1824, and removal orders ,1715-1864, Norwich City chamberlains' account books ,1537-49, Wymondham town books, 1627-1772, Erpingham churchwardens' accounts, 1810-1921, and six newly deposited parish registers.

22 orders (26 for the same period in 2009-10) were received and resulted in the supply of 37 (56) duplicate microfilms. These films included documents from Forehoe Poor Law Union, Norwich Consistory Court depositions, 1559-1603, Whissonsett manorial records and Cathedral obediatory account rolls. 13 orders (23) were placed for 91 (328) duplicate microfiches.

During the second half-year since the new digital photographic service has been on offer, 47 orders (46 from April to September 2010) have been supplied for 226 (257) images supplied on CD.

233 (170 in 2009-10) visitors to the searchroom took their own photographs.

Recent publications which draw on Record Office sources

12 These include:

J.R. Alban, 'The Harbord of Gunton Archive, thirteenth-nineteenth Centuries', *Friends of the National Libraries Annual Report for 2010* (London, 2011), pp. 41-5.

J. Belcher, 'Enclosure and Land Ownership in six Norfolk Parishes', *Norfolk Archaeology*, xlv, part 1 (2010), 1-14.

L. Guymer, *Curing the Sick Man: Sir Henry Bulwer and the Ottoman Empire, 1858-65* (Dordrecht, 2011).

C. Hill, *Women and Religion in Late Medieval Norwich* (Woodbridge, 2010).

P. Hoare, 'Sir Jonathan Atkins – Holborn House, Barbados', *Norfolk Archaeology*, xlv, part 1 (2010), 48-62.

F. Meeres, *The North Norfolk Coast* (Chichester, 2010).

S. Musk, 'Early Norfolk Scorebooks', *The Cricket Statistician*, cli, autumn 2010 (2010).

D. O'Neal, *Village Life: The Story of Bridgham in Norfolk* (East Harling, 2010).

C. Pipe, *A Dictionary of Cromer and Overstrand History* (Cromer, 2010).

T. Riches, *Drayton Church and Village Through the Ages* (Norwich, 2010).

T. Roast, *One Hundred Pupils of Zechariah Buck: Norwich Cathedral's influential music teacher seen through the careers of his pupils* (Norwich, 2010).

Paul Rutledge, 'Great Yarmouth's Settlement Pattern', *Norfolk Archaeology*, xlv, part 1 (2010), 63-70.

D. Stone, *The Copy of Ainsworth's Book of Psalms which went out to America on the Mayflower* (n.d.).

M. and W. Vaughan-Lewis, *Good Neighbours: Itteringham, Norfolk, in the 18th Century* (Itteringham, 2010).

Visits

- 13 Official visits, including tours of The Archive Centre, were made by a group from the Heritage Lottery Fund, led by Inga Grimsey, the Chairman of the Heritage Lottery Fund Committee in the East of England, the Marquess Townshend, undergraduate students from the University of East Anglia who are taking a 'History, Heritage and the New Media' module, a group from Ghent, the two American scholars at the 2nd Air Division Memorial Library, and several people with a potential interest in a career in archives.

Andrew Lansley MP, Secretary of State for Health, together with Chloe Smith MP, Dr Tim Crayford, interim Director of Public Health, NHS Norfolk, and the Leader and Chief Executive of Norfolk County Council, visited The Archive Centre in November, on which occasion original Medical Officer of Health reports, dating from 1873 onwards, were displayed in the Green Room in the context of other material relating to public health in Norfolk. Special displays of documents were also provided for the handover by Peter Hornor of Brown and Co. of the huge archive of business and estate records from the old-established firm of land agents in Norwich, Messrs Francis Hornor and Son, for a group from Diss which had supported the acquisition of the Diss Town Lands archive and for the 2nd Air Division Memorial Trust governors' annual general meeting.

Education and outreach

- 14 5,210 people (compared with 2,211 in the same period in 2009-10) attended 110 events (132 in 2009-10) held between 1 October 2010 and 31 March 2011. Of these, 1,131 came to talks, workshops and other events at The Archive Centre, with the remaining 4,079 attending events elsewhere in the county, and beyond. This includes 2,480 people attending the Evolving English exhibition at Fusion in the Forum.

After the success of the programme with Tuckswold Primary School in autumn 2009, NRO staff worked with the Norfolk Family Learning Programme, part of Norfolk Adult Education Service, to run a project for children in Years 3-6 at Coltishall Primary School and their parents. The project enabled the families to create 'Archive Shoeboxes', containing information about their family history. After an introductory visit to the Record Office, they returned to learn how to trace a sample family tree and then, in a final session at The Archive Centre in March, the families found out how to use the searchroom, how to use online websites aimed at genealogy and spent time tracing their own family trees.

The Norfolk Record Office was one of the partners in the second Norwich Dragon Festival, which was organized by Norwich Heritage Economic and Regeneration Trust (HEART) along with Norwich

Education Network. NRO staff, in consultation with their working group of teachers, provided three activities for the Norwich Dragon Festival Education Pack. In addition, the NRO had a stall at the Dragon Festival INSET event for teachers of Key Stages 1-3 and provided three workshops for pupils at Lakenham Primary School. Within The Archive Centre, dragon-related events (a talk and two half-term activities) were attended by 101 people.

Staff carried out workshops jointly with the 2nd Air Division Memorial Library for four Norfolk schools in connexion with the Sam Bartram project, led by Bexley Local Studies and Archives. The workshops encouraged pupils to look at the lives of evacuees and local children within Norfolk, using local documents as well as artefacts. They also learnt about the lives of the American servicemen who were based in Norfolk and what their missions entailed. The pupils wrote letters explaining why evacuees should come to Norfolk, and produced a newspaper explaining what happened in the local area during the Second World War.

The Record Office ran several events in connexion with the BBC's *History of the High Street* programme, aired on BBC1 in the autumn. In Holt, the NRO joined with Norfolk Library and Information Service to provide a workshop for 19 Year-5 children from Holt Primary School. The children looked at artefacts relating to the High Street, learned about four families who worked and lived on Holt High Street and the Market Place in 1901, and compared some early photographs of the town with some taken in 2010. Finally, the pupils put to use the information they had gathered through these activities to create a Victorian scrapbook.

In another joint project with Holt Library, an adult group looked into the history of buildings in the High Street, after an initial session in which they were taught how to trace the history of a street. A follow-up session enabled them to disseminate what they had discovered, and their research was turned into an exhibition at Holt Library from March to May 2011.

A group of 17 PGCE (postgraduate certificate of education) Secondary History students visited the Record Office in February. After an introduction, which demonstrated what pupils experience when visiting the Record Office and viewing a variety of documents, they had a tour of the building, and heard about what the NRO offers to secondary schools in Norfolk. It has already been confirmed that the session will be incorporated into the PGSE Secondary History syllabus again next year.

Staff produced a new school workshop for pupils of Costessey Junior School, looking into the history of Costessey Hall. The activities included looking at the rôles of the 18 servants identified at the Hall in the 1881 census, and investigating how the building changed over time. NRO staff delivered the session to Year 4 pupils and provided the resources to enable staff at the school to deliver the workshops to

pupils in other year groups. A workshop in the west of the county, for pupils of Reffley School History Club, focused on Reffley Temple, near King's Lynn.

78 pupils from Swaffham Junior School visited the Record Office as part of a project run by Swaffham Museum. The pupils spent the day discovering the history of three buildings adjacent to Swaffham Market, using the census returns, maps, and business records from the Record Office as well as artefacts from the museum.

School holiday activities included creating Hallowe'en decorations. This is the third year this session has been run, and it remains very popular. There were two Christmas holiday activities, 'Victorian Christmas Cards' and 'Tudor Christmas'. In total, 74 people enjoyed the three activities.

Three events were held in The Archive Centre during Black History Month. These were two talks and a half-term activity, called *Making Ndebele Houses* which attracted 46 people. 49 people attended a Holocaust Memorial Day talk entitled 'The Forgotten Holocaust: the Gypsies and the Third Reich'.

To commemorate the 350th anniversary of the Royal Society, the 100th anniversary of the Science Museum, and UNESCO's Year of Biodiversity, Archive Awareness Month focused on the theme *Discovery - Archives in Science, Medicine and Technology*. The Record Office put on three talks, entitled *Norfolk's Enlightened Inventors: William Hase of Saxthorpe and his Improved Treadmill*, *The Appliance of Science before the Age of Steam* and *The Black Death Comes to Norfolk*, which attracted 93 people.

A programme of talks at The Archive Centre by members of the Norfolk Records Committee from October to December 2010, proved very successful, attracting 171 people in all.

The Deaf Centre History Club visited the Record Office in January to find out about the East Anglian Institution for Blind and Deaf Children in Gorleston. Another introductory visit was provided in October for a group of final-year students who were to undertake a coursework project on Gawdy Hall in Harleston as part of a landscape history course at the University of East Anglia.

Exhibitions and publications

- 16 Two exhibitions have been shown in the Long Gallery during the past six months. *Conservation Today* continued through the final months of 2010 and was replaced in early January by *Leading the Way: the archive of G. King and Son (Lead Glaziers) Ltd*, celebrating the completion of the G. King and Son (stained glass archive) project. At the Castle Museum and Art Gallery, 'A blaze in my heart ...' *The letters and watercolours of John Sell Cotman* continued in the watercolour gallery until the end of February. It included facsimile

copies of 19 Cotman letters, displayed alongside watercolours from the Castle collections, and also a small rotating display of selected original letters, each of which was shown for three months only, to limit their exposure to light.

Exhibitions of original records were provided for special events of one or two days each at Great Cressingham, Fersfield and Stokesby parish churches. Approximately 680 people attended these events. At King's Lynn, a facsimile version of the *Norfolk and its North Sea World in the Later Middle Ages* exhibition continued on display in the Regalia Rooms until the end of October, while another facsimile exhibition, *King's Lynn and the Hanse*, was on display at the Hanse House during Prince Charles's visit there in January.

Publications and Publicity

- 17 One issue of the NRO *Newsletter* was published, featuring the gift of the Francis Horner Memorial Archive, as was the annual report to the Records Committee, 2009-10.

The opening of the King exhibition received good coverage in the local press, in *Your Norfolk* magazine, and in *Videmus*, the online journal devoted to medieval stained glass. The fundraising campaign for the Diss town lands archive was also covered in local media. In November, the *Eastern Daily Press* published an extended feature on the NRO's holdings of old maps, while the Christmas issue of BBC's *Who Do You Think You Are?* magazine included a two-page spread on Norwich coroners' inquest reports in its monthly 'Gem from the archives' feature. Radio Norfolk interviewed conservator Antoinette Curtis in October about the work done in the conservation studio on the Norwich Pattern Books.

Dominic Winter Book Auctions' catalogue for a sale in November credited the NRO for assistance in identifying the signature of Thomas Tallis (a Holt schoolmaster, rather than the famous composer) on the title page of a sixteenth-century Bible.

Staff and volunteers

- 18 Jenny Watts, senior archivist, and Athena Teli, assistant archive education and outreach officer, both returned from maternity leave in January and are now working part-time, for three days a week. Suzi Jex, one of the part-time searchroom/research assistants, resigned her post in January. She has however, continued to contribute on voluntary basis by indexing marriage licence bonds one half-day a week. Eve Read, archive specialist at the Norfolk Heritage Centre, was appointed at the end of March to the part-time post of archivist at the History of Advertising Trust, Raveningham, but continues to work part-time at the Heritage Centre.

Two recent graduates who also intend to apply for postgraduate archive courses, started part-time voluntary work early in 2011. They are Emma Nicholson, a recent MA graduate in Ancient History from

the University of London and Michelle Conway, a final-year undergraduate History student at the University of East Anglia, Norwich. Tom Barnes, a graduate trainee at the Britten-Pears library and archive, spent a day at The Archive Centre in December to gain a view of the work of the Record Office and of the Film Archive and returned in March 2011 as a new volunteer in the Conservation studio.

The three long-term conservation volunteers, Clive Richardson, Al Parsons and Maureen Collings, continued their work of repacking 2nd Air Division archives as part of the Evelyn Cohen and Jordan Uttal Memorial Cataloguing Project. Jean Palmer continued her voluntary work on the preservation strand of the King archive project and then moved on to the repackaging of photographs from the Jarrold archive. The work of volunteers in repackaging the G. King and Son archive was used as a case study by Helen Lindsay in a new best practice guide, *Volunteering in Collection Care*, published by the Archives and Records Association this year.

Trevor Minns completed a month's part-time voluntary work in October, as part of programme of work experience for unemployed people, while two retired firefighters, Trevor Clarke and Norman Craik, used their knowledge of the former Norwich City Fire Brigade to help compile a list of glass photographic negatives relating to the Brigade's work.

Dr Jean Agnew, whose part-time voluntary work on the Bradfer-Lawrence collection was almost complete, was unable to continue during the last half-year as a result of an accident which rendered her immobile for several months.

Staff training and development

- 19 Three of the archivists each attended one-day external training events in London relating to aspects of current and change and development in the cultural sector. These were a course on 'Approaches to Digitization' run by the Preservation Advisory Centre at the British Library, a conference at the British Museum on 'Cultural Heritage and the Semantic Web', which looked at how cultural institutions are opening up their data, and, at the Ministry of Justice, Westminster, on opportunities offered by the Heritage Lottery Fund's 'Your Heritage' funding stream. A training event on 'Digital Continuity' at Admiralty House was attended by the trainee records manager in the Freedom of Information and Data Protection Unit. The archive education and outreach officer attended a Museums, Libraries and Archives Council Leadership Development Day at Dragon Hall, Norwich.

An in-house seminar for archivists on applying the mandatory 'archive creator' element of archival description in accessioning and cataloguing took place during the stocktaking closure, which also

provided an opportunity for a number of staff to visit Jarrolds' printing works and museum as part of the NRO's ongoing partnership work with the firm. Corporate training events in which NRO staff participated included sessions on creating a wordpressblog, on volunteers and the law and a Freedom of Information refresher. One of the building services assistants, Vaughan Griggs, achieved the Institute of Customer Service Communications Award.

Partnership projects and external representation

- 20 The County Archivist continues to serve on EERAC (the East of England Regional Archive Council), the Norfolk Record Society Council, the NAHRG (Norfolk Archaeological and Historical Research Group) Committee, the Bishop's Books and Documents Committee (as Secretary for Documents), Norwich Cathedral Advisory Committee, the Centre of East Anglian Studies Committee, the East of England Sound Archive, and the Knowledge Transfer Advisory Group of the Arts and Humanities Research Council (AHRC)-funded Henry III Fine Rolls Project.

Lucy Purvis, senior archivist, has continued to serve as the Archives and Records Association (formerly Society of Archivists) Eastern Region's representative on EERAC, and acts as its honorary treasurer, while Jonathan Draper, senior archivist (sound archive) continues to act on the committee of the Archives and Records Association's Film, Sound and Photography Section Committee. as secretary to the British and Irish Sound Archives organization, and as the Norfolk representative on the Oral History Society's regional network. He has also continued to work on the 'Bread and Circus' project with SeaChange Arts, the arts development agency in Great Yarmouth and as a member of the project board of Dragon Hall's King Street Community Voices (oral history) project. He is also a member of Norwich Living History, a group carrying out oral history interviews and of an East Anglian reminiscence network.

The partnership project with Jarrold and Sons Ltd, in conjunction with the John Jarrold Trust and Norwich HEART, to catalogue Jarrolds' archives reached a new milestone on 25 March 2011, when the completed catalogue was launched through NROCAT to coincide with the unveiling of a History Wall at the store in Norwich. This permanent exhibition incorporates key elements of the firm's history along with images from the archive.

- 21 The intensive cataloguing phase of the Evelyn Cohen and Jordan Uttal Memorial Cataloguing Project (2nd Air Division Archive) was close to conclusion at the end of March, as its project archivist neared the end of her ten-month term of work. The County Archivist attended 2nd Air Division Memorial Trust Governors' annual general meeting in connexion with the project.
- The second phase of free public access in the NRO to the online records of the 1911 census, enabled by a partnership arrangement

with The National Archives, in collaboration with UK-based family history website findmypast.com, ended in late October.

Performance Indicators

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

Equality Impact Assessment (EqIA)

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

S.17 Crime and Disorder Act

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

Financial Implications

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

Other Implications

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

Recommendation

- 26 Members are asked to note this report.

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

Appendix 1

Norfolk Record Office Accessions, 1 October 2010-31 March 2011

Local Authority and Official records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Norfolk County Council's Clerk's Department/ Chief Executive's Department	Additional deeds to properties owned by Norfolk County Council (following registration with Land Registry)	ACC 2010/286, ACC 2010/318, ACC 2010/333	17th-20th centuries	33 boxes
Norfolk County Council Chief Executive's Department Legal Services additional records	Sealed revocations and modification orders relating to land use and planning permissions	ACC 2010/218	1961-1988	1 box
Norfolk County Council Chief Executive and Clerk's Department; High Sheriff and Under Sheriffs of County of Norfolk; Wayland Registration District	Appointments and declarations of high sheriffs and under sheriffs, 1979-84; Wayland Registration District records, 1878-1987	ACC 2010/356	1878-1987	1 box
Norfolk County Council Chief Executive's Department Legal Services (later Environment, Transport and Development)	Modern reprints of six OS maps of Norfolk, 1824-38, including cartographic notes by Dr J.B. Harley, acquired for research into rights of way	ACC 2010/309	1970	1 roll
Norfolk County Council Planning and Transport Department	Additional records: printed programmes for opening ceremonies of various new roads	ACC 2010/181	1986-1995	5 papers

Norfolk County Council Highways Department	Additional records: miscellaneous files from the Highways Department Area Office at Aylsham, 1969 and 1972	ACC 2010/305	1969-1972	2 files
Guardians of Poor of Loddon and Clavering Poor Law Union	Additional union records: agreement with Robert Ward of Loddon, builder, to erect and build alterations and additions to Heckingham Workhouse	C/GP 12/2/20	1836	1 deed with 2 attachments
Norfolk County Council, Planning and Transportation Department: Norfolk Biological Records Centre (founded 2001 and relaunched in 2008/9 as Norfolk Biodiversity Information Service)	Additional surveys and plans	ACC 2010/208	1983-1985	4 boxes
St Michael's Church of England Voluntary Controlled Nursery and Infant School Aylsham	Additional school records: clerk's files (including copies of minutes), 2000-02; governors' annual report to parents, 2002/2003	ACC 2010/281	2002-2003	1 box
Guist School, founded 1871 as Miss Packe's School; merged with Stibbard School, 1979	School records: log books, 1899-1979, punishment book, 1909-62, and admission register, 1915-79	ACC 2010/215	1899-1979	4 volumes
Great Ryburgh School; merged with Stibbard School, 1979, as Stibbard All Saints Primary School	School records, including log books, 1862-2007, and admission registers, 1898-1998	ACC 2010/216	1862-2007	3 boxes
Wells Next the Sea Field Study Centre, opened 1968 in the former Wells Infants' School building; closed 2010	Additional records, including log book, 1989-95	ACC 2010/287	1987-1999	1 volume, 1 folder
Norwich City/rate collectors for the parish of St George Colegate	Stray poor rate assessment for the parish of St George Colegate, Michaelmas to Christmas 1727	ACC 2010/247	1727	1 paper

Norwich City Council	Additional council minute book	ACC 2010/334	1989-1990	1 volume
Norwich City Council	Housing, Planning and Policy committees' minutes	ACC 2010/343	1974-1993	28 volumes
Norwich City Council Engineer's Department	Plans and drawings relating to a scheme for the widening of the river and rebuilding of Fye Bridge, Norwich	ACC 2010/184	c. 1930	1 roll
North Norfolk District Council as inheritor of functions of former Erpingham and Smallburgh RDCs	Norfolk County Council Village Development Area Maps for Erpingham and Smallburgh rural districts	ACC 2010/205	c. 1973	2 files
Walsingham Rural District Council (1894-1974)	Additional (stray) records: Rural Sanitary Authority minutes, 1883-94, Sanitary Committee minutes, 1912-38, Melton Constable Rural Sanitary Committee minutes, 1900-46, Highways Committee draft minutes, 1898-1903, Highways Committee minutes, 1930-40, and steam rolling book, 1914-30	ACC 2010/197	1883-1946	11 volumes
Great Yarmouth Borough Council	Records relating to civil defence, including mobilisation plans and emergency food controls	ACC 2010/270	1952-1967	14 files
Great Yarmouth Borough Council Planning and Development Department	Additional planning records	ACC 2010/302	1965-2008	1 bundle
Brundall Parish Council	Additional Parish Council records	ACC 2010/234	2000-2010	2 boxes, 12 packets
Buxton with Lammas Parish Council	Parish Council records	PC 177	1894-2007	4 boxes
Cringleford Parish Council	Additional Parish Council minutes	PC 33/24-25	2005-2009	2 files
Deopham and Hackford Parish Council	Parish Council minutes	PC 98/50-53	1971-1999	3 volumes, 1 ring-binder
North Elmham Parish Council	Additional Parish Council minutes	ACC 2010/220	1969-2007	9 volumes
Langham Parish Council	Parish Council records, including records of the Christopher Ringar charity	PC 95/4-16	1825-2003	15 volumes and files

Marshland St James Parish Council	Parish Council records	ACC 2010/352	1935-2007	4 boxes
Snettisham Parish Council	Additional Parish Council minutes	PC 56/55-66	1961-1996	6 boxes
Stow Bedon and Breckles Parish Council	Additional Parish Council records	PC 134/2/2-16 and PC 134/4/1-4	1976-2010	19 volumes and gatherings
Tasburgh Parish Council	Additional records: Tasburgh Quarterly Newsletters	ACC 2010/263	1990-2009	2 bundles
Weasenham St Peter Parish Council	Parish Council minutes	PC 179	1894-1991	1 box
Whinburgh and Westfield Parish Council	Parish Council minutes	PC 181	2005-2010	2 boxes
Wretham Parish Council	Parish Council minutes	PC 181	2006-2010	4 volumes
Borough of King's Lynn	Illuminated address of thanks from the Borough Council of King's Lynn to William Burkitt, esquire NB: Stored at King's Lynn Borough Archives	KL/D 24	1887	1 box
Borough of King's Lynn	Two coloured designs for decoration of public buildings by Defries, London, undated, but almost certainly for the coronation of Edward VII NB: Stored at King's Lynn Borough Archives	KL/D 23	n.d. [1902]	1 roll

Public records and statutory bodies

Creator of the records	Summary description	Reference	Covering dates	Quantity
The Marine Department of the Board of Trade (later Ministry of Transport)	Stray Board of Trade marine maps relating to Great Yarmouth.	ACC 2010/312	1882-1958	2 rolls

Ministry of Agriculture, Fisheries and Food; Air Ministry	National Farm Survey maps relating to Norfolk, 1941; plans of airfields, marked 'Secret', 1942-3, with occasional correspondence from MAFF to farmers of land on former airfields, particularly regarding acreage of concrete, 1965-70	ACC 2010/285	1941-1970	13 folders, 15 boxes,
Hales Hospital, Hales, previously Heckingham Institution, and later (from 1990) Greenfields	Additional records: admission and discharge register, 1948-94, and chaplain's report book, 1946-87	ACC 2010/239	1946-1994	2 volumes
St Andrew's Hospital, Thorpe St Andrew, Norwich	Additional records	ACC 2010/192	19th-20th centuries	1 van load

Parochial and Other Trusts and Charities

Creator of the records	Summary description	Reference	Covering dates	Quantity
Diss Town Lands Charity	Medieval and later title deeds, leases and suit papers relating mainly to lands in Framlingham, Suffolk, but also to estates in Diss, Frenze and Osmundeston [Scole], Norfolk, with some unrelated deeds and solicitor's papers	MC 2755	1303-c. 1816	4 boxes
Thomas Andrews, Benjamin Penning, Mordecai Hewett and Susannah Cook Charities, later known as the Hewett and Penning Exhibition Charity	Register of proceedings, 1778-1965, and accounts, 1888-1942	ACC 2010/353	1778-1965	2 volumes
Trustees of Sugars's and Backham's almshouses in the parish of All Saints, South Lynn	Records of John Sugars's almshouse and coal charities, 1861-2007, and of Backham's almshouses, 1901-2007 NB: Stored at King's Lynn Borough Archives	ACC 2010	1861-2007	5 boxes

Parish and ecclesiastical records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Briningham ecclesiastical parish	Additional parish register of burials	PD 646/12-13	1813-2004	1 volume
Castle Acre ecclesiastical parish	Additional parish records: church visitors' books	PD 644/65-69	1988-1998	5 volumes
South Creake ecclesiastical parish	Additional parish records, including poor rate assessment, 1861, and vestry minutes, 1842-1948	PD 612/137-143	1842-2009	4 volumes, 1 gathering
Eaton ecclesiastical parish (as collector); Ernest Owen and Lucy Mary Owen, née Mower, married in Eaton in 1917	<i>The Dawn of Day</i> magazine with Eaton parish supplement	PD 72/219	1917	1 gathering
Erpingham ecclesiastical parish	Additional parish records	ACC 2010/189	1613-1961	1 box, 2 flat parchment files
Fincham ecclesiastical parish	Additional parish records, relating mainly to parochial charities	ACC 2010/213	1752-1968	2 boxes
Freethorpe ecclesiastical parish	Additional parish records: service registers	PD 355/39-41	1915-1994	3 volumes
Itteringham ecclesiastical parish	Additional parish records	ACC 2010/351 (PD 439 additional)	1737-1980	7 boxes, 3 rolls
Gateley ecclesiastical parish	Additional parish records: tithe map and apportionment, 1839, with OS map, 1906	ACC 2010/217	1839-1906	1 roll
Narborough ecclesiastical parish	Additional parish records: marriage register, 1997-2010, and faculty to sell two church bells, 1758	PD 559/100-101	1988-1998	1 volume, 1 parchment
St Andrew, Norwich, ecclesiastical parish	Title deeds and other papers relating to glebe lands	ACC 2010/290	c. 1864-1920s	1 bundle
St Andrew, Norwich, ecclesiastical parish	Additional parish records: terriers	PD 165/228	1926-1967	1 bundle

Pentney ecclesiastical parish	Additional parish records, relating mainly to Pentney Charity	PD 555/46-56	1859-1998	4 volumes, 4 files
Runham ecclesiastical parish	Additional burial register	PD 247/54	1813-2006	1 volume
Thornage ecclesiastical parish	Additional parish register of marriages	PD 507/18	1838-2004	1 volume
East Wretham ecclesiastical parish	Papers of Revd James Park Whalley, mainly regarding the rebuilding of East Wretham Church in 1864-5, with 'St Ethelbert East Wretham a Guide, including the writings of the Rector, the Reverend James Park Whalley, at its rebuilding (1864-5)' by John Kitson	PD 487/34	1864-2011	1 folder
Norwich Diocese Advisory Committee	Additional copies of quinquennial reports and papers	ACC 2010/313	1990-2000	3 boxes
Bishop's Office, Norwich Diocese	Additional dead clergy files. Also Bishop's Office files including bishop's correspondence and memoranda re bishop's enthronements and civic receptions, 1971-2000.	ACC 2010/316	1971-2011	29 files, 2 volumes, 1 photograph
Bishop's Office, Norwich Diocese	Bishop's parochial and deliverance (exorcism) team files, including many concerning the Hilborough Group, mainly 1980s-1990s	ACC 2010/326	c. 1967-c. 2004	5 boxes
Norwich East Deanery additional records	Rurideconal chapter meeting minutes.	ACC 2010/186	1953-1965	1 volume

Free Church records

Creator of the records	Summary description	Reference	Covering dates	Quantity
East Dereham, Hunstanton and Docketing, Mid Norfolk and Norwich Methodist circuits	Additional Methodist records, including plans and directories, c. 1893-2009, for Mid Norfolk, Dereham and Hunstanton circuits, Dersingham accounts, 1961- c. 1984, Hunstanton and Docketing Circuit minutes of local preachers meetings, 1973-97, and papers relating to history and renovations of Hethersett Methodist Church, 1979-82	ACC 2010/112	c. 1893-2009	2 boxes

Diss Methodist Circuit	Additional records, including baptism registers for Attleborough Circuit, 1887-1970, Aslacton and Wacton, 1884-1960, Fressingfield, 1964-70, Pulham Market, 1963-71, and Harleston, 1963-86, Diss Circuit records, 1950-2006, Long Stratton Methodist church records, 1908-95, Cotton Methodist church records, 1896-1989	ACC 2010/330	1884-2006	7 boxes
Mid Norfolk and other Methodist circuits	Additional records of Methodist churches and circuits relating to Great Ellingham, Watton, the Rocklands, Foxley, Swaffham, Mid Norfolk Mission, Dereham, Briston, Wendling, Gressenhall and Fakenham and to the Wymondham, Attleborough and Watton circuit and the Watton and Rockland circuit	ACC 2010/224	1834-2006	4 boxes
North Walsham and Aylsham Methodist Circuit	Additional records including records of the Marsham, Hickling, Southrepps and North Walsham Methodist churches	ACC 2010/293	1892-2009	3 bundles
Jessopp Road United Reformed Church	Additional records: newspaper cuttings and compact cassette recording relating to the opening of the new church in 1969	ACC 2010/298	1969	2 papers, 1 compact cassette tape
City Christian Centre, Norwich (Christians not otherwise designated)	Register of marriages, 1998-2009; closed 2011	ACC2010/344	1998-2011	1 volume
St Edmund's church, Fishergate, Norwich (Christian Evangelicals)	Register of marriages 1994-2005; closed 2011	ACC 2010/345	1994-2011	1 volume

Societies and Associations

Creator of the records	Summary description	Reference	Covering dates	Quantity
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2nd Air Division (USAAF) Memorial Trust	Documents relating to the planning and opening of the new Memorial Library, 2001	SO 247/255-257	1997-2001	3 files
2nd Air Division (USAAF) Memorial Trust/Charles Walker	Photographs of Capt Charles 'Chuck' Walker and his crew and other 445th Bomb Group, 700th Squadron crews, with other papers including copies of movement orders	MC 376/630	c. 1945	1 file
2nd Air Division (USAAF) Memorial Trust/Jordan Uttal	Additional air strike photographs	MC 376/631	c. 1944	1 roll
2nd Air Division Memorial Library and Ralph Ernst (44th BG)	Letters from Ralph Ernst to the Chambers family in Dereham relating to Ernst's service in the 44th Bomb Group and general matters	MC 376/529	1977-1979	1 file
2nd Air Division Memorial Library and George Wright	Additional photographs of George Wright relating to his research on model assembly ships and the opening celebrations of the 2nd Air Division Memorial Library at the Forum in 2001	MC 376/645	1999-2001	2 albums
2nd Air Division (USAAF) Memorial Library and various donors	Papers of Mr and Mrs Royal, licensees of Barn Tavern on Dereham Road, Norwich, relating to bomb damage to their pub, 1942, and its rebuilding, 1956, and to American servicemen and their identification; catalogue of items held at the Memorial Library, pre 1994; copy (made 2007) of Deceased Personnel File of Peter Scott, 44th Bomb Group Shipdham	MC 376/629, MC 376/577-8	1967-2007	1 volume, 2 envelopes
2nd Air Division (USAAF) Memorial Library and various donors	Additional records	MC 376/641-664	1942-2008	1 box
Raymond Strong (Group Vice President for the 2nd Air Division Association for the Headquarters section)	2nd Air Division Association <i>Newsletter</i> and <i>The Journal</i> , 1958-99 (with gaps); 2nd Air Division Association Division Headquarters' Newsletter, 1988-2007	MC 276/636/637	1958-2007	1 box

Battalion Education Centre, Depot Battalion, Royal Army Service Corps (RASC), Thetford	<i>Holding On</i> and <i>Depo-Gen</i> (Thetford Depot Battalion monthly magazines)	ACC 2010/350	1946-1948	25 files and booklets
Keswick Hall Old Students' Club	Additional records: Newsletter, December 2010	ACC 2010/244	2010	1 brochure
King's Lynn Civic Society	Planning applications relating to King's Lynn conservation areas sent by King's Lynn and West Norfolk Borough Council to the Civic Society for comment, most with related notes and correspondence, 2006-7; correspondence files, consultation documents and other records, 1978-2011	ACC 2010/359	1972-2011	11 boxes
Loddon Local History Group	Additional churchyard surveys, relating to Hales Heckingham	ACC 2008/201	2007-2008	1 CD
National Union of Teachers	Papers concerning the speech given by Steve Sinnott, NUT General Secretary, at the Burston Strike School Rally, 3 September 2006	ACC 2010/225	2005-2006	1 envelope
Norfolk Archaeological Trust, founded 1923	Records, including minutes, 1923-2005, accounts, books, 1922-1996, and files relating to sites and properties	ACC 2010/259	1922-2009	21 boxes
Norwich Philharmonic Society	Minutes and membership subscriptions of the Friends section of the society	ACC 2010/283	1933-2003	1 box
Norwich Philharmonic Society	Additional minutes, accounts, programmes and press cuttings	ACC 2010/314	1841-2009	13 boxes
Norwich Rotary Club	Additional records	ACC 2010/354	1922-2010	5 boxes
Perseverance Chapter, Norwich no. 213 (Freemasons)	Additional minute books	ACC 2010/228	1942-1993	1 box
Suffield Chapter, Aylsham no. 1808 (Freemasons)	Minutes, accounts and signature books	ACC 2010/229	1929-1991	2 boxes

St George's Film Club King's Lynn	Club records: subscription book, 1952-1965; general files, 1953-1969	ACC 2010/339	1952-1969	6 boxes, 1 file
TOC H Fakenham branch, founded 1932	Records including minutes, 1976-85, attendance register, 1973-84, visitors' book, 1960-84, cricket score book, 1950s (n.d. and 1957), and photograph and cuttings album entitled 'TOC H Fakenham. A Pictorial Record', compiled by Ken Doy (d. 1981), c. 1940-81	ACC 2010/199	c. 1940-1990	1 box
<i>Watlington Gossip</i> publication committee	Issues, 1-48 (except nos. 22 and 27) of the quarterly parish magazine	ACC 2010/276	1999- 2010	46 gatherings
West Norfolk Cine Club (founded 1973; closed by 2011)	Club records, records, mainly correspondence, meeting papers and club programmes	SO 278	1983-1992	9 folders
Workers' Educational Association Norwich Branch	Branch records	ACC 2010/299	1980-2008	2 boxes

Business records

Creator of the records	Summary description	Reference	Covering dates	Quantity
A.C.P. Brown of Norwich, builder and undertaker	Accounts and other records	ACC 2010/336	c. 1942- c. 1952	3 boxes
Eagle Print, photo-lithographers, of 48 Eagle Walk, Norwich	Headed note paper with names and addresses of directors	ACC 2010/195	20th century	1 paper
P.M. Goodchild and Son Ltd of King's Lynn, photographer	Customer order books with two unidentified photographs	BR 353	1956-1987	4 volumes
Laurence, Scott and Electromotors Ltd of Norwich (founded 1883)	Additional records: photographs and press cuttings	ACC 2010/187	c. 1930-c. 1975	30 boxes, 9 volumes

Laurence, Scott and Electromotors Ltd of Norwich (founded 1883)	Additional business records, including board minutes, 1888-1929, registers of members, company secretary's papers, photographs and cuttings albums of staff and products, printed brochures and sale catalogues, and some personal papers and memorabilia of ex-employees	ACC 2010/260	c. 1887-c. 1975	13 large boxes
Max Lock, Easton, Pearlston and King of Bedford, architects,	Records relating to work in Norfolk, including barn conversion at Bizewell Farm, Sidestrand, 1987-92, conversion of Middleton Hall, Kings Lynn, into a nursing home, 1993, retirement homes at County Court Road, King's Lynn, 1983-4, King's Lynn Sports Centre and a housing estate called Buxton Close at Easton, 1999	ACC 2010/296	1983-1993	3 files, 1 roll
Metamec Clocks, East Dereham, an offshoot of the Jentique furniture-making company, which began making clocks in 1945; purchased by FKI of Halifax in 1985 after going into receivership	Miscellaneous records, comprising catalogues, photographs, price lists, newspaper articles regarding the history of the business and photocopy of the royal warrant	ACC 2010/196	20th century	1 folder
Mitchell and Clarke of Wymondham, solicitors, later Whites, Renard and Pomeroy, then (by 1900) Pomeroy and Son	Deeds and papers of John Mitchell and various clients, including deeds to land in Attleborough, 1885, Dickleburgh, 1309-1509, Felbrigg, 1536, and New Buckenham, 1671, miscellaneous correspondence, receipts, etc., 1716-1944, accounts of William Rose for groceries supplied to Mrs P. Rose, 1805-17, farming diaries of Robert Mason at Wymondham (1812) and later (by 1819) at Marham, 1812-34, 'Remarks on spade husbandry' by Curtis Fuller of Wattlefield, 1833, and sale particulars and notices, 1819-99	ACC 2010/204, ACC 2010/242	1309-1944	2 boxes

Mitchell and Clarke of Wymondham, solicitors	Additional (stray) papers relating mainly to the interrelated estates of John Blomfield or Bloomfield of Dockhead, Bermondsey, Charles Lilleystone of Blofield and Elizabeth Tubby of Bawburgh, widow, 1827-46. Copy extract from the will of Jeremiah Lee of Chelmsford, Essex, proved 1789, and fragment of an earlier (17th or 18th century) paper	ACC 2010/308	1789-1849	1 bundle
Mitchell and Clarke of Wymondham, solicitors	Additional (stray) solicitors' papers, including inventory and valuation of farming stock, crops and other effects at Bury's Hall Farm, Old Buckenham, for probate of William Johnson, 1880, and other executorship papers relating to the Johnson family and to estates in Bunwell and Carleton Rode	ACC 2010/274	1880-1915	1 bundle
Murdin's Typewriter Co. Ltd, King's Lynn	Certificates of registration, photographs and memorabilia	1936-1961	1936-1961	1 box
Overbury, Steward, Eaton and Woolsey. solicitors, Norwich	Additional client papers: Goodchild deeds, papers marked A.F. Jones/Ketton-Cremer, correspondence received and copies sent, 1940s-1960s, along with older (18th-century) records relating to Felbrigg Hall, mixed deeds, deeds relating to Upgate Farm, Poringland	ACC 2010/317	18th-20th centuries	18 boxes
Purcell Miller Tritton, of Norwich, architects and historic buildings consultants	Additional files and drawings relating to church and non-church jobs	ACC 2010/188	20th century	50 rolls, 7 boxes
Stewardson of Fakenham, printer	Sample printed notices and official forms	BR 350	1820-1824	1 binder
Swan Laundry Ltd, King's Lynn	Private ledger	BR 352	1940-1958	1 volume
Charles S. Tuthill of Fakenham, builder and furnishing undertaker	Account books (customer ledgers)	BR 349	1914-1939	2 volumes
Walker and Anderson, Ltd, King's Lynn, ironmongers and tool merchants	Ironmonger's shop order book, recording names of customers and goods supplied	ACC 2010/240	1971	1 volume

Deeds, manorial and estate papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
Estate in Ashill	Additional deeds to a copyhold messuage and land in Ashill, held of the manor of Panworth Hall in Ashill	ACC 2010/282	1819-1831	3 papers
Gurney or Gournay family of West Barsham	Exemplification and <i>inspeximus</i> of Henry IV concerning common rights of the vills of South Creak and West Barsham, 1404-5, with related papers	MC 2748	1405-2010	1 parchment, 6 papers
Estate in Blo Norton	Deed of mortgage on messuage and land	MC 2751	1846	1 deed
Manor of Briston Hall, Meliors and Chosells	Minute book, 1770-1794, with enclosed probate copy of will, 1680	MC 2750	1680-1794	1 gathering, 1 parchment file
Henry Coverdale, Bank Plain., Norwich, as agent to Lord Stafford's estate at Costessey Hall	Correspondence relating to Henry Coverdale's activities at Costessey Hall estate	ACC 2010/324	c. 1879	1 bundle
Estate in Cromer	Map of Cromer, and parts of Felbrigg and Runton, surveyed by Samuel Bellard	ACC 2010/269	1747	1 parchment
Estate in Elsing	Title deeds to property in Elsing	ACC 2010/323	1745-1816	4 parchments
Estate in Forncett St Peter	Title deeds to property in Forncett End, Forncett St Peter, formerly one house, now three (Walnut Tree House, The Ash and Beech Barn)	ACC 2010/291	1841-1955	1 bundle
Manor of Gunshaws with Starston in Needham	Minute book (unfit for production)	ACC 2010/255 (part)	1793-1826	1 gathering
Estate in St Peter Mancroft, Norwich	Title deeds to messuage and shop in the parish of St Peter Mancroft	MC 2752	1840-1873	2 parchments

Estate in Norwich	Assignment of mortgage of the Popinjay in the City of Norwich and other premises late of William Gillman, deceased	ACC 2010/292	1739	2 parchment membranes
Estate of John and Nathaniel Carter's Trust, under the will of John Carter of Great Yarmouth (d. 1696)	Deeds and family papers relating to the trust and its landholding, a farm at Ormesby St Margaret	ACC 2010/335	19th century	
Estate of Samuel Hoare at Sidestrand and Northrepps.	Map of the farm, late Blyths, the property of Samuel Hoare at Sidestrand and Northrepps	ACC 2010/320	1812	1 map
Estate in Magdalen Street, Thetford	Deeds and papers relating to 88 Magdalen Street, Thetford, including apprenticeship indenture of Thomas Johnson, aged 15, to Alfred Palmer of Thetford, coach-builder, 1845	ACC 2010/349	1686-1977	1 bundle
Estate near Wymondham and Mrs M.J. Lodey of Dereham (fl. 2011)	Lease of a brickyard near Wymondham with associated papers.	MC 2758	1902-c. 2011	1 gathering, 5 papers
Unknown	Petition (incomplete) to the Court of Wards and Liveries relating to the estate of the late Sir Robert Southwell of Wood Rising in Saham Toney and elsewhere in Norfolk	ACC 2010/359	1603/4	1 file of 14 papers
Unknown	Papers relating to ownership of shares in Aylsham Navigation stock	ACC 2010/307	1833-1892	1 folder

Personal and family papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
Christine Patricia Armes (d. 2010) of Norwich	Records and memorabilia relating to her organization of reunions, memorial dedications for USAAF and RAF and to research helping people to trace GI fathers and families	ACC 2010/191	1990s	22 boxes

Barry Barker, former resident of Wiggenhall St Mary Magdalen	History of Wiggenhall St Mary Magdalen Home Guard, the Air Raid Wardens and the Cadets, incorporating photographs (including one of Wiggenhall St Mary Magdalen Home Guard) and memories of other local people	ACC 2010/193, ACC 2010/265	2010	11 papers
John William Beck of Wroxham, auctioneer	Additional records: recorded memoirs of J.R.E. Draper (1884-1969), land agent and auctioneer [of Wroxham], introduced by R.T. Mould, who together with J.W. Beck took over the auctioneering business of J.R.E. Draper in 1970	ACC 2010/301	20th century	2 compact cassettes
H. Oswald Brown, Norfolk County Council Clerk of the Peace and Clerk to the County Council	Drawing of Norfolk County Council coat of arms, formerly belonging to H. Oswald Brown, with note by him, c. 1933, with Ethel M. Colman, <i>Carrow Abbey</i> , (Norwich, c.1926)	ACC 2010/357	c. 1926-c.1933	1 paper, 1 gathering
John Edward Burton of Norwich (1876-1957), architect	Additional personal and family papers, including papers mainly re bell-ringing activities, 1892-1927, sketch books (watercolour and pencil) of Burton and his wife, 1894-1920, , and work diaries, 1909-33	ACC 2010/203	1863-2006	1 box
Albert George Byles, late of New Costessey	Personal papers and confectionery recipe notebooks, c. 1921	ACC 2010/338	c. 1921-1960	1 bundle
Frederick Thomas Cullen, dental surgeon, Prospect House, Norwich Road, Fakenham	Household bills of Frederick Thomas Cullen and Mrs Cullen: mainly domestic, but including one bill for work in surgery, 1933	MC 2734	1933-1935	1 folder
Barbara Dodwell (1912-1999), historian and archivist	Research and other notes and papers relating to Norwich Cathedral Priory archives (including papers of H.W. Saunders) and to some of her other research interests	ACC 2010/221	c . 1930-c. 1996	Approximately 0.5 cubic metres
George Edwards, Walsingham District Councillor and clergyman	Copies of Walsingham District Council minutes, annotated by the George Edwards, including texts of prayers which he led at the start of Council minutes	ACC 2010/267	1971-1972	2 boxes

John Field of Bintry and family	Family papers, including John Field's First World War service notebooks, 1917	ACC 2010/279	1917-2004	1 volume, 4 gatherings, 1 file
Leslie Framlingham, Leslie Framlingham, member of St John Ambulance Brigade at Hunstanton in 1953	Papers relating to flood relief work, including photographs of Hunstanton thought to have been taken on the morning of 1 February 1953	ACC 2010/180	February 1953	1 paper, 12 photographs
Unnamed land valuer and friend of Chapman Gaymer (William Gaymer's son), in the Attleborough area, early 1920s	'Romance of a Norfolk Industry': printed booklet about William Gaymer of Wm Gaymer and Son, cider manufacturers, on the occasion of his 90th birthday	ACC 2010/183	1932	1 gathering
Isabel Girling née Moore (1902-78)	Memoir of school days in Weston Longville, 1908-1916	MC 2757	1977	11 papers
David Goodyear of Sprowston	Photographs of gunnery training simulator at an unknown Norfolk airbase and of aircraft guns being shown to local people	ACC 2010/332	1943-1945	2 photographs
Revd William Hall, vicar of Barton Turf and his son, Bryan Hall of Banningham	Banningham glebe terriers, 1872, 1879 and 1886 (amended 1901), with other stray terriers and papers relating to tithes etc. in Barton Turf, Beeston St Lawrence, Gunton, Hanworth, East Harling and Whipstead (Suffolk), 1684-1834, and European diary and account book of unidentified person (possibly a member of the Marsham family of Stratton Strawless), 1793-1826	ACC 2010/255 (part)	1684-1901	1 folder, 3 envelopes
His Hon Judge Adrian Herbert Head (1923-), resident of Heacham	Notes and case papers relating to his legal practice as a barrister, 1951-62, and as a circuit judge, 1972-95	MC 2759	1951-1995	9 boxes
George Holditch of King's Lynn, pilot, and others	Charts of the Eastern Coasts of England from Orfordness to Flamborough Head, including Lynn and Boston Deepes 1812, Survey of Lynn Bounds and Oyster Ground, 1813, River Ouse Outfall charts, n.d.	ACC 2010/321	19th century	3 rolls

Edward Charles Le Grice FRPS (1888-1970) of Norwich, photographer	Two photograph albums, relating to 'Royal Occasions', 1938-1970', with additions to 2002 and to the city of Norwich, made as a wedding present, 1968; publications by Le Grice relating to the city of Norwich, the Cathedral and New Theatre Royal, all featuring his photographs, 1943-8 and undated, and folder of news cuttings and other biographical information, including apprenticeship indenture to George Chandler, grocer, 1902	ACC 2010/206	1902-2002	2 boxes
Bert Hazell (1907-2009), National Union of Agricultural Workers (NUAW) member from 1924, regional/district organizer in East Yorkshire from c.1937, and NUAW President, 1966-78; MP for North Norfolk, 1964-70	Additional personal and political papers, including diary, 1945, sound recordings of his memoirs, photograph of Hazell taken on his 100th birthday, 2007	ACC 2010/22	1945-2007	9 cassettes, 1 video, 1 volume, 1 photograph
Miss D.E. Mann, deceased	Correspondence and papers relating to personal matters, her housing accommodation and membership of the Communist Party	ACC 2010/319	1960s	1 box
Diana Mansell (1927-2011), local historian of Burnham Market	Research papers of Diana Mansell, including photograph albums and collected documents, including school log books and other education records from the Burnhams	ACC 2010/300	19th-20th centuries	33 boxes
Diana Mansell (1927-2011), local historian of Burnham Market	Additional papers, including family history notes and some copies of photographs.	ACC 2010/337	20th century	1 envelope
Unidentified [?Marsham family of Stratton Strawless]	European travel diary and account book	ACC 2010/255 (part)	1839	1 volume
Carey Moore of Great Ellingham	Collection of local parish and other magazines from the Great and Little Ellingham, Hingham and Wymondham areas	ACC 2010/302	1993-2010	4 boxes

Thelma Paines (B. London, 1932), Labour Party councillor for Thetford West Division	Additional personal diaries (closed for 30 years)	ACC 2010/329	2009-2010	2 volumes
Thomas Pengelly (fl. 1656-74) of London, merchant, and others	Additional letters to Pengelly from John and George Harper of Great Yarmouth and others relating to the sale of herring and other business matters	ACC 2010/325	1662-1674	8 papers
Tommy Ruffles (d.1957) of Fakenham, bandmaster of Reepham Town Band	Two photographs of Reepham Town Band, both showing bandmaster, Tommy Ruffles, at the centre, 1936, and undated [1940s or early 1950s]	MC 2735	20th century	2 photographs
John Sheppard as Chairman of Norfolk County Council (2000-2011)	Photographs and papers relating to events and functions attended as Chairman	ACC 2010/346	1999-2001	15 boxes
Alfred Smith of King's Lynn, watchmaker	Alfred's school mathematics exercise books, while at Mr Carver's school in King's Lynn, with a framed certificate of Alfred Smith's admission to the freedom of the city of London, 1899	ACC 2010/275	1860-1899	3 volumes, 1 framed parchment
Spittle family of Shipdham	Photograph of twins John and Brenda Spittle as children near Shipdham airbase	ACC 2010/331	1944	1 photograph
Harry Stroud, [? 113th Light Anti-Aircraft Regiment, RA, Durham Light Infantry]	Photograph album and other papers	ACC 2010/297	1944-2000	1 volume
Willgress family, farmers, market gardeners etc. of Upton	Farm account book, 1885-1896, with photographs of Mr [John D.] Willgress and his granddaughter, Hannah Mary Fowler	ACC 2010/238	1865-1896	1 booklet
George Latimer Williams, Clerk to Norwich (Magistrates) Court	Records including written rules of 'the Guildhall Court of the City of Norwich' and papers relating to the court's move from the Guildhall to St Michael Palace Plain, c. 1986	ACC 2010/295	20th century	2 folders, 1 volume
Unidentified King's Lynn Football Club supporter	Printed programme for visit by train to Birmingham on 13 January 1906 to watch King's Lynn play against Aston Villa in the First Round Proper of the English Cup Competition (FA Cup)	MC 2725	1906	1 card

Unknown	Annual trust report and printed pamphlets relating to Methodist Sun Lane Sunday School in Norwich and the establishment of Rosebery Road Methodist Church	MC 2736	1869-1944	1 file
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Historical and miscellaneous

Creator of the records	Summary description	Reference	Covering dates	Quantity
Frederick William Clegg	Photographs of Hunstanton pier fire	ACC 2010/278	n.d. [?1939]	2 negatives
Graham L. King of Bergh Apton	Monumental inscriptions in Yelverton church and churchyard	ACC 2010/262	2010	1 gathering
Lt-Col Richard George John Kingsmill of Hales (b. Woking 1 Nov 1911; died Norwich, Nov 1996)	Churchyard Survey of Hales and Chedgrave, including sketches of gravestones and monuments	MC 27s49	1980-1981	2 files
Patrick Palgrave-Moore of Norwich, genealogist and local historian	Additional section of Norwich Cemetery Transcription Project survey: volume 6, areas 56-65	ACC 2010/185 MC 2669/37	2010	1 file
Victoria County History, founded 1899	Additional research notes for unpublished volumes relating to Norfolk	ACC 2010/246	c. 1900-1908	5 boxes
Unknown	<i>Norfolk War Hospital Magazine</i> , volume 1, number 12	MC 2753	1917	1 gathering
Unknown	Fincham parish church magazine, March 1916	ACC 2010/280	1916	1 gathering

Creator of the records	Summary description	Reference	Covering dates	Quantity
Norfolk County Council: Norfolk Museums and Archaeology Service	Additional archaeology oral history interviews, relating to metal-detecting	SAC 2010/15	2010	2 WAV PCM linear files (717 MB)
Norfolk County Council: Norfolk Museums and Archaeology Service	Additional archaeology oral history interview, with Dave Fox	AUD005/1/8	2011	1 WAV PCM linear file (345 MB)
Norfolk County Council: Norfolk Museums and Archaeology Service	Norfolk's War Project: additional recording and related summaries	SAC 2010/26	n.d. [2006]	80 files in 33 folders (7.10 GB)
Norfolk County Council: Norfolk Museums and Archaeology Service, Great Yarmouth Museums	Additional sound recordings relating to Great Yarmouth	SAC 2010/16	1960-2006	6 reels of quarter inch audio tape; 1 microgroove replicated disc; 1 CD-ROM; 2 CD- R; 40 compact cassettes
Norfolk County Council: Norfolk Museums and Archaeology Service, Great Yarmouth Museums	Additional Great Yarmouth Voices recordings	SAC 2010/23	2007-2011	12 WAV PCM linear files (6.86 GB)
Norfolk County Council: Library and Information Service: King's Lynn Library	Oral history interviews of Harry Ellis, Mr Benstead, Mr Bond and Mr Emmerson talking about a variety of subjects including theatres and cinemas [in King's Lynn], Walton Bros, Sandringham, St John Ambulance brigade	SAC 2010/27	n.d. [1980s]	3 compact cassettes
NRO/NSA	Interview of Richard Jarrold by Lucy Purvis	AUD 7/12/1	2010	1 WAV file (171 MB)
BBC Radio Norfolk	Additional recording: T.T. Taylor's Music Hall Days, presented by John Taylor, first broadcast, 26 December 1991; repeated 2 January 1992	SAC 2010/12	1991-1992	1 reel of quarter inch audio tape (10.5 inches)

Gladys Tyrrell, née Beales, of North Creake	Recorded memoirs	AUD 47	n.d. [1980s]	1 compact cassette
Cecil [Royall] Chamberlin of Wroxham, [1893]-1977	Recorded memoirs of Wroxham and nearby parishes, and of First World War experiences	AUD 49	n.d. [1960s-1970s]	111 reels of quarter inch audio tape
Stewart Orr Sound Services	Digitized copy (from 10-inch open reel audio tape) of BBC Radio Norfolk documentary, 'George Barker at 70', with copy of continuity sheet first broadcast 27 February 1983, copied 2010/2011	SAC 2010/21	1983-2011	1 CD-DA, 1 paper
Stewart Orr Sound Services	BBC Radio Norfolk's 'Should the Team Think', broadcast 1 April 2008; Wymondham Choral Society recorded in 1986	SAC 2010/25	1986-2008	1 CD-DA, 2 CD-R
Ray Rumsby of Little Melton	Recorded interviews with Jack Miles (1920-), originally of Belton, later Norwich, then Little Melton	SAC 2010/22	2008-2009	4 MiniDiscs
Colin Stott	Interviews by Colin Stott of Eileen Marshall (b. c. 1927) about Second World War and of Pauline Watson (b. c. 1923) about the Land Army	AUD 48	1995	2 compact cassettes
True's Yard Fisherfolk Museum, King's Lynn	Oral history and other sound recordings	SAC 2010/24	c. 1986-2003	65 compact cassettes
WISE Archive, Norwich	Additional recorded interviews about peoples' employment experiences, with typescript transcripts	SAC 2010/	2010/19	76 files (1.02 GB)

**Appendix 2: Lectures, etc. by Records Committee members
and NRO staff,
1 October 2010-31 March 2011**

‘The Records Committee Talks’

A series of lunchtime lectures by members of the Norfolk Records Committee.

- County Councillor Derrick Murphy (Chairman of the Norfolk Records Committee, [then] Deputy Leader of Norfolk County Council, and [then] Cabinet Member for Culture, Customer Services and Communications): ‘Historians and the Origins of the First World War’
- Emeritus Professor Richard Wilson (Co-opted Member of the Norfolk Records Committee): ‘Norfolk and Yorkshire: the Archival Core of an Historian's Career’
- Councillor Dr Christopher Kemp (South Norfolk District Council representative on the Norfolk Records Committee): ‘Beyond Archives: other Resources for the Local Historian’.
- County Councillor Dr Fiona Williamson (Liberal Democrat spokesperson for Cultural Services, Norfolk County Council): ‘A Seventeenth-Century Miscellany: Lessons from the Norfolk Archives’.
- Dr Alan Metters (Norfolk Record Society representative on the Norfolk Records Committee): ‘Borough and Port – chasing King's Lynn Merchants’
- Professor Carole Rawcliffe (Co-opted Member of the Norfolk Records Committee): ‘The Challenge of Writing about Hospitals’.

John Alban

- ‘*Dreigiau Cochion ac Eraill: Red Dragons and Others*’, talk at The Archive Centre, as part of Norwich Dragon Festival.
- ‘What is the future of research in early records?’, paper given at the Royal Historical Society’s Gerald Aylmer Seminar, 2011, at the Institute of Historical Research, University of London.
- ‘The Norfolk Record Office: an Introduction’, induction session at The Archive Centre for University of East Anglia students taking a ‘History, Heritage and the New Media’ module.

Jonathan Draper

- 'Recording Norfolk: the Norfolk Sound Archive and its work with oral history', talk at the Norfolk and Norwich Millennium Library.

Victoria Horth

- 'The Abolition of the Slave Trade', schools workshops for Notre Dame High School, at Norwich Castle Museum and Art Gallery.
- 'History of Swaffham Market Place', schools workshop for Swaffham Junior School, at The Archive Centre.
- 'History of Holt High Street', school workshop for Holt Primary School, at Holt Library.
- 'Dragon Stained Glass' school workshop at Lakenham Primary School.
- 'History of the High Street', workshop for a group at Holt Library.
- Schools workshops in connexion with the Sam Bartram Project for St John's Primary School at Hoveton, Hales Primary School, at The Archive Centre, and for Walsingham and Burnham Market primary schools, at Walsingham.
- 'Work of an archivist', school workshop at Kinsale Junior School.
- 'Victorian Christmas Cards' half-term activity session, at The Archive Centre.
- 'Dragon Stained Glass' half-term activity session, at The Archive Centre.
- 'Dragon Block Printing' half-term activity session, at The Archive Centre.
- 'History, Families, Fun' three family learning sessions for Coltishall Primary School, session at The Archive Centre.
- 'Making Shields' workshops, at Westfield Infant School.
- 'The work of the Record Office/local area', talks at Brooke Thursday Club, Ranworth Ladies' Group, and Newton Flotman WI.
- 'Seaside Holidays', talk at The Vauxhall Centre.
- Two group visits, for the Deaf Centre History Club and for PGCE Secondary History students.

Susan Maddock

- 'The Appliance of Science before the Age of Steam', talk at The Archive Centre.
- 'The Haven of Lynn over Nine Centuries', talk at True's Yard, King's Lynn.
- 'Basic Archive Training for Community Archives', workshop at True's Yard, King's Lynn.

Frank Meeres

- 'The Black Death Comes to Norfolk', talk at The Archive Centre.

- Talk on the Maddermarket area of Norwich, at the AGM of the Charing Cross Centre, Norwich.

Lucy Purvis

- 'The Archive of G. King and Son, Lead Glaziers of Norwich', talk at the Stained Glass Museum, Ely Cathedral.

Eve Read

- Four 'Introduction to Family History' presentations, at the Norfolk and Norwich Millennium Library.
- Six 'Family History on the Internet' workshops, at the Norfolk and Norwich Millennium Library.
- An introduction to the Norfolk Heritage Centre public research area for a group from the University of the Third Age (U3A).

Nick Sellwood

- 'Basic Archive Training for Community Archives', workshop at True's Yard, King's Lynn.

Athena Teli

- 'History, Families, Fun', family learning sessions for Coltishall Primary School, at The Archive Centre.
- 'Dragon Stained Glass', half-term activity session, at The Archive Centre.

Tom Townsend

- Eight sessions of an intermediate palaeography course, at The Archive Centre.
- 'Beyond the Parish Register: What next?', talk at The Archive Centre.

Hannah Verge

- "'Over Here": American Memories Morning' relating to 2nd Air Division, United States Army Air Force records, at The Archive Centre.

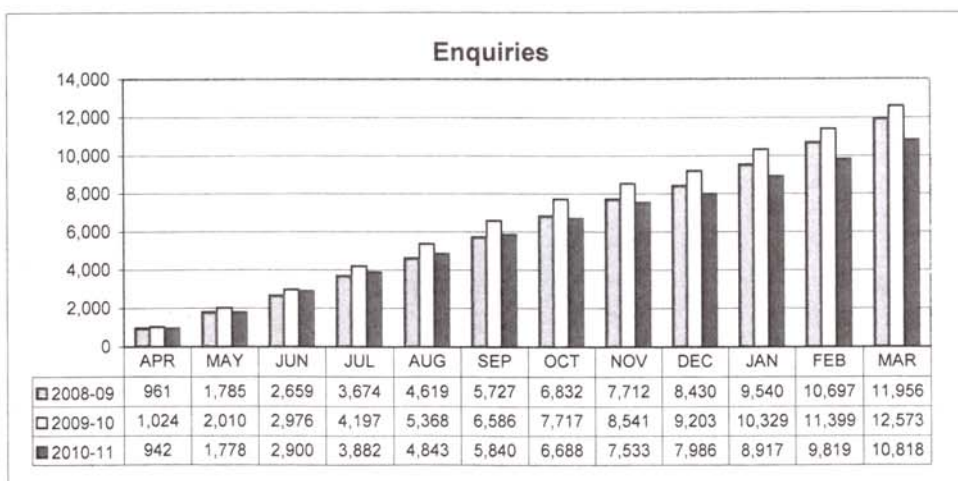
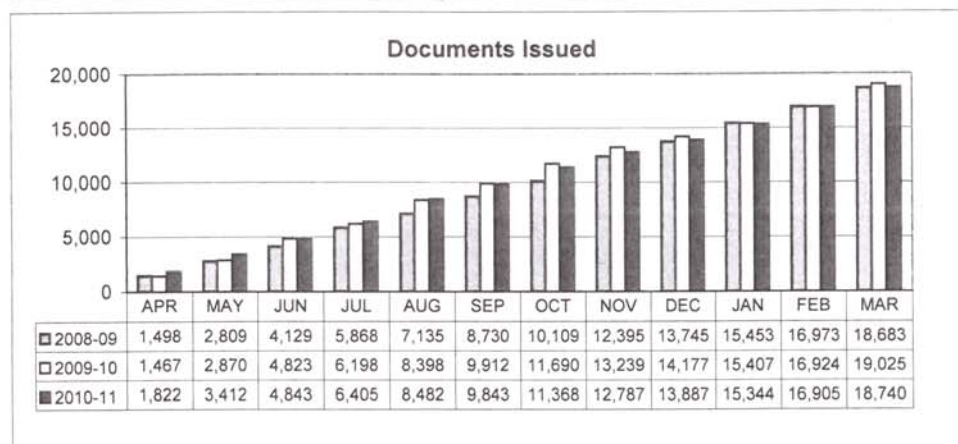
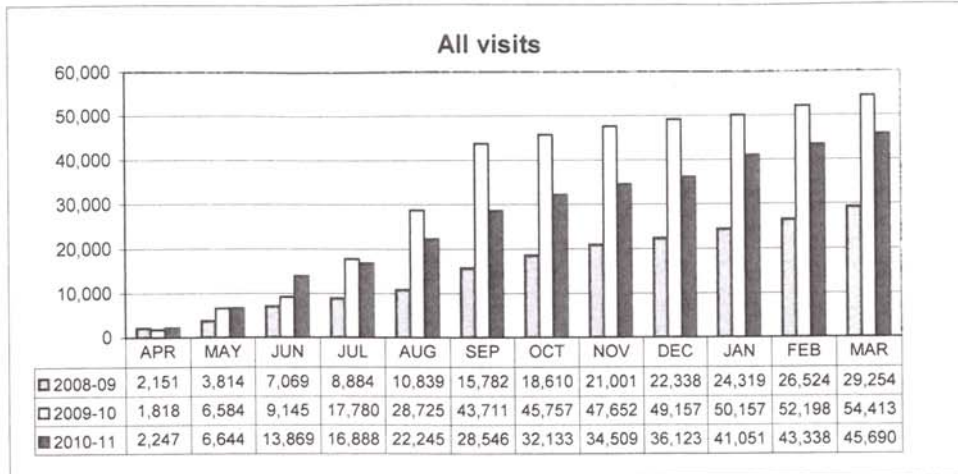
Appendix 3

Norfolk Record Office

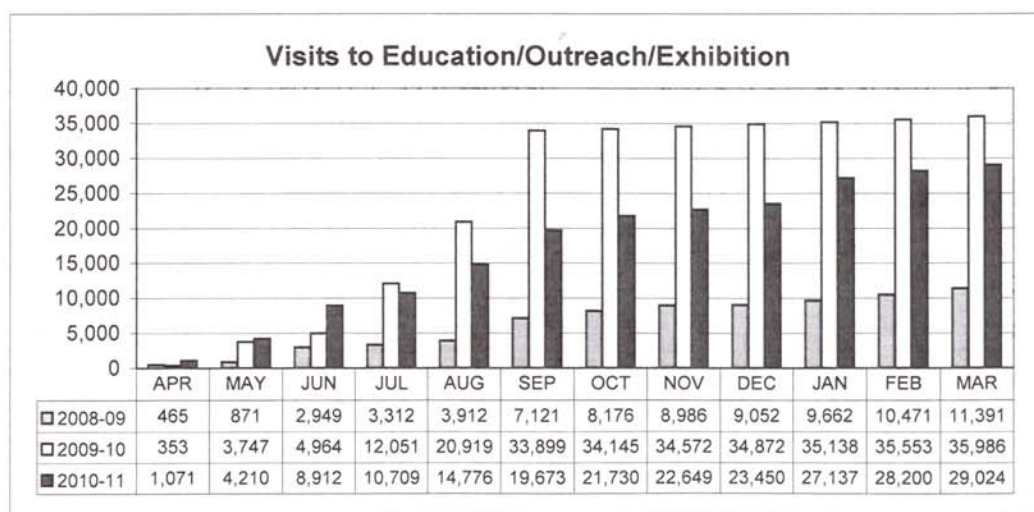
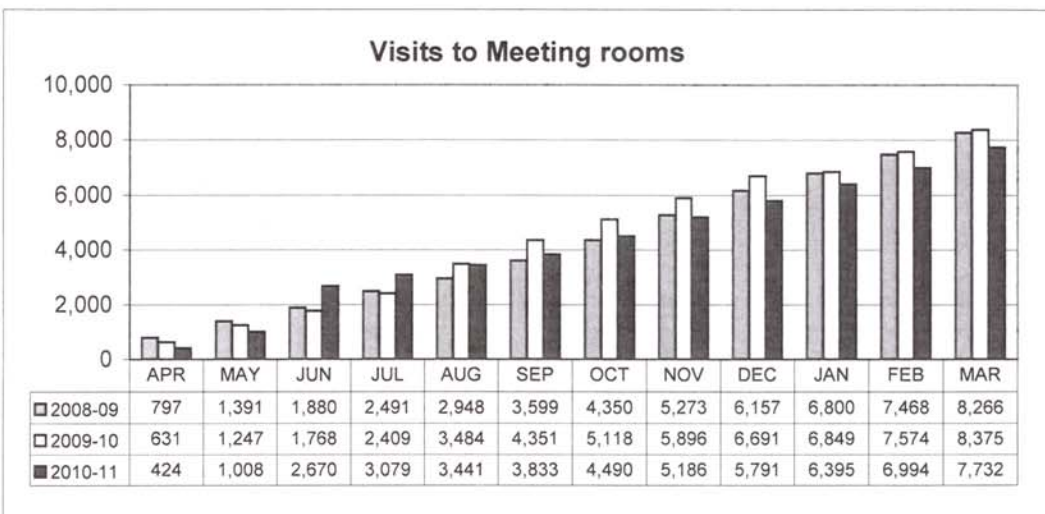
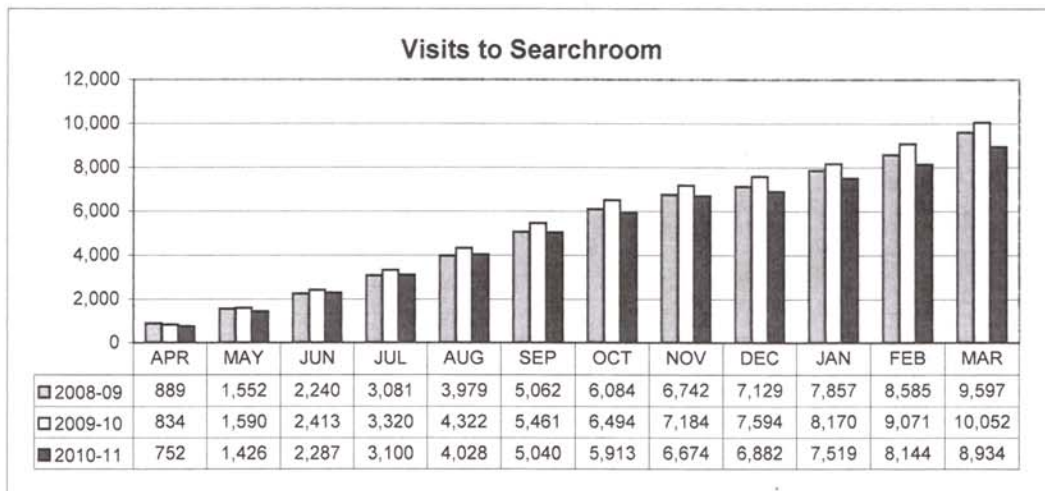
Performance Indicators

1 October 2010-31 March 2011

Norfolk Record Office Visits and Usages Cumulative



Norfolk Record Office Visits and Usages Cumulative



NORFOLK RECORDS COMMITTEE

24 June 2011

Item No: 16

Report by the County Archivist

Annual Report, 2010-11

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

Accessions

- 1 There have been 389 deposits, gifts and purchases during the year covered by this report, compared with 424 in the equivalent period in 2009-10. They include 27 accessions (29) to the Norfolk Sound Archive.

The newly accessioned archives range in date from 1303 to 2011. They include Diss Town Lands Charity estate deeds and other legal papers relating mainly to lands in Framlingham, Suffolk, but also to estates in Diss, Frenze and Osmundeston [Scole], Norfolk, 1303-1819, an exemplification and *inspeximus* of Henry IV concerning common rights of the vills of South Creak and West Barsham, 1404-5, Shipdham manor court papers, 1622, 1655, and 1703-1774, letters to J. Nurse, antique dealer of Norwich, from Alfred J. Munnings, painter, 1915-23, business records of Laurence, Scott and Electromotors Ltd of Norwich (founded 1883) c. 1887-c. 1975, and the extensive local history collection of Diana Mansell (1927-2011) of Burnham Market.

Additional records of Francis Hornor and Son, surveyors and land agents of Norwich, include business accounts, 1894-1968, records relating to charity and private estates, and a seventeenth-century swan roll. They now form part of the Francis Hornor Memorial Archive, presented to the Norfolk Record Office in October 2010.

Newly accessioned sound archives include oral history interviews relating to King's Lynn in the 1980s, to St Andrew's and Blackfriars' Halls in Norwich, 2009 and to the experiences of employees at the Caley/Mackintosh/Rowntree Mackintosh/Nestlé factory in Norwich, 2010.

Cataloguing

- 2 157 new catalogues (137), representing around 56 cubic metres of records were completed and added to the NRO's online catalogue. This is a quite exceptional quantity, owing to the completion of three major business archive cataloguing projects during the year. These relate to the archives of G. King and Son (Lead Glaziers) Ltd of Norwich, 1924-2002, Jarrold and Sons Ltd, printers, publishers and retailers of Norwich, 1649-2001, and Nestlé (UK) plc's Chapelfield Factory, Norwich, 1855-1991 including records of Nestlé's predecessors, A.J. Caley and Son Ltd, John Mackintosh and Son Ltd and Rowntree Mackintosh Ltd, chocolate, cracker and mineral-water manufacturers.

At the end of March 2011, the total number of catalogue entries in CALM was 703,011 (688,140 in March 2010), of which 636,100 (628,919) are accessible to the public *via* the internet on <<http://nrocat.norfolk.gov.uk>>.

Visits and public services

- 3 Visits to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items were made by 44,295 people, compared with 54,413 in 2009-10.

There were 9,631 research visits to the searchroom (10,010 in 2009-10) and 13,867 original documents (19,026 in 2009-10) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

10,718 postal, telephone and e-mail enquiries were answered during the year, compared with 12,573 in 2009-10. 104,661 hits (122,687 in 2009-10) were recorded on the NRO website (<http://archives.norfolk.gov.uk>).

Conservation

- 3 During the year, 21 maps, 1,124 papers, 108 parchment documents, 67 volumes, and 111 photographs received treatment in the conservation studio. Among them were the sixteenth-century Bromholm prayer roll and a large architect's drawing for the Roman Catholic Cathedral in Norwich, both prepared for the *Art of Faith* exhibition at the Castle Museum. Packaging improvements were carried out to 285 documents, including three of the Norwich City charters, several large maps in the Bradfer-Lawrence collection, glass fragments from the G. King and Son Ltd archive, and items from the Francis Hornor Memorial Archive.

Conservation work, as part of the post-fire conservation programme, has been completed on 32 volumes of business records dating from the nineteenth and twentieth centuries, including accounts of Norwich shoe manufacturers, Norvic and Howlett and White and of J.W. Parker and Son of Dersingham, drapers and grocers.

The studio continues to be a centre for training current and future archive conservators. Trainee conservators from the Borthwick Institute in York and from West Yorkshire Record Office have had work experience placements relating to parchment repair during the year as part of the Archives and Records Association Conservators' training scheme, and Yuki Uchida, one of the NRO's own conservation section, has also successfully completed the parchment module of the Society's course. A student in book conservation at the University of the Arts, London, spent ten weeks in the studio gaining work experience and the NRO also hosted a two-day training event for a group of MA book conservation students from the same university, covering the use of gelatine and account bookbinding.

Norfolk Sound Archive (NSA)

- 4 The Norfolk Sound Archive digitization programme resulted in the creation of 228 master preservation files, 200 access files and 184 production master files. They include additional recorded memoirs of veterans of the 2nd Air Division who were stationed in Norfolk during the Second World War, musical performances in various Norfolk Methodist chapels during the 1950s, oral history interviews relating to Horsham St Faith and Kenninghall and an interview with former Norwich City Architect, David Percival, focusing on council housing estates in the City.

The NSA completed the conversion of over 700 master preservation CD-DAs to WAV files in compliance with international rules published by the International Association of Sound and Audiovisual Archives. This has allowed the Sound Archive to begin linking existing catalogue entries on NROCAT to compressed versions of the WAV files, thus improving access to its holdings. Over 200 files have been made accessible in this way during the course of the year.

Oral history training or advice was provided for nine oral history projects. They included a Land Army project based at Gressenhall, a team of University of East Anglia students who were interviewing people regarding care of the elderly in Norfolk, Dragon Hall's King Street Community Voices; West Somerton History Group; a local history group in Happisburgh supported by Norfolk Landscape Archaeology's Coastal Heritage Project and the Barton Turf, Irstead and Neatishead oral history group.

Education and Outreach

- 6 26,028 people (32,379 in 2009-10) attended 277 (328) events. Of these, 1,966 (2,905) came to talks, workshops and other events at The Archive Centre, with the remaining 24,062 (30,078) attending events elsewhere in the county, and beyond. This includes over 3,000 people visiting the Norfolk Record Office stands at the Royal Norfolk Show and Great Yarmouth Maritime Festival and over 15,000 people visiting Record Office exhibitions around the county.

Schools workshops were provided by the NRO, either as sole provider or in partnership for Coltishall Primary School, Costessey Junior School, Kinsale Junior School in Hellesdon, Hellesdon High School, Rackheath Primary School, Reffley School History Club, Swaffham Junior School, and four Norfolk primary schools engaged with four in Bexley in the Sam Bartram Project centred around the Second World War and experiences of evacuees.

12 school holiday activities took place, and were attended by 249 people. They included one at City Academy, Norwich, in which young people used quills to produce their own illuminated manuscripts as part of a holiday club, and a first school holiday activity at Great Yarmouth Library, in which 16 young people were able to creating their own shields based on designs in the archives. 'Making Victorian Scrapbooks', 'Paperweaving' were held at the Ancient House Museum of Thetford Life and seasonal events were provided in The Archive Centre at Hallowe'en and Christmas .

NRO talks, walks and workshops targeted at varied audiences were put on as part of wider programmes of events during Refugee Week, BBC's *Hands on History* seasons looking at the Normans and at the High Street, Heritage Open Days in Norwich, Black History Month, Archive Awareness Month (which focused in 2010 on the theme *Discovery - Archives in Science, Medicine and Technology*), Holocaust Memorial Day and the Norwich Dragon Festival. In addition, four workshops were provided for over-55 year olds at the 'Days to Remember' event at Gressenhall Farm and Workhouse.

A programme of talks at The Archive Centre by members of the Norfolk Records Committee from October to December 2010, proved very successful, attracting 171 people in all.

Exhibitions

- 7 Three new exhibitions have been shown in The Archive Centre's Long Gallery. *Norfolk and its North Sea World in the Middle Ages*, *Conservation Today*, and *Leading the Way: the Archive of G. King and Son (Lead Glaziers) Ltd*. There was also a repeat showing of 'A blaze in my heart ...' *The letters and watercolours of John Sell Cotman*, a display of posters featuring selected facsimile letters and watercolours of John Sell Cotman, chosen to complement the

concurrent exhibition of original watercolours and letters at the Castle Museum.

Exhibitions of parish records were provided for special events at ten parish churches: Blofield with Hemblington, Great Cressingham Ditchingham, North Elmham, Fersfield, Old Hunstanton, Norwich St Andrew, St Catherine at Mile Cross, Great Ryburgh, Stokesby Long Stratton and Winterton. Approximately 2,866 people attended these events.

At King's Lynn, three NRO exhibitions were shown, using mainly facsimiles of documents from the Borough Archives. A reduced version of the *Norfolk and its North Sea World in the Later Middle Ages* exhibition was provided for display in the Custom House from early May until early June. In the Regalia Rooms, *King's Lynn and the Hanse* continued on display until the end of May, when it was replaced by *500 Years of a King's Lynn School*, marking the 500th anniversary of the foundation of Lynn Grammar School.

King's Lynn Borough Archives

- 8 156 visits were made to King's Lynn Borough Archives, compared with 197 in 2009-10, and 347 (542 in 2009-10) original documents were produced in the searchroom or used to answer enquiries. 51 (43) telephone, postal and e-mail enquiries were answered. Two talks and an archival walk at King's Lynn together attracted 90 people, and the three facsimile exhibitions mentioned in the previous section were seen by around 7,500 people during 2010.

The hours of opening were reduced following the closure of the Old Gaol House at the end of October and its reopening in the summer months with minimal staffing. The facility now closes at 4 p.m. throughout the year, and documents can no longer be made accessible at times when the archivist is not present. However, planning for improved archive facilities in future continues as part of a wider scheme to transform public access to the Town Hall complex and its contents.

Equality Impact Assessment (EqIA)

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

S.17 Crime and Disorder Act

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

Financial Implications

- 11 There are no financial implications.

Any other Implications

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

Recommendation


- 13 Members are asked to note this report.

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