

NORFOLK RECORDS COMMITTEE

Date: Friday, 23 July 2021

Time: 10:30am

Venue: Council Chamber, County Hall, Martineau Lane,
Norwich NR1 2DH

Membership

Cllr Michael Chenery of Horsbrugh (Chairman)		Norfolk County Council
Cllr Robert Kybird (Vice-Chairman)		Breckland District Council
Cllr Vivien Thomas		Norwich City Council
Cllr Barry Duffin	<i>Substitute: Cllr Libby Glover</i>	South Norfolk District Council
Cllr Phillip Duigan		Norfolk County Council
Cllr Virginia Gay	<i>Substitute; Cllr Saul Penfold</i>	North Norfolk District Council
Cllr Elizabeth Nockolds		King's Lynn & West Norfolk Borough Council
Cllr David King	<i>Substitute: Grant Nurden</i>	Broadland District Council
Cllr Alison Birmingham		Norfolk County Council
Cllr Ash Haynes		Norwich City Council
Cllr Trevor Wainwright		Great Yarmouth Borough Council
Cllr Alan Waters	<i>Substitute: Cllr Marion Maxwell</i>	Norwich City Council

Non-Voting Members

Mr Michael Begley	Co-opted Member
Lady Dannatt	<i>Custos Rotulorum</i>
Dr G. Alan Metters	Representative of the Norfolk Record Society
Dr Victor Morgan	Observer
Prof. Carole Rawcliffe	Co-Opted Member
Revd. Charles Read	Representative of the Bishop of Norwich
Mr Alan Steynor	Co-opted Member

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

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

Advice for members of the public:

This meeting will be held in public and in person.

It will be live streamed on YouTube and, in view of Covid-19 guidelines, we would encourage members of the public to watch remotely by clicking on the following link:

<https://youtu.be/Dkdoq4IJ0ok>

However, if you wish to attend in person it would be most helpful if, on this occasion, you could indicate in advance that it is your intention to do so. This can be done by emailing committees@norfolk.gov.uk where we will ask you to provide your name, address and details of how we can contact you (in the event of a Covid-19 outbreak). Please note that public seating will be limited.

Councillors and Officers attending the meeting will be taking a lateral flow test in advance. They will also be required to wear face masks when they are moving around the room but may remove them once seated. We would like to request that anyone attending the meeting does the same to help make the event safe for all those attending. Information about symptom-free testing is available [here](#).

A g e n d a

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

2 Election of Chair

3 Election of Vice-Chair

4 Minutes

Page 5

To confirm the minutes of the meeting of the Norfolk Records Committee held on 5 February 2021

5 Members to Declare any Interests

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

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

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

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

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

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

District Council representatives will be bound by their own District Council Code of Conduct.

- 6 To receive any items of business which the Chair decides should be considered as a matter of urgency**

- 7 Charges at the Norfolk Record Office Page 9**

Report by the Director of Culture and Heritage

- 8 2021-2022 Service Plan Page 12**

Report by the Director of Culture and Heritage

- 9 Future Meetings:**

29 October 2021	10.30 am
28 January 2022	10.30 am
1 April 2022	10.30 am

**Tom McCabe
Head of Paid Service
County Hall
Martineau Lane
Norwich
NR1 2DH**

Date Agenda Published: 15 July 2021



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Norfolk Records Committee

Minutes of the Meeting held on 5 February 2021 at 10.30 am as a Virtual Microsoft Teams Meeting

Present:

Norfolk County Council

Cllr Michael Chenery of Horsbrugh (Chair)

Cllr P Duigan

Cllr D Rowntree

Norwich City Council

Cllr S Button

Cllr D Carlo

North Norfolk District Council

Cllr V Gay

South Norfolk District Council

Cllr Libby Glover (substitute)

Broadland District Council

Cllr G Nurden

Breckland Council

Cllr R Kybird (elected Vice-Chair)

Borough Council of King's Lynn and West Norfolk

Cllr Elizabeth Nockolds

Non-Voting Members

Co-Opted Member

Mr M Begley

Prof. Carole Rawcliffe

Mr A Steynor

Representative of the Norfolk Records Society

Dr G A Metters

1 To receive apologies and details of any substitute members attending

- 1.1** Apologies for absence were received from Cllr Virginia Gay, Cllr t Wainwright, Cllr A Waters, Dr V Morgan and Lady Dannatt.

2 Minutes

- 2.1** The minutes of the meeting held on 30 October 2020 were confirmed as an accurate record of the meeting and signed by the Chair.

3 Declarations of Interest

- 3.1** The Chairman declared an "other interest" at a trustee of NORAH (Norfolk Archives and Heritage Development Foundation).

4 Items of Urgent Business

- 4.1** There was no urgent business.

5 Finance and Risk

- 5.1** The Committee received the report outlining the Norwich Record Office revenue

budget for 2020/21, capital programme and reserves and provisions and an update on the service risk register.

5.2 The following points were discussed and noted:

- The Record Office was currently forecasting an overspend of £60,084 for 2020/21.
- The unprecedented nature of the budgetary pressures facing the Service were being managed at a wider CES departmental level.
- Emergency grant funding had been sought from the Government to help meet the predicted loss of income for the Service during the extended period of closure and reduction in normal activity due to Covid-19.
- The grant funding would enable the Service to produce a balanced budget at the end of the current financial year.
- The staff savings at the Norfolk Record Office were to be achieved by making changes in project funded work and staff redundancies had been avoided.
- The Record Office capital budget currently included two projects. These were the Metadata Migration Management project (which included an extensive new catalogue that had gone live at the end of December 2020) and work on Storage and Additional Mobile Racking in the Strong room (for which a supplier was recently appointed).
- The new capital funding was shown in the table at paragraph 1.2.4 of the report. This included the development of a Norfolk Record Office 2050 Vision which would be addressed as part of the next item on the agenda.
- It was pointed out that only minor adjustments had been made in the risk register since this matter was last reported to the Committee in October 2020.

5.3 The Committee **CONSIDERED** and **COMMENTED** on:

1. Forecast position of the revenue budget, capital programme, reserves and provisions.
2. Management of risk for 2020/21.

6 Long term planning for the Norfolk Record Office

6.1 The Committee received a report that provided information on the Record Office's progress towards achieving its long-term aims. The report set out where these aims required some modification to existing policy and where priorities should lie over the next three years. The report also marked a first stage in the process of forming a new long-term plan that included consultation with staff, the public, community groups, local authorities and other stakeholders.

6.2 The following points were discussed and noted:

- The Norfolk Record Office 2050 Vision did not propose a radical change of approach, but it did mark the first stage in the process of forming a new long-term plan for the Norfolk Record Office that including taking appropriate steps to address the long-term storage needs of the Service. This issue needed to be addressed well before the situation reached a critical stage, estimated to be in no later than 2027.
- Interim solutions might have to be found in the meantime, particularly if large collections were donated to the Norfolk Record Office following the

pandemic.

- The report laid out six important strategic aims that would enable the Norfolk Record Office to enhance its long-term work on educational activities, volunteer work, collection development, and public access.
- The report recognised the importance of developing wellbeing projects including Change Minds, and leadership of the national History Begins at Home and Archives for Wellbeing Network.
- Another of the strategic aims was to provide accommodation for services which had synergies with the NRO: registrars, Norfolk and Norwich Archaeological Society Library, Historic Environment Service.
- It was pointed out that there were many community archives and local history groups throughout Norfolk that had continued to be supported throughout the pandemic and would be able to participate in the new vision for the service.
- The Norfolk Record Office aimed to provide the skills that enabled community archives to collect their own archives.
- All six of the aims set out in the report contributed to providing a financially and environmentally sustainable Service that reflected Norfolk County Council's aim of net zero carbon emissions by 2030. This would, in part, be achieved by continuing to increase the amount and spread of catalogue metadata available to the public, thereby enabling the public to order more digitized images.
- The migration of catalogue and collection metadata to a standards compliant system was essential in enabling access to the underlying data. Expectations regarding remote access, largely governed by metadata, had continued to rise as a result of the pandemic.
- The pandemic could change the way in which people looked to access archives in the future, but access in the searchroom would always be an essential part of the service.
- The long-term plan would provide for the expansion of digital records and for their storage. The Norfolk Record Office had not yet experienced requests for large deposits of material born in a digital form but going forward this issue would need to be addressed.
- The Records Office maintained a list of records agents and this provided the Service with a small income.
- The Record Office also had its own charging policy in place for undertaking searches.
- The pandemic had resulted in an increase in income from family history material contained family history websites to which the NRO had licenced images.
- Income from accessing such websites was expected to increase in future years particularly after the release of the results of the 1921 census.
- The pandemic had resulted in increased attendance at outreach activities which had been well attended and which would not have been so easily possible in the limited space of the NRO Green Room. The use of virtual meetings could be expected to continue.
- The position in relation to the storage of the pre-1974 archives of the Borough Council of King's Lynn and West Norfolk would remain unchanged.
- There was a National Archives sales monitoring service for archives that came up at action.
- In December, NORAH held a supporters event showcasing items it had helped the NRO purchase.

6.3 The Committee **CONSIDERED** and **COMMENTED** on:

1. The long-term aims detailed in this report and on its future development.
2. Approved the start of a programme which will inform long-term planning and address the Record Office's accommodation needs.
3. Approved the change of the sixth long-term aim from 'Providing a Sustainable Service' to 'Providing an Environmentally and Financially Sustainable Service.'
4. Approved the prioritization of the aims of 'Providing an Environmentally and Financially Sustainable Service', and 'Enabling the Norfolk Record Office to continue Receiving Accessions'.
5. The actions taken by the Record Office to provide a service during this period and commented accordingly.

7 Future Meetings

71 The dates of future meetings were noted.

Dates

**26 March 2021 (subject
to cancellation)**

23 July 2021

29 October 2021

28 January 2022

1 April 2022

The meeting concluded at 11.20am.

Cllr Michael Chenery of Horsbrugh, Chair of the Committee



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Norfolk Records Committee

Item No: 7

Decision making report title:	Charges at the Norfolk Record Office
Date of meeting:	23 July 2021
Responsible Cabinet Member:	Margaret Dewsbury
Responsible Director:	Steve Miller
Is this a key decision?	No
If this is a key decision, date added to the Forward Plan of Key Decisions.	
Executive Summary This report recommends a new system of charging for digital images which will make it easier for remote users to order copies. Recommendations 1. To approve the proposed scale of charges	

1. Background and Purpose

- 1.1. The Norfolk Record Office generates around a third of its running costs through the charges it provides for its services. Around 70% of this income is from the issue of certified copies of birth death and marriage certificates, licencing of images for online use, sale of conservation materials, archival storage and project work. The remainder comes from a range of services detailed on the NRO's Fees and Charges web page - <https://www.archives.norfolk.gov.uk/our-services/fees-and-charges>

2. Proposals

- 2.1. It is proposed that the Digital Images section of fees and charges is revised. This would introduce a pre-paid charge for remote user covering either completion of the small orders or providing samples and an estimate of the costs of completing the work. The revised section would read

2.2. Digital Images

This format is suitable for most types of documents. These are supplied as electronic images (normally jpegs).

Digital Images Ordered from Documents Consulted in Searchroom - £13.50. A maximum of three digital images from a single document and £2 for each subsequent image from the same document. For digitization work, a time-charge may be used. This will incur a minimum total fee for 1 hour of work (£54)

Remote Digital Image Service - £18.00. A maximum of six consecutive or sample images from a single document. If this is insufficient to complete the whole document, an estimate will be provided of costs to complete the job based on the rates above.

Additional charges which may be applied to orders for copying

In addition to the charges listed above, a fee of £54 per hour will be applied in the following circumstances

- If conservation work is required to enable copying e.g. flattening, removal of pins
- For locating documents or entries not readily identifiable (e.g. by a unique reference number) or for locating large numbers of items or entries
- For preparing detailed estimates of copying charges

2.3. NRO are currently working with NCC IMT to develop a simple online form which can be used for ordering copies of documents.

2.4. All other charges were increase in 2020 and remain the same

2.5. **Human Rights implications**

2.6. **Equality Impact Assessment (EqIA) (this must be included)**

It is not envisaged that there will be any adverse impacts from these proposals.

3. **Recommendations**

- 3.1. **1. To adopt to the proposed scale of fees and charges with the new scheme for digital images**

4. **Background Papers**

- 4.1. The current list of NRO fees and charges is available at <https://www.archives.norfolk.gov.uk/our-services/fees-and-charges>

Officer Contact

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

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Norfolk Records Committee

Item No: 8

Decision making report title:	2021-2022 Service Plan
Date of meeting:	23 July 2021
Responsible Cabinet Member:	Cllr Margaret Dewsbury
Responsible Director:	Steve Miller
Is this a key decision?	No
Executive Summary This report summarises the mission of the Norfolk Record Office and its six long-term strategic aims. It then details how each of these aims is being progressed through the 2021- 2022 Service Plan	
Recommendations 1. To comment on the contents of the Service Plan 2. To approve its implementation in the coming year	

1. Background and Purpose

Mission

- 1.1. The Norfolk Record Office is a trusted place of record whose purpose is to ensure that archival evidence essential to citizenship and Norfolk's heritage is:
- Collected in all formats, both analogue and born digital
 - Preserved so that is available now and for centuries to come
 - Made widely accessible for individual, legal, educational, business and community use
- 1.2. **Collected:** The NRO's Collection continues to grow, through continuing accessions - with an increasing number of digital deposits – and an expansion of the service's official role. In recent years, significant developments have included:
- i. the transfer of services for proving official copies of birth, death and marriage certificates to the NRO

- ii. amendments to the Public Records Act meaning that the NRO, as an official place of deposit for public records (i.e. those of central government bodies such as courts, prison, coastguards and coroners) accepts records 20 years after creation instead of 30 years
- iii. changes to the Registration of Marriage Regulations resulting in the closure of hundreds of marriage registers and their transfer to the NRO

1.3. **Preserved:** The NRO's unique collection is preserved in two ways:

- i. active conservation, where repair and other interventive treatments are used
- ii. passive preservation, where safe, stable, controlled environments are used to inhibit deterioration and loss

1.4. **Made Accessible:** The NRO continues to provide excellent educational, skills development and wellbeing opportunities for people of all ages. It is also working with local communities to give them the skills to capture, save and explore their own heritage.

1.5. **Long-Term Aims**

The three areas of work outlined above form the Record Office's mission, guiding the work undertaken by the service on a daily basis. Their formulation and the strategic development of service is guided by six long-term aims. These aims were agreed following a report to the Records Committee in February 2021. They are summarised diagrammatically below.

1.6. As well as the NRO's Mission, six long-term aims underly the actions in its Service Plan. These were detailed in a report to the Records Committee in February 2021 and are summarised in a diagram at the end of this section..

1.7. Whilst all of these six aims will continue to be progressed through the work of the NRO, the committee approved:

- i. the start of a programme which will address the Record Office's accommodation needs
- ii. the prioritization of the aims of 'Providing an Environmentally and Financially Sustainable Service', and 'Enabling the Norfolk Record Office to Continue Receiving Accessions'.

1.8.



Service Plan, 2021-2022

A	Aim:	Enable New Audiences to Benefit from the Use of Archives		
	Strategic Objectives	Actions	Owner	Funding
A1	Develop skills and attract new audiences. Realize educational and wellbeing benefits of using archives	Programme of educational activities delivered for: <ul style="list-style-type: none"> • Schools • Families • Lifelong Learners • Paston project events 	Education and Outreach Officer	Revenue Budget
A2	Develop NRO's role in improving mental wellbeing	Develop and submit funding applications for Change Minds UK with the Restoration Trust.	County Archivist	Revenue
		Deliver NRO's role as key partner in Change Minds: Dr Hills' Casebook and UOSH Sound Minds	County Archivist	Grant

A4	Work with volunteers to improve access and preservation and provide volunteers with skills and wellbeing benefits.	Provide volunteer opportunities where possible within Covid restrictions <ul style="list-style-type: none"> • Building Regulation Plan • Parish Poor Law Records • Registration Indexes • Sound Recordings as part of Unlocking Our Sound Heritage (UOSH) 	Senior Archivist (Volunteers)	Revenue
		Review existing volunteer programme to identify efficiencies and new opportunities	Project Manager (UOSH)	Grant
			Senior Archivist (Volunteers)	Revenue
B	Aim:	Ensure Archives are Accessible Now and in the Future		
B1	Provide public access service on site	Maintain Search Room service for four days a week at NRO: The Archive Centre, adjusting arrangements in line with Covid risk assessments.	Support Services Manager	Revenue
		Develop existing partnership with Norfolk Heritage Centre	County Archivist	Revenue
		Provide Search Room service in at Norfolk Record Office: King's Lynn Borough Archives.	Partnership and Development Manager	SLA

B2	Provide alternative means of access to the Collection.	<p>Provide remote enquiries and paid search service with all enquiries responded to in line with levels of service</p> <p>Introduce new system for ordering digital copies online</p> <p>Licence metadata linked to digital ordering to online commercial services</p> <p>Provide official copies of Norfolk birth, death and marriage certificates</p>	Support Services Manager	Revenue
B3	Conserve and preserve the NRO Collection	<p>Conserve documents in line with conservation priority scheme</p> <p>Maintain strongroom environments in line with preservation requirements</p> <p>Produce information required for future planning of storage including:</p> <ul style="list-style-type: none"> • Conditions required for different substrates of documents • Impact of contaminants on collection preservation • Quantities of different substrates 	Senior Conservator	Revenue

B4	Develop Norfolk's Sound Archives	Complete Unlocking Our Sound Heritage Project Maintain and develop Norfolk Sound Archive collection	Project Manager (UOSH) Partnership and Development Manager	Grant Funding Revenue
C	Aim:	Enable the Norfolk Record Office to continue receiving accessions.		
C1	Create additional space in strongrooms to provide storage for new accessions	Install new racking Complete reorganization of storage	Senor Conservator / Support Services Manager	Capital
C2	Provide storage for Historic Environment collection	Accommodate deliveries of Historic Environment records and provide office space for staff	Senor Conservator / Support Services Manager	External
C2	Plan for future storage needs of the service	Incorporate outputs of B3 into accommodation planning	County Archivist	Revenue
C4	Ensure that the Collection remains fit for purpose and relevant	Accession new deposits/transfers/gifts/purchases received and process in line with NRO standards Accession marriage registers closed following the changes to the Marriage Regulations	Senior Archivist (Collection Management)	Revenue

C4	Create the infrastructure and develop the skills required to deal with digital archives	Continue to develop digital preservation infrastructure	Senior Archivist (Collection Management)	
D	Aim:	Enable the discovery of information from archives		
D1	Develop, improve and safeguard descriptive and collection management metadata	<p>Import data from lockdown cataloguing projects into AtoM</p> <p>Complete next stage of staff training on metadata manipulation and import/export procedures</p> <p>Respond to feedback to improve catalogue system</p>	Senior Archivist (Collection Management)	Revenue
E	Aim:	Support Norfolk's Archive Ecology		
E1	Develop skills and good practice across the county	<p>Complete Lottery funded Community Archives: Skills, Support and Sustainability project</p> <p>Consult with Community Archives on future needs</p>	Partnership and Development Manager	Revenue
F	Goal:	Provide an Environmentally and Economically Sustainable Archive Service		
F1	Increase level of income generation	Increase levels of income generation through issue of additional images for licencing, professional services and digitization services.	County Archivist	Revenue
F2	Support fundraising	Support the continued development of NORAH	Partnership and Development Manager	Revenue / Grant

F3	Staffing	Implement new staff structure and knowledge transfer	County Archivist	Revenue
F4	Service Standards	Secure renewal of Archive Accreditation from National Archives	County Archivist	Revenue

2. Proposals

2.1. That committee:

- 1. Comments on the contents of the Service Plan**
- 2. Approves its implementation in the coming year**

3. Impact of the Proposal

3.1. This plan will enable the Record Office to continue delivering its service while developing its six long-term aims.

3.2. **Property:** These proposals include actions which will address future accommodation needs

4. Other Implications

4.1. Equality Impact Assessment (EqIA) (this must be included)

It is not envisaged that there will be any adverse impacts from these proposals.

5. Recommendations

5.1. **That Committee approves the adoption of the 2021 -2022 Service Plan for the Norfolk Record Office**

Officer Contact

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

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