

NORFOLK RECORDS COMMITTEE

Date: **Friday, 03 February 2023**

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 Grant Nurden	<i>Substitute: David King</i>	Broadland District Council
Cllr Alison Birmingham		Norfolk County Council
Cllr Julie Brociek-Coulton		Norwich City Council
Cllr Michael Jeal		Great Yarmouth Borough Council
Cllr Ben Price	<i>Substitute: Cllr Marion Maxwell</i>	Norwich City Council

Non-Voting Members

Vacancy	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 members of the public may watch remotely by clicking on the following link: [Norfolk County Council YouTube](#)

We also welcome attendance in person, but public seating is limited, so if you wish to attend please indicate in advance by emailing committees@norfolk.gov.uk

We have amended the previous guidance relating to respiratory infections to reflect current practice but we still ask everyone attending to maintain good hand and respiratory hygiene and, at times of high prevalence and in busy areas, please consider wearing a face covering.

Please stay at home if you are unwell, have tested positive for COVID 19, have symptoms of a respiratory infection or if you are a close contact of a positive COVID 19 case. This will help make the event safe for attendees and limit the transmission of respiratory infections including COVID-19.

A g e n d a

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

- 2 Minutes**

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To confirm the minutes of the meeting of the Norfolk Records Committee held on 28 October 2022

- 3 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.

4	Finance and Risk Report by the Director of Culture and Heritage	Page 9
5	Public Access to the Norfolk Record Office Report by the Director of Culture and Heritage	Page 19
6	Norfolk Record Office Collection Care Policy Report by the Director of Culture and Heritage	Page 34
7	Future Meetings:	
	14 April 2023 10.30 am	
	28 July 2023 10.30 am	
	27 October 2023 10.30 am	
	2 February 2024 10.30 am	
	19 April 2024 10.30 am	

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

Date Agenda Published: 26 January 2023



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Norfolk Records Committee

Minutes of the Meeting held on 28 October 2022 at 10.30 am at County Hall Norwich

Present:

Norfolk County Council

Cllr Michael Chenery of Horsbrugh (elected
Chair)
Cllr A Birmingham
Cllr P Duigan

Norwich City Council

Cllr B Price

North Norfolk District Council

Cllr V Gay

Borough Council of King's Lynn and West Norfolk

Cllr E Nockolds

Broadland District Council

Cllr G Nurden

Breckland District Council

Cllr R Kybird (elected Vice-Chair)

Non-Voting Members

Representative of the Bishop of Norwich

Rev'd C Read

Representative of the Norfolk Record 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 Julie Brociek-Coulton, Cllr Duffin, Cllr V Thomas, Lady Dannatt, Cllr M Jeal, Dr V Morgan, Prof. C Rawcliffe and Mr A Steynor.

2. Election of Chair

- 2.1** Cllr Michael Chenery of Horsbrugh was duly elected for the ensuing year.

(Cllr Michael Chenery of Horsbrugh in the Chair)

- 2.2** The Chair welcomed Cllr Ben Price to his first meeting of the Records Committee.

3. Election of Vice-Chair

- 3.1** Cllr R Kybird was duly elected Vice-Chair for the ensuing year.

4 Minutes

- 4.1** The minutes of the meeting held on 1 April 2022 were confirmed as an accurate record of the meeting and signed by the Chair.

5 Declarations of Interest

- 5.1** The Chair declared an "other interest" as a trustee of NORAH (Norfolk Archives and Heritage Development Foundation).

6 Finance and Risk

6.1 The Committee received a report that covered the Norwich Record Office revenue budget for 2022/23, capital programme and reserves and provisions and an update on the service risk register.

6.2 The following points were discussed and noted:

- The Record Office was currently forecast to achieve a balanced budget position.
- The Risk Register contained six key risks: one had a risk rating of red, four were amber and one was green.
- The County Archivist reported regularly to the Records Committee and the Director of Culture and Heritage on the risks that were included in the Risk Register.
- There was a standard methodology used throughout the County Council for assessing and scoring the impact of the risks.
- The risk scores relied on the knowledge and expertise of the senior management team.
- All the risks on the register were core risks and some remained long-term risks. The risk scores changed depending on the perceived level of risk at a point in time.
- The Record Office relied on the IT expertise of the County Council for its systems. It also used guidance from NCC when required for project-based data issues in relation to data protection organisations.
- One of two new risks (RM14345) related to the discoverability of catalogue records that did not always meet with user needs.
- Feedback relating to the use of online catalogues was assessed by way of an analysis of email comments received from the public.
- The Record Office education offer was regularly updated so that it stayed in line with expected school requirements.
- There were currently two capital funding projects: the first related to the management of the collection and the second to the preparations for the storage project which was considered as part of the next item on the agenda.

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

1. Forecast position of the revenue budget, capital programme, reserves and provisions.

2. Management of risk for 2022/23.

7 Norfolk Record Office Performance Report

7.1 The Committee received a report that outlined progress towards delivering the Norfolk Record Office (NRO) Service Plan between 1 April 2022 and 30 September 2022.

The following points were discussed and noted:

- The County Archivist explained the wide range of work that continued to be done to make the Norfolk Record Office more accessible to new audiences.
- It was pointed out that the programme of events and activities during the

previous six months had included an exhibition on Duleep Singh and his family which was hosted by the NRO in the Long Gallery.

- The Committee's attention was drawn to the creative ways in which the Change Minds partnership between the Restoration Trust and the NRO was working to support organisations around the UK and beyond to run Change Minds projects. These projects were targeted at people who would benefit from them the most. An example of this work was the way in which the Norfolk Change Minds project involved the delivery of workshops to prisoners in Norwich Prison. The Norfolk Record Office aimed to create a national hub for Change Minds projects that placed it at the forefront of developments in this field of work.
- The NRO was the largest user of digital storage within the County Council. The number of digital records would grow but this was not currently presenting difficulties as the digital collection of archives was still in its infancy. The NRO had not yet experienced requests for large deposits of material born in a digital form.
- Work on the migration and collection of metadata to improve its long-term sustainability and future use continued to take place.
- The aim of net zero carbon emissions by 2030 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 County Archivist said that he would provide the Committee with statistics to show the number of documents that were viewed on family history websites and the number of people who had ordered documents online.
- A Member suggested that the NRO should explore the possibilities for having its own mobile phone app.
- In reply to questions, the County Archivist said that the NRO was usually subject to only small-scale changes in NRO staff from one year to the next. This was mainly in non-professional staff who had retired or moved onto other work. Of the two non-professional members of staff who had retired in recent years one had become a professional writer.
- The County Archivist explained how the proposals for Norfolk County Council savings presented to Cabinet on 4 July 2022 included a reduction in the NRO budget of £22,000 coming from a reduction in opening hours at the Archive Centre in Norwich. This section of the report provided the data upon which the proposed changes in opening hours were based.
- This proposal would be going out to public consultation later this year. The results would be presented to the Records Committee in the new year.
- While details were not kept of how long visitors stayed at the Record Office this was estimated to be in the region of between 2-3 hours.
- The revised opening hours would not preclude opportunities for special NRO opening days/times.
- The proposed reduction in NRO opening hours compared with a similar position that could be found at Record Offices elsewhere in the country.
- The Committee placed on record their concern that the continuing constraints on local government finances threatened attempts to make the Norfolk Record Office's unique and important collections and services accessible to the public.
- The Committee then carefully considered the set of objectives and benefits for addressing the NRO's physical (as opposed to digital) storage needs and how these were being developed along with the benefits they would

deliver.

- The County Archivist confirmed that the appraisal would include options for offsite storage and the repackaging of documents.
It was suggested that a new Record Office repository could provide an income stream from providing a paid storage service to external clients.
- An appraisal of the options would come before the Committee at its spring meeting.

7.2 The Committee CONSIDERED and COMMENTED on the contents of the report and the actions taken by the Record Office to provide a service during this period between 1 April 2022 and 30 September 2022 and APPROVED the project objectives and associated benefits proposed for the Storage Project.

8 Future Meetings

8.1 The dates of future meetings were noted:

3 February 2023	10.30 am
14 April 2023	10.30 am
28 July 2023	10.30 am
27 October 2023	10.30 am
2 February 2024	10.30 am
19 April 2024	10.30 am

The meeting concluded at 12.10 pm

Cllr Michael Chenery of Horsbrugh, Chair of the Committee



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Norfolk Records Committee

Item No:4

Decision making report title:	Finance and Risk
Date of meeting:	3 February 2023
Responsible Cabinet Member:	Councillor Margaret Dewsbury (Cabinet Member for Communities and Partnerships)
Responsible Director:	Steve Miller (Director of Culture & Heritage)
Is this a key decision?	No

Executive Summary

This report covers the NRO revenue budget for 2022/23, capital programme and reserves and provisions. Section 2 provides the Committee with an update on the service risk register.

The main issues for consideration by this Committee are:

- Progress with NRO Revenue budgets and Reserves and Provisions indicates that the service is forecasting a balanced position.
- Progress with risk management for NRO.

Recommendations:

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

- 1. Forecast position of the revenue budget, reserves and provisions**
- 2. Management of risk for 2022/23**

1. Revenue Budget

1.1 The budget for 2022/23 is £659,450 and is summarised in the table below.

Service	Current budget £	2022/23 forecast Outturn £	Forecast +Over/- Underspend £
Salary	845,910	845,910	0
Premises	4,160	4,160	0
Travel	2,240	2,240	0
Supplies & Services	48,140	48,140	0
Support Services	1,450	1,450	0
Capital	300,880	300,880	0
Income			
Grant Income	(104,630)	(104,630)	0
Sales fees and Charges	(246,970)	(246,970)	0
Other Income	(191,730)	(191,730)	0
Total	659,450	659,450	0

1.2 We are currently forecasting a nil over / under-spend on the 2022/23 revenue budget.

1.3 Reserves and Provisions

1.3.1 The table summarising the position appears below.

Reserves and Provisions	Balances at 01Apr 22	Forecast Balance at 31 Mar 23	Planned Change
	£	£	£
Norfolk Record Office			
Residual Insurance and Lottery Bids	80,886	55,611	-25,275
Unspent Grants & Contributions Reserve	45,774	45,774	0
Service Total	126,660	101,385	-25,275

1.4 2023-2024 Budget

1.4.1 The Norfolk Record has been asked to provide savings of £27,000 in the coming financial year. These have been identified as coming from staff savings which have been achieved through management of staff vacancies during the current financial year and a reduction in searchroom opening hours.

2. Risk Management

- 2.1. The Service continues to manage the risks to its objectives both internal and external. The Risk Register is reviewed and updated on a quarterly basis and was last reported to this Committee at the previous meeting. A summary of the Risk Register based on the most recent reviews appears at Appendix A. All risks are being well managed.
- 2.2. The Register contains six key risks: one has a red current risk rating of read four amber and one green. The latter (RM14167) relates to emergency planning and is kept on the risk register to highlight its importance.
- 2.3. The red rated risk (RM13959) relates to a loss or reduction of funding, including that from income generation which accounts for around 30% of the service's funding. Measures have been introduced ensure that this income generation is maintained and, where possible, increased. This leaves a residual risk for the year rated as amber.
- 2.4. One risk reported to the last committee meeting (RM14164, Failure to meet growing public expectations on access) has been closed and replaced with two new risks:
- RM14345 Discoverability of catalogue records does not always meet user needs
 - RM14346 Extent of catalogue as barrier to discovery
- 2.5. The remaining risks rated as amber are

RM13926, Inability to continue collecting archives

This risk relates to the need to plan for archive storage beyond 2027 and actions being taken are dealt with in the Service Update presented to this committee.

RM14165, Failure to collect, preserve and make accessible new formats of archive

A risk which largely relates to issues around the long-term preservation of born digital archives.

3. Issues, risks and innovation

- 3.1. 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.

4. Background

- 4.1. There are no other documents to refer to.

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, e.g. equality impact assessment, please get in touch with:

Officer name : Julie Frosdick, Finance **Tel No. :** 01603 223243
Officer, Budgeting &
Accounting Team, Finance &
Commercial Services

Email address : Julie.frosdick@norfolk.gov.uk

Officer name : Gary Tuson, County Archivist **Tel No. :** 01603 222003

Email address : gary.tuson@norfolk.gov.uk



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Risk Number	RM13959					Date of update				21 September 2022	
Risk Name	Loss of or reduction in funding means that there are insufficient staff to operate public remote services.										
Portfolio lead	Cllr. Margaret Dewsbury					Risk Owner			Gary Tuson		
Risk Description						Date entered on risk register				31 March 2009	
Loss of or reduction in levels of external funding could lead to a reduced capacity to deliver the service and generate income, meet legal targets for provision of services, and infringe National Lottery Heritage Fund conditions of grant.											
Original			Current			Target					
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date	
5	5	25	5	4	20	4	3	12	Mar-23	Amber	
Tasks to mitigate the risk											
Metadata on wills and marriage licences to be shared with family history websites with link to online ordering. Link to be added to catalogue template.											
Progress update											
Ordering system live in April 2022. Metadata shared with one family history website now live and sent to another who are currently processing the data.											

Risk Number		RM13963				Date of update				21 September 2022	
Risk Name		Inability to continue collecting archives									
Portfolio lead		Cllr. Margaret Dewsbury				Risk Owner		Gary Tuson			
Risk Description					Date entered on risk register					27 February 2014	
The NRO was designed to accommodate 15 years of expansions space starting from 2003. There has also been an increased level of accessions. Actions have been taken to make storage more efficient, but this is not a long-term solution. There is also the risk that actions to rationalise storage elsewhere in the council will lead to an increased rate of deposit in the NRO.											
Original			Current			Target					
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date	
2	3	6	4	3	12	3	4	12	Mar-27	Amber	
Tasks to mitigate the risk											
Options appraisal to determine best way of meeting long-term storage needs. Assessment of collections continuing to identify materials which do not meet collection policy.											
Progress update											
Options appraisal being prepared. Project objectives taken to NRC for consultation and agreement.											

Risk Number	RM14165				Date of update				21 September 2022	
Risk Name	Failure to collect, preserve and make accessible new formats of archive									
Portfolio lead	Cllr. Margaret Dewsbury				Risk Owner		Gary Tuson			
Risk Description					Date entered on risk register				27 February 2014	
Increasingly records are born digital and must be preserved in a digital format. The NRO is not in a position to fully manage digital records in line with the OAIS model.										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	2	5	10	Mar-23	Amber
Tasks to mitigate the risk										
Procedures and tools in place to enable digital deposits to be ingested and managed										
Progress update										
Staff training continuing.										

Risk Number	RM14167		Date of update	21 September 2022						
Risk Name	Collection at risk through unexpected events									
Portfolio lead	Cllr. Margaret Dewsbury		Risk Owner	Gary Tuson						
Risk Description			Date entered on risk register	27 February 2014						
Provision beyond the council continuity planning needs to be made due to special nature and extent of the NRO collection										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
1	5	5	1	5	5	1	5	5	Mar-23	Green
Tasks to mitigate the risk										
Disaster / emergency plan training to be rolled out										
Progress update										
New starters at Record Office trained in Emergency Plan procedures. Staff refresher course planned. This risk needs to be constantly managed.										

Risk Number		RM14345				Date of update			21 September 2022	
Risk Name		Discoverability of catalogue records does not always meet user needs								
Portfolio lead		Cllr. Margaret Dewsbury				Risk Owner		Gary Tuson		
Risk Description					Date entered on risk register				21 September 2022	
Catalogue data is created in line with archive standards, but many users require lower-level data (names, places, subjects etc.)										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	3	12	4	3	12	3	3	9	Mar-23	Amber
Tasks to mitigate the risk										
Volunteer projects generating metadata Collaborative PhD Working with community archives Work with UEA										
Progress update										
Progress ongoing in all mitigation areas.										

Risk Number	RM14346		Date of update		21 September 2022					
Risk Name	Extent of catalogue as barrier to discovery									
Portfolio lead	Cllr. Margaret Dewsbury		Risk Owner		Gary Tuson					
Risk Description			Date entered on risk register		21 September 2022					
As more data is added to the catalogue there is a risk that users will not have the skills required to sort and search data										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	3	12	4	3	12	3	3	9	Mar-23	Amber
Tasks to mitigate the risk										
Training and instruction provided in the forms of training videos available online and in-person training sessions; tips shared on social media; generation of authority records (names, places etc.) to enable alternative points of access										
Progress update										
Progress ongoing in all mitigation areas.										

Norfolk Records Committee

Item No: 5

Report Title: Public Access to the Norfolk Record Office

Date of Meeting: 3 February 2023

Responsible Cabinet Member: Cllr Dewsbury (Cabinet Member for Communities & Partnerships)

Responsible Director: Name and Job Title: Steve Miller, Director of Culture & Heritage

Recommendations:

That Committee:

- 1. Note and comment on the contents of the report**
- 2. Approve the changes to opening hours**

1. Background and Purpose

- 1.1 This report contains information on on-site and remote use of the Norfolk Record Office along with the results of the public consultation on reducing NRO opening hours, a report on which was presented to the previous meeting of the Committee.

2. Proposal

- 2.1 The Norfolk Record Office, Norwich searchroom opening hours are changed from Tues to Fri 10am – 5pm (28 hours) to Tues to Thurs 9.30am to 5pm (22.5 hours)

3. Evidence and Reasons for Decision

Results of Public Consultation on Opening Hours

- 3.1 Norfolk County Council conducted an annual budget consultation for financial year 2023-24. This ran between Friday 21 October and closed on Friday 16 December. Included in this consultation was the proposal to reduce opening hours at the Norfolk Record Office. The full results of this consultation are included as an appendix to this report.

Levels of Public Use of Norfolk Record Office

3.2 Searchroom Visitors

2017: 4,211

2018: 4,039

2019: 3,896

2020 – 2021: omitted as searchroom closed for long periods

2022: 3,504

3.3 Document Productions in Searchroom

2017: 10,526

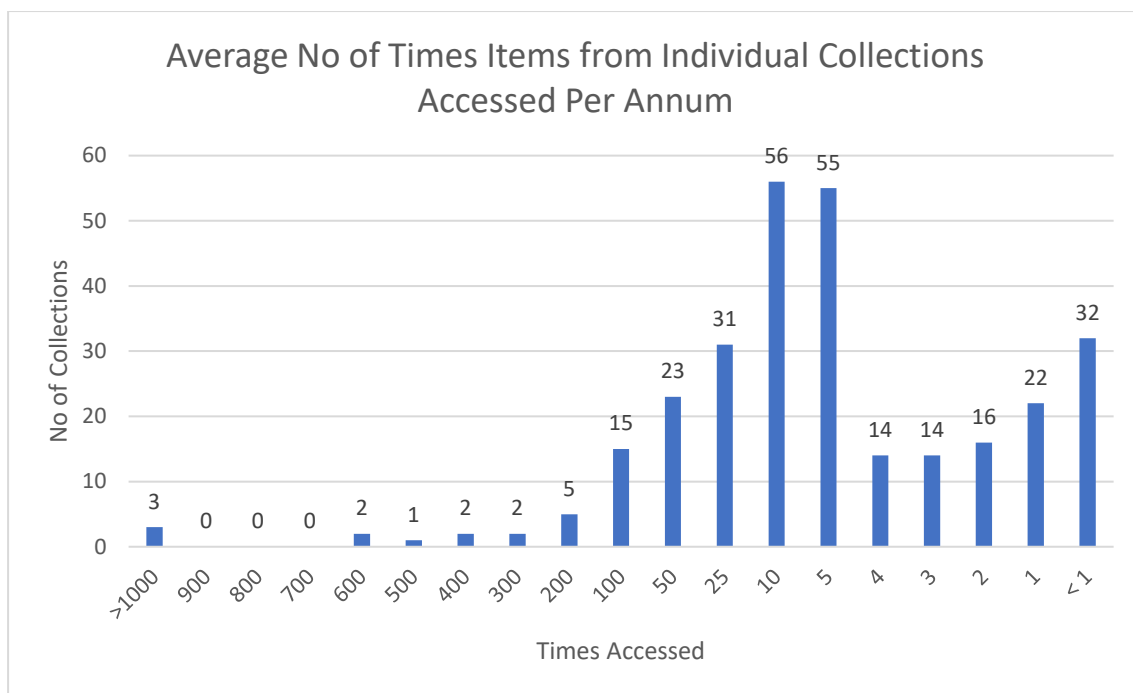
2018: 12,383

2019: 9,954

2020 – 2021 omitted as searchroom closed for long periods

2022: 6,039

An analysis of all document productions between Jan 2000 and Oct 2022 has been completed. The graph below shows the average number of productions per year from each individual collection.



3.4 Engagement Activities

Jan – Dec 2022

In Person: 3,494

Online: 2,224

3.5 Volunteers

Jan-Dec 2022

Remote: 905 hours

Onsite: 1,244 hours

3.6 Catalogue Use

Between Nov and Dec 2022, the NRO online catalogue had:

Site Users: 16,087

Sessions: 21,666

Page Views: 104,692

Pages per Session: 4.83

These originated from:

United Kingdom: 78.4%

USA: 7.2%

Australia: 3.4%

Other: 11%

3.7 Digital Photography Orders

Apr – Dec 2021: 227

Apr – Dec 2022: 315

In November 2022 information on the wills held at the NRO was added to the indexes of FindMyPast which linked the NRO digital copy ordering page. Whereas in November and December 2021 nine orders were received, this rose to 37 for the same period in 2022.

3.8 Online Images

Views of images licenced to family history websites, Jan – Sep 2022:
3,360,000

3.9 Copy Birth, Death and Marriage Certificates Issued

2021: 4,101

2022: 5,782

4. Financial Implications

- 6.1 The reduction in opening hours will enable the NRO to realise budget savings of £22K whilst maintaining remote services and the income streams they provide.

5. Resource Implications

- 7.1** Staff: Staffing absences have been managed in 2022-23 so that these saving can be achieved without compulsory redundancies.

6. Other Implications

8.3 Equality Impact Assessment (EqIA) (this must be included):

The reduction in opening hours would not have an adverse effect on any group of people.

7. Recommendations

That Committee:

- 1. Note and comment on the contents of the report**
- 2. Approve the changes to opening hours**

8. Background Papers

- 12.1** Report to Norfolk Records Committee on 28 October

Officer Contact

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

Officer name:

Telephone no.:

Email:



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Appendix: Budget Consultation Responses

Proposal 3: Your views on our proposal to save money by reducing the opening hours at the Norfolk Record Office

As part of the budget consultation, the Norfolk Record Office put forward savings proposals which would see the NRO close to the public on a Friday, but to extend the opening hours on Tuesday, Wednesday and Thursday, by opening half an hour earlier.

The consultation was promoted via social media, the Norfolk Residents' Panel, through the NALC and press releases. There was specific engagement the Norfolk Record Society.

Of the responses received, all were submitted online via Norfolk County Council's consultation hub.

In total 69 responses were received to the Norfolk Record Office consultation page.

Option	Total	Percent
An individual/member of the public	63	91.30%
On behalf of a voluntary or community group	1	1.45%
On behalf of a statutory organisation	0	0.00%
On behalf of a business	2	2.90%
A Norfolk County Councillor	0	0.00%
A district or borough councillor	0	0.00%
A town or parish councillor	0	0.00%
A Norfolk County Council employee	2	2.90%
Not Answered	1	1.45%

Responses by groups, organisations and businesses:

Three online consultation respondents told us which group, organisation or business they were responding on behalf of. The organisations cited:

- The Norfolk Record Society

Respondent Profile:

The profile of 'individual' respondents (67 individuals) is as below:

Option	Total	Percent
--------	-------	---------

Male	25	36.23%
Female	35	50.72%
Prefer not to say	4	5.80%
Prefer to self-describe (please specify below)	3	4.35%
Not Answered	2	2.90%

Responses by age (68 individuals)

Option	Total	Percent
Under 18	0	0.00%
18-24	0	0.00%
25-34	6	8.70%
35-44	10	14.49%
45-54	9	13.04%
55-64	10	14.49%
65-74	18	26.09%
75-84	7	10.14%
85 or older	0	0.00%
Prefer not to say	8	11.59%
Not Answered	1	1.45%

Responses by long-term illness, disability or limiting health problem (67 individuals)

Option	Total	Percent
Yes	14	20.29%
No	49	71.01%
Prefer not to say	4	5.80%
Not Answered	2	2.90%

Responses by condition or disability (13 responses, some consultees may have ticked more than one box)

Option	Total	Percent
Blind or partially sighted	3	4.35%
D/deaf or hard of hearing	1	1.45%
Limiting health condition e.g. heart disease, asthma, strokes, osteoarthritis, rheumatoid arthritis, fibromyalgia and myalgic encephalomyelitis (ME) etc.	4	5.80%
Learning Disabilities	1	1.45%
Neurodiversity e.g. autistic spectrum disorders, dyslexia, dyspraxia	0	0.00%

Mental health conditions – e.g. depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder	2	2.90%
Physical disability e.g. limb disorder, amputee, wheelchair user, cerebral palsy, motor neurone disease, muscular dystrophy	2	2.90%
Other	3	4.35%
Not Answered	56	81.16%
Blind or partially sighted	3	4.35%

Responses by ethnic group (59 individuals)

Option	Total
English, Welsh, Scottish, Northern Irish or British	52
Irish	1
Prefer not to say	6

Responses by language spoken (293 individuals)

Option	Total	Percent
Prefer not to say	6	8.70%
Not Answered	63	91.30%

Responses by district (67 individuals)

Option	Total	Percent
Breckland	8	11.59%
Broadland	8	11.59%
Great Yarmouth	4	5.80%
King's Lynn and West Norfolk	5	7.25%
North Norfolk	9	13.04%
Norwich	20	28.99%
South Norfolk	13	18.84%
Not Answered	2	2.90%
Breckland	8	11.59%

Responses from those with caring responsibilities (64 individuals)

Option	Total	Percent
No	49	71.01%
Yes – for children with additional needs	3	4.35%
Yes – for older family members	6	8.70%
Yes - other	6	8.70%
Not Answered	5	7.25%

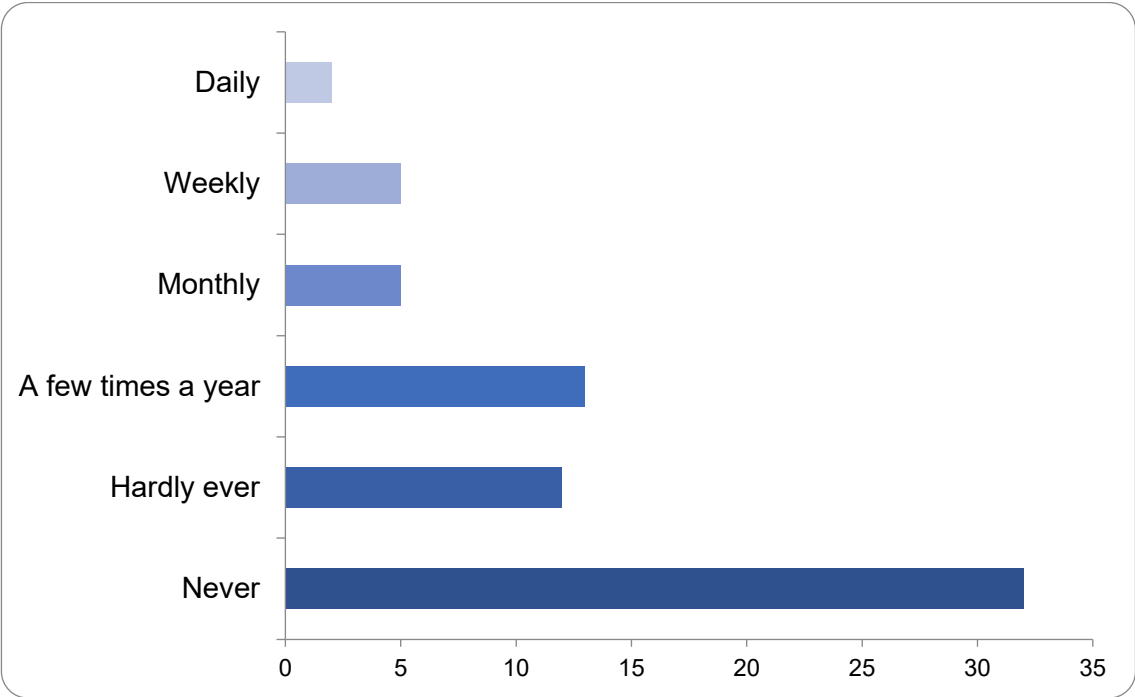
Responses from those outlining employment status (66 individuals)

Option	Total	Percent
Employed (full time)	21	30.43%
Employed (part time)	8	11.59%
Self employed	10	14.49%
Unemployed	0	0.00%
Student	0	0.00%
Looking after the family home	1	1.45%
Long-term sick	1	1.45%
Retired	25	36.23%
Not Answered	3	4.35%

Norfolk Record Office Proposal – Analysis

Q. How often do you use the Norfolk Record Office?

For this question, 69 answered. The majority, (46%) said they never you use the Norfolk Record Office.



Option	Total	Percent
Daily	2	2.90%
Weekly	5	7.25%
Monthly	5	7.25%
A few times a year	13	18.84%
Hardly ever	12	17.39%
Never	32	46.38%
Not Answered	0	0.00%

Q. Do you agree or disagree with the proposal to reduce the opening hours of the Norfolk Record Office?

39 people indicated that they **agree** or **strongly agree** with the proposal. The main reasons for agreement were recognising the proposal as a way of making needed savings (7); regarding the proposal as fair and reasonable (5) and believing that the proposed changes would not have a significant impact on them or others that they know (4).

Q. Do you agree or disagree with the proposal to reduce the opening hours of the Norfolk Record Office? Please tell us more about why you chose that answer, using the box below:
Strongly Agree/Agree

Theme	No.	Comments
Comments about savings in general	7	<p>You need to save money in a painless way.</p> <p>Saving money is priority.</p> <p>we have to save money.</p> <p>Looking at times it would be good to reduce hours and save money.</p> <p>Cuts have to be made.</p>
Comments about the acceptability and fairness of the proposal	5	<p>It sounds sensible and will save money.</p> <p>Seems like an evidence-based, sensible approach.</p> <p>It seems a good way of reducing costs.</p> <p>this seems an appropriate way to compromise and consideration has been made as to how the service is used by those who actually use it.</p> <p>Looking at times it would be good to reduce hours and save money.</p>
Comments about the lack of impact on respondent or others	4	<p>Due to the amount of people visiting the records office, reducing the hours open will have little or no impact on those whom seek to use this facility.</p> <p>Those who really need information will organise so that they can be there at the right time.</p> <p>If you need the service, you set your visit according to the opening hours.</p> <p>I never use this service, would not miss it at all.</p>
Comments about the service not being vital, a key or major service	3	<p>For most cases it is non essential but is a good service.</p> <p>This appears to be a useful rather than a critical service and so I would have no issues with the cut in opening hours.</p> <p>Not a necessity. 2 days a week enough.</p>
Comments suggesting alternative opening times to those proposed.	3	<p>Why extend the hours on the days you still propose to open for such a low number of attendances? Just keep the same hours and reduce the day.</p> <p>I think that reducing the number of days it is open but increasing the hours on the days it is open is a much better option.</p> <p>Looking at the times used it appears further saving could be made by cutting the hours further from 10am to 3pm.</p>

Please note that themes with fewer than three associated comments have not been included in this table.

21 people indicated that they **disagree** or **strongly disagree** with the proposal. The main reasons for disagreement are the belief that the NRO is a key and vital service (8); concern over the fact that the NRO has already experienced a reduction in opening hours (7) and others expressed concern over the restriction of public documents to the public (6).

Q. Do you agree or disagree with the proposal to reduce the opening hours of the Norfolk Record Office? Please tell us more about why you chose that answer, using the box below:
Strongly Disagree/Disagree

Theme	No.	Comments
Comments about the NRO being a key service.	8	<p>The NRO is something of an unsung hero within the council - their dedicated staff provide an excellent service and important work in maintaining and developing collections essential to the cultural life of the county</p> <p>The Norfolk Record Office is an important resource locally, nationally and internationally.</p> <p>It is part of our cultural heritage and access is very important.</p> <p>Norfolk has the finest Records outside London.</p> <p>The NRO holds one of the most important archive collections in England.</p>
Comments about further cuts to the NRO's operating hours.	7	<p>I feel the hours of the record office have already been severely cut back and the amount of saving is quite minimal.</p> <p>Opening hours have already been reduced.</p> <p>We have already lost Monday, which has excluded anyone whose day off from work this is, and I know people in this position.</p> <p>A further reduction in opening hours (following on from Monday closures) will simply confirm that the County Council has little concern for the treasures in its custody and has, at best, limited commitment to educational outreach.</p> <p>This is yet another damaging reduction in the opening hours for the NRO following, first, the abandonment of Saturday morning opening, then the loss of the compensatory Thursday evening session and finally (in 2018) the reduction to a four-day week (Tues-Fri).</p>
Comments about how the NRO should be accessible to all and the importance of public access	7	<p>Diminishing access to our community's records/past is wrong in principle. The Norfolk Record Society is itself the owner of a substantial holding of the material that is now housed in the Archive Centre and, like many other private owners, made its deposit on the assumption that the collection would always be readily available to the public and to members of the academic community. Public access was regularly stressed as one of the advantages of such deposit and the proposed further erosion of this service is a denial of that commitment. The society has also in the past helped to provide funding for record purchases on the assumption that the same conditions would be observed; they should be, unequivocally.</p> <p>I'm sure many enquiries are from people who do not visit in person however I think it is vital to give as much personal access to such an important collection as is possible.</p> <p>The number of people visiting is not so important as the fact that it is available, and the use they make of it.</p>

		<p>It would be tragic to reduce the days on which the public can access it.</p> <p>Because lots of people like to access it and it needs to be at a convenient time.</p>
Comments about the consequence of reduced hours on accessibility to NRO collections	6	<p>trimming away further hours (let's not forget that Mondays and evening visits have gone out of the window in previous years) only serves to undermine the work done there and reduces opportunities for people to visit.</p> <p>Those working on prolonged research will be greatly inconvenienced losing yet another day. This will inevitably discourage serious research, and diminish the number of users of the service.</p> <p>Further reductions in opening hour are discriminatory towards scholars, particularly visiting scholars, who might need continuous access to records for short bursts of activity - this might not show up in the overall figures quoted.</p> <p>I understand the need for budgetary savings nowadays, but to close on Fridays does curtail the availability of the documents in the Record Office.</p> <p>The NRO is a very valuable resource and reducing the opportunities to visit will make it difficult for visitors. If a visitor comes to Norfolk for the week, to carry out research, the available hours for research diminishes so much.</p>
Comments about Friday being an inconvenient day to close	4	<p>Friday is inconvenient for people who would like to visit for a long weekend to study.</p> <p>Anyone wanting to have a long weekend and combine a day in NRO with a weekend break will no longer be able to do so.</p> <p>It is widely used by students and academics, many of whom travel to Norwich from far afield to work on research projects. They, and students nearer home at UEA, engaged on postgraduate degrees, will find Friday closure difficult, as they need sustained access to material which is only available for consultation in the search room.</p>
Comments about staff, their expertise or concern regarding redundancies	4	<p>their dedicated staff provide an excellent service and important work in maintaining and developing collections essential to the cultural life of the county.</p> <p>It is preferable to losing staff and expertise but does not represent value for money given the loss of opening hours.</p> <p>Will it result in redundancies among the record office staff?</p> <p>Presumably, staff can undertake a variety of tasks while on duty.</p>
Comments about negligible savings made by the proposal.	3	<p>I feel the hours of the record office have already been severely cut back and the amount of saving is quite minimal.</p> <p>Given the scale of savings needed to be made, saving £22k with these adjustments seems to outweigh any benefits.</p> <p>The saving proposed is not enough to close the service for another day.</p>
Comments suggesting alternative opening times to those proposed.	3	<p>I recognise the need to make savings but looking through your data wouldn't it be better to retain a 4 day service opening at 10.00 for example and closing at 3.30 or earlier?</p> <p>Surely it would make more sense to open the building 10am - 3pm Tuesday - Friday. That is 20 hours a week, so two hours less than your proposal - generating a bigger saving but also capturing the majority of your user base.</p>

		Why not open half an hour later rather than earlier? People that work will not be able to use the service early but may use it at the end of the day once they finish work, foot fall may increase between 16.00 and 17.30.
Please note that themes with fewer than three associated comments have not been included in this table.		

Equality Impact Assessment Evidence

In total, there were **0** comments relevant to the EQIA.

Comments about the consultation process

There were **2** comments about the consultation process.

Comments about the consultation process
<p>Q. Do you agree or disagree with the proposal to reduce the opening hours of the Norfolk Record Office? Please tell us more about why you chose that answer, using the box below.</p> <p>I welcome the opportunity to consult on the opening hours of the Record Office but I do not see how this is of much help towards meeting the budget deficit of £60m. The cost of putting together this report will eat into the £22,000 a year saving. I am pleased they have investigated popular visitor times and adjusted the hours in accordance with this. I do have a slight reservation about closing on a Friday because not all visitors to the Record Office will be local and by not opening on a Monday or Friday this may deter people from away who might make a weekend of their research and thus spend money in Norwich/Norfolk on accommodation, food etc.</p> <p>The numbers don't add up there - you've pretty much got a 25% split over each of the 4 current days but with hardly anyone using the service after 3pm on each day. Surely it would make more sense to open the building 10am - 3pm Tuesday - Friday. That is 20 hours a week, so two hours less than your proposal - generating a bigger saving but also capturing the majority of your user base. It is a shame the service isn't open for a few hours on a Saturday to accommodate council tax payers who work Monday - Friday 9 - 5 and would like to use the service on their day off at the weekend!</p>

Norfolk Records Committee

Item No: 6

Report Title: Norfolk Record Office Collection Care Policy

Date of Meeting: 3 February 2023

Responsible Cabinet Member: Cllr Dewsbury (Cabinet Member for Communities & Partnerships)

Responsible Director: Name and Job Title: Steve Miller, Director of Culture & Heritage

Recommendations:

1. **Note and comment on the contents of the report**
2. **Approve the changes to opening hours**

1. Background and Purpose

- 1.1 The Norfolk Record Office has three main elements to its mission: collecting, preserving and making accessible archives. This report presents a revised Collection Care Policy laying out how the NRO seeks to achieve the aim of preserving archives.

2. Proposal

- 2.1 That members consider the contents of the Collection Care Policy and approve its adoption by the Norfolk Record Office.

3. Evidence and Reasons for Decision

3.1 Collection Care Policy

Once records have been selected as archives – records worthy of permanent preservation – the Norfolk Record Office (NRO) seeks to ensure that these documents survive and remain accessible for hundreds of years. To ensure this is the case it seeks to preserve the archives it holds through:

Minimising the risk of immediate loss

Reducing risk to documents when they are in use

Conserving damaged documents

Storing documents in conditions suitable for their preservation

How it achieves much of this will be through compliance with BS 4971:2017 Conservation & Care of Archive & Library Collections and BS EN 16893-2018: Conservation of Cultural Heritage. Where appropriate it will also comply with

ISO 18911, 18918, 18934 for Imaging materials. It will also seek to apply good practice as recommended by the Image Permanence Institute and the International Association of Sound and Audio-visual Archives.

3.2 Minimising the risk of immediate loss

Documents will be stored in strongrooms meeting the standards above. In particular, they will meet its provisions that strongrooms are:

- i. Capable of withstanding a fire from outside for 4 hours
- ii. Minimise the risks of internal fire
- iii. Are secure and protected by monitored intruder alarms with non-staff access supervised
- iv. An Emergency Response Plan will be in place providing information on appropriate responses to different types of incident. All staff will be aware of this plan and adequately trained in its implementation.

3.3 Preventing risk to documents when in use

Documents are in greatest danger when they are in use. Correct handling techniques, tracking and security measures are essential to prevent damage and loss.

NRO will ensure that:

- i. Documents are always consulted under staff supervision and never left unattended in non-secure areas
- ii. All members of staff and onsite volunteers are trained in document handling techniques
- iii. Researchers are provided with information and advice on the correct way to handle documents
- iv. When required, suitable equipment, such as document sofas, weights and protective coverings are used in the searchrooms
- v. Documents which, if handled, would be damaged are declared unfit for production. This information will be fed into the conservation plan.
- vi. When documents are unfit for production, if feasible, they will be made accessible by being handled by the Conservation Care team.
- vii. A system is in place for recording document usage by staff and public
- viii. Security measures are in place to prevent the theft of documents (see Access Strategy for details)
- ix. For all sound recordings and documents subject to heavy use surrogate copies will be provided for use in place of the originals
- x. Copies of documents will not be taken where there is a risk of damage to the original documents. In line with this, archival books will not be copied on a flatbed scanner or photocopiers and flash photograph will not be permitted. Sound recordings will be copied according to the relevant IASA (International Association of Sound and Audio-visual Archives) guidelines.
- xi. Only surrogate copies of documents will be used for exhibitions unless the facilities for their display are determined suitable for their preservation as decided by the County Archivist and Senior Conservator.

3.4 Conserving Damaged Documents

All conservation work will be carried out in line with BS 4971:2017 and undertaken by qualified conservators or, where appropriate, under their supervision.

All conservation treatments will be documented, and these records will be retained permanently.

3.5 Storing documents in conditions suitable for their long-term preservation

The greatest impact on the long-term preservation of archives is that of the micro- and macro-environments in which they are stored. As well as stabilising the documents in storage, these greatly reduce risks when the documents are in use. Good micro-environments will enable the use of energy to be minimised in the attainment of suitable macro-environments.

Micro-environments

- i. All packaging should consist of acid free materials
- ii. New accessions will be assessed for risk before being placed into strongroom and cleaning undertaken as required.
- iii. Where pre-accession packaging and stationery is harmful to the documents, it will be removed and any informational content it contains will be preserved.
- iv. Packaging materials which best meet the size requirements of the documents will be used.
- v. All documents will be stored on shelves which fully support their entire length and breadth.

Macro-environments

NRO will aim to achieve temperature and relative humidity suited to the preservation of the materials from which the documents are composed as specified in the standards above. A large part of the Collection consists of mixed materials which it is not practical to separate. This means the NRO aims for its current strongroom conditions to be suitable for the preservation of parchment. However, other documents may have particular environmental sensitivities and where practical, they will be separated from the main collection and stored in suitable conditions.

Temperature, relative humidity and the presence of pests in the strongrooms will be constantly monitored. If adverse conditions arise, action will be taken to remediate them.

There will be an ongoing programme of cleaning to maintain environmental conditions.

3.6 Digital Preservation

The NRO collects records in all formats including digital archives. It will have a strategy in place compliant with the OAIS (Open Archive Information System) which will ensure continued access to these records.

4. Other Implications

8.3 Equality Impact Assessment (EqIA) (this must be included):

This decision has no impact on equality issues

5. Recommendations

That members:

- 1. Consider and comment on the Collection Care Policy**
- 2. Approve its adoption by the Norfolk Record Office**

Officer Contact

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

Officer name:

Telephone no.:

Email:



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