



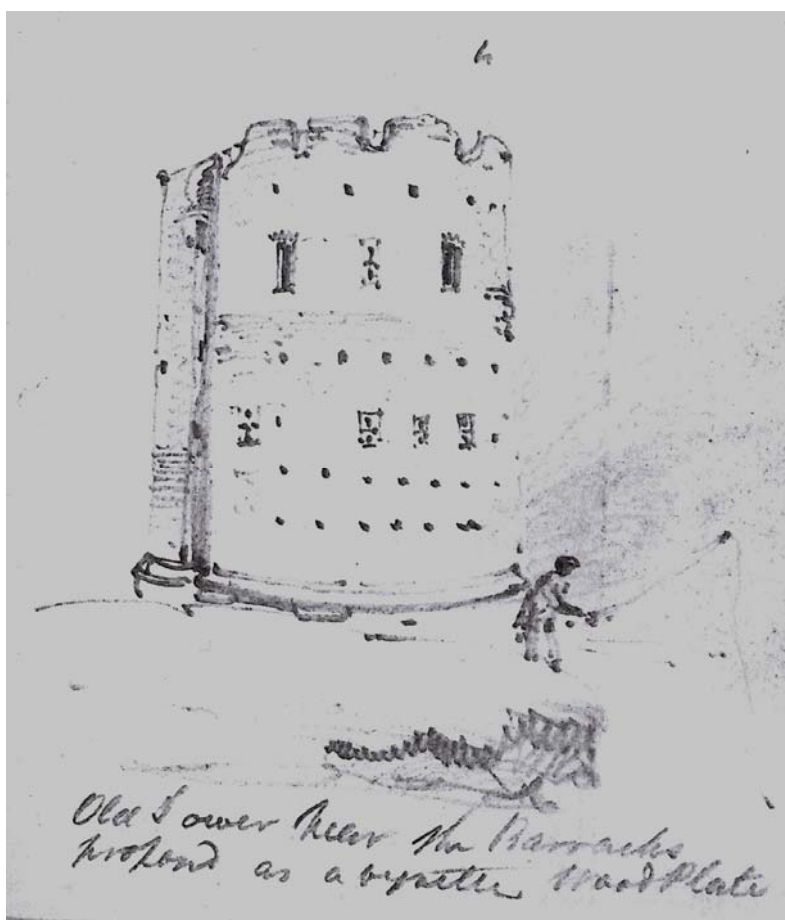
NORFOLK RECORDS COMMITTEE

Date: Friday, 23 April 2010
Time: 10.30am
Venue: The Green Room, The Archive Centre
County Hall, Martineau Lane, Norwich

Please Note:

Arrangements have been made for committee members to park on the county hall front car park (upon production of the agenda to the car park attendant) provided space is available.

Persons attending the meeting are requested to turn off mobile phones.



Pencil drawing of the Cow Tower, Norwich, in a letter from David Hodgson (1798-1864), artist of the Norwich School, to John Britton (1771-1857), antiquary and topographer, 5 March 1829. The drawing is one of several proposals for illustrations to be published by Britton. The Cow Tower was an early purpose-built artillery fortification, constructed in the 1390s to improve Norwich's defences (NRO, MC 1916/1, 536X7).

Membership

Mr J W Bracey

Mrs M Coleman

Ms J Divers

Mr P J Duigan

Mrs V R Gay

Mr S Jeraj

Dr C J Kemp

Ms R Makoff

Mr D Murphy

Mrs E A Nockolds

Mr R Rockcliffe

Dr F Williamson

Broadland District Council

Substitute: Mrs S Hayes

Great Yarmouth Borough Council

Norwich City Council

Breckland District Council

Substitute: Mrs S Matthews

North Norfolk District Council

Norwich City Council

South Norfolk District Council

Norwich City Council

Norfolk County Council

King's Lynn and West Norfolk Borough Council

Norfolk County Council

Norfolk County Council

Substitute: Mr J Joyce

Non-Voting Members

Mr M R Begley

Mr R Jewson

Dr G A Metters

Dr V Morgan

Prof. C Rawcliffe

Revd C Read

Prof. R Wilson

Co-opted Member

Custos Rotulorum

Representative of the Norfolk Record Society

Observer

Co-opted Member

Representative of the Bishop of Norwich

Co-opted Member

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

Kristen Jones on 01603 223053
or email kristen.jones@norfolk.gov.uk

A g e n d a

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

- 2. Minutes**

(Page 1)

To confirm the minutes of the meeting of the Norfolk Records Committee held on 15 January 2010.

- 3. Matters of Urgent Business**

- 4. Members to Declare any Interests**

Please indicate whether the interest is a personal one only or one which is prejudicial. A declaration of a personal interest should indicate the nature of the interest and the agenda item to which it relates. In the case of a personal interest, the member may speak and vote on the matter. Please note that if you are exempt from declaring a personal interest because it arises solely from your position on a body to which you were nominated by the County Council or a body exercising functions of a public nature (e.g. another local authority), you need only declare your interest if and when you intend to speak on a matter.

If a prejudicial interest is declared, the member should withdraw from the room whilst the matter is discussed unless members of the public are allowed to make representations, give evidence or answer questions about the matter, in which case you may attend the meeting for that purpose. You must immediately leave the room when you have finished or the meeting decides you have finished, if earlier.

These declarations apply to all those members present, whether the member is part of the meeting, attending to speak as a local member on an item or simply observing the meeting from the public seating area.

- 5. Norfolk Record Office – Performance and Budget Monitoring Report** (Page 5)

Report by the County Archivist.

- 6. Annual Review of Charges for Services** (Page 9)

Report by the County Archivist.

- 7. Risk Register** (Page 18)

Report by the County Archivist.

8. **Norfolk Record Office Service Plan, 2010-13** (Page 21)
Report by the County Archivist.
9. **Archives for the 21st Century** (Page 85)
Report by the County Archivist.
10. **Periodic Report by County Archivist, 1 October 2009 – 31 March 2010** (Page 89)
Report by the County Archivist.
11. **Annual Report 2009-10** (Page 142)
Report by the County Archivist.

12. **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.

13. **Periodic Report: Appendix: Manuscripts Purchased, 1 October 2009 – 31 March 2010** (Page 149)
Report by the County Archivist.

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

The next meeting of the Norfolk Records Committee will take place at **10:30am on Friday, 16 July 2010, in The Green Room, The Archive Centre.**

The meeting of the Norfolk Records Accounts Approval and Urgent Business Sub-committee will take place at **10:30am on Friday 25 June 2010 in the Colman Room, County Hall.**

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

Date Agenda Published: 15 April 2010



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

Norfolk Records Committee

Minutes of the Meeting held on 15 January 2010

Present:

Norfolk County Council

Mr D Murphy (Chairman)

Mr R Rockcliffe

Dr F Williamson

Breckland District Council

Mr P Duigan

Broadland District Council

Mr J Bracey

Great Yarmouth Borough Council

Mrs M Coleman

King's Lynn and West Norfolk Borough Council

Mrs E Nockolds

North Norfolk District Council

Mrs V Gay

Norwich City Council

Ms J Divers

Mr S Jeraj

Ms R Makoff

Non-Voting Members

Co-Opted Member

Mr M Begley

Prof. R Wilson

Representative of the Bishop of Norwich

Revd C Gay

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 R Jewson, Dr C Kemp, and Prof. C Rawcliffe.

2. Minutes

The minutes of the previous meeting held on 13 November 2009 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 Monitoring Report

- 5.1 The annexed report (5) by the County Archivist was received. The report provided Members with an update of performance, together with a budget update for the

period 30 November 2009. Members were asked to consider and comment on the contents of the report.

5.2 During the discussion the following points were made:

- The Finance and Business Support Manager stated that the increase in the Education and Outreach visits indicated almost a threefold increase (285%), but that this exceptional increase was likely a one-off, resulting mainly from the work on the 'Connecting with Communities: People and Parliament' project, which had attracted a national audience.
- The Finance and Business Support Manager explained that electricity costs stood at £133k and gas at £33k for a total of £166k for energy costs. There were £50k savings from renewing the energy contracts which means that the revised total energy costs were £116k. Out of the £50k saved through contract renewal, £10k of this was reserved for the conservation budget.

5.3 **Resolved**

To note the performance for the Norfolk Record Office, together with revenue, capital programme and reserves and provisions budget monitoring position for 2009/10.

6. Service and Budget Planning 2010-13

6.1 The annexed report (6) by the County Archivist was received. The report updated Members on further information and changes affecting the proposals set out in the previous report brought to the committee in November 2009. The current report included confirmation of the Provisional Grant Settlement, information from the recent Pre-Budget Report 2009, updated information on revenue budget proposals and capital funding bids, and the latest information on the cash limited budget for services relevant to the committee. Members were asked to consider and comment on the proposals contained within the report and to consider the prioritised bids for capital funding, in order to inform the Cabinet's discussion at its meeting on 25 January 2010.

6.2 During the discussion the following points were made:

- The Finance and Business Support Manager noted that the Norfolk Record Office had a 'clean sheet' as it went into the 2011/12 and 2012/13 budget round and did not need to make any savings for 2010/11. The additional cost pressures outlined in the original budget (£121k) discussed at the meeting in November 2009 had been reduced to £18k and met from the proposed budget uplift. Members thanked officers for their work in achieving this outcome for the service.
- The County Archivist replied to a query, saying that 93% of fire damaged documents were conserved from the fire in the Norwich library in 1994.
- It was noted that REFCUS stood for 'Revenue Expenditure Funded from Capital Under Statute'. The Finance and Business Support Manager explained that these were deferred charges, but would gladly send the full description of the term to Members, as necessary.

6.3 **Resolved**

To note the report.

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

The next meeting of the Norfolk Records Committee will be held at 10:30 a.m. on Friday, 23 April 2010, in The Green Room, The Archive Centre, Martineau Lane, Norwich.

Members were reminded that at 2:30 p.m., the Speaker of the House of Lords, the Rt. Hon. Baroness Hayman, would be present to officially open the exhibition *norfolk, People and Parliament* in the Long Gallery at The Archive Centre.

The meeting ended at 10:55 a.m.

Mr D Murphy, Chairman



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

Norfolk Record Office – Performance and Budget Monitoring Report

A report by the County Archivist

Executive Summary

This report provides Members of the Norfolk Records Committee with an update of performance together with a budget update for the period to 28 February 2010.

The main issues for consideration by this Committee are:

- As at the end of February 2010, the forecast revenue out-turn for the Norfolk Record Office (NRO) is for a balanced budget.
- NRO Reserves and Provisions have been reduced to make provision within the revenue budget for the purchase of manuscripts.
- Performance indicators for the Record Office indicate that The Archive Centre has significantly increased audience participation compared with last year.
- Progress with Service Plans continues to be on target.

Recommendation

Members are asked to consider and comment on:

- Progress with performance and 2009/10 service plans
- Progress with the revenue budget and reserves and provisions monitoring positions for 2009/10.

1. Performance and progress with Service Plans

- 1.1 Record Office visitors and users of the service have increased significantly from 29,254 to 54,413 compared with last year, an 86% increase. This exceptional increase (which is probably a one-off) has resulted mainly from the work on the 'Connecting with Communities: People and Parliament' project, in which the Record Office has been involved, in partnership with the Parliamentary Archives and Parliamentary Outreach, and which has attracted a national audience. Further performance analysis appears on a separate paper on this committee's agenda.
- 1.2 On 25 November, twelve people attended a reminiscence workshop for the over-fifties at Great Yarmouth Library. The event was opened by the Chairman of the County Council, who played two of the traditional songs from the *Singing Histories*

booklet on her accordion, to which the participants also sang along. Next, they had a reminiscence session, in which they looked at a range of documents relating to topics taken from songs included in the booklet, showing what Great Yarmouth looked like in the past.

- 1.3 9 November saw the launch of a podcast project for young people at risk of offending, working in collaboration with the Youth Inclusion Panels (YISP). The young people are attending a series of ten workshops, looking at the history of refugees who came to Norfolk, through documents from the NRO's collections. These workshops were carried out between November and January, and there has been very positive feedback from the young people. Having also involved their parents this has given the project a family learning dimension. In January, they were given the chance to use this newly acquired knowledge to work with a poet to produce their own creative writing, and then work with the sound archivist to turn this into a podcast. The project ended in February, with a presentation of medals, certificates and a copy of the podcasts to each participant. The project has been recognised as being genuinely inspired by the London 2012 Games and has been awarded the 'Inspire mark'.
- 1.4 On 15 January, the Lord Speaker and the Chairman of the County Council officially opened the *Norfolk, People and Parliament* exhibition at The Archive Centre. The exhibition is part of the NRO's joint project, 'People and Parliament: Connecting with Communities', currently being undertaken in partnership with the Parliamentary Archives and Parliamentary Outreach. In connexion with the exhibition, a series of Parliament-related lunchtime talks began in January and continued into March.

2. Revenue Budget Monitoring 2009/10

- 2.1 Based on the position at the end of February 2010, the latest projections for the 2009/10 revenue budget indicate a break-even position for the Norfolk Record Office. The projection for this service appears in the table below.
- 2.2 The overall NRO budget has been increased by £28,789 from £1,523,997 to £1,552,786 for the following reasons:
 - £29,360 increase in the depreciation budget following revaluation of the Archive Centre
 - £570 reduction to support service recharges
- 2.3 The total Norfolk Record Office budget includes funding of £92,350 for the Corporate Freedom of Information and £52,610 for the Data Protection service. The net NRO budget is therefore £1,407,826.
- 2.4 The following grants have received during the year:
 - £15,500 from the National Archives towards cataloguing of the King Archives
 - £24,000 from the Jarrold Trust for the cataloguing of the Jarrold Archives
- 2.5 There are no new pressures to report since the last report to this Committee.

- 2.6 The table below sets out the service budget and forecast out-turn for the Norfolk Record Office.

Service	Approved budget £m	Forecast Outturn £m	Forecast +Over/- Underspend £m	Forecast +Over/Underspend as % of budget	Variance in forecast since last report £m
NRO	1.553	1.553	0	0%	0

3. Capital programme

- 3.1 There is currently no capital programme for the NRO or requirement to access Corporate Minor Works funding.

4. Reserves and Provisions

- 4.1 There has been a net decrease in the forecast of Record Office reserves and provisions of £0.063m, from £0.322m to £0.260m since the last report to this Committee. This is mostly due to the drawdown of funding into revenue for the purchase of manuscripts.

Reserves and Provisions 2009/10	Balances at 01Apr09	Forecast at 31Mar10	Change
	£M	£M	£M
Norfolk Record Office			
Residual Insurance and Lottery Bids	0.308	0.260	-0.048
Manuscript Reserve	0.038	0.000	-0.038
ICT Reserve	0.034	0.000	-0.034
Service Total	0.380	0.260	-0.120

5. Resource implications

- 5.1 The implications for resources including, financial, staff, property and IT, where relevant, are set out in Sections 2,3 and 4 of this report.

6. Other Implications

- 6.1 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

7. Equality Impact Assessment (EqIA)

- 7.1 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.

8. Section 17 – Crime and Disorder Act

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

9. Conclusion

9.1 The Norfolk Record Office continues to forecast a break-even budget position for the revenue budget. Service Plans are on target for the completion of activities that had been planned for the 2009/2010 service year.

10. Recommendation or Action Required

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

- Performance and progress with service plans for the Norfolk Record Office together with revenue, capital programme and reserves and provisions budget monitoring positions for 2009/10.

Officer Contact

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

John Perrott
Finance and Business Support Manager
Cultural Services Department
Tel: 01603 222054
E-mail: john.perrott@norfolk.gov.uk

Dr John Alban
County Archivist, Norfolk Record Office
The Archive Centre,
County Hall
Norwich, NR1 2DQ
Tel: 01603 222599
E-mail: jr.alban@norfolk.gov.uk



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

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 fiscal 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 2009-10. 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.

Officer Contact:

Dr John Alban

County Archivist

Tel: 01603 222599

E-mail: jr.alban@norfolk.gov.uk



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

Category	£
<i>COPYING SERVICES</i>	
Photocopies of documents: per sheet	0.90 (0.85)
Photocopies of searchroom lists & books	0.30 (0.30)
Microfilm (35 mm): per frame*	1.00 (0.95)
Minimum charge for microfilm (35 mm) (10 frames)	10.00 (9.50)
Microfiche: per fiche	4.00 (3.50)
Print out: per sheet [†]	1.50 (1.50)
Self-service microform printouts: per sheet	0.60 (0.50)
16 mm roll film diazo duplicates	28.00 (27.00)
35 mm roll film diazo duplicates	42.00 (40.00)
Photographic service charge	40% (40%)
Sales of A4 colour photocopies or colour prints from existing digital images	3.50 (3.50)
Sales of A3 colour photocopies or colour prints from existing digital images	4.00 (4.00)
Copying of sound recordings and electronic data	15.00 per half hour (15.00 per half hour)
Still photography: private individuals requiring special facilities	35.00 (35.00)
Hourly charge where conservation is required to enable copying, e.g., flattening, removal of pins: handling charge	35.00
Hourly charge for	35.00

locating for copying documents or entries not readily identifiable (e.g., by a unique reference), or preparing estimates for copying, and preparing detailed estimates	
Photography Permit (per day)	10.00 (9.00)
Photography Permit (per week)	30.00 (28.00)
Photography Permit (per month)	65.00 (60.00)
RESEARCH SERVICES	
Search fee: for 1 st hour	35.00 (33.00)
Search fee: for 2 nd hour	30.00 (27.00)
Fee for vehicle registration searches	35.00 (33.00)
Transcription fee: per hour	45.00 (41.00)
Translation fee: per hour	45.00 (41.00)
CERTIFICATION	
Certified facsimiles: statutory fee or per item	18.00 (17.00)
Certified transcripts: per 100 words	18.00 (17.00)
MISCELLANEOUS	
Annual charge for inclusion on Record Agents' List	40.00 (25.00)
* An additional handling charge may on occasion be made.	
† Also, minimum charge for microfilm if film has not already been made.	

Digital Copying Service (new service)	£
Single jpeg on CD:	9.00
Additional jpegs on same CD (each):	3.50
Image printed in colour on standard paper A5	5.00

Image printed in colour on better quality (not photographic) paper A5	6.00
Image printed in colour on standard paper A4	8.00
Image printed in colour on better quality (not photographic) paper A4	9.00
Image printed in colour on standard paper A3	12.00
Image printed in colour on better quality (not photographic) paper A3	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 (£25)	N/A	£35 (£30)	£70 (£60)	£80 (£70)
NCC & DCs in Norfolk	£80 (£70)	£95 (£85)	£105 (£95)	£130 (£120)	£95 (£85)	£120 (£110)
External	£125 (£115)	£145 (£135)	£150 (£140)	£170 (£160)	£135 (£125)	£160 (£150)
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 (£60)	
NCC & DCs in Norfolk	£70 (£60)		£85 (£75)		£100 (£90)	
External	£100 (£90)		£115 (£105)		£130 (£120)	
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	

<i>EAFA</i>	N/A	N/A	£70 (£60)
<i>NCC & DCs in Norfolk</i>	£90 (£80)	£105 (£95)	£90 (£80)
<i>External</i>	£120 (£110)	£150 (£140)	£130 (£120)

In-Advance Booking Fee	
<i>NCC & DCs Norfolk</i>	£35.00 (£30.00)
<i>External</i>	£40.00 (£35.00)

***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: per day or part of a day for filming or TV companies filming, including rostrum photography, within Record Office premises, subject to negotiation on the scale opposite	200-600 per day	
Still photography	200-400 per day	
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).

2. Risk Management

- 2.1. The Norfolk Records Committee's aims and objectives are achieved through the Norfolk Record Office (NRO).
- 2.2. The NRO has a risk register which its Management Team reviews on a three-monthly basis, taking into account new control measures and target risk scores. Any amendments are incorporated into the corporate PRISM version of the risk register.
- 2.3. The last quarterly review of the NRO's risk register was on 8 April 2010.
- 2.4. A copy of the NRO's risk register, as revised on 8 April 2010, is appended to this report, for consideration by the Committee.

- 2.5. In addition to the NRO's Risk Register, the Cultural Services Risk Register will also include any significant risks which relate to the NRO, as well as any cross-cutting risks which may apply uniformly across services within Cultural Services.
- 2.6. In this way, the NRO complies with corporate reporting requirements relating to Risk Registers.

3. 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 8 April 2010, and makes any comments, as necessary.

Officer Contact:

Dr John Alban, County Archivist

Tel.: 01603 222599; e-mail: jr.alban@norfolk.gov.uk



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.

NORFOLK RECORD OFFICE RISK REGISTER

Last Upd Apr-10
Next Upc Jul-10
For review by: NRO DMT

Key to Risk Class
Very High
High
Medium
Low

Poor
Weakening
Uncertain
Improving
Good

APPENDIX

Risk No.	Risk Source: (Lack of ... Failure to ...)	Risk Consequences (Leads to Results in)	Current Control Measures	Likelihood	Impact	Risk Score (LxI)	Risk Class	New Control Measures	Progress - description	Target Risk Score	Prospect of reducing risk to acceptable level	Target Date	Council Council Objectives	Service Objective	Risk Owner
1	Loss of or reduction in external funding or grants	Leads to a reduced capacity to deliver the service, or threatens business viability	Stringent monitoring of performance to ensure that targets are met. Regular liaison with funding bodies. Maintain awareness of potential sources of external funding. Strong Exit strategies for each Project are in place. Strong financial management coupled with demonstrating benefits and relevance of services. Ongoing efficiencies in service. Regular budget monitoring at management team meetings. NRO has historically been funded for current operations and there is a good level of advocacy between County Archivist and members/COG. Budgets are closely monitored and progress regularly reported to Norfolk Records Committee.	4	4	16	Very High	MLA Strategic Planning and Fundraising training.	Risk is being considered	12 (4x3)	Uncertain	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
2	Base budget not keeping pace with inflation	Leads to reduced service capacity	Careful monitoring and accurate reporting of budgets in conjunction with budget holders to ensure control and compliance with financial regulations. Forward intelligence is sought from ESPO, Norfolk Property Services (NPS) and Corporate Procurement Unit (CPU) regularly and any resulting pressures reported to Cabinet, Review Panel and Joint Committees. Inflationary pressures on fuel costs are leading to a need to develop an energy reduction strategy to increase sustainability and reduce costs. Training for staff has already been organised corporately.	5	4	20	Very High	Monitor corporate directives and plan accordingly, prioritising services and business objectives. Reporting to Cabinet and action by Service Head.	Good progress, but will become increasingly challenging as efficiencies hard to find	12 (3x4)	Weakening	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
3	Budget pressures, including reduction of income	Has potential for unplanned losses or budget deficits, a skewing of service plan priorities and unplanned reductions in reserves	DCS Business Continuity (BC) group comprising service leads is in place. Completion of BC plans for all sites and sections, including TAC, is underway. NRO will need to have plans in place to manage any outages. All systems are held on servers at County Hall or within TAC and are backed up daily, hardware is maintained under contract and software is supported. Business Continuity Plans are in place and updated as required. Servers are linked to UPS systems to enable continuity of operation. Failures of systems are likely to be short term and CHS exists to provide support with such events.	5	4	20	Very High	Budget and Efficiencies Board meets weekly to consider situation	NROMT monitors budgets and takes corrective action. An energy reduction plan is being developed by Mark Albanie of NPS	6(2x3)4	Weakening	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
4	Severe shortages of staff, e.g., through influenza pandemic	Has potential for premises closure, support service downtime, increased backfill costs and loss of income	DCS Business Continuity (BC) group comprising service leads is in place. Completion of BC plans for all sites and sections, including TAC, is underway. Training for staff has already been organised corporately. All systems are held on servers at County Hall or within TAC and are backed up daily, hardware is maintained under contract and software is supported. Business Continuity Plans are in place and updated as required. Servers are linked to UPS systems to enable continuity of operation. Failures of systems are likely to be short term and CHS exists to provide support with such events.	3	5	15	High	Regular briefings, handwashing, cleaning of door handles, etc.	NRO has completed a BC plan and this is being entered on the NCC BC database	12 (3x4)	Some progress	Mar-10	Developing and supporting our workforce	Ensure Norfolk County Council is a good employer	John Alban
5	Failure of ICT systems, reduction in ICT support and loss of catalogue	Failure of information systems including the website leads to reduction in access to service and to information both internally and externally	DCS Business Continuity (BC) group comprising service leads is in place. Completion of BC plans for all sites and sections, including TAC, is underway. Training for staff has already been organised corporately. All systems are held on servers at County Hall or within TAC and are backed up daily, hardware is maintained under contract and software is supported. Business Continuity Plans are in place and updated as required. Servers are linked to UPS systems to enable continuity of operation. Failures of systems are likely to be short term and CHS exists to provide support with such events.	2	4	8	Medium	Discussions with Cultural Services' Information and Communications Technology Services	Tidied up the storage of data on the server	6(2x3)	Weakening	Mar-10	Providing Value for Money	Maximise our efficiency through a culture of value for money and continuous performance improvement	Ian Palfrey
6	Loss of building systems and plant including non delivery of suitable environment conditions	Loss of building systems leading to threat to holdings and failure of service	Contracts are now in place for maintenance of all main plant items and systems. Service provision within the contract is monitored by the County Archivist to ensure the premises are fit for purpose	2	4	8	Medium	Constant monitoring throughout the year. Additional building management systems planned. BMS additional systems in place	Good progress being made and co-operation taking place	4(1x4)	Good	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
7	Failure of NRO partnerships	Lack of clarity in roles and responsibilities of partnerships leads to capacity issues and potential drains on business as usual. Failure of partnerships leads to negative reputation and knock on effects in relation to funding.	Do risk assess business objectives before entering into partnerships or working arrangements. Also set criteria and extent of involvement in partnerships to ensure no damage to reputation. Heads of Repositories' meetings between NRO and EAFA. Close links maintained with partners through attendance at meetings, representation on boards, etc.	3	3	9	Medium		Good progress being made	4(2x2)	Good	Mar-10	To improve opportunities for people to learn throughout life	Working with partners, identify and seek to plug skills gap in the growth economy	John Alban
8	Failure of Security	Lack of effective site security can lead to vandalism resulting in loss of building, collections, concerns of staff safety.	We employ attendants to enhance the security and safety of visitors, staff and our assets. Working closely with NPS to improve security of curtilage of the building. Good internal security and alarms mitigate impact. Security Policy in place	4	2	8	Medium		Continuous review of risks and reporting them to NPS	6(3x2)	Good	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	Rachel Farmer
9	Failure to manage Sickness Absence and Stress	High levels of staff absence and stress leads to service delivery restrictions	NRO carry out return to work interviews, have signed up to the musculoskeletal referral programme and provide manual handling training to all staff. Sickness absence is monitored by management team and CSD DMT. The NCC counselling line is available. Regular monitoring of statistics will identify if interventions are needed. Senior Staff attend 'Managing Stress in others' course. All staff have been trained in 'Dealing with Difficult People'. NCC Impact Leadership Programme. Support and advice received from HR. Appointment of new HR Consultant for NRO	3	2	6	Medium	Work-related stress risk assessment carried out		6(3x2)	Good	Mar-10	Developing and supporting our workforce	Ensure Norfolk County Council is a good employer	John Alban
10	Possible risk to documents out of custody presented by climate change (risk identified by members of Norfolk Records Committee)	Potential loss of elements of county's written heritage	NRO's Collections Policy. Information leaflets, e.g., <i>Caring for your books and documents at home. Looking after the Records of your Parish Church, Parish Council Records</i> , coupled with advice to owners. Undertaking frequent records surveys. Liaison with documnet owners and advocacy, e.g., through the advisory leaflet, <i>Adding to Norfolk's Archives</i> . NRO can take material at risk on temporary deposit.	1	2	2	Low		Mechanisms in place to ensure we are working well.	1(1x1)	Good	Ongoing	Improve and develop Norfolk's cultural heritage and resources.	Look after and enhance Norfolk's cultural heritage	John Alban
11	Lack of certainty over LGR outcomes	Drop in performance.Low motivation. Unable to recruit. Having to plan, not knowing what outcomes will be.	Keeping staff informed and reassured. Referring to corporate message. Forecasts have been re-evaluated.	4	2	8	Medium	Ensure business as usual. Develop a skills strategy. Apply to own planning TNA/Cabinet Office guidelines for changes to machinery of government.		4 (1x4)	Uncertain	Mar-10	Developing and supporting our workforce	Ensure Norfolk County Council is a good employer	John Alban
12	Loss of or damage to collections	Failure of service and damage to its reputation	The Archive Centre is designed to highest specifications for security, fire protection, etc., compliant with relevant archival standards. Strict searchroom regulations and security procedures in place, and all staff trained and alert to security issues. There is an annual programme of stock checks. A targeted stocktake takes place annually, in addition to constant monitoring throughout the year.	1	4	4	Low	Members of staff have attended the Public Service Quality Users Group on security and access. Service representation on national advisory body	Mechanisms in place to ensure we are working well. Performance Indicators in place	4(1x4)	Good	Mar-10	Providing Value for Money	Safeguard and make the most economical use of our financial resources and assets	John Alban
13	Possible risk to documents out of custody presented by climate change (risk identified by members of Norfolk Records Committee)	Potential loss of elements of county's written heritage	NRO's Collections Policy. Information leaflets, e.g., <i>Caring for your books and documents at home. Looking after the Records of your Parish Church, Parish Council Records</i> , coupled with advice to owners. Undertaking frequent records surveys. Liaison with documnet owners and advocacy, e.g., through the advisory leaflet, <i>Adding to Norfolk's Archives</i> . NRO can take material at risk on temporary deposit.	1	2	2	Low		Mechanisms in place to ensure we are working well.	1(1x1)	Good	Ongoing	Improve and develop Norfolk's cultural heritage and resources.	Look after and enhance Norfolk's cultural heritage	John Alban

NORFOLK RECORD OFFICE SERVICE PLAN, 2010-13

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

It also delivers outcomes under eight out of the nine corporate objectives. 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.

Recommendation

Members are requested to note proposed Service Plan, commenting on it and considering whether there are any areas for further consideration.

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. It is the NRO's working plan and feeds into the annual Norfolk County Council plan.
- 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. It also delivers outcomes under eight of the nine corporate objectives.
 - 1.4. 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.
 - 1.5. Although it is attached here in hard copy, the master copy of the NRO's Service Plan is held electronically in the PRISM planning tool.

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. Members are requested to note proposed Service Plan, commenting on it and considering whether there are any areas for further consideration.

Officer Contact:

Dr John Alban, County Archivist

Tel.: 01603 222599; E-mail: jr.alban@norfolk.gov.uk



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.

Norfolk Record Office

Community Services

Service Plan 2010-13

Dr John Alban
County Archivist

Published April 2010

St George and the Dragon: design by Alfred Wilkinson for a stained glass window in Thriplow church, Cambridgeshire, 1953, from the archive of G. King and Son Ltd (NRO, ACC 2004/53).



Contents

Service profile for the Norfolk Record Office	4
The changing context for service delivery	10
External drivers	10
Internal drivers	13
Reviewing performance.....	13
Last year's performance	13
Strategic Overview.....	17
Delivering outcomes.....	18
Contribution to Strategic Ambitions.....	19
Contribute to the economic development of the County through lifelong learning and cultural activities	20
Use cultural activities to engage offenders and those at risk of offending.....	21
Improve access to opportunities for children and young people to achieve in culture, sport and other areas, and increase recognition of these achievements	22
Increase participation in sport, physical activities and cultural activities to contribute to the well-being of Norfolk's residents	23
Increase levels of adult literacy and numeracy and life skills	24
Increase learning opportunities through cultural activities.....	25
Sustain and enhance Norfolk's bio-diversity, habitats and historical environment	26
Deliver cultural services that engage with and inspire all communities.....	27
Improve access to and the quality of arts, libraries, museums and records.....	29
Look after and enhance Norfolk's cultural heritage	31
Having a real customer focus	32
Providing value for money	33
Developing and supporting our workforce	34
Impact of service.....	36
Business Continuity.....	40
Value for Money	44
Service Value for Money Assessment	44
Analysis of VFM.....	44
Customer Focus.....	46
Customer focus improvement actions.....	50
Key performance targets for customer focus	51
Delivering the plan – people management & workforce development.....	52
Workforce development.....	52
Key performance targets for people management.....	51
Delivering the plan – financial resources and asset management.....	52

Financial Management.....53

Asset Management.....54

Service & Resource Planning Checklist55

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.

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 volumes

CIPFA's annual statistics show that the NRO's exceptional archive collection is the largest for any county record office in the UK. Significant elements from the service volumes for 2008-9 were:

-
- Total volume of holdings: 2,930 cubic metres
 - Total capacity of strongrooms: 3,441 cubic metres
 - Total volume of accessions: 23 cubic metres
 - Total no. of accessions: 497
 - Total no. of visitors: 29,254
 - Total no. of original documents produced: 18,344
 - 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: 5
 - Total no. of postal, telephone and e-mail enquiries: 11,956
 - Total no. of visits to website: 156,524
 - Total no of participants at NRO Education and Outreach events in TAC and across the county: 11,391
 - Total no. of learning events in-house: 89
 - Total no. of learning events outside: 141
 - Total no. of volunteer hours: 1,762

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 2008-9 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

It is committed to achieving the following objectives:

- Developing and sustaining quality services
- Maintaining physical and cultural assets
- Making the most of resources from external agencies
- Working in partnership

These objectives are applied with ten activity/planning areas identified by The National Archives as 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

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 to 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 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:

- 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
- 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
- Mind
- Museums, Libraries and Archives Council, East of England
- 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
- Norwich Cathedral Community Learning Service
- Norwich HEART
- Schools, colleges and prisons across Norfolk
- Society of Archivists and Society of Archivists East of England Region
- 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
- Archives Education and Outreach Service
- Electronic access to services
- Partnerships in the community and with our suppliers
- Joint delivery partnerships
- Partnership working with other services in Norfolk Cultural Services within the Community Services Department

The changing context for service delivery

External drivers

The annual self-assessment programme introduced in 2006 by TNA is a key driver for the NRO.

The lack of a specific National Indicator for archives within the 198 indicators which will underpin the new performance framework for Local Authorities is regretted, so it is important to attempt to align archives within Local Area Agreements.

Any archive-related initiatives from the Museums, Libraries and Archives Council.

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, will be a key driver for the NRO.

The impending proposals for reorganization of local government in Norfolk, if implemented, could be a key driver for the NRO.

The recession and its potential impact.

There have been significant changes to Norfolk's population. The population is estimated to have been

832,400 in mid-2006, projected to rise to 860,800 in mid 2012. The composition of the population is changing. Norfolk is becoming increasingly diverse, with large numbers of people coming into the county from Portugal and Eastern Europe, 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).

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.

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.

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)
- 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)
- 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
-

Internal drivers

[Insert details of the changing 'internal' drivers for service delivery. This may include performance risks and pressures, financial risks and pressures, asset management, workforce changes and changes in your customer profile]

The NRO is under increasing pressure to reduce costs. While it has found its savings for 2010/11, in 2011/12 and 2012/13 it has to find savings currently amounting to £95k. It is required to offer value for money, while ensuring increases in visitors, learners, new members, active members and issues are maintained. 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.

The outcomes of MRS and the PwC review will have an impact on the NRO.

Reviewing performance

Last year's performance The NRO was chosen as one of five regional partners in 'People and Parliament: Connecting with Communities', a major four-year project run by the Parliamentary Archives and Parliamentary Outreach, aimed

at bringing Parliament closer to the people. NRO documents were on display in the exhibition launched at Westminster Hall in July and the first regional project started in Norfolk soon afterwards. Fourteen volunteers became 'history detectives', investigating the backgrounds of five of the Norwich commissioners named in the Land Tax Act, 1821 and spending four days at the Record Office and one at the Parliamentary Archives. The 'History Detectives' case study has been posted on Parliament's 'Living Heritage' website. The Norfolk strand of the project began in January, with an exhibition, Norfolk, People and Parliament at The Archive Centre, a series of project-related talks between January and March, work with schools and 'History Detectives II', which research prisons and debtors' petitions. The joint work with Parliament caused the number of visitors and persons engaged in Record Office events to increase by 127% over last year's figures.

Other major exhibitions in the Long Gallery at The Archive Centre included *Miniature Windows on the World*, a display of illuminated manuscripts from the private collection of Denys Spittle. These manuscripts, ranging in date from the tenth century to the nineteenth, have been on public display only once before, at the Fitzwilliam Museum in Cambridge. The exhibition proved exceptionally popular, attracting an average of 140 additional visitors a week to The Archive Centre, over 7,000 people having seen it before it closed in May.

Smile for the Camera: Images of Childhood, 1860-1918 was launched in June, by children from Hockering Primary School. The exhibition, presented by the NRO and the East Anglian Film Archive (EAFA), focused on childhood between 1860 and 1918 and contained local archive film from EAFA, documents and photographs from the NRO, and artefacts from the Norfolk Museums and Archaeology Service, as well as work created by the pupils. The exhibition was the culmination of several months of work with children and teachers from Hockering and from West Walton Primary and Children's Centre School. Pupils had been finding out in the classroom about childhood during this period with the help of an education pack for schools created by the Record Office, but this was the first chance for them to see some of their own work on display.

At the Record Office's stand in Norfolk County Council's tent at the Royal Norfolk Show in July, children were able to use air-drying clay and specially-made matrices to make their own seals. Adults enjoyed a display of facsimiles of documents about environmental change and the Norfolk landscape. Visitors also had the opportunity to find out about the NRO's podcast on the history of refugees in Norwich.

The NRO played a significant part in the King's Lynn *Hanse* Festival in August, by providing the opening speaker for the History Forum and staging an exhibition, *King's Lynn and the Hanse*, on the South Quay. The exhibition is also now online on the NRO's website.

Around 5,000 people visited the NRO's stand at the Great Yarmouth Maritime festival in September. The stand this year had two facsimile displays, one celebrating 250 years of bathing/swimming in the borough, the other

commemorating the Pleasure Beach's centenary. The aim of the displays was to rekindle memories and spark debate, and this was further helped by large images, dating from 1860-1960, of the South Quay, Blackfriars Tower, the Gem/Windmill cinema, the Circus, Wellington Pier, St George's Chapel and an aerial view of the harbour mouth. There were also notices about the online *Singing Histories* book, with the words and music for *On Board a Wherry* included on the reverse. A fair number of people expressed delight that such a book had been produced and indicated they would be downloading it when they got home.

The NRO participated with other services from Norfolk Cultural Services and Norfolk Children's Services in the Norfolk 'Singing Histories' project, part of a programme coordinated nationally by 'Sing London' and aimed at getting the nation to sing. The NRO was involved in the launch at the Norfolk Show in July and also in 'Singing Histories' events in Chapelfield, the Great Yarmouth Maritime Festival and also a NRO reminiscence workshop for the over-fifties at Great Yarmouth Library.

For Archives Awareness Month in October, two panels detailing the history of refugees in Norfolk were displayed in Mile Cross Library and Plumstead Road Library in Norwich, as part of this year's Archive Awareness Month theme, 'Take Flight'. The panels gave information on the 'Strangers' and the experience of one of the children transported to Norfolk *via* the *Kindertransport*, the rescue mission which took place during the nine months prior to the outbreak of the Second World War. In addition, two talks took place at The Archive Centre as part of Archive Awareness Month. The first, entitled *Persecution and stewardship: the record of our ancestors' complex relationship with Norfolk's wildlife*, was attended by seventeen people. The second, *Exploring Records of the Textile Industry in Georgian Norwich*, had thirty-four attendees. In January, there was a further talk by a Kindertransportee at The Archive Centre.

Refugees were also the theme of the 'Discovering Refugee History in Norwich' programme, aimed at making residents and visitors to Norwich aware of the rich history of refugees to the city, by creating a trail which was in place throughout Refugee Week, 2009. Working with the refugee community also highlighted the collections of the NRO, NKIS and NMAS. Staff from each of the three services ran workshops with refugees and asylum seekers from Norwich International Youth Project and New Routes Project. During these sessions staff explained the history of refugees coming to Norwich since the sixteenth century and their contributions to Norfolk today. The groups were then asked to choose one document, one artefact and one book which they felt best portrayed refugee history in Norfolk. The selected items and quotes on why they were chosen were placed on six especially designed panels which formed a Refugee Trail around Norwich city centre.

Another project about refugees was 'Opening a Door to the Past: the Life of Refugees in Norfolk, a Podcast'. The Norfolk Record Office secured funding from one of the Museums Libraries and Archives Council's grants programmes, 'The People's Record', one of the strands of Setting the Pace, Museums Libraries and Archives

Council's programme for The London 2012 Olympic Games and Paralympic Games. Using this funding the Norfolk Record Office has been working with a group of 8-14 year olds supported by the Youth Inclusion and Support Panel, who are at risk of offending. They have explored the themes of changing places and young people's aspirations by looking at the lives of refugees in Norfolk in the past, using Norfolk Record Office collections. The young people have used this information to produce creative writing in sessions led by a local poet. Next, the young people developed sound recording and editing skills using the Norfolk Record Office Sound Archive facilities. Guided by the Norfolk Record Office Sound Archivist they recorded the material from their creative writing and edited it to create their own podcast. This will be available on the internet, through the NRO's website.

Following the award of a grant from The National Archives' National Cataloguing Grant Scheme, a project archivist was appointed in May, when cataloguing began in earnest on the prestigious archive of G. King and Son Ltd, lead glaziers of Norwich, a leading light in the field of conservation of stained glass between 1927 and 2003. A team of volunteers has been working to repackage the extensive visual archive and the project is on target for successful completion by May 2010.

The NRO also received external grants to support project for cataloguing the archives of Jarrold and Sons Ltd and Nestlé (Caleys/Mackintosh/ Rowntree-Mackintosh, two well-known Norwich firms. In December, in connexion with its project to catalogue the extensive Nestlé archives from 1870s-1991, the NRO ran a 'Sweet Memories' session at The Archive Centre, in which former employees of Caleys/ Rowntree-Mackintosh/Nestlé, were invited to share their vital and precious memories in helping to identify people and processes in the large photographic collection which forms part of the firm's archive, and putting together the stories behind the photographs. The NRO had anticipated possibly fifteen people attending, however, such was the interest, the actual number was in excess of seventy-five.

The Archivist in charge of the Norfolk Sound Archive won one of the two prestigious internships, offered internationally, at the British Library Sound Archive and spent ten weeks there over the summer.

The Corporate Freedom of Information and Data Protection Unit (based in the Norfolk Record Office) experienced a 20% increase in the number of requests and achieved a 94% success rate in meeting the 20-day deadline for providing information under the Freedom of Information Act during the year. In about 80% of cases some or all the information requested was supplied. On most occasions when information was not supplied this was because the information was not held.

Nine of the eleven measures in the Council's Data Protection Policy were fully complied with over the last year. One measure not met was ensuring that all staff were suitably trained in data protection. This has now been

rectified by the introduction of an e-learning course, 'Data Protection Essentials'. The other failed measure relates to the number of subject access requests that were not completed within the statutory limit of forty days – one two third of cases, although in most of these the subject agreed to the delay. The main reasons for exceeding the limit were complexity and workload.

Strategic overview

In common with all archive services, the NRO has a hierarchy of priorities for service delivery, which are determined by professional and legal considerations and fulfil the aspirations embodied in the Record Office's Mission Statement. The NRO's activities may be categorised into four main areas of prioritised importance, in descending sequence:

1. The highest priority is the preservation of the records of historical significance held within its unique archival collections, without which all its other activities fall.
2. The policy of collecting records of historical significance maintains the integrity and organic growth of the holdings in The Archive Centre and minimises the risk to those elements of Norfolk's written heritage which are out of custody.
3. Access to archival material is provided by a wide variety of means, including via the Record Office's public searchrooms, Education and Outreach programmes, website, exhibitions and publications.
4. On behalf of NCC, currently contributes to the management of information compliance.

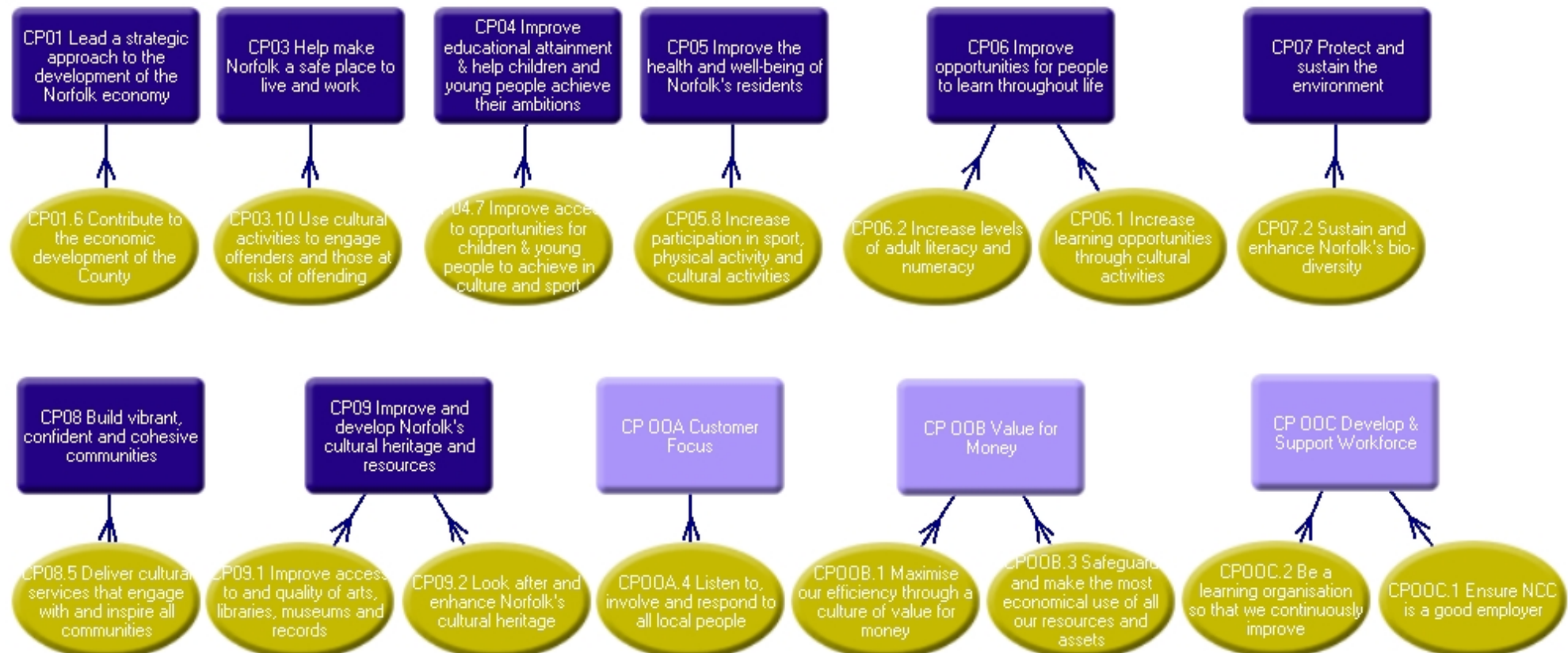
Should there be unforeseen pressures on resources during the year, the NRO will give priority to those activities in this Service Plan which directly support the above categories, in the order of priority indicated above.

Delivering outcomes

The following causal map demonstrates how Norfolk Record Office helps its customers experience better outcomes. These outcomes are expressed through *Norfolk Ambition*, through *County Council Plan* objectives, and through objectives within key thematic plans. The service objectives identify how the service delivers these outcomes.

Service plan map for the Norfolk Record Office

SP CU NRO Service Plan Map 10/11



Contribution to Strategic Ambitions

The NRO contributes to NCC's three strategic ambitions. Some examples of how its key service actions support the three strategic

ambitions are given here:

An inspirational place with a clear sense of identity

- 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 (Service Objective 4)
- Ensure the preservation of and access to archives which support the study of the historical environment (Service Objective 7)
- Maintain programme of off-site parish exhibitions (Service Objective 8)
- Maintain programme of Norfolk Sound Archive work with community groups (Service Objective 8)
- Continue to attract accessions from new communities and sectors, and to acquire archives at risk (Service Objective 10)

A vibrant, strong and sustainable economy

- Develop more Archive Education and Outreach programmes which support economic development (Service Objective 1)

Aspirational people with high levels of attainment and skills

- Maintain a comprehensive archive education service for schools, by delivering workshops, providing hard copy or electronic resources and advice to schools (Service Objective 3)
- Provide opportunities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre (Service Objective 3)
- Continue the programme of learning events in The Archive Centre and across the county, including workshops, talks and activities (Service Objective 4)
- Provide workshops on family history, palaeography and other topics (Service Objective 5)
- Provide family learning events (Service Objective 6)
- Continue to develop the use of volunteers and equip staff to supervise and work with them (Service Objective C)
- Maintain ongoing training and workforce development programmes, also in alignment with regional and national developments within the Museums, Libraries and Archives Sector

Norfolk Cultural Services has 10 service objectives which are common to all services within the department. These service objectives link to 8 of the 9 new County Council objectives. However, the main focus of the NRO's work is in relation to:

Corporate Objective 1 – Contribute to the development of the Norfolk economy
Corporate Objective 4 – improve educational attainment and help children to achieve their ambitions
Corporate Objective 6 – Improve opportunities for people to learn throughout life
Corporate Objective 7 – Protect and sustain the environment
Corporate Objective 9 – Improve and develop Norfolk’s cultural heritage and resources.

The following pages focus on each service objective in turn, detailing the specific actions, the performance measures used to measure progress, risks and opportunities relevant to each objective, and any specific resource considerations.

Corporate Objective Lead a strategic approach to the development of the Norfolk Economy

Service Objective Contribute to the economic development of the County through lifelong learning and cultural activities

Responsible officer Dr John Alban, County Archivist

What success would look like People in Norfolk are using high quality Cultural and learning spaces, using digital communication technology creatively and their access to information and progression to further learning and employment is supported through Cultural Services within the Community Services Department

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 1. Undertake Education and Outreach programmes which support economic development	Ongoing	Ongoing	VH

Risks and opportunities

- None identified.

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None.

Corporate Objective Help make Norfolk a safe place to live and work

Service Objective Use cultural activities to engage offenders and those at risk of offending

Responsible officer Dr John Alban, County Archivist

What success would look like Offenders and those at risk of offending have more opportunities to read, learn and engage in sporting activities, and to achieve, thereby leading them away from behaviour likely to lead to crime.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 2. Continue series of workshops and talks, etc. for offenders and persons likely to offend	Ongoing	Ongoing	VH

Risks and opportunities

- None identified.
-

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None.

Corporate Objective	Improve educational attainment and help children and young people achieve their ambitions
Service Objective	Improve access to opportunities for children and young people to achieve in culture, sport and other areas, and increase recognition of these achievements
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 Cultural Services activities.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 3. Maintain a comprehensive archive education service for schools, by delivering workshops, providing hard copy or electronic resources and advice to schools	Ongoing	Ongoing	VH
ACT 4. Continue to maintain online archive education resources by adding to existing resources, creating new resources and advertise these resources both online and through the schools' newsletter	Ongoing	Ongoing	VH
ACT 5. Provide opportunities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre	Ongoing	Ongoing	VH
ACT 6. Continue to work with non-school groups, by providing activities and resources	Ongoing	Ongoing	VH

Risks and opportunities

- None identified

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Corporate Objective Improve the health and wellbeing of Norfolk's residents

Service Objective Increase participation in sport, physical activities and cultural activities to contribute to the well-being of Norfolk's residents

Responsible officer Dr John Alban, County Archivist

What success would look like People find ways of managing and improving their well being through using Cultural Services and resources
People are enthused and aware of the sporting and volunteering opportunities presented by the Olympic Games.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 7. Continue the programme of learning events in The Archive Centre and across the county, including workshops, talks and activities	Ongoing	Ongoing	VH/SM/Archivists
ACT 8. Continue to produce archive exhibitions of facsimile copies or original documents in The Archive Centre and across the county	Ongoing	Ongoing	VH/JW/TACET
ACT 9. Develop community based oral history projects via the Norfolk Sound Archive by working with community archives and other partners and	Ongoing	Ongoing	JD

providing training opportunities in oral history and continued support			
------------------------------------------------------------------------	--	--	--

Risks and opportunities

- None identified

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Corporate Objective Improve opportunities for people to learn throughout life

Service Objective Increase levels of adult literacy and numeracy and life skills

Responsible officer Dr John Alban, County Archivist

What success would look like People are supported in their reading and learning and have opportunities to be part of community life.

Performance measures

Indicator	LAA no. if applicable	Result 08/09	Target 08/09	Target 09/10	Target 10/11	Target 11/12

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 10. Provide workshops on family history, palaeography and other topics for adult learners	Ongoing	Ongoing	VH
ACT 11. Provide workshops, talks and other programmes in connexion with other adult learning providers	Ongoing	Ongoing	VH

Risks and opportunities

- None identified
-

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Corporate Objective Improve opportunities for people to learn throughout life

Service Objective Increase learning opportunities through cultural activities

Responsible officer Dr John Alban, County Archivist

What success would look like People will be introduced to a wide range of cultural and sporting services and activities that meet their learning and leisure needs

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 12. Develop a display and children's' activities for the Norfolk Record Office area of the Heritage Quarter of the Great Yarmouth Maritime Festival	Planning completed	Event achieved	LP
ACT 13. Develop activities and/or a display for the Norfolk Record Office area of the Norfolk County Council tent at the Royal Norfolk Show	Event achieved	N/A	VH
ACT 14. Provide family learning events	Ongoing	Ongoing	VH

ACT 15. Provide a programme of school holiday activities	Ongoing	Ongoing	VH
ACT 16. Provide resources and activities to celebrate national initiatives such as Refugee Week , Local History Month, Black History Month, Holocaust Memorial Week, Archives Awareness Month, etc. (see also ACT 22)	Ongoing	Ongoing	VH/RF

Risks and opportunities

- None identified

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Corporate Objective Protect and sustain the environment

Service Objective Sustain and enhance Norfolk's bio-diversity, habitats and historical environment

Responsible officer Dr John Alban, County Archivist

What success would look like The character of Norfolk is preserved through its historical environment, and people learn about it and appreciate it.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 17. Ensure the preservation of and access to	Ongoing	Ongoing	FWJ

archives which support the study of the historical environment			
ACT 18. Provide advice and support to remove Listed Buildings from the Buildings at Risk Register (P&T – Environment)	Ongoing	Ongoing	GM
ACT 19. Deliver improvement programme for Norfolk Biological Records Centre (NBRC) (P&T – Environment)	Ongoing	Ongoing	GM/JRA

Risks and opportunities

- None identified

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Corporate Objective Build vibrant, confident and cohesive communities

Service Objective Deliver cultural services that engage with and inspire all communities

Responsible officer Dr John Alban, County Archivist

What success would look like People in Norfolk are more aware of the diverse nature of the community.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
--------	-----------------------	------------------------	-------

ACT 20. Use archives to encourage learning within areas of social deprivation, <i>via</i> workshops, resources or activities	Ongoing	Ongoing	VH
ACT 21. Work with other services in Community Services to produce displays, talks, etc. as part of national events that highlight different communities including Refugee Week, Black History Month, and Lesbian, Gay, Bisexual Transgender Month	Ongoing	Ongoing	VH/RF
ACT 22. Promote the Norfolk Record Office and its holdings to elderly non-users, through talks, group visits and other events or activities	Ongoing	Ongoing	VH
ACT 23. Maintain programme of off-site parish exhibitions	Ongoing	Ongoing	JW
ACT 24. Continue to attract accessions from new communities and sectors	Ongoing	Ongoing	SM
ACT 25. Maintain programme of Norfolk Sound Archive work with community groups	Ongoing	Ongoing	JD

Risks and opportunities

- None identified

Resource Implications Resources to be found from revenue budget.

Dependency on Strategic Projects None

Corporate Objective Improve and develop Norfolk's cultural heritage & resources

Service Objective Improve access to and the quality of arts, libraries, museums and records

Responsible officer Dr John Alban, County Archivist

What success would look like People have access to fit-for-purpose buildings and services that deliver reading, learning and information and that support social inclusion. The NRO's online catalogue (NROCAT) is seen to be growing and provide an ever richer resource for researchers; more depositors are confident that records they have placed on deposit will be visible and accessible to the public. Wider range of content and new services available online; more attractive interface for customers.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 26. Continue collection-level cataloguing	Ongoing	Ongoing	SM
ACT 27. Manage project to catalogue and celebrate the archive of G. King and Son Ltd. <i>via</i> TNA-funded programme	Project nearing completion (for May 2010)	Project completed	LP
ACT 28. Manage project to catalogue the Jarrold archive <i>via</i> partnership project part-funded by the John Jarrold Trust, Norwich HEART and Jarrold and Sons Ltd	Project started	Project nearing completion (for Sep. 2010)	LP
ACT 29. Manage project to catalogue the Nestlé archive <i>via</i> external funding	Project started	Project completed	LP/TT
ACT 30. In partnership with the National Trust, develop a catalogue of records relating to Blickling, in preparation for the NT's 75 th anniversary celebrations in 2012 Phase 1 of project was initiated in 2007, and was completed in 2009. Phase 2 involves putting catalogue online and planning for exhibition and associated events in 2012	Catalogue completed	Catalogue live on NROCAT	JRA/IP
ACT 31. Maintain and develop NRO's online	The project for moving	Review software	SM/IP

presence	the NRO website on to Stellent has begun. Likely completion is 1Q 2010. Investigate the possibility of introducing online payment for NRO services.	requirements for the NRO online catalogue.	
ACT 32. Investigate methods of accessing digital surrogates of parish registers and other original documents in the NRO searchroom initially	Testing has begun.	Complete work on the user interface. Continue search for storage space for digital surrogates.	IP
ACT 33. Maintain a programme for the conservation of archives, to professional recognized standards, to support preservation and access, exhibition and exploitation of documents	Ongoing	Ongoing	NS

Risks and opportunities

- NRO Risk Register, risk 12: Lack of effective internal project management leads to loss of opportunities, reputation, future finance and ultimately failure of the project.

Resource Implications

The King and Jarrold cataloguing projects supported by external funding: King by a grant from TNA'S National Cataloguing Grants Scheme for Archives; Jarrold from partnership funding *via* the John Jarrold Trust, Norwich HEART and Jarrold and Sons Ltd.

Public access to digital surrogates requires staff to design the file structure and populate the image directories for the browse facility to work.

Dependency on Strategic Projects

- Developing and implementing the image access software is dependent upon CHS and other NCC priorities.

Corporate Objective **Improve and develop Norfolk's cultural heritage & resources**

Service Objective	Look after and enhance Norfolk's cultural heritage
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. Recognition that the NRO provides optimum preservation strategies and conditions for both physical and digital archives. More documents are made accessible.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 34. Maintain the NRO's status as a four-star archive service in TNA annual assessment		Target achieved	JRA
ACT 35. Work to maintain high standard of security and facilities in The Archive Centre		Ongoing	JRA
ACT 36. Work with the Borough Council of King's Lynn and West Norfolk on the King's Lynn Borough Archives (KLBA) and participate in the review of historic buildings within King's Lynn	Ongoing	Ongoing	JRA/SM
ACT 37. Continue to attract accessions from new communities and sectors and to acquire archives at risk	Ongoing	Ongoing	NROMT
ACT 38. For the Norfolk Sound Archive, continue to investigate with Community Services ICT options for obtaining improved digital mass storage system for PCM WAV preservation master recordings and all	Ongoing	Ongoing	JD

accessions of 'born digital' audio files.			
ACT 39. For NRO, develop programmes for preservation of digital archives	Review and report on activities to date.		IP/JD

Risks and opportunities

- LGR may lead to the deposit of large numbers of digital records for storage and appraisal. NRO Risk Register, risk 9: Lack of certainty over LGR outcomes
- Dependency on BCKLWN as lead on King's Lynn Borough Archives and Historic Buildings review. NRO Risk Register, risk 8: Failure of NRO partnerships

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects CHS's involvement in other corporate projects has potential to reduce capacity to do NRO work.

Service Objective A Having a real customer focus - Listen to, involve and respond to all local people, including those who are less often heard

Responsible officer Dr John Alban, County Archivist

What success would look like A wide range of local people have the opportunity to express their views and see those acted upon.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
--------	-----------------------	------------------------	-------

ACT 40. Use community consultation to inform plans for NRO services	Ongoing	Ongoing	RF
ACT 41. Seek user feedback from events throughout the county	Ongoing	Ongoing	SM/VH/JW
ACT 42. Provide specialist archive support in the Norfolk Heritage Centre in the Millennium Library	Ongoing	Ongoing	EMcC/LG

Risks and opportunities

- None identified

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective B Providing value for money – a) Safeguard and make the most economical use of all our resources and assets.
b) Maximise our efficiency through a culture of value for money and continuous performance management

Responsible officer Dr John Alban, County Archivist

What success would look like The NRO delivers services effectively through meeting and, in some cases, exceeding sector standards.
Recognition of NRO s providing excellent facilities and service; added value from injection of outside funding.

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Service actions

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 43. Retain TNA four-star status	Completion and	Status retained	JRA

	submission of assessment form		
ACT 44. Take advantage of funding opportunities open to MLA-Designated collections	Ongoing, dependent on opportunities arising	Ongoing, dependent on opportunities arising	JRA
ACT 45. Seek grant aid for purchase of archives as opportunity arises	Ongoing, dependent on opportunities arising	Ongoing, dependent on opportunities arising	JRA
ACT 46. Through FOIDPU, ensure effective compliance with FOI and DP legislation and EIR	Ongoing	Ongoing	DS/JB
ACT 47. Improve the way information is managed to meet organisational objectives	Ongoing	Ongoing	JRA
ACT 48. Investigate the establishment of a Friends of the Record Office organization	Investigations informing planning	Organization established, if deemed to be viable	JRA

Risks and opportunities

- NRO Risk Register, risk 1: Loss of or reduction in external funding or grants

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Service Objective C Developing and supporting our workforce - (a) Be a learning organisation so that we continuously improve service delivery (b) Ensure Norfolk County Council is a good employer

Responsible officer Dr John Alban, County Archivist

What success would look like Staff have the skills and knowledge to deliver high quality services and meet Community Services objectives

Performance measures

Indicator	LAA no. if applicable	Result 09/10	Target 09/10	Target 10/11	Target 11/12	Target 12/13

Action	Milestones – 6 months	Milestones – 12 months	Owner
ACT 49. Maintain ongoing training and workforce development programmes, also in alignment with regional and national developments with the Museums, Libraries and Archives Sector	Ongoing	Ongoing	NROMT
ACT 50. Support NRO staff who serve on local, regional and national bodies	Ongoing	Ongoing	NROMT
ACT 51. Continue to develop the use of volunteers and equip staff to supervise and work with them	Ongoing	Ongoing	NROMT
ACT 52. Implement corporate strategies produced by Corporate Health & Safety Manager	Ongoing	Ongoing	NROMT
ACT 53. Ensure Departmental workforce is trained and competent in health and safety commensurate with their activities and responsibilities	Ongoing	Ongoing	NROMT
ACT 54. Improve the integration of health & safety management into daily practices throughout the service through utilisation of current management processes to include health & safety considerations	Ongoing	Ongoing	NROMT

Risks and opportunities

- None identified

Resource Implications

Resources to be found from revenue budget

Dependency on Strategic Projects None

Impact of service

When providing public services we are expected to work in a way that not only provides good value financially, but is also equitable, sustainable and customer focused. In preparing service plans, services are required to conduct a 'single impact assessment' that assesses the potential positive and negative impacts of the proposed actions against a range of cross-cutting themes. The findings of this assessment are summarised here, along with any further actions to mitigate against negative impacts or promote positive impacts.

Theme	Impact	Further actions
1. Community cohesion & equalities	The NRO's services are accessible to all people regardless of age, gender, disability, race and faith or sexuality. The Archive Centre is fully compliant with the DDA requirements. The NRO seeks to engage with all including harder to reach groups.	Partnership working with groups such as NNREC, Norwich Mind, BBC Voices, New Writing Partnership, EAFA, Adult Education and other Community Services sections.
2. Accessibility planning	The Archive Centre is designed to comply fully with DDA and the activities contained in the service plan take account of any accessibility issues.	NRO constantly monitors the situation, e.g., through customer surveys and customer comments forms.

<p>3. Environment & sustainability</p>	<p>The Archive Centre was designed to include a repository with high thermal inertia, to reduce the running costs of plant and ensure greater efficiency of maintaining optimum storage conditions for archives.</p> <p>The NRO follows the Six -Point Plan for Carbon Reduction</p> <p>The NRO is committed to a year-on reduction in energy consumption. In line with corporate objectives, it aims to reduce its carbon footprint by 5% each year. The County Council's target is a reduction of 25% in CO2 emissions by 2013. The NRO's carbon footprint reduction exceeded 5% 2008/9. Initiatives in 2010/11 should see further reductions in excess of 5%.</p> <p>An energy champion has been appointed for the NRO. The Carbon Trust 'walk round audit' has been completed and an action plan to address areas of high energy consumption formed.</p> <p>Some examples of how the NRO is achieving carbon reduction, efficiencies and value for money include:</p> <p>Closing down the air-conditioning plant to our strongrooms for 12 hours each day between 19.00 and 7.00. The high thermal inertia of the NRO's strongrooms should ensure that environmental conditions remain stable. Conditions will be closely monitored.</p> <p>Reducing business mileage by 10% year on year, by using public transport where ever possible, sharing lifts to meetings, reducing the number of lower priority meetings, using conference calls.</p>	<p>The specialist conditions required to store archives result in high energy outputs. The NRO is concerned that The Archive Centre's specialist requirements are not taken into account when energy assessments are carried out. Action: 1) to raise the issue with ACALG, for them to make the case with central government to establish a benchmarking régime for archival buildings; 2) to investigate further means of energy reduction.</p>
--------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

4. Deprivation	<p>Use video conferencing to deliver education and outreach programmes to schools and other learners where ever possible.</p> <p>Reduction in the number of photocopiers and printers.</p> <p>Ensuring that all decisions on new policies and projects (inc. capital) take account of carbon impact and associated financial cost.</p> <p>Taking advantage of NCC and external grants for reducing energy use, where applicable.</p> <p>Reducing the number of portable electrical appliances.</p> <p>Ensuring that all computer equipment is switched off fully when not in use and that no unnecessary lights are left switched on.</p> <p>Double siding all printing or reusing paper and only printing when absolutely necessary.</p> <p>Wherever possible, the NRO recycles waste material, including paper, batteries, printer cartridges, CDs/DVDs, etc.</p> <p>By providing a high quality visitor attraction and by its activities in deprived parts of the county, the NRO is contributing to overall economic sustainability.</p>	<p>NRO has visitors from across the whole of the UK and from overseas thereby bringing tourist income to the County.</p>
----------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------

5. Health and Well-being	By helping to deliver a social inclusion agenda e.g ,Refugee week, Black History month contribute to the mental health and well being. Many of our visitors are elderly and come as part of community groups.	
6. Crime & disorder	The NRO carries out activities in areas of social deprivation. 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, and by generating pride in the local heritage, the NRO is making a substantial contribution towards reducing crime and disorder in Norfolk.	
7. Safety & welfare	<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>	Front-line staff have undergone CRB checks. All staff have undergone training on the safety and welfare of children and vulnerable adults. Newly-appointed staff or volunteers will be subjected to CRB checks and undertake training in working with children and vulnerable adults.

Business Continuity Management

Business Continuity Management

Business Continuity is the process of understanding critical activities or priority services within an organisation, considering the risks to these, building resilience, developing plans to ensure disruption is minimised in the event of an incident and then testing arrangements. We must ensure that we can continue to provide our services appropriately to our customers whether we are faced with a minor or major disruption.

Critical Activities/Priority Services

1. The preservation of records of historical significance.

Material is listed (ISADG compliant), packaged to archival standards and stored in BS5454 compliant repositories.

2.Collection of records of historical significance.

Archive material is collected from depositors or brought to the Archive Centre by depositors, material is also purchased, thereby maintaining the organic growth of collection in The Archive Centre and also minimising loss of material out of custody.

3.Access to material

Material is made available by all possible means, including via the NRO's public searchrooms, Education and Outreach programmes, website, exhibitions and publications.

4.On behalf of NCC, currently manage information compliance

This is a NCC corporate function that sits within NRO and is managed by the Freedom of Information and Data Protection Unit.

Risks

1. Failure of ICT systems and loss of catalogue

Failure of information systems including the website leads to reduction in access to service and to information both internally and externally.

2. Loss of building systems and plant, including non delivery of suitable environment conditions

Loss of building systems leading to threat to holdings and failure of service.

3. Loss of or damage to collections

Failure of service and damage to its reputation, as well as loss of irreplaceable heritage assets.

4. Failure of Security

Lack of effective site security can lead to vandalism resulting in loss of building, collections, concerns of staff safety.

5. Severe shortages of staff due to influenza, etc. pandemic

Has potential for premises closure, support service downtime, increased backfill costs and loss of income.

6. Reduction in base budget or base budget not keeping pace with inflation

Can lead to reduced service capacity and, depending on the severity (e.g., extensive loss of posts within a small staffing establishment), inability to deliver critical activities.

7. Other Budget pressures, including reduction of income

Has potential for unplanned losses or budget deficits, a skewing of service plan priorities and unplanned reductions in reserves.

Action**In respect of the specific risks mentioned above:**

1. All systems are held on servers at County Hall or within TAC and are backed up daily, hardware is maintained under contract and software is supported. Business Continuity Plans are in place and updated as required. Servers are linked to UPS systems to enable continuity of operation. Failures of systems are likely to be short term and CHS exists to provide support with such events. Duplicate copies of certain ICT programs, etc. kept as backup in KLBA.
2. Contracts are now in place for maintenance of all main plant items and systems. Service provision within the contract is monitored by the County Archivist to ensure the premises are fit for purpose.
3. The Archive Centre is designed to highest specifications for security, fire protection, etc., compliant with relevant archival standards. Strict searchroom regulations and security procedures in place, and all staff trained and alert to security issues. There is an annual programme of stock checks. A targeted stocktake takes place annually, in addition to constant monitoring throughout the year.
4. We employ attendants to enhance the security and safety of visitors, staff and our assets. Working closely with NPS to improve security of curtilage of the building. Good internal security and alarms mitigate impact. Security Policy in place
5. DCS Business Continuity (BC) group comprising service leads is in place. Completion of BC plans for all sites and sections, including TAC, is underway. NRO will need to have plans in place to manage any outbreaks. Training for staff has already been organised corporately.
6. Strong financial management, especially through NRO's Budget and Efficiencies Board, coupled with demonstrating benefits and relevance of services. Ongoing efficiencies in service. Regular budget monitoring at management team meetings. Budgets are closely monitored and progress regularly reported to Norfolk Records Committee.

7. Careful monitoring (especially by NRO's Budget and Efficiencies Board) and accurate reporting of budgets in conjunction with budget holders to ensure control and compliance with financial regulations. Forward intelligence is sought from ESPO, Norfolk Property Services (NPS) and Corporate Procurement Unit (CPU) regularly and any resulting pressures reported to Cabinet, Review Panel and the Norfolk Records Committee. Inflationary pressures on fuel costs are leading to a need to develop an energy reduction strategy to increase sustainability and reduce costs

General:

The NRO has a wide range of policy documents and process documents which The National Archives require us to have. The electronic master copies of these are held on servers in locations outside The Archive Centre and back-ups are also provided.

Hard copies of documentation essential for business continuity may be held off-site in the King's Lynn Borough Archives.

The NRO is committed to a programme of succession planning.

All the NRO's suppliers are indicated on our Business Continuity Plan, which is updated whenever we acquire new suppliers. Most of our critical suppliers have validated Business Continuity arrangements.

Planning

All the NRO's Business Continuity Plans are documented on the Corporate Business Continuity software LDRPS.

The NRO's Business Impact Analysis feeds into those of the Community Services Department and corporately.

The NRO has a formal arrangement with the Community Services Department's administration team for reciprocal use of each other's facilities, should either of them be adversely affected.

Value for Money

Service Value for Money Assessment

Analysis of VFM

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 2007/08 comments on the relative performance and positioning of the NRO compared with other shire authority archive services in 2007/08. The next CIPFA survey took place in March 2010 and 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 fallen to 17% by 2006/07, 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 3rd 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 at appendix 6 suggesting that income, whilst reasonably healthy, is not excessive in terms of affordability for service users
- Premises costs are the 5th highest and therefore upper quartile. The premises cost per cubic metre, however, is well below the median line, but top quartile (6th highest) in terms of cost per head of population.
- When considering total revenue costs, the NRO is the 3rd 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.

Value for Money Improvement Actions

1. Continue to undertake formative and summative research with users and non-users, in order to evaluate attitudes to current services and to identify any new services which people would like to receive.
2. Maintain the programme of continuous improvement in order to maintain and increase visitor numbers to the NRO.
3. Continue to seek external funding to support major improvements in service delivery, including purchases of archives.

Customer focus

Meeting the ten customer service quality determinants

Norfolk County Council's Customer Services Strategy specifies ten customer service quality determinants.

These are the aspects of service delivery which must be consistently excellent in order to provide excellent customer service overall. To complete this section, give an assessment of your service's status against each of the determinants (green/amber/red). Where further comments or explanations are required, and where you have evidence to support your assessment, note these in the appropriate column.

(Note: if delivering one of the determinants is the main purposes of your service then note this and refer to the service plan as a whole)

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 .</p> <p>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, 2007</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 Community 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 2008-9, 0 complaints, but 270 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>
----------	-----------------------------------------------------------------------------------	-------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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 March 2009
- Maintain staff training programmes in customer care
- Continue to evaluate impact of NRO events and exhibitions through user questionnaires and comments forms

Consultation and customer research

The table below summarises the planned consultations throughout the timeframe of the plan, and what is known from other forms of customer research to inform service changes.

Planned consultations & customer research	<ul style="list-style-type: none"> • Selected BME community groups • Selected school groups
------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------

Customer insight

- PSQG customer survey
 - Feedback forms at NRO events, talks, etc.
 - Customer comment forms
 - Feedback from front of house staff and other NCC users of the NRO
 - Mystery shopping
-

Key performance targets for customer focus

The below indicators show performance and targets for key performance measures used to assess our customer care.

In addition to the customer care standards targets below, other customer service performance data that we collect is included e.g. user satisfaction surveys.

Indicator (service level Indicators to be confirmed by January 2009)	Result (where available)	Target 10/11	Target 11/12	Target 12/13
% of telephone calls that are answered within 15 seconds	98%	98%	98%	
% of telephone enquiries answered in full within 3 working days	98%	98%	98%	
% of letter and fax enquiries that are answered in full within 5 working days	98%	98%	98%	
% of email and text phone enquiries that are answered within 3 working days	98%	98%	98%	
% of visitors that are seen within 5 minutes of appointment time	100%	100%	100%	
% of registered complaints that meet the standards	100%	100%	100%	
% of documents delivered to searchroom within 30 minutes	100%	100%	100%	

Delivering the plan - people management & workforce development

Workforce Development

The below table summarises key people management issues and plans for the service

Staff profile	28 FTE and 5 Part time staff
Workforce planning	<ul style="list-style-type: none"> • Succession planning, particularly for senior management, is carried out, for example, through the NRO's active participation in the MLA-funded Strategic Planning and Fundraising programme for archives • The NRO's increasing involvement with externally-funded projects has led to a need for training staff in project management • Increasing numbers of volunteers has resulted in a more formal approach to the volunteer base, with training for staff involved in managing or working with volunteers
Training and staff development	A cultural services training and development programme is in place to support staff.
Health, safety and wellbeing	<ul style="list-style-type: none"> • Staff from across the service participate in the Departmental Health and Safety Committee including trades union representatives. • Health and Safety issues are reviewed quarterly by the Management Team • Promotion of the Norfolk Support Line and other support services • Staff have access to occupational health services • Staff have access to the Musculoskeletal Rehabilitation Injury Scheme • Lone working rules, policies and procedures in place

People Management

	Disabled	Not disabled	Blank submission
Disability analysis	0	37	3

	White	Asian	Chinese	Mixed	Other	Refused	Unknown	Blank
Ethnicity Analysis	35	1			1			3
	Total							
No of days sickness (as at Dec 09)	90.7							

Delivering the plan – financial resources and asset management

Financial Management

The table below shows the approved budget for this year and the indicative budget for future years

	Approved Budget 2010/11	Indicative Budget 2011/12	Indicative Budget 2012/13
Base Budget	1,533,020	1,720,000	1,720,000
Pay & Prices	5,000	16,000	16,000
Pension	7,000	10,000	10,000
(Additional Budget to meet☺)			
Increased Employers National Insurance contributions		5,000	
Budget transfer from NLIS and NMAS	50,000		
Service Improvement	6,000		
(Less☺)			
Efficiency Savings			
Increased Income			
Other Savings – vacancy management		(31,000)	(26,000)
Return of excess pay award	(9,760)		
Cost neutral budget changes	(9,050)		
Grants and contributions deferred	137,790		
Net Budget	1,720,000	1,720,000	1,720,000
Gross Expenditure	1,918,120	1,918,120	1,918,120
Gross Income	(198,120)	(198,120)	(198,120)
Approved capital Expenditure to deliver service plan	0	0	0

Details and commentary:

A budget transfer of £50,000 from NLIS and NMAS removes a historic deficit for the NRO in 2010/11. This removes the most significant budget risk for the service. The NRO has created an Efficiencies Board to oversee the delivery of budget reductions for 2011/12 and 2012/13.

Asset Management

The below table shows key information about the planned use of assets during the period of this service plan. Assets include accommodation, ICT and knowledge.

Extent of current assets	<p>The NRO is housed in a purpose-designed, state-of the art Archive Centre, opened in 2003. It fully complies with all the archival standards and with the DDA. It is located adjacent to County Hall in Norwich. In total floor area, The Archive Centre is 5,176 square metres, of which the NRO occupies 4,493 square metres (the East Anglian Film Archive occupies the other 683 square metres of the building). The Archive Centre has been described as 'the most up-to-date archive facility in Europe'.</p> <p>The King's Lynn Borough Archives (KLBA) are housed in the Old Gaolhouse within the Town Hall at King's Lynn, a building owned and wholly maintained by the Borough Council of King's Lynn and West Norfolk. KLBA currently occupy 71 square metres of the Town Hall complex.</p>
Sufficiency of assets	<p>The Archive Centre was purpose-designed to support the NRO's service, particularly with regard to preservation, conservation and access to archives, and especially in respect of excellent service to the customer. Its repository was designed to accommodate all collections held in 2003, with sufficient accrual space for fifteen years' accessions at the projected rate.</p> <p>The premises occupied by the KLBA are substandard from the point of view of preservation, access and compliance with the DDA. However, the building is directly controlled and managed by the Borough Council of King's Lynn and West Norfolk and not by NCC.</p>
Impact on assets	<p>There are no changes planned for The Archive Centre.</p> <p>Following a consultants' report, the Borough Council of King's Lynn and West Norfolk have recently undertaken a review of archive accommodation within the Town Hall, as a consequence of which, improvements to the archive facility are being investigated, although funding sources for effecting them have not been identified.</p>
How changes will be delivered	

Service & Resource Planning Checklist

The following checklist has been completed and signed confirming that the necessary steps have been taken in preparing this service plan and resource plans.

No.	REQUIREMENTS	Y/N	COMMENT
Context and drivers			
1	Have you considered the major external factors and trends over the next 5 years?	Y	
2	Have you used customer information to review and shape your plan?	Y	
3	Have you considered the corporate drivers around customer focus, finance, people management, asset management, VFM, efficiency savings and corporately significant projects?	Y	
Corporate outcomes and performance challenges			
4	Does your plan clearly identify how service objectives deliver corporate objectives (community outcomes)?	Y	
5	Have you reviewed past and current performance, used comparative data, considered customer experiences and referred to audit and inspection recommendations?	Y	
6	Does your plan identify key areas for improvement and sustaining progress, performance measures and targets – over the next 3 years?	Y	
7	Have you considered how your key service actions contribute to achieving our Strategic Ambitions?	Y	
8	Have you assessed and demonstrated how your service provides value for money?	Y	
9	Does your plan assess emerging opportunities and risks and identify how these will be managed?	Y	
Impact of the service on customers, citizens and communities			
10	Have you assessed your service using the 'single impact assessment tool' and put in place appropriate actions?	Y	

No.	REQUIREMENTS	Y/N	COMMENT
11	Have you assessed your service against the 10 determinants of quality customer care specified in the Customer Care Strategy and identified any further improvements that need to be made?	Y	
12	Have you considered and identified any health, safety and wellbeing issues that may arise from your service objectives and put in place appropriate actions?	Y	
Requirements for service delivery and transformation			
13	Does your plan identify the critical activities and actions that are needed to (a) sustain progress, and (b) deliver necessary improvements (including any transformational changes) in order to achieve stated outcomes?	Y	
14	Does your plan identify the resource implications necessary to enable delivery (including staff, budget, accommodation and ICT requirements etc) and are the required resources in place?	Y	
15	Does the 3 year financial plan (including capital programme) adequately reflect the resources implications of the plan, including cost pressures, service demands, improvement targets, opportunities for efficiencies and revenue implications of capital schemes?	Y	
16	Have you assessed and incorporated cost and savings opportunities for delivery of services within the Local Area Agreement in the 3 year financial plan?	N/A	
Engagement in planning preparation for service and financial plans			
17	Have you engaged your team/staff at appropriate stages in development of the plan and resource requirements?	Y	
18	Have you engaged your Review Panel and Cabinet Member?		
19	Have you engaged any relevant strategic/funding partners?	Y	
Decision Making			
20	Are all proposals requiring policy change, budget investment or reduction supported by evidence of option appraisal, whole life costs, assessment of risks and impact on such as equality, diversity and sustainability? And implications reported to members and COG?	Y	
Format & Publication			
21	Has the plan overview been created in Prism?	Y	

No.	REQUIREMENTS	Y/N	COMMENT
22	Is the plan available on the intranet?	Y	
In-Year Monitoring & Review			
23	Have you put in place arrangements for regular performance and budget monitoring against plan and periodic review?	Y	
24	Have the service objectives been translated into team and individual objectives, which will be evident in appraisals?	Y	

Head of Service (or equivalent)

Signature:



Date: 31 March 2010

Chief Officer

Signature:

Date:

Glossary of Acronyms

ACALG	Association of Chief Archivists in Local Government
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
CCTV	Closed-Circuit Television
CD	Compact Disc
CHS	Charles House Services

CIPFA	Chartered Institute of Public Finance and Accountancy
CRB	Criminal Records Bureau
CSD	Community Services Department
DCS	Department of Community 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 Regional 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
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

ARCHIVES FOR THE 21ST CENTURY

Report by the County Archivist

Summary

This report provides members with an update on the national strategy for archives set out in a Command Paper recently issued by HM Government, and asks members to note and comment on it.

1. The consultation paper on *Archives for the 21st Century*, issued jointly by The Parliamentary Under-Secretary of State for Communities and Local Government, the Minister for Culture, Creative Industries and Tourism in the Department for Culture, Media and Sport, and the Minister of State for Justice, was published on 6 May 2009. The paper set out the strategic vision for the sustainable development of a vigorous publicly funded archive service across England and Wales.
2. As reported to the meeting of this Committee on 26 June 2009, the consultation sought views on the challenges (which the policy outlined) currently facing the archive sector and the actions to address them.
3. The consultation closed on 12 August 2009 and 625 responses were received from a wide variety of groups, organizations, companies and individuals. In total, over 1,400 people viewed the consultation documents and interest was expressed from some 32 countries around the world.
4. Following the consultation, *Archives for the 21st Century* was amended in parts and was laid before Parliament by the Lord Chancellor and Secretary of State for Justice as a Command Paper (CM7744) on 24 November 2009. The full text of the Command Paper and detailed responses to the consultation are available online at: <http://www.nationalarchives.gov.uk/policy/aft21c/>
5. The intention now is to publish action plans for England and Wales early in 2010. An Implementation Group of leading professionals and senior managers from local authority, Higher Education and national institutions met on 28 January and decided to focus effort on a 'call to action' document aimed at strategic managers/elected members and heads of service, with wide circulation to Local Authority chief executives and University vice-chancellors. This was circulated in the week beginning 22 March. Individual services/authorities are to be encouraged to consider their response to the policy and reflect it in any future business planning.

6. Five challenges to governing bodies and service managers have been identified:
 - Together, bigger, better: developing sustainable services in partnership.
 - Leadership and workforce development.
 - Meeting the challenge of digital preservation.
 - Delivering comprehensive online access to archive catalogues and digitized content.
 - Active participation in cultural and learning partnerships to foster a sense of identity and place in the community.
7. The policy does not offer a single blueprint for the way forward, but suggests a range of options that can be applied to short and long term planning in archives, according to local needs and priorities.
8. **Together, bigger, better: developing sustainable services in partnership.**
 - Ensuring that when investment is made in archive services, it delivers maximum benefit and exploits the opportunities for partnership.
 - Recognizing the contribution which archive services can make to delivering relevant public policy priorities, and, for service managers, advocating these upwards proactively.
 - Understanding that each archive service is part of a national network of provision, and making decisions about resourcing, priorities and collecting in that context.
 - Adopting governance models which best meet the needs of archive services.
 - Engaging with the forthcoming archives accreditation scheme and learning from the priorities for service development it identifies.
9. **Leadership and workforce development**
 - Seeing the opportunity to develop the archives workforce through positive action schemes, volunteering programmes and training to build a more diverse workforce with the skills required for the future.
 - Creating opportunities for archives staff to participate in leadership and development within the organization.
 - Creating a culture that sees change as an opportunity and seeks out new ways to provide quality services.
 - Succession planning, selecting the right skills at recruitment and supporting the CPD of staff in post.
 - Develop volunteering programmes so that they offer a wide range of opportunities to benefit the business and develop the volunteers.
10. **Meeting the challenge of digital preservation.**
 - Ensuring that the organization actively manages its information and archives both paper and digital records

- Ensuring that the organization invests and works in partnership to achieve digital preservation, and that it has a plan to ensure that the archive service's collecting remit is met in the future
- Supporting good governance and openness by asking IT departments and archives services to work together to provide an information management solution that ensures that staff and users can understand and find relevant information
- Developing a workforce which has the skills and expertise to give advice on records management and digital preservation

11. Delivering comprehensive online access to archive catalogues and digitized content.

- Ensuring that archive services have strategic plans for cataloguing and online access and supporting them in national initiatives to catalogue records and make them easily accessible online
- Helping archive services by removing the barriers to providing a high-quality online experience for more users
- Ensuring that the Key Performance Indicators (KPIs) for archive services reflect the importance of building the online audience and strengthening the online offer
- Ensuring that staff have the skills they need and getting volunteers to help digitize the information about which they are passionate
- Adopting national standards for the creation and improvement of catalogues and digital assets

12. Active participation in cultural and learning partnerships to foster a sense of identity and place in the community.

- Ensuring that archives staff are part of the decision-making process and can demonstrate where they can contribute to the delivery of policy targets, either alone or in partnership with other cultural, learning and information services
- Making archives services part of frameworks to support learning, community engagement, social cohesion and research facilitation
- Creating opportunities to enrich children's and adult learning in cultural spaces and online by making archival content relevant and easily accessible
- Improving engagement with community archives and research groups about their work and interests

13. Support from The National Archives (TNA) and the Museums, Libraries and Archives Council (MLA)

- Strategic engagement activity and advocacy for the impact of archives and information management
- Development of accreditation for archives as successor to self-assessment (the 2010 self-assessment is expected to be the last in this form), and using it as a lever to drive desirable developments

- National initiatives to provide co-ordination and create new opportunities:
 - digitisation consortium
 - Skills for the Future bid
 - Cataloguing Grants Scheme
- Guidance and standards (e.g., Trust status, standards for digital places of deposit)
- Strategic advice and support for services affected by investment opportunities or budgetary or structural change will, where appropriate, encourage the formation of partnerships, including cross-sectoral and cross-domain partnerships, for service delivery
- Promoting improvements in workforce skills and diversity through work with educators, professional bodies and other agencies
- Encouraging and supporting volunteering in archives
- Strategic oversight of national collecting activity, and work to address gaps in provision through collections strategies, including 2012 Olympics strategy
- Develop a cross-domain national digital preservation strategy and practical guidance on digital preservation activity

14. 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.

15. 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.

18. Recommended that members note the report and comment on it.

Officer Contact

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

Dr John Alban, County Archivist

Tel: 01603 222599, e-mail: jr.alban@norfolk.gov.uk



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.

NORFOLK RECORDS COMMITTEE

23 April 2010

Item No: 10

Report by the County Archivist

Periodic Report, 1 October 2009-31 March 2010

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 219 (248 in the equivalent period in 2008-9) deposits, gifts and purchases during the six months covered by this report, including 13 (16) to the Norfolk Sound Archive.

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

Inspections and surveys of records

- 2 Three County Council locations were visited to assess and select records for transfer to the Record Office. Freda Wilkins-Jones, senior archivist, and Alison Barnard, trainee records manager, visited the Norfolk Fire Service Headquarters at Hethersett to inspect records which had recently been retrieved from an attic storage area. They proved to include National Fire Service reports of occurrences due to enemy action in the Norwich area (bombs, crashing aircraft, etc.), 1942-5, and reports of occurrences not due to enemy action for the whole county, excluding Great Yarmouth, 1942-7. The latter series includes incidents for which enemy action was not responsible, such as British and American aircraft colliding with one another, or crashing on take-off or landing.

Freda Wilkins-Jones also spent two days (with Alison Barnard on one day and Belinda Kilduff, searchroom/research assistant, on the other) selecting and removing records from the cellar of the former Eastern Area Education Office at Euston Road, Great Yarmouth. The 44 boxes of documents included Great Yarmouth Borough Council Education Committee and Sub-Committee minute books, 1944-74. Freda Wilkins-Jones and Alison Barnard also visited a Children's

Services store-room in County Hall and found records going back to the beginnings of Norfolk County Council's involvement with education: a survey of schools, 1903 (forms completed by the head teacher of each school, with names of staff, details of furniture, comments on the curriculum and a sketch plan of the premises); and returns, also dated 1903, of staff salaries for each school.

The County Archivist, Dr John Alban, and the senior archivist responsible for parish records, Jenny Watts, visited Wymondham Abbey in December to see the Wymondham Abbey archives.

Lucy Purvis, archivist, and Antonia Hassan, project archivist, surveyed records held at the London Street branch of Jarrold and Sons Ltd, with a view to transferring the material to the NRO during the course of the Jarrold Archive Project. Most of the material which was uncovered relates to the retail division of the firm. Also in Norwich, archivists Lucy Purvis and Tom Townsend undertook a site survey, at the premises in Bank of England Court of William H. Brown and Co., of records of its predecessor, Hornor and Son, land and estate agents. The deposit of the records is expected in the near future. Additionally, Lucy Purvis surveyed and advised Hickling Local History Group on the deposit of records which the Group had accumulated.

Records of Bert Hazell, MP for North Norfolk and president of the National Union of Agricultural Workers, amounting to around 30 boxes, were appraised and surveyed at the NRO by Hannah Verge and Jonathan Draper, archivists, prior to their deposit.

Cataloguing and retro-conversion

- 3 67 catalogues, or new sections of existing ones, representing around 13 cubic metres of records, have been completed and added to the NRO's electronic catalogue since 1 October. Two of the new catalogues, representing approximately 0.5 cubic metres of records, are summary ones to collection level only.

At the end of March, the total number of catalogue entries in CALM was 688,410 (compared with 680,154 at the end of September), of which 628,919 (612,755) are accessible to the public *via* the internet (<http://nrocat.norfolk.gov.uk>). Among the newly accessible catalogues are:

Charter of Edward I, granting a market and fair in North Creake, 1281, and deed relating to land in South Creake, 1438 (MC 2706).

Additional records from Dickleburgh church, 1540-1992, including an unusually early poor rate account, 1567, and a substantial series of other documents relating to the poor (PD 704/59-302).

Additional records from North Runcton church, 1551-1958, including early glebe terriers, 1551 and 1592; incumbents' tithe and glebe accounts, 1592-1820; and papers regarding tithe and glebe disputes between incumbents and their parishioners, 1596-1669 (PD 332/42-126).

12 additional series of records of Norwich Prison records, 1884-1987, including medical officer's papers, 1940-60, steward's papers, 1960-65, canteen records, 1970-72, staff housing records, 1970-86, and prison photographs of the 1980s. (HMP 26-37).

North Elmham Voluntary Controlled Primary School records, 1863-2008, including log books, admission registers and governors' records: summary catalogue (C/ED145).

Cley-next-the-Sea Parish Council records, 1887-2007 (PC 150).

East Winch Primary School records, 1893-2009, including log books, 1903-1991, and admissions, 1893-2004: summary catalogue (C/ED 144).

Additional series of St Andrew's Hospital patients' files (closed to general public access until 100 years after the death of the patient) from the 1930s to the 1970s (SAH 1048-1297).

Friends of Norwich Museums: minutes, correspondence, accounts and general papers, 1920-2000 (SO 276).

Oral history recordings by Peter Blackburn relating to Pulham Market, 1955-2004 (AUD 36).

As usual, the newly completed catalogues include some which represent the culmination of work spread over several years. The outstanding example within this reporting period is the catalogue to a series of 9,589 Land Registry OS maps in 18 cabinets, which provide large-scale coverage of the whole county in the second half of the twentieth century. Conversely, the intensive cataloguing work carried out during the last six months on three major Norwich business archives (G. King and Son, Jarrold and Sons Ltd and Caley/Rowntree-Mackintosh/Nestlé) will not become apparent in the public domain until the completion of these projects over the coming months.

As part of the Caley/Rowntree-Mackintosh/Nestlé cataloguing project, ex-employees and pensioners of John Mackintosh and Sons Ltd (Caley Branch), Rowntree-Mackintosh plc and Nestlé (UK) plc were invited by Lucy Purvis, Tom Townsend, archivists, and Elizabeth Chaplin, archive assistant, to attend a 'Sweet Memories' drop-in afternoon at The Archive Centre in December. Copies of some of the photographs in the collection were on show in the Green Room and around 25 visitors had been expected to try to identify some of the

people and processes in the images. In the event, on the day, more than 70 former workers came to share information and were very enthusiastic about their lives at the factory on Chapelfield.

In addition, thanks to continuing cataloguing work by volunteer, Dr Jean Agnew, several new sections have been added to the online catalogue of the Bradfer-Lawrence collection, including many of the medieval deeds, 12th-19th centuries, Weeting title deeds, 17th-19th centuries, King's Lynn documents collected by Bradfer-Lawrence, 14th-19th centuries, and Browne of King's Lynn papers, 1680-1796.

As part of the NRO's long-term retro-conversion programme, major progress has been made in the last six months in preparing for the conversion to electronic format of catalogue entries which are currently accessible to the public only in the searchroom on catalogue cards filed by place, person and subject. They relate almost entirely to records acquired by Norwich Public Libraries before the creation of the Record Office in 1963, and present a particular challenge because library policy was to disregard the archival context of individual documents, making it difficult, and in many instances impossible, to recreate the original archival groups.

As a first step, over 46,000 entries in two series of library stockbooks were retyped and imported into the NRO's CALM catalogue database: this stage was completed in 2006. These summary entries, which provide a checklist of the manuscript numbers for which cards should exist, are now being systematically checked against their corresponding card catalogue entries and expanded as necessary. To date, 5,918 entries have been checked, representing just over 12% of the whole.

Stocktaking and storage improvements

- 4 During the stocktaking fortnight in late November and early December, 66 linear metres of records were checked. They included the last six metres of architects' plans and drawings in the Boardman collection, concluding a programme of stocktaking and subnumbering of this series which has been a feature of stocktaking for the past five years. Also included in the 2009 stocktake were the Colman collection, sections of the Thetford borough records and of the Hare of Stow Bardolph estate archive, parsonage house plans in the Diocesan records and Frere manuscripts in the Norfolk and Norwich Archaeological Society collection. Other work done during the stocktaking included some cataloguing, mainly of prison records, and the preliminary packing and reshelfing of some bulky accessions of records which had been awaiting processing.

The ongoing stocktaking and repackaging of archives has continued to progress through a series of several thousand boxes with miscellaneous contents, mainly of non-official records, and a further 835 boxes (110 linear metres) have been checked and repackaged, bringing the running total of boxes dealt with to 4,410.

Conservation

- 5 A map of Langley Green attributed to the surveyor John Fisher, c. 1633, a map of marshland belonging to Thomas Bagge of Lynn, 1754, a map of King's Lynn made for the Paving Commissioners by William Newham, 1806, which was water-damaged in 1994, following the fire at Norwich Central Library, and three of the maps recording a Norfolk County Council survey of coastal defence works, 1947-50, were among nine maps which received treatment in the conservation studio in the last six months. 204 papers, including a sixteenth- or seventeenth-century pedigree of the Tyrell family, 15 volumes, and nine parchment documents were also treated.

The conservation team installed one major exhibition in the Long Gallery: *Norfolk, People and Parliament*. The exhibition required work to be done on 80 items, including a memorandum of an election at Lynn, 1313, from the King's Lynn Borough Archives. The exhibition included seven items on loan from the Parliamentary Archives: these were mounted and installed by conservators from the Parliamentary Archives.

Conservation work, as part of the post-fire conservation programme, has been completed on thirteen volumes. These were four letter books of Chittock of Norwich, solicitors, 1881-4, and nineteenth- and twentieth-century account books of a number of businesses, including, including a medical practice in Burnham Market, a farm at Salle and Norwich shoe manufacturers, Norvic and Howlett and White.

Catherine Dand, a trainee conservator from the Borthwick Institute in York, spent two weeks in the conservation studio in March. She has been learning about parchment repair under the instruction of Antoinette Curtis, as part of the Society of Archivists' training programme for conservators. Catherine has worked on a number of documents, including four property deeds, 1330-1439, from the Hare collection. Yuki Uchida, one of the NRO's own conservation team, has completed the parchment module of the Society's course and will be assessed by an outside panel in June. She was able to work with Catherine, re-attaching Japanese tissue supports on a large map. Katie Jordan, a trainee conservator from West Yorkshire Archives, spent a second two weeks in the conservation studio in October, also as part of the Society of Archivists' training programme.

Dylan Read, strongroom assistant, as part of his training for the Institute of Conservation (ICON) Conservation Technician Qualification, has carried out packaging improvements to over 100 documents including a of charter of Edward I, 1306, in the Norwich Cathedral Priory archives.

In January, the conservation section hosted a training day for staff and volunteers from independent museums in the East of England, as part of the Renaissance in the East of England's SHARE scheme.

Titled 'An Introduction to the Care of Paper Collections', the day consisted of an introduction to the Norfolk Record Office and training in how to care for paper items within their own collections.

Two new conservation volunteers started within the last six months, Maureen Collings and Rebecca Hawthorne, who is applying to the University of the Arts London at Camberwell for a postgraduate diploma in paper conservation. The two long-term volunteers, Clive Richardson and Al Parsons, have continued to make an impressive contribution to the King Archive project.

There have been 33 visits to the conservation studio, by individuals and by groups, most as part of an Archive Centre tour. The studio also served as a filming venue for a forthcoming BBC programme on the agricultural revolution presented by well-known television gardener, Chris Beardshaw.

Visits to the Record Office and user analysis

- 6 Visits to the Record Office have been made by 10,702 people (compared with 13,472 in the same period in 2008-9), including 4,591 (4,676) individual visits to the searchroom. 9,114 original documents (9,578 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 66% (69% in the equivalent period last year). Local historians accounted for 24% (17%) of visits, while visits for first degree or postgraduate research and publication totalled a further 6%. The remaining 6% were studying the history of a house or property, carrying out work for A-level courses, or engaged in an official search.

Five visitors to The Archive Centre completed comments forms. One London-based visitor found friendly staff and welcomed the Centre's being 'nice and peaceful ... a change from the metropolis', while a first-time researcher into the history of a house was 'very impressed' and pleased to find an area for eating a packed lunch. There was a plea for better printing facilities from the 1911 census (the current printer is black and white and limited to A4 paper) from a Norfolk visitor who otherwise found a 'first class service', while another suggested a series of lectures or a course covering the NRO's holdings. Someone who had signed up for a Saturday course which had to be cancelled at short notice was very unhappy to have a wasted journey because a message of cancellation had failed to reach her.

A family historian from Cumbria sent an e-mail specifically to thank 'everyone in the Archives, the County Hall (where we had lunch) ... everyone we met was extremely helpful and pleasant, which made our day in Norwich a lovely experience'. In all, 81 customers

complimented aspects of the NRO's services during the period, by e-mail, letter or card.

Norfolk Sound Archive (NSA)

- 7 The Norfolk Sound Archive's digitization programme saw 76 master preservation files, 53 access files, and eight production master files created. The creation of production masters is a recent improvement to the work of the Norfolk Sound Archive. If a preservation master file requires editing to make it accessible, a production master file is created. This ensures that when the Norfolk Sound Archive needs to change the format of its access copies, the master preservation files and production master files (when appropriate) can be converted as a batch.

Collections digitized included recorded memoirs and oral history interviews relating to Doughty's Hospital in Norwich, Kenninghall and Wymondham. In addition, the Norfolk Sound Archive created 16 high quality digitized surrogate copies for preservation and access purposes from three collections of original sound recordings which were loaned on a temporary basis. These are of recorded reminiscences about employment experiences in Norfolk, oral history interviews about Great Yarmouth and recorded memoirs relating to Great Yarmouth's fishing industry.

Sound recordings have been consulted in the Sound Archive Listening Room by 10 members of the public. Until now, access to sound recordings has mainly been provided by producing access copies on CD. Plans to provide improved access *via* electronic files linked to the online catalogue have been delayed by longstanding problems with the operation of the NSA streaming server. These were resolved in February and will now enable existing catalogue entries to be linked to the sound recordings which they describe.

In December, Jonathan Draper, the archivist responsible for the NSA, delivered sessions on audiovisual archives at a one-day event at The Archive Centre organized by the Society of Archivists and funded by Skillset. The NSA's contribution consisted of two presentations (on sound archives and digital preservation) and a workshop on digitizing a compact cassette. The NSA also organized a visit to NRO and NSA by students on the University of East Anglia's MA course in Film Studies with Film Archives. The day included a tour of the NRO and NSA, a presentation by Nick Sellwood on the preservation of traditional archives on paper and parchment and an introduction to sound archives.

Jonathan Draper also provided training or advice to three oral history projects. These were a University of the Third Age group who are planning to interview former employees of Nestlé with a view to including oral history clips in the Bridewell Museum, Norwich, a Norwich Community Archive group and a postgraduate student at the

University of East Anglia, whose oral history project relates to residential care for the elderly in Norfolk.

Norfolk Heritage Centre

- 8 A new CD-ROM terminal was made available for public use in March, allowing customers to have access in the Heritage Centre to CDs with popular family and local history sources, such as local and national indexes to marriages and burials, military and Huguenot resources and the Salthouse 'buried' parish registers. Recent changes also include more shelving space for books on family and local history resources and clearer signage for local stock.

During the period covered by this report, there have been six requests for printouts of NRO sources. The two archive specialists have also dealt with 90 e-mail enquiries (from a total of 309 at the Heritage Centre) and 10 postal enquiries (from a total of 45). Statistics are not collected for visits or of telephone or personal enquiries.

Three new parish register microfilms were added to the NRO resources at the Heritage Centre. The NHC web pages on the Library website, updated regularly by Eve McClure, archive specialist, had 4,752 visits in the last six months. Eve McClure also produced the spring edition of the latest 'Heritage Happenings' newsletter which publicizes news and events at the Norfolk Heritage Centre.

The archive specialists continued to deliver regular family history sessions, in partnership with the Community Librarian team, as part of the outreach programme at the Norfolk and Norwich Millennium Library. They included a presentation and two internet workshops for a group from the Unthank Road Adoption and Family Finding Unit (Adult Social Services). The new and improved family history programme from January onwards includes three internet workshops a month (rather than two) and some evening and Saturday sessions. Up to 21 people can now be accommodated on the introductory presentation and up to seven on each internet workshop.

They also provided material for three NRO Local History school packs produced in the reporting period. Eve McClure contributed a two-part article on tracking criminal ancestors for the regular local history column in the Saturday edition of the *Eastern Daily Press* newspaper.

King's Lynn Borough Archives

- 9 90 visits were made to King's Lynn Borough Archives, compared with 132 in the same period last year. 256 (450 in 2008-9) original documents were produced for consultation by members of the public or by staff researching for talks and enquiries. 19 (24) telephone, postal and e-mail enquiries were received at Lynn. Madeleine Heley

continued her voluntary work at King's Lynn half a day a week, indexing the Hall Book for the period 1761-86

In October, HRH the Duke of Gloucester visited the Regalia Rooms before a meeting of the Norfolk Record Society, of which he is the patron. Here, he viewed a selection of documents from the Borough Archives, before attending the Society's general meeting in the Assembly Rooms. A reduced version of *King's Lynn and the Hanse*, an NRO exhibition using mainly facsimiles of documents from the Borough Archives which was produced for the *Hanse Festival* in 2009, has continued on display in the Regalia Rooms at King's Lynn except for a break in the pre-Christmas period.

At the request of the Borough Council of King's Lynn and West Norfolk, the County Archivist and Principal Archivist have drafted an outline specification for an improved archive facility in newly converted premises within the existing Town Hall. This was refined following a site meeting in February with Borough Council officers in and will provide the basis for feasibility studies.

Enquiries and research service

- 10 The total number of recorded enquiries was 5,987, compared with 6,229 in the same period in 2008-9. 3,129 e-mail enquiries were received (2,863 in 2008-9), and there were 275 (301) by post and 2,583 (2,609) by telephone.

There were 155 (78 in 2008-9) requests for paid searches, totalling 124 (142) hours' work. There was one request for a translation of a deed, which required two hours' work.

Website hits recorded on the NRO site (<http://archives.norfolk.gov.uk>) by Webtrends were 50,185, **compared** with 50,336 in the same period in 2008-9.

Copying services

- 11 There have been 245 (239 in the same period in 2008-9) orders for 1,294 (1,617) photocopies and 384 (405) orders for printout copies from microfilm, amounting to 1,424 (1,770) sheets. 309 (429) self-service printout cards have been sold. Each card enables users to make up to ten copies.

Four orders (one for the same period in 2008-9) were received for 35mm microfilm, amounting to 494 frames (15), and a further three orders (five) for preliminary filming in order to supply printout copies. Documents filmed included circuit schedules relating to the Walsingham, Hunstanton and Lynn Methodist Circuits, 1844-1901.

A further 2,511 frames (2,817) were accounted for by the NRO's own preservation microfilming programme, focusing on material which is either unfit for production or at risk from damage from repeated use.

Among the documents filmed were twelve newly deposited parish registers, Dickleburgh churchwardens' accounts, 1726-1826, North Elmham Voluntary Controlled Primary School admission register, 1877-1901, and records of Castle Acre Primary School, 1874-1979.

Twenty-six orders (35 for the same period in 2008-9) were received and resulted in the supply of 56 (62) duplicate microfilms. 23 orders (64) were placed for 328 (775) duplicate microfiches.

A new digital photographic service was introduced on 10 February, using a newly acquired SLR digital camera and copy stand. There have been nine orders to date, for 26 images supplied on CD. In addition, digital photographs have been supplied to Norfolk Museums and Archaeology Service for a circus exhibition at Great Yarmouth and of diocesan plans of Swardeston Vicarage, built by the father of Edith Cavell's father, for possible inclusion in a forthcoming biography of Edith Cavell.

170 (186 in 2008-9) visitors to the searchroom took their own photographs.

Recent publications which draw on Record Office sources

12 These include:

M.J. Crossley Evans 'Lynn Dewing, an unknown Lakeland Traveller, and his Journals, 1817-1847', part 1, *Transactions of the Cumberland and Westmoreland Antiquarian and Archaeological Society*, third series, volume IX (2009).

Hindringham History Group, *The Book of Hindringham* (Wellington 2009).

F. Meeres, *Norwich Through Time* (Stroud 2010).

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

R. Munting, 'Gambling, revenue and public policy in Britain', *Ludica, annali di storia e civiltà del gioco*, 12, 2006 (2009), 100-111.

R. Robinson, *God's People in Bungay and Denton* (2009).

J. Snowman, 'The left and right hands of the eighteenth-century British musical prodigies, William Crotch and Samuel Wesley', *Laterality: Asymmetries of Body, Brain and Cognition*, 15: 1, 209-252.

The Life and Works of Joseph Kinghorn, volume 3, ed. T. Wolver (Springfield, Missouri 2010).

Visits

- 13 Official visits, including tours of The Archive Centre, were made by Daniel Cox, leader of Norfolk County Council, Baroness Andrews, Baroness Hayman, a group of women who are chairmen and mayors of local authorities in Norfolk, three East of England MEPs: Andrew Duff, Richard Howitt and Geoffrey van Orden, with some advisors, MPs Charles Clarke and Keith Simpson, and three 2nd Air Division Trustees, Matthew Martin (Chairman), Dick Robert and Earl Zimmerman. Tours were also given to Caroline Shenton (Clerk of the Records at the Parliamentary Archives) and Mark Purcell (National Trust), Tim Ellison, project manager for the British Postal Museum and Archive's relocation project, and Paula Lucas, Wymondham Abbey Archivist.

Louise Lawrence, formerly of the East Anglian Film Archive and currently of the Associated Press in London, spent two days in January shadowing the County Archivist.

Education and outreach: general

- 14 2,211 people (compared with 3,436 in the same period in 2008-9) attended 132 events (109 in 2008-9) held between 1 October 2009 and 31 March 2010. Of these, 1,288 came to talks, workshops and other events at The Archive Centre, with the remaining 923 attending events elsewhere in the county, and beyond.

Children from Education Otherwise, an organization for home-educated children, visited in January to learn about the strangers in Norwich. They looked at an inventory detailing the clothes owned by two of the Strangers, Thomas Peche and Jane Buttes. They also had a look at copies of some of the letters sent home by the Strangers on arrival in Norwich, detailing their thoughts on living here.

Two half-term activities took place in October 2009; paper weaving and making T-shirts, a further two activities took place during the Christmas holidays, these were 'Victorian Christmas Cards' and 'Tudor Christmas', which was run by staff from Ancient House Museum of Thetford Life. A further two activities in February 2010 were organized jointly with Parliamentary Outreach. They included making Victorian picture frames and creating debtors' petitions. In total, 157 children and their parents enjoyed one of these six activities.

Two 'Singing Histories' events took place in Great Yarmouth. Both used Yarmouth-related documents relating to topics and themes from songs from the singing histories booklet (a compilation of traditional Norfolk songs), to encourage reminiscence. The sessions took place at Great Yarmouth Library in November and at St Augustine's Sheltered Housing in Gorleston, in February. Staff have been asked back to St Augustine's to run another session in September. To celebrate the *Norfolk, People and Parliament* exhibition, a major

programme of nine talks was held in conjunction with the Parliamentary Archives and Parliamentary Outreach between January and March 2010. They included a walk-through of the exhibition with three of the curators, a talk on gems of the Parliamentary Archives and two talks on suffragettes, nationally and in Norfolk, which together attracted 95 people. Others in the series covered art in Parliament and the great fire of Westminster. In total, 251 people have attended these talks.

Other event-related talks given during the six-month period include one on Allan Glaisyer Minns, the first black mayor in England (at Thetford in 1906), for Black History Month, and one for Holocaust Memorial Day by Ruth Barnett, a Holocaust survivor, attended by 39 people. In February, Diana Souhami gave a talk at Norwich Castle Museum and Art Gallery on 'Gertrude and Alice', which was attended by 30 people, as part of Lesbian, Gay, Bisexual and Trans History Month.

October saw the start of the first 'Family History for Beginners' course designed and presented by Claire Bolster, Suzi Jex and Kären Gaffney, three members of the searchroom team. Topics covered in the six 90-minute sessions included getting started with research, civil registration, census returns, parish registers, probate records, maps and electoral registers. Each session began with a 30 minute PowerPoint presentation, followed by a one hour practical session comprising a series of questions and exercises aimed at providing hands-on experience of using Record Office and online resources. The fully booked course was repeated in January and 20 people have completed it to date.

Information about three special projects led by the NRO's education and outreach team are given in the next section of this report. Details of talks and workshops by members of NRO staff appear as Appendix 2 to this report.

Education and outreach: special projects

- 15 Three special projects have run their course during the six months to the end of March. These were the second phase of the 'History Detectives' project for adults, a family learning project (with Tuckswood Community Primary School) to create 'Archive Shoeboxes' and a podcast project for children, centred around the subject of refugees. Details are given below:

Connecting with Communities: History Detectives 2

The second 'History Detectives' project, part of the Parliamentary Archives and Parliamentary Outreach *Connecting with Communities* partnership programme, got underway in February, with nine new volunteers. The volunteers spent two days learning out how to use the searchroom, how to handle documents and read older handwriting and how to use online catalogues in order to carry out

research on debtors and prison conditions in the late eighteenth and early nineteenth centuries. The Detectives were then split into groups and asked to research one of four topics: late eighteenth-century debtors; prison rules and regulations, 1800-30; the management of prisons in the early nineteenth century; or improvements, alterations and new prison buildings. Finally, on the last day, the group had a tour around Norwich Castle Museum and Art Gallery, finding out what it was like when it was used as a prison, and writing up their findings. Eight of the original Detectives from the first project joined the new group to act as mentors. The results of the Detectives' research will be placed on Parliament's *Living Heritage* website.

Tuckswood Community Primary School: 'Archive Shoeboxes'

Staff at the Norfolk Record Office worked with the Norfolk Family Learning Programme, part of Norfolk Adult Education Service, to run a project for year 5 children from Tuckswood Community Primary School and their parents. The project enabled the families to create 'Archive Shoeboxes', containing information about their family history. The group started with an introductory visit to the Record Office in October at which they were able to see documents relating to their local area. They returned later that month to trace a particular family tree, in order to learn about the documents used for family history and to develop the skills required to trace their own family trees. In addition, the group visited Tuckswood Library and Strangers' Hall, and spent time creating a timeline and a coat of arms for their family.

In December 2009, the group visited the Record Office to celebrate their work. They displayed the materials collected in their shoeboxes, and the work they had created over the ten weeks, for family and friends. They also received certificates for completing the course. Many members of the group are planning to continue researching their family history in their own time as a result of this project. The project was so successful that the Norfolk Family Learning Programme and the Record Office are hoping to re-run the sessions with other schools in the future.

'Opening a door to the past: the life of refugees in Norfolk'

Staff from the Record Office worked on a project with the Youth Inclusion and Support Panels, using funding from The People's Record, one of the Museums Libraries and Archives Council's funding programmes for The London 2012 Olympic Games and Paralympic Games. The project, entitled, 'Opening a door to the past: the life of refugees in Norfolk', enabled four young people to learn about refugees to Norfolk, before writing a story based on this information and then recording and editing it to create a podcast.

The children spent six weeks learning about the history of refugees through documents held in the Record Office. They looked at the Strangers, a group of Dutch and Flemish refugees who came over in

the sixteenth century to boost the weaving industry in Norwich. They also found out about Huguenot refugees and their descendants from the seventeenth century, including the Martineau family of Norwich. In addition, they had a session on Jewish refugees in the nineteenth century, such as Barratt Lazarus, a tailor from Warsaw, Poland, who came to live and work in Norwich. Finally, they discovered information about the lives of young refugees during the Second World War, from both England and Europe.

For the next two sessions, the group worked with a local artist, Martin Figura, to produce a story imagining a future in which Norfolk had suffered from severe flooding, causing population movements. The story included three parts: what had happened to force their character to leave home, the journey, and their character's new life in their new home.

The final two sessions were taken by staff from the Norfolk Sound Archive, who gave the young people an introduction to the history of sound, and then helped them to record and edit their work. The pupils came back to the Record Office in February for a celebration of their work, during which they were given a CD of their podcast and a medal and certificate for completing the project. They were also able to listen to their completed work for the first time, with their families. For this project the Norfolk Record Office was awarded the Inspire mark, by London 2012 and the International Olympic Committee. The mark, for projects using funding set aside for the Cultural Olympiad, recognizes the most accessible, participative, inspiring and stimulating projects.

As a result of this project, the Writers' Centre, Norwich, funded a further two workshops for year 8-10 pupils from Long Stratton High School and Acle High School.

The pupils were split into two groups, to learn about refugees in Norfolk using documents from the Norfolk Record Office. One group learnt about evacuees during the Second World War, looking specifically at the story of Hertha Fischer who was evacuated on the Kindertransporte from Vienna to Norwich, and Ursula Hastings Turner who was evacuated from Titchwell, Norfolk to Middlesex, using articles and letters written by the two girls. The other group learnt about Jewish refugees in the nineteenth century, particularly Barrett Lazarus, a tailor from Warsaw, Poland who moved to Norwich, before 1901. The group used information from the 1881 and 1901 census returns relating to him and his family and looked at photographs of his house on St Andrew's Hill, Norwich.

Next, the pupils worked with local artist, Sarah Bower, to create a story based on what they had learnt. The following week they returned to the Record Office where the Sound Archivist helped them to record and edit this story to create a podcast.

The finished podcasts from both projects will be available on the NRO

website in time for Refugee Week, starting on 14 June.

Exhibitions and publications

- 16 Three exhibitions have been shown in the Long Gallery during the past six months. *Norwich Pattern Books: a Preservation Project. Interwoven evidence of an eighteenth-century textile industry*, which had opened in September, continued until the end of November. It was succeeded in early December by 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. For one week only (7-12 December) a work by artist Ben Dawson was also on display in the Gallery. Named *Diptych*, it consisted of a single framed photograph of a motorbike, which rested at the foot of a wall, complementing an identical exhibit in Dawson's solo exhibition at the Outpost gallery in Norwich.

Norfolk, People and Parliament, the next exhibition in the Long Gallery, was installed in early January and formally launched on 15 January by the Lord Speaker, Baroness Hayman, and the Chairman of Norfolk County Council. Designed to highlight connexions between Parliament and Norfolk over the centuries, the display included seven items loaned by the Parliamentary Archives including their oldest Act of Parliament, 1497, which relates to Norfolk and was being shown for the first time outside London.

The Record Office supplied facsimile copies of 19 Cotman letters for display in '*A blaze in my heart ... The letters and watercolours of John Sell Cotman* alongside watercolours from the Castle Museum & Art Gallery collections in the watercolour gallery at the Castle and also a small rotating display of selected original letters, each of which will be shown for three months only, to limit their exposure to light. The exhibition opened on 5 December 2009 and continues until 21 November 2010.

An exhibition of original records was provided for a special event at Old Buckenham church in March, attended by approximately 100 people. The Record Office also produced a display, *Caring for your Parish Church Records*, for a churchwardens' training day organized by the Diocese of Norwich in November. An information panel from the *Norfolk, People and Parliament* exhibition, on Catholic penal laws and Catholic relief Acts, was supplied to the National Trust at Oxborough Hall for use as a reference information sheet for visitors to the Hall.

Two issues of the NRO *Newsletter* were published, featuring the *Norwich Pattern books* project and exhibition and the Parliamentary *Connecting with Communities* project. A free leaflet, '*A blaze in my heart ... The letters and watercolours of John Sell Cotman*', was published jointly by Norfolk Museums and Archaeology Service and

the NRO to accompany the twin exhibitions at the Castle and at The Archive Centre. *Norfolk's Links with Countries of the Western European Seaboard*, a leaflet by J.R. Alban commissioned from the NRO, was published by Miller Rosenfalck, international lawyers, in November.

Publicity

- 17 The centrepiece of the *Norfolk, People and Parliament* exhibition, the oldest original Act of Parliament to be kept in the Parliamentary Archives at Westminster (an Act for the taking of apprentices to make worsteds in the county of Norfolk, 1497) attracted press interest as 'A historic first for Norfolk' in the *Eastern Daily Press* and was also featured by the *North Norfolk News* on the occasion of a visit by the Chairman of the Worstead Guild of Weavers Spinners and Dyers. Two *Eastern Daily Press* features on Norfolk's part in the suffragettes' struggle also referred to the exhibition and associated events, while Ian Gibson commented in some detail on the exhibition and some of the related talks in several editions of his column in the *Evening News*.

Also in the *Eastern Daily Press*, the NRO was featured in the 'Virtual Reality Museum of Norfolk' series, while columns contributed by NRO staff to the 'A Sense of History' column in *EDP Sunday* have covered topics as diverse as connexions with the Low Countries, Catholics in Norwich; taxation and marriage law; the arrival of the railways in Norfolk and the 'Swing Riots'.

The results of the first 'History Detectives' case study were posted on Parliament's 'Living Heritage' (http://www.parliament.uk/about/livingheritage/transformingsociety/taxation/case_study/meet_the_detectives.cfm.) in December, while the Parliamentary news website on 19 January pictured the Lord Speaker at The Archive Centre during the opening of the *Norfolk, People and Parliament* exhibition, with a link to the *Eastern Daily Press* online article (<http://news.parliament.uk/2010/01/norfolk-people-and-parliament-exhibition/>).

In February, *Vidimus*, the online magazine dedicated to stained glass and the work of the Corpus Vitrearum Medii Aevi (CVMA) of Great Britain, published an article about the progress of the G. King and Son archive project (http://www.vidimus.org/archive/issue_37_2010/issue_37_2010-01.html).

Staff and volunteers

- 18 Antonia Hassan started work as the Jarrold Archive Project Archivist on 23 November. Having completed her MA in Archives and Records Management at Liverpool University in 2009, this is her first professional post. She is cataloguing archives, comprising business

records and family papers, of Jarrold and Sons Ltd of Norwich. Jenny Watts, senior archivist, began maternity leave in early March.

Andrew Fitzgerald, a postgraduate student from Dickinson College in the United States, currently based at the University of East Anglia as part of a graduate linkage programme, undertook a short voluntary placement in the Norfolk Sound Archive between late January and March. He spent around 10 hours listening to recorded memoirs of United States Army Air Force veterans, in order to identify clips suitable for promotional use by the Sound Archive. Volunteer, Dale Copley, the Centre Manager at Hungate Medieval Art in Norwich, began voluntary work one day a week in January. She has worked on expanding and revising the catalogue entries for Great Yarmouth Town Clerk's files.

Richard Wilson, a former solicitor who is planning to retrain as an archivist *via* one of the postgraduate courses in archive administration, had two weeks' work experience placement in the Record Office in October. Two recent graduates who also intend to apply for postgraduate archive courses, started part-time voluntary work in March. They are Michelle Jesudason, who has written summaries of oral history interviews relating to Doughty's Hospital, and boxed some new accessions, and Rachael Price, who has begun work on listing the papers of Mary Mann. Each is coming in one day a week.

Dr Jean Agnew has continued part-time voluntary work, cataloguing further sections of the Bradfer-Lawrence collection, and Maureen Douglass has listed a series of *Wensum Diary* (the monthly magazine of Weston Longville and adjoining parishes). Jean Palmer has continued her voluntary work on the King Archive project, as have the two regular conservation volunteers, Al Parsons and Clive Richardson. During the period, the conservation section has also acquired two new volunteers, Maureen Collings and Rebecca Hawthorne. Maureen Collings, Michelle Jesudason, Rachael Price and Clive Richardson have all helped list the Norwich Magistrates' Court licensing files.

Luke Palmer came to the NRO for part-time work experience *via* Meridian East for 12 weeks from late January. He assisted at Reception and also behind the scenes with administrative tasks and in cataloguing some of the Great Yarmouth Borough Council building control plans

Staff training and development

- 19 Members of the NRO management team participated in a half-day Cultural Services Leadership Forum. Rachel Farmer, Archive Support Services Manager, and Susan Maddock, Principal Archivist, both continue in the corporate *Impact Leadership* development programme.

Victoria Horth, Archive Education and Outreach Officer, received an induction for new managers and also attended a one-day course in public speaking. Freda Wilkins-Jones, senior archivist, attended a 'Personal Safety at Work' course run by the Suzy Lamplugh Trust, and archivist, Lucy Purvis, has requalified as a first aider. Yuki Uchida, conservator, and Dylan Read, strongroom assistant, both attended a seal repair workshop at the British Library. Hannah Verge, archivist, took part in a Film and Sound Archives training workshop on film and sound archives organized by the Society of Archivists using The Archive Centre as its venue.

All NRO staff have completed a corporate e-learning course on Data Protection, and 17 people visited the Costume and Textile Centre at Carrow House during the NRO's stocktaking closure in December for a tour and introductory talk about the holdings of this section of the Museums Service.

Within the Record Office, Tom Townsend provided a course of five sessions in courthand palaeography for members of the searchroom team. In October, Susan Maddock and Hannah Verge led a session for archivists and other interested staff on collection-level summary cataloguing.

Partnership projects and external representation

- 20 The partnership with the Parliamentary Archives and Parliamentary Outreach through the first regional phase of its 'Connecting with Communities' project saw its most intensive period of activity in Norwich from January to March, with the launch of the *Norfolk People and Parliament* exhibition in the Long Gallery, the second 'History Detectives' research project and half-term activities for children in the Green Room. The success of the Norfolk phase of 'Connecting with Communities' was mentioned in a debate on parliamentary outreach in the Lords Grand Committee in March.

As part of a continuing partnership arrangement with The National Archives, in collaboration with UK-based family history website findmypast.com, free public access in the NRO to the online records of the 1911 census continued until January 2010. From then until late March, free access was provided to The National Archives' Documents Online. From 23 March, a new phase began of free access to the 1911 census, which is expected to continue until October.

The partnership project with Jarrold and Sons Ltd, in conjunction with the John Jarrold Trust and Norwich HEART, moved into a new phase with the appointment of the project archivist. Consultation has also begun on a project, in partnership with the Second Air Division Trust and Memorial Library, to convert existing catalogues of their records and to add descriptions of more recent deposits to archival standards. The collection includes memoirs, photographs and other documents

donated to the Library by veterans and also records of the 2nd Air Division Memorial Trust and Library.

The County Archivist continues to serve on EERAC (the East of England Regional Archive Council), the Norfolk Record Society Committee, NAHRG (Norfolk Archaeological and Historical Research Group) Committee, the Bishop's Books and Documents Committee (as Secretary for Documents), Norwich Cathedral Advisory Committee and the Centre of East Anglian Studies Committee. He also participates in the Association of Chief Archivists in Local Government, is a member of the Knowledge Transfer Advisory Group of the Arts and Humanities Research Council (AHRC)-funded Henry III Fine Rolls Project, and sits on the East Anglian Film Archive Advisory Board. He and the Sound Archivist, Jonathan Draper, also continue to sit on the True's Yard (King's Lynn) Advisory Panel.

The NRO, and the Norfolk Sound Archive in particular, has begun work with SeaChange Arts, the arts development agency in Great Yarmouth, on scoping a project aimed at young people and exploring the circus in Great Yarmouth. The project includes an oral history element and an application for funding has been made to the Heritage Lottery Fund.

The County Archivist and Lucy Purvis, the archivist with responsibility for Great Yarmouth, attended an evening reception of the Chairman of the County Council held at Great Yarmouth Library in March. This was an opportunity to showcase activities undertaken by the NRO in the borough. Lucy Purvis is also the Society of Archivists' Eastern Region representative on EERAC, and acts as its honorary treasurer.

The NRO has continued to participate in an Archives Hub project to review how catalogue descriptions can be exported from CALM in EAD format with the aim of inclusion in the Archives Hub database. As a consequence of this project, the NRO Collection-level template is being amended to include additional fields with default text to bring the data into line with EAD 2002. Existing records will be updated accordingly.

The NRO sponsored 'Women's Voices: The power of words in Medieval and Early Modern Europe', a one-day conference at the University of East Anglia, which was attended by Susan Maddock, Principal Archivist.

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.

Property, Staffing and IT Implications

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

Recommendation


- 26 Members are asked to note this report.

Officer Contact:

Dr John Alban, County Archivist

Telephone: 01603 222599

E-mail: jr.alban@norfolk.gov.uk

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

Appendix 1

Norfolk Record Office Accessions, 1 October 2009-31 March 2010

Local Authority and Official records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Norfolk County Council	Norfolk County Council arms, painted	ACC 2009/302	n.d.	1 piece wood
Norfolk County Council: Bramerton Lodge Remand Home	Remand Home admission register	ACC 2009/270	1972-1986	1 volume
Norfolk County Council: Chief Executive's Department	Additional deeds to properties owned by Norfolk County Council	ACC 2009/268, ACC 2009/289, ACC 2009/312, ACC 2009/327, ACC 2009/354, ACC 2009/359, ACC 2009/395	17th-20th centuries	18 boxes
Norfolk County Council: Chief Executive's Department	Correspondence files relating to nature conservation, 1950-2001, and the Advisory Committee on Justices of the Peace, 1997-1998	ACC 2009/381	1950-1998	2 files
Norfolk County Council: Chief Executive's Department	Reports relating to proposals for the future of RAF Coltishall site following its closure as an operational RAF base in 2006	ACC 2009/388	2006-2009	1 box
Norfolk County Council: Chief Executive's Department, Democratic Services	Parliamentary and County Council election results files	ACC 2009/292	1973-1989, 1997	2 files

Norfolk County Council Education Department/Western Area Education Authority	Additional records, relating mainly to west Norfolk, including deeds, estate records, staff employment agreements, administrative papers, head teacher's correspondence from the West Norfolk and King's Lynn High School for Girls, 1821-1967, and records relating to various schools, 1902-1985	ACC 2009/298	1821-1985	1 large box
Norfolk County Council: Library and Information Service	Papers relating to planning by a consortium of Norfolk County Council and Norwich City Council for a proposed 'Technopolis' building on the site of the former Norwich Central Library building and the Bethel Street car park, including site surveys, reports, design briefs and plans	ACC 2009/202	1995-1998	1 box
Norfolk County Council: Norfolk Landscape Archaeology	Minutes of Norfolk Landscape Archaeology weekly planning meetings	ACC 2009/290	1985- 2008	1 box
Norfolk County Council, Planning and Transportation Department: Norfolk Biological Records Centre (founded 2001 and relaunched in 2008/9 as Norfolk Biodiversity Information Service)	Norfolk Biological Records Centre site files, including press cuttings, lists of specimens, ecological reports, maps, river/lake bed cross sections, consultations and site guides	ACC 2009/252, ACC 2009/266, ACC 2009/286, ACC 2009/300, ACC 2009/317, ACC 2009/340, ACC 2009/391	1933-2007	29 boxes
Norfolk County Council Planning and Transportation Department	Papers relating to roadside tree planting schemes	ACC 2009/301	1968-1971	3 lever-arch files
Norfolk Education Committee	Particulars of appointments and resignations of administrative staff and secondary school staff other than teachers	C/ED 19/45	1903-1935	1 volume

Norfolk Education Department	Additional records, including survey of schools and schools staff salaries returns, 1903, other records of staff, 1918 and 1960-1974, files relating to educational charities, 1901-88, Education Committee minutes cuttings books, 1903-1965, Health, Welfare and Special Education Sub-Committee minutes, 1953-1967, and Shotesham All Saints School admission register, 1925-1967	ACC 2009/304	1903-1988	0.75 cubic metres
Great Yarmouth Borough Council Education Department (abolished 1974)	Additional records, including Borough Council Education Committee and Sub-Committee minutes	ACC 2009/247 and ACC 2009/248	1944-1974	42 boxes
King George VI School, Great Bircham	Governors' meeting and committee minutes	ACC 2009/326	2000-2005	3 ring binders
North Elmham VC Primary School	Additional school records, including governors' minutes and papers	C/ED 145	1996-2006	2 boxes
Gaywood School, known successively as Gaywood National School, Gaywood Board School, Gaywood Council School, Gaywood County Primary School, and Gaywood Community Primary School	Log books, 1863-1961, and separate Infants' log book, 1904-1935	ACC 2009/315	1863-1961	4 volumes
Norfolk Constabulary	Programme of proceedings for admission of Norfolk Constabulary to freedom of Norwich city	ACC 2009/362	2009	1 paper
Norfolk Fire Service/ National Fire Service No.13 Fire Force (Norfolk and Suffolk)	Additional records, including Fire Force log books and incident reports, 1942-1948, newscuttings books, 1953 and 1961-2004, and fire report books, 1974-1980	ACC 2009/223	1942-2004	44 boxes
Norwich City Engineer's Department	Additional plans and drawings of bridges in Norwich, 1884 (New Foundry Bridge), and 1929-1951, including key plan showing all bridges within the city boundary, 1947	ACC 2009/333	1884-1951	1 map box

Norwich City Treasurer's Department	Additional records of superannuation and salaries, including Norwich Poor Law Union superannuation registers, 1896-1930, wages books for ARP, Auxiliary Fire Service and National Fire Service staff, 1940-1942, and Civil Defence wages books, 1942-1945	ACC 2009/231	1896-1945	16 volumes, 1 box
North Norfolk District Council	Additional records: documents relating to Local Development Framework for North Norfolk	ACC 2009/342	1996-2010	4 large boxes
Brooke Parish Council	Parish Council records, including declarations of office, 1894-1952, minutes, 1932-2006, accounts, 1928-1996, and deeds and papers relating to Dovecote Close and other land	ACC 2009/283	1932-2006	11 volumes, 2 binder files and 2 bundles
New Buckenham Parish Council and New Buckenham Burial Authority	Additional Parish Council records: minutes, 1944-2002; Burial Authority cemetery plans, 1891, and burial certificate counterfoils, 1891-1969	ACC 2009/338	1891-2002	3 boxes
Dickleburgh and Rushall Parish Council	Additional Parish Council records, including annual parish meeting minutes, 1895-1999, Parish Council minutes, 1983-2009, sub-committee minutes, 1977 and 2001-2006, planning registers, 1970-2008, and declarations, 1991-2008	ACC 2009/367	1895-2009	1 box
Holt Town Council	Town Council minute books	ACC 2009/332	1978-1990	2 volumes
Honingham Parish Council	Photographs, once on display in Honingham Village Hall, of Ailwyn Edward Fellowes (1855-1924), 1st Baron Ailwyn of Honingham, and of Hedworth George Ailwyn Fellowes (1891-1917) in uniform of Bengal Lancers	ACC 2009/267	Early 20th century	2 large photographs
Weasenham All Saints Parish Council	Parish Council minutes, 1894-2008, and correspondence, 1972-1996	ACC 2009/274	1894-2008	2 boxes, 9 ring-binders

Public records and statutory bodies

Creator of the records	Summary description	Reference	Covering dates	Quantity
Dereham Coroner's District	Additional inquest papers	COR 1/3/173 additional	Dec 1999	1 file
Diss Coroner's District	Additional inquest papers	COR 6/1/76 additional	Dec 1999	1 file
Diss Coroner District	Additional inquest paper	COR 6/1/91	1998	1 file
Greater Norfolk Coroner's District	Treasure Trove papers	ACC 2009/234	2001-2003	7 files
Greater Norfolk Coroner's District	Additional inquest papers and sudden death reports	ACC 2009/336	2003	16 boxes
Greater Norfolk Coroner's District	Additional inquest papers, 5 February 2002	ACC 2009/365	2002	1 file
Great Yarmouth Coroner's District	Additional inquest papers and sudden death reports	ACC 2009/337	2004	11 boxes
Central, South and West Norfolk Magistrates' Court and its predecessors, King's Lynn and other petty sessional divisions	Licensing files relating to public houses and to historic buildings	ACC 2009/393	c. 1925-2005	30 boxes
Norwich Magistrates' Court and its predecessors, Norwich and other petty sessional divisions	Licensing files relating to public houses and to historic buildings	ACC 2009/363	c. 1925-2005	39 boxes
Great Yarmouth Magistrates' Court and its predecessors, Great Yarmouth and other petty sessional divisions	Licensing files relating to public houses and to historic buildings	ACC 2009/380	c. 1925-2005	34 boxes

Norfolk and Norwich Hospital	Additional papers from the Sir Thomas Browne Library at the Norfolk and Norwich Hospital: printed pamphlets relating to the Hospital, with one photograph of a patient	NNH 14/13, NNH 15/20, NNH 60/5, NNH 64/16-18, NNH 65/34-37, NNH 117/1	1779-1948	10 booklets, 1 photograph
Norfolk and Norwich Hospital	Additional records: almoners' reports, c. 1925- c. 1935, and social work registers, 1955-1960	ACC 2009/191	c. 1925-1960	2 volumes
Learning and Skills Council East of England Board	East of England Board minutes	ACC 2009/361	2004-2009	34 electronic files
Learning and Skills Council, East of England Region: Norfolk	Norfolk Learning and Skills Council minutes	ACC 2009/297	2001-2007	38 electronic files
Learning and Skills Council, East of England Region: Essex	Essex Learning and Skills Council minutes	ACC 2009/320	2001-2007	48 electronic files
Learning and Skills Council, East of England Region: Bedfordshire and Luton	Bedfordshire and Luton Learning and Skills Council minutes	ACC 2009/321	2000-2007	37 electronic files
Learning and Skills Council, East of England Region: Cambridgeshire	Cambridgeshire Learning and Skills Council minutes	ACC 2009/382	2005-2007	14 electronic files
Learning and Skills Council, East of England Region: Cambridgeshire	Cambridgeshire Learning and Skills Council additional minutes	ACC 2009/392	2001-2007	30 electronic files
Learning and Skills Council, East of England Region: Hertfordshire	Hertfordshire Learning and Skills Council minutes	ACC 2009/383	2001-2008	44 electronic files

Parochial and Other Trusts and Charities

Creator of the records	Summary description	Reference	Covering dates	Quantity
-------------------------------	----------------------------	------------------	-----------------------	-----------------

Loddon Town Estate Charity	Additional record: account book	ACC 2009/349	1877-1898	1 volume
----------------------------	---------------------------------	--------------	-----------	----------

Parish and ecclesiastical records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Acle ecclesiastical parish	Additional parish records, including burial register, 1918-1984, service registers 1945-1999, parochial church council minutes and accounts and Poor Acre charity accounts, 1915-1962	PD 164/67-89	1901-1999	3 boxes, 10 volumes
Barford ecclesiastical parish	Additional parish registers and records	PD 448/43-62	1886-2000	2 boxes
Breckles ecclesiastical parish	Additional parish register of banns	PD 533/17	1824-2008	1 volume
Caister next Yarmouth ecclesiastical parish	Additional parish records of Caister next Yarmouth, including parish book listing events in the parish, 1901-2008, and Caister Lifeboat disaster fund minutes, accounts, and other papers	PD 450/95-112	1831-2008	5 boxes
Cantley ecclesiastical parish	Additional parish records, including parochial church council minutes and accounts	PD 291/46-56	1923-2003	5 volumes, 7 files
Carleton Forehoe ecclesiastical parish	Additional parish registers	PD 327/24-27	1813-2009	3 volumes, 2 papers
Drayton ecclesiastical parish	Additional marriage register	PD 69/43	1989-2003	1 volume
Earlham St Anne with St Elizabeth ecclesiastical parish	Service register for St Elizabeth's church	PD 340/34	1989-2000	1 volume
Earlham St Mary ecclesiastical parish	Service register for St Mary (Church Hall)	PD 420/94	1958-2009	1 volume

Fincham ecclesiastical parish	'Historical Notices and Records of the Village and Parish of Fincham' (King's Lynn, 1863), by Revd William Blyth: amended proof copy, with related papers and photographs	PD 351/121-122	19th century-early 20th century	1 box file
Fornsett St Peter ecclesiastical parish	Additional service register	PD 421/176	1959-2009	1 volume
Gayton Thorpe ecclesiastical parish	Additional parish records: registers of services and other events at Gayton Thorpe and East Walton	PD 705/2-9	1886-1899, 1907-1912	2 volumes
Hellesdon ecclesiastical parish	Additional parish record: sale particulars for St Michael's Church, 2009	ACC 2009/294	2009	1 folder
Hellington ecclesiastical parish	Additional parish record: tithe map with apportionment	PD 257/33	1839, 1841	1 roll
Hickling ecclesiastical parish	Additional parish records, including additional faculties, church visitors' book, 1924-1935, Parochial Church Council minutes and other papers, 1991-2000	ACC 2009/323	19th-20th centuries	3 boxes
Illington ecclesiastical parish	Additional parish registers of baptism and burials	PD 488/31-32	1813-1983	2 volumes
Merton ecclesiastical parish/Revd George Crabbe, rector of Merton	Additional parish record: architectural and historical notes of George Crabbe, Rector of Merton, about churches in Breccles Deanery, 1865, with copies	ACC 2009/339	1865	1 volume, 2 DVDs
Middleton ecclesiastical parish	Additional burial register and register bill, 1867	PD 640/24-25	1859-2009	1 volume, 1 parchment
Morton on the Hill ecclesiastical parish	Additional baptism register	PD 93/42-43	1813-1981	1 volume
St Catherine, Mile Cross, Norwich ecclesiastical parish	Additional Parochial Church Council minutes	PD 472/72-74	1965-1997	1 binder file, 1 volume, and 1 file

Norwich St John Timberhill ecclesiastical parish	Additional marriage register	PD 74/182	1837-1949	1 volume
St Peter Mancroft, Norwich ecclesiastical parish	Additional parish records: subject files relating to church services and other parish activities	ACC 2009/344	c. 1980-1998	5 boxes
St Peter Mancroft, Norwich ecclesiastical parish	Additional parish records, including sound recordings, committee minutes, subject files and files relating to specific services	ACC 2009/387	20th century	23 boxes
Little Plumstead ecclesiastical parish	Additional register of marriages	PD 452/71	2005-2009	1 volume
Scottow ecclesiastical parish	Additional marriage register	PD 145/15	1970-2001	1 volume
Sporle with Palgrave ecclesiastical parish	Additional parish records, including Sporle tithe apportionment, 1838, Little Palgrave tithe apportionment, 1842, service register, 1854-1870, and letter book, 1903-1904	ACC 2009/374	1838-1904	2 volumes, 3 rolls, 1 gathering
Thurne ecclesiastical parish	Additional parish registers of baptism and burials and other records	PD 308/10-13	1813-2009	2 volumes
Westwick ecclesiastical parish	Additional parish records, including terriers	PD 623/22-24	1827-2009	1 bundle
Great Witchingham ecclesiastical parish	Great Witchingham enclosure award and map	MC 2709	1811	1 parchment file
Weston Longville, Morton-on-the-Hill, Great Witchingham (Lenwade) and Little Witchingham ecclesiastical parishes	Additional issues of <i>Wensum Diary</i> (monthly benefice magazine)	ACC 2009/291	2008-2009	17 printed booklets
Great Yarmouth St Nicholas ecclesiastical parish	Additional parish records, including parish magazines, architects' drawings relating to post-war restoration work, and plans and correspondence relating to the proposed new chapel at the Mission to Seamen, 1954	ACC 2009/198	1868-1954	6 boxes

Diocese of Norwich	Additional (stray) tithe map and apportionment for Geldeston	DN/TA 86	1838	1 rolled map with attachment
--------------------	--------------------------------------------------------------	----------	------	------------------------------

Free Church records

Creator of the records	Creator of the records	Creator of the records	Creator of the records	Creator of the records
Denton Congregational Church	Register of briefs and church accounts	ACC 2009/284	1724-1848	3 volumes
East Dereham, Rockland and Wymondham Primitive Methodist Circuit	<i>The Messenger</i> (Circuit magazines)	ACC 2009/287	1931-1932	2 volumes
Mid-Norfolk Methodist Circuit; East Dereham Primitive Methodist Circuit; Dereham Circuit; East Dereham and District Christian Endeavour Union; Dereham and Swaffham Circuit; Mattishall Methodist church	Additional Mid-Norfolk Methodist Circuit records, including East Dereham Primitive Methodist Circuit preaching plans, 1920-1999, Dereham Circuit Local Preachers' Mutual Aid Association rolls, 1946-1959, East Dereham and District Christian Endeavour Union minutes, 1950-1960, and roll books, 1930-1967, Dereham and Swaffham Circuit copy circuit meeting minutes, 1984-1988, Mattishall Methodist church records, 1910-1995	ACC 2009/389	1910-1999	2 boxes
Norwich Methodist Circuit; Framingham Earl Methodist Church	Additional circuit records, including Framingham Earl Methodist church council meeting minutes, 1971-1986, Finance committee minutes, 1974-1988, and correspondence, 1977-1985	ACC 2009/386	1971-1988	2 volumes, 2 files
Thetford Methodist Circuit	Additional circuit minutes, accounts and other circuit treasurer's correspondence and papers, 1906-2004	ACC 2009/384	1906-2004	2 large boxes 1 suitcase

West Lynn Methodist Chapel	Deeds to the site of West Lynn Methodist Chapel	ACC 2009/237	1870-1966	1 bundle
Kingdom Hall of Jehovah's Witnesses, Chatham Street, Norwich, previously of 53 Grapes Hill, Norwich	Marriage registers	ACC 2009/358	1954-2004	5 volumes

Societies and Associations

Creator of the records	Summary description	Reference	Covering dates	Quantity
31st Field Regiment RA, Old Comrades Association	Additional records	ACC 2009/262	2009	1 file, 1 paper
Ancient Order of Foresters Norwich and East Norfolk District, Court 'Perseverance' No 4892 (founded 1866)	Ledger of members' contributions	ACC 2009/199	1885-1899	1 volume
Costessey Society	Records, including papers of the Costessey Gyle (May Day procession and events) committee	ACC 2009/226	1975-2004	3 boxes
Cringleford Historical Society, founded 1981 (as collector)	Additional records, comprising photographs relating to Cringleford, with a few relating to Eaton	ACC 2009/334	1898-1992	4 boxes
Erpingham Eagle Bowls Club	Club minute book	ACC 2009/375	1934-1978	1 volume
North Norfolk Constituency Labour Party	Additional Labour Party records	ACC 2009/372	c. 1945-c. 1996	21 volumes
Hickling Local History Group (founded, 2000; dissolved, 2009)	Minutes, correspondence, accounts and newsletters, 2000-2009, and papers relating to aspects of Hickling's history created and collected by the group	ACC 2009/217	19th-21st centuries	6 crates, 6 volumes, 1 box, 13 files

Hickling Women's Institute	Includes minute books, cash books, programme cards, graveyard survey of Hickling Graveyard, 1980, and papers relating to Mardlers Group WI	ACC 2009/307	20th-21st centuries	1 large box
Holiday Fellowship Norwich Group	Additional records: OS maps of Norfolk (2½ in: 1 mile) marked to show routes used for walks	ACC 2009/352	1960s-1970s	1 bundle
Mulbarton Heritage Group	Additional record: transcript of monumental inscriptions from Bracon Ash church and churchyard	MC 2448/17-18	2009	1 CD, 1 folder
Norfolk and Norwich Clergy Widows and Children's Society, formerly Norfolk and Norwich Clergymen's Widows and Children Charity and (from 2007) Diocese of Norwich Deceased Clergy Dependants' Fund	Records of Norfolk and Norwich Clergy Widows and Children's Society, including 'Proceedings at Courts' (minutes of governing body), 1932-1963, and accounts, 1946-2001	ACC 2009/236	1932-2001	4 volumes
Norfolk Recorders Allotment Survey	Completed allotment survey questionnaires from parish clerks, case-studies of selected allotments, and draft and proof chapters of the Recorders' published book, <i>Norfolk Allotments, the Plot so far</i>	ACC 2009/255	2004-2007	12 files, 3 bundles and 18 CDs
Norfolk and Suffolk Boating Association	Additional record: handbook	ACC 2009/394	2010	1 volume
Norfolk Wildlife Trust/Norfolk and Norwich Naturalists Trust	County Wildlife Site Survey data, including detailed descriptions of sites, maps, overview of species and condition, 1980-2009, and mammal files (records of Norfolk mammal sightings), 1998-2006	ACC 2009/204 and ACC 2009/213	1980-2009	13 boxes
Norfolk Wildlife Trust	Additional County Wildlife Site Survey data	ACC 2009/345 and ACC 2009/348	1985-2002	4 boxes

Norwich First Branch of Union of Construction, Allied Trades and Technicians (UCATT) and of one of its predecessors, Norwich First Branch of Amalgamated Society of Woodworkers (ASW)	Union branch records, including minutes, 1900-87, records of members, 1872-1977, and financial records, 1946-92	ACC 2009/295	1872-1992	6 boxes
Norwich Medico-Chirurgical Society	Additional record label for specimen exhibiting a willow fracture of the radius, labelled 'Med. Chir. Socy. July 3 1883 J.W. Crosse'	SO 12/49	1883	1 paper
Second Air Division Memorial Library/unknown	Diary of an unknown United States Army Airforce airman	ACC 2009/205	c. 1942-5	1 volume
Second Air Division Memorial Library/Jonathan (J. Ray) Bickel	Memoir of Jonathan (J. Ray) Bickel, relating to period 1929-2006, and his service in Second Air Division, USAAF, 467th Bomb Group	ACC 2009/207	c. 2006	1 volume
Second Air Division Memorial Library/Cornelius Loew	Documents (mainly copies) and photographs relating to Cornelius Loew's service in Second Air Division, 446th Bomb Group, c. 1944	ACC 2009/211	c. 2002-2003	2 envelopes
Second Air Division Memorial Library/Oak Mackey	Memoir of Oak Mackey, Second Air Division, USAAF, 392nd Bomb Group, relating to 1942-1945	ACC 2009/206	2005	1 volume
Second Air Division Memorial Library/George F. Wright of Sutton Coldfield	Correspondence and other papers of George F. Wright of relating to the 2nd Air Division Association and to his models of aircraft	ACC 2009/314	1992-2001	7 binders, 1 envelope
Second Air Division Memorial Library/various	Memoirs, diaries and transcripts of William R. Cameron, John F. Homan, Robert B. Leach, William B. Lybarger, George Lymburn, Don Morrison, Joseph L. Nathan. John M. Rhoads, Bill Scott, John E. Slivis, Meg Cole Smith, Edmund M. Survilla, Robert E. Victor, David R.K. Ward, and Earl Zimmerman; transcripts of diaries by Forrest S. Clark, Harry Shipdon, Walt Cranson, Nicholas Radosevich and Augustus C. Tracy	ACC 2009/263	1940-1945	1 box

Second Air Division Memorial Library/unknown	Research notes relating to compilation of 389th and 491st Bomb Group rolls of honour for servicemen, 1942-5	ACC 2009/208	c. 2005-6	1 bundle
Second Air Division Memorial Library	Second Air Division Association biographical details of American Fulbright scholar appointees, 1986-2007	ACC 2009/209	c. 2007	1 volume
Second Air Division Memorial Library	Correspondence file relating to creation of Second Air Division roll of honour after 1994 fire at Norwich Central Library	ACC 2009/210	c. 1992-2004	1 file
Second Air Division Memorial Library/Peter Foulsham of Chatterbox, Norwich Talking Newspapers (as interviewer) and various interviewees	Additional sound recordings and related papers from oral history interviewing project with Norfolk inhabitants about the 2nd Air Division of the United States Army Air Force	ACC 2009/346	c 1998	13 compact cassettes, 31 papers
Second Air Division Memorial Library	Additional, miscellaneous, sound recordings	ACC 2009/350	c. 1985-2004	15 compact cassettes, 10 papers
Stibbard Women's Institute	Committee and monthly meeting minutes	ACC 2009/197	1949-1999	1 box
Thorpe House School for Girls, Thorpe, founded 1897	School admission register	ACC 2009/325	1934-1960	1 volume
Women's Institutes at Aylsham, Reepham, Strumpshaw and Upper Thorpe	Minutes and meeting records of Aylsham Afternoon WI (suspended 2005), 1996-2005, Reepham Evening, WI (suspended 2005), 1974-2005, Strumpshaw and Lingwood WI (suspended 2002), 1953-2002, and Upper Thorpe WI (suspended 2006), 2002-2006	ACC 2009/378	1925-2006	2 boxes
Great Yarmouth and Gorleston Lifeboat Ladies Guild	Records including committee minutes, 1945-1984, press cuttings, correspondence, accounts and photographs	ACC 2009/264	20th century	8 boxes

Youth Hostels Association, Norwich Local Group	Ring binder containing events programmes, Newsletter No.16 (April 1992) and some related correspondence.	ACC 2009/239	1991- 2001	1 file
---------------------------------------------------	----------------------------------------------------------------------------------------------------------------	--------------	------------	--------

Business records

Creator of the records	Summary description	Reference	Covering dates	Quantity
George and Arthur Ager of Norwich (from c. 1935 r Ager Ltd), building maintenance business	Customer ledgers	ACC 2009/257	1930-1937	2 volumes
Blofield Doctor's surgery (Doctors John McKelvie senior and junior)	Accounts, including patient ledgers and cash books	ACC 2009/227	1917-1937	9 boxes
Cliff House Hotel, Cromer	Visitors' books	ACC 2009/212	1933-1968	4 volumes
Contact Gallery, Norwich	Additional administrative and financial records	ACC 2009/221 (SO 230)	1990-2001	5 boxes
Francis Cupiss of Diss, printer, chemist and veterinarian	Additional record: file of incoming business correspondence.	ACC 2009/228	1855	1 volume
Jarrold and Sons Ltd of Norwich	Additional family and business records, including annotated copies of items printed/published by the firm	ACC 2009/364	19th-21st centuries	5 boxes
Jarrold and Sons Ltd of Norwich	Additional business records relating to printing. publishing and retail sections of the firm, including printed calendars	ACC 2009/396	20th century	20 boxes
Laurence, Scott and Electromotors Ltd, Norwich	Additional record: catalogue and related letter	ACC 2009/377	1956	1 envelope

Looses Ltd of Norwich, china and glass retailer and wholesaler	Business records, including financial, premises, stock, personnel and customer records, architects' drawings and advertising material	ACC 2009/235 and ACC 2009/260	1901-2009	11 large boxes
T.W. Purdy, solicitor, of Aylsham	Solicitor's papers (mainly receipts and other vouchers), relating mainly to his rôle as executor for a number of estates in the Aylsham area	ACC 2009/319	1877-1926	1 bundle
John Sennitt and Associates of Coltishall, architects (merged in 1999 with Purcell Miller Tritton of Norwich)	Architects' files and drawings, mainly of Norfolk churches	ACC 2009/256	c. 1983-1999	4 boxes of files, 1 box of rolled plans

Deeds, manorial and estate papers

Summary description	Summary description	Reference	Covering dates	Quantity
Estate in Denton and Topcroft	Deeds relating to Mutts Farm, Denton and Topcroft	ACC 2009/216	1807-1965	1 bundle
Estate in Dickleburgh	Deeds of title and estate papers relating to Common Farm, Dickleburgh	ACC 2009/368	1770-1919	5 bundles and loose parchments
Copyhold estate in North Elmham	Title deeds to a messuage and piece of land in North Elmham, with abstract of deeds from 1720 onwards	ACC 2009/331	1821-1834	1 bundle
Estate in Gayton	Deed relating to a piece of land lime kiln thereon and four recently erected messuages bounded by the road leading from Gayton to Grimston to the east	ACC 2009/366	1841	1 parchment
Estate in Gayton	Deeds to three pieces of land	ACC 2009/306	1846-1881	3 parchments

Bantoft, Broadley and Ward solicitors, King's Lynn/estates in Methwold and elsewhere	Rentals and other records for the manors of Methwold on the part of Lancaster, in Upwell, Outwell and Welney and Methwold in Hilgay on the part of Lancaster, 1590-1794, and deeds and papers relating to Burnham Westgate, Kings' Lynn, Sporle with Palgrave and elsewhere	ACC 2009/341	1590-1904	2 boxes
Estate in St Gregory's Alley, Norwich	Title deeds to numbers 6a and 7 St Gregory's Alley (formerly known as St Gregory's Church Alley) in the parish of St Gregory	ACC 2009/249	1821-1962	1 box
Estate in Pitt Street, Norwich	Deed of conveyance of 67 Pitt Street, Norwich, with marginal plan	ACC 2009/370	1895	1 parchment
Manor of Great Witchingham	Great Witchingham manorial rentals, 1496 (late seventeenth-century copy) and 1551	ACC 2009/385	1496-late 17th century	1 roll, 1 file
Unknown/estates in North and South Creake	Charter of Edward I granting a market and fair in North Creake, 1281, and deed relating to land in South Creake, 1438, with related modern notes	MC 2706	1281-20th century	2 parchments, 4 papers
Unknown	Summary notes of evidence relating to question of whether rents on land in Bawburgh are due to the manor of Costessey	ACC 2009/311	n.d. [late 16th century]	1 paper

Personal and family papers

Creator of the records	Summary description	Reference	Covering dates	Quantity
Mr Andrew, employee of the Eastern Electricity Board	Electricity Board file relating to New Mills Pumping Station	ACC 2009/201	c. 1984	1 file
Joy Winifred Armstrong, née Brown, of Broome (1915-2007)	Additional historical, personal and family papers, mainly printed	ACC 2009/324	20th century	4 items
Beck family of Hempnall and Wymondham, including Archibald Beck, his son John Beck and Messrs [Archibald] Beck and Hawkins of East Dereham, auctioneers	Accounts, executorship papers, correspondence and other business and personal papers	ACC 2009/222	1880-1964	3 boxes

Mark Cocker, author and naturalist	Literary archives, including typescripts and proofs of <i>Birds Britannica</i> ; <i>Crow Country</i> and <i>A Tiger in the Sand</i> ; recorded interviews carried out as research for <i>Loneliness and Time: the Story of British Travel Writing</i> (1992) and <i>Birders: Tales of a Tribe</i> (2001)	ACC 2008/430, ACC 2009/200 and ACC 2009/271	1989-2007	5 boxes, 11 compact cassettes, 41 mini-discs, 1 audio cassette
H.E. Cooper of Diss, then of North Road, Richmond, newspaper columnist	Album of press cuttings, mainly from the <i>Diss Express</i> ('Old Dyssean' column) and the <i>Richmond and Twickenham Times</i>	ACC 2009/275	n.d. [c. 1918-c. 1955]	1 volume
Stephen Brewster Daniels, maritime and local historian of Great Yarmouth	Family and personal papers	ACC 2009/369	early 20th-early 21st centuries	11 large boxes
Selina Davey of Hoveton	Letters from children who stayed with Selina Davey as evacuees and related papers	ACC 2009/241	1940-1982	1 envelope
Kenneth and Brenda Davis, wardens of Wensum Lodge, Norwich, 1965-1993	Papers and photographs of Kenneth and Brenda Davis relating to Wensum Lodge, Norwich, including the history, restoration and conversion of buildings on the site and its development and use as an adult education centre	ACC 2009/347	1965-c. 1993	6 boxes, 4 audio cassettes
Tom (Thomas Christopher) Eaton of Norwich, solicitor and civic leader (1918-2010)	Additional personal and family papers including notebook of Mr F.R. Eaton, notary public, Norwich 1935-49, notarial register of Mr T.C. Eaton, solicitor and notary public at 3 Upper King Street, Norwich, 1947-63, and papers relating to civic visits to Groningen, 1970, and Koblenz, 1971	ACC 2009/250	1935-2003	1 box
Fielding and Clarke families of Norwich	Sale particulars relating to Norwich, 1835-20th century; photographs of Norwich cathedral choristers, c. 1910, and of patients at Bracondale Hospital during First World War; and miscellaneous papers	ACC 2009/296	1835-1975	1 box
Revd William ('Willie') Harisson (1862-1952), rector of Shelfanger, 1896-1916	Diaries, 1885-1952, and related family notes	ACC 2009/305	1885-c. 2010	3 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, 1966-1978; MP for North Norfolk, 1964-1970	Political and personal papers	ACC 2009/351	c. 1935-c. 2005	20 boxes, 13 box files, 1 file
Albert Edward Hupton of Brooke, builder, owner of cottages in Brooke and Mundham, estate manager at Brooke Hall and rent collector, Taylor's, Registered Medical Herbalists, 23 White Lion Street and later 15 Lower Goat Lane, Norwich, purchased by A.E. Hupton and Donald Hupton in 1948; failed 1965) and the related Hupton and Savill families	Title deeds and papers relating to properties in Brooke and Mundham, accounts of work done at Brooke Hall and Hall Farm, Brooke, 1913-22, and Brooke Hall Estate rent books, 1929-1945, papers relating to Taylor's, Registered Medical Herbalists, 1939-58, with notebook containing formulae of W. Claxton, Herbalist, 25 Wensum Street, Norwich, mid 19th century, and photographs (from papers of Mr Harry Savill, gardener at Earlham Hall, and Mrs Amelia Savill) of an African page boy, Earlham Hall, c. 1910, and coronation tea in grounds of Earlham Hall, 1911	ACC 2009/251	1836-1952	2 boxes
Miss Jean M. Kennedy (d. 2009), Norfolk County Archivist, 1963-1997	Research and teaching papers, with some Norfolk Record Office papers, 1994-1997	ACC 2009/355	1951-2003	6 boxes, 1 roll, 2 files, 1 plastic folder, 1 folder
Gladys D. Lane, student at Norwich [Teacher] Training College [later Keswick Hall College], 1918-1920	Records of student work at Norwich Training College, including photographs of the College and students and 'History Research Work' notebook with articles, postcards and sketches relating mainly to various Norwich buildings, 1918-19	ACC 2009/330	1918-1928	1 box

Le Neve and related families	Papers removed from a Le Neve family Bible: notes of births and deaths in Gladden and Keeler, Stearman and Marler, families, 1787-1852, with, envelope addressed to Mrs A.M. Keeler at Reephams, 1891	ACC 2009/353	1787-1891	4 papers
Ernest William Moore of Norwich (enlisted with the Norfolk Regiment, 1918, but on arrival in Egypt transferred to the Royal Northumberland Fusiliers; discharged, 1920) and family	Letters written while on active service in Mesopotamia, to his mother, Mrs Nellie Moore, 1916-1919, with transcript and related papers, 2009	ACC 2009/195	1916-2009	3 bundles, 1 file
Thomas Pengelly; (fl. 1656-1674) of London and Cheshunt, merchant; father of Sir Thomas Pengelly, judge	Letters to Pengelly from John Norris at Norwich, referring to Pengelly's estate at Southrepps 1671 and from Joseph Hardingham referring to merchant shipping matters, 1674	ACC 2009/308	1671-1674	2 papers
Eric Reading of Mundesley, local historian/various	Photographic slides and notes, oral history interviews, local musical recordings, transcripts of documents and research notes relating to Mundesley, with records including Mundesley Parish Council minutes, 1894-1930, Mundesley District Nursing Association minutes, 1919-30 and case book, 1919-38, Mundesley Cricket Club minutes, 1924-57, Mundesley Wolf Cub Pack (All Saints) minutes, 1930-1, 1st Mundesley Scout Group scrapbook, 1973-85, Well Harbour Act, 1768, Wells Harbour Commissioners' minutes, 1895-1940, account book of ?William P. Seeley, printer and bookbinder, Wells, 1926-1938, Wells Channel Hydroplane Club minutes, 1955-8, Wells and District Young Men's Society (later Wells Men's Society) minutes, 1962-1926, King's Lynn	ACC 2009/163, ACC 2009/196, ACC 2009/258 and ACC 2009/279	1768-late 20th century	28 boxes, 7 volumes, 3 files

	and District Master Bakers Association minutes, 1913-26, scrapbook of Henry Lewis Clark, Sheriff of Norwich, 1904-1905, and local history notebooks of Thomas Arnold, 1930s			
Shreeve family of Aylsham, Marsham and Buxton	Handwritten music books with photograph of Lock Cottage, Buxton, and postcards of Buxton and Lammas, many showing the 1912 floods	ACC 2009/219	1849-1912	6 volumes, 1 photograph, 15 postcards
Paul Scruton of Norwich	Papers relating to properties, probate matters, late nineteenth century-early twentieth century; records of Norwich Over the Water Group/Party relating to Norwich City Council's northern city centre area action plan, 2003-2010, and to the sale of Mousehold Heath ranger's house, 2004-2006, and maps of Rackheath, nineteenth century	ACC 2009/388	1850-2010	1 box
Sir John Wentworth, lord of the manors of Somerleyton, Flixton, Gapton, Ashby, Corton, and Newton in Suffolk and Prince Frederic Duleep Singh (1868–1926), army officer and antiquarian, resident at Old Buckenham Hall, Norfolk, in the 1890s	Copy of a register of Broadland swan marks, 1649, made by John Martin for Sir John Wentworth, early nineteenth-century, later owned by Prince Frederic Duleep Singh	ACC 2009/360	1649-c. 1900	1 volume
Nellie Soames of Thurton, wife of F. Soames	Letters written by F. Soames from Bombay	ACC 2009/376	1942	1 envelope
Unknown	Probate copy of will of Thomas Franklin of Downham Market, gentleman	MC 2252	1822	3 parchments, filed
Unknown person/family	Portrait photograph of unidentified man by R.J. Johnson, portrait and landscape photographer, watchmaker and electrician of Downham Market	ACC 2009/246	n.d. [late 19th century]	1 photograph

Unknown photographer, possibly a Mr Houghton, son of Mrs Houghton of Woking	Early colour glass plate negatives, post 1893, featuring West Barsham church stained glass window dedicated to Alice Balders, (d. 1891), All Saints Church, East Barsham, vicarage gardens and East Barsham Manor	ACC 2009/253	late 19th century-early 20th century	21 slides
Unknown	Photograph album containing mainly studio portraits of unidentified individuals, with some outdoor photographs, including motor car outside Norwich Gates, Sandringham	ACC 2009/238	Late 19th-early 20th century	1 volume
Unidentified female resident at 105 Newmarket Road, Norwich	Personal appointments diary	ACC 2009/313	1942	1942

Historical and miscellaneous

Creator of the records	Summary description	Reference	Covering dates	Quantity
Eleanor Fisher of Bramerton	History of the Old Post House, Bramerton, with postcard photographs of the property, mid twentieth century	MC 2704	20th century and c. 2009	2 postcards, 1 gathering
Anne Groves of Kenninghall	Transcripts of interior memorials at St Mary's church Kenninghall, and graveyard survey	ACC 2009/309	2010	2 CDs
Graham King of Bergh Apton	Additional monumental inscriptions of Seething church and churchyard, with composite indexes to names, places and occupations to monumental inscriptions of Ashby St Mary, Carleton St Peter, Claxton Baptist Chapel, Hellington, Seething, Surlingham, Swardeston and Thurton	MC 2700/5	2009	1 folder
Patrick Palgrave-Moore of Norwich, genealogist and local historian	Additional record: Norwich Cemetery Transcription Project, volume 5, areas 46-55	MC 2669/36	2009	1 gathering

Unknown	Fragments of a deed of sale of a fifth part of a brigantine at Cley called <i>The Generous Friends</i> , subsequently used to line the windchest of an organ	ACC 2009/299	1816	4 parchment fragments
Unknown	Photographs of civil defence equipment and installations	ACC 2009/379	? 1940s-? 1950s	10 photographs

Copies of records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Former General Manager of Nestlé (UK), Chapelfield Factory	Copies of photographs of the Nestlé (UK) Mackintosh Management Team	FX 354	1994-2010	2 papers
Estate at Diss	Photocopy of Commissioners' extracts from Diss Enclosure Award addressed to Robert Shelverton	FX 355/1	1816	6 papers
Wickmere School/Herbert W. Symonds of Harrogate	Transcript of Wickmere school log book, 1898-1903 (C/ED 3/230)	ACC 2009/371	1898-c. 2010	1 CD
Unknown	Photocopies of photographs of King Edward VII's visit to Quidenham, 1909, and of servants at the hall taken during his visit	FX 356	1909	4 papers
Unknown	Copy of photograph of Hethersett Village Hall	FX 358	n.d. [post 1924]	1 photograph

Norfolk Sound Archive

Creator of the records	Summary description	Reference	Covering dates	Quantity
Age Concern, Norwich	Published recording, 'Grandfather's Norwich: in Norwich dialect by Ted Snelling'	SAC 2009/28	1979	1 compact cassette

Louis Ashley (1899-c 1987) of Norwich	Recorded memoirs, made in the 1980s, relating to Louis Ashley's involvement with the early labour movement in Norwich and to his conscientious objection during the First World War and subsequent imprisonment	SAC 2009/21	c 1980s-2009	8 WAV files (11.9 GB), 6 papers
BBC Radio Norfolk/Maggie Secker	'Maggie's Brew' programme broadcast on 10 July 2001 with interview of William Pask of Oulton	SAC 2009/19	2001	2 WAV files (2.57 GB)
Patricia Daniels and Norwich Community Workshop	Additional administrative records of Norwich Community Workshop Trust and Norwich Community Workshop oral history recordings and transcripts	SAC 2009/20	1985-2001	4 boxes of papers, 56 compact cassettes
East Meets East Project, Norwich	Oral history interviews and edited clips for exhibition with Norfolk, and other East Anglian, residents regarding Japan	SAC 2009/23	2009	3 DVDs (11 GB)
Friends of Norfolk Dialect	Additional recorded interview (of Peggy Moon by Jean Eaglen)	SAC 2009/17	2009	2 CDs
Mayumi Hayashi, University of East Anglia, Norwich	Sustainable long-term care for older people: oral history interviews by Mayumi Hayashi with people associated with care of the elderly in East Anglia (Nancy Ives, Erica Salt and Verity Montagu)	SAC 2009/29	2010	3 WAV files
Mr Lumex, Essex University;	Interview of Richard Read regarding Great Yarmouth fishing industry	SAC 2009/27	SAC 2009/27	5 WAV files (5.86 GB), 4 papers
Peter and Constance Marsden, Albert Cubitt (c. 1897- c.1987) and Florence Cubitt (1898-1993) of Norwich	Recorded conversation, 1982, between Albert and Florence Cubitt and Peter and Constance Marsden, with typescript summary of interviews and copies of photographs of Albert and Florence	SAC 2009/22	1982-2009	2 compact cassettes, 2 CD, 1 gathering
Thomas Henry Morgan, Methodist preacher, 1901-1977	Recordings of Methodist church services in Norfolk and elsewhere, with related notebook	SAC 2009/18	1957-1977	15 reels of quarter inch audio tape, 1 volume

Norfolk Museums and Archaeology Service: Great Yarmouth Museums	Additional Great Yarmouth Voices recordings	SAC 2009/26	2007-2010	9 WAV files (5.41 GB)
WISE Archive, Norwich	Additional recorded interviews about peoples' employment experiences, with typescript transcripts	SAC 2009/24	c. 2008-2009	30 electronic files (1.68 GB)
WISE Archive, Norwich	Additional recorded interviews	SAC 2009/25	2009	2 WAV files (2.7 GB)

**Appendix 2: Lectures, etc. by NRO staff,
1 October 2009-31 March 2010**

John Alban

- 'The Work of the NRO', to the Joint Parish Meeting of Alburgh, Denton, Earsham, Wortwell and Topcroft, at Alburgh Village Hall.

Claire Bolster, Suzi Jex and Kären Gaffney

- Twelve sessions (two six-week courses) of a 'Family History for Beginners' course at The Archive Centre.

Jonathan Draper

'Eastern Sounds: using oral history interviews to research local history', talk with sound clips as part of the Centre of East Anglian Studies Associate Members' Study Day at the University of East Anglia.

Rachel Farmer

- 'Community Spirit: the Minns family contribution to Thetford and the Nation' lunchtime talk jointly with Frank Meeres at The Archive Centre twice and also at Ancient House Museum of Thetford Life, Thetford and at the offices of an NHS Trust, Norfolk PCT, at Thorpe.

Lesley Gwynn

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

Victoria Horth

- 'The Abolition of the Slave Trade' schools workshops at Norwich Castle Museum and Art Gallery for The Hewitt School, Lynn Grove High School and Northgate High School.
- 'Local History' schools workshops at Coltishall Junior School.
- 'Paper weaving' workshops at Westfield Infant School.
- 'Opening the door to the past' workshops for Acle High School and Long Stratton High School at The Archive Centre.
- 'Victorian picture frames' half-term activity session at The Archive Centre.
- 'Debtors petitions' half-term activity session at The Archive Centre.
- 'The work of the Record Office' talks to Wymondham Rotary Club, Aylsham Rotary Club, Gorleston Probus Club, and NHS Retirement Association.

- 'Family history' workshop for the after-school club at the Ancient House Museum of Thetford Life.

-

Susan Maddock

- 'Norfolk, People and Parliament - tour of the exhibition', lunchtime talk at The Archive Centre jointly with David Prior (Parliamentary Archives) and Hannah Verge.
- 'Lynn, People and Parliament' lunchtime talk at The Archive Centre.
- 'Norfolk Record Office and its Collections' talk at The Archive Centre for volunteers in the second 'History Detectives' programme.

Eve McClure

- Three 'Introduction to Family History' presentations at the Norfolk and Norwich Millennium Library.
- Five 'Family History on the Internet' workshops at the Norfolk and Norwich Millennium Library.
- 'T-shirt making' half-term printing workshop for a group from the Norwich YMCA at The Archive Centre.

Frank Meeres

- 'Norwich and the Reformation' Saturday workshop at The Archive Centre.
- Talk on women's suffrage to a visiting group of women who are civic leaders in Norfolk at The Archive Centre.
- Ten sessions of a 'Know Your Norwich' evening class at The Archive Centre.
- Talk for NAHRG on Monastic Yarmouth at the University of East Anglia.
- Lunchtime talk on suffragettes at The Archive Centre.
- 'Community Spirit: the Minns family contribution to Thetford and the Nation' lunchtime talk jointly with Rachel Farmer at The Archive Centre twice and also at Ancient House Museum of Thetford Life, Thetford and at the offices of an NHS Trust, Norfolk PCT, at Thorpe.

Lucy Purvis

- Four family history workshops and *Ancestry* taster sessions Lucy Purvis has held, in conjunction with community librarians, Peter Ransome and Peter Cawley, at Great Yarmouth.

Nick Sellwood

- Document handling demonstration for volunteers in the second 'History Detectives' programme.

Athena Teli

- Opening the door to the past' workshops for pupils from Youth Inclusion and Support Panels.
- 'T-shirt making' half-term activity session at The Archive Centre.
- 'Paper weaving' half-term activity session at The Archive Centre.
- 'Victorian Christmas' half-term activity session at The Archive Centre
- Tour of The Archive Centre for Rocklands' Embroiders Group

Tom Townsend

- 'Persecution and Stewardship: the record of our ancestor's complex relationship with Norfolk's Wildlife', lunchtime talks at The Archive Centre and at Thetford for the Friends of Thetford Museums.
- Palaeographical workshop for volunteers in the second 'History Detectives' programme.
- Eight sessions of a Practising Palaeography: tales and people at the county sessions' evening course at The Archive Centre.
- Seven sessions of a 'Tudor and Stuart Palaeography' evening course at The Archive Centre.
- Palaeography training session for County Highways' team researchers.
- 'What is an Archive' talk to museums staff as part of a workshop, 'An Introduction to the Care of Paper Collections' at The Archive Centre as part of the Renaissance in the East of England's SHARE scheme.

Hannah Verge

- 'Norfolk, People and Parliament - tour of the exhibition', lunchtime talk at The Archive Centre jointly with David Prior (Parliamentary Archives) and Susan Maddock.

Appendix 3

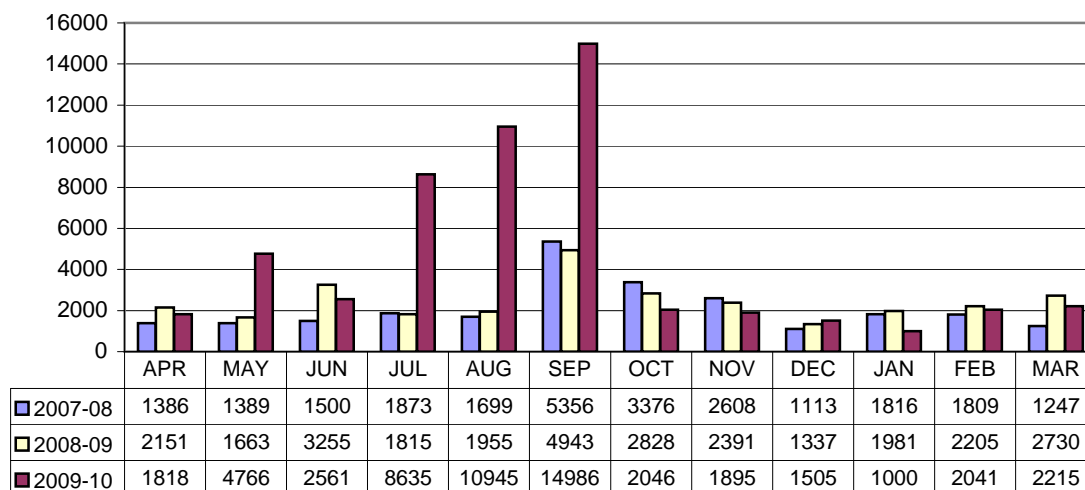
Norfolk Record Office

Performance Indicators

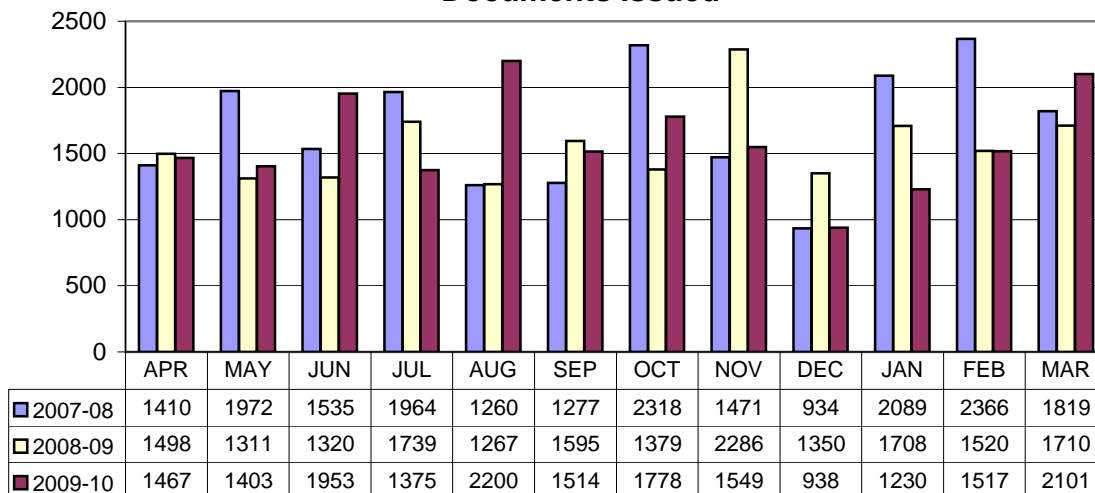
1 October 2009-31 March 2010

Norfolk Record Office Visits and Usages

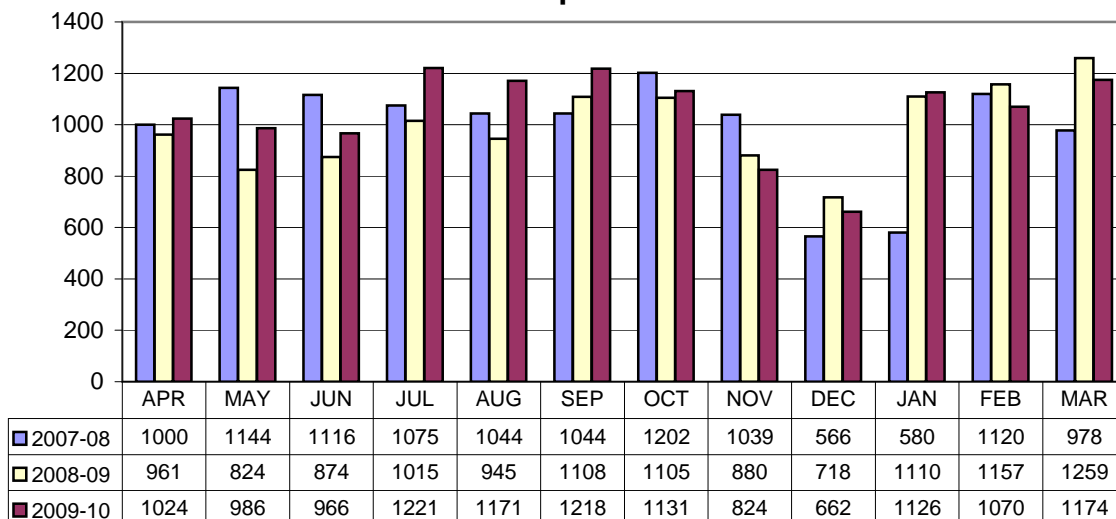
All visits



Documents Issued

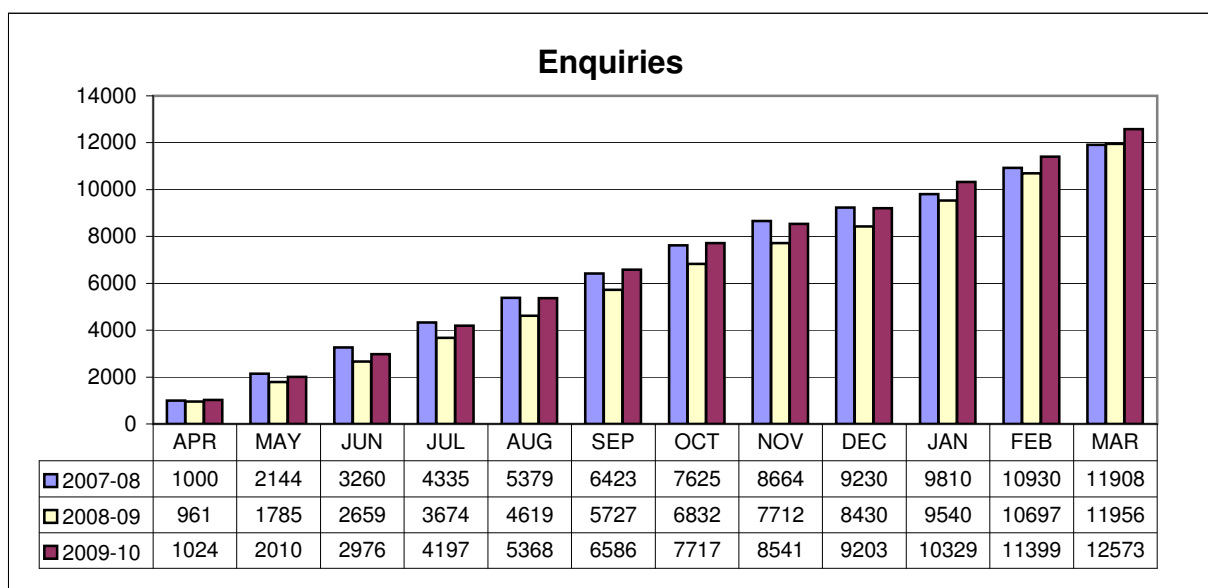
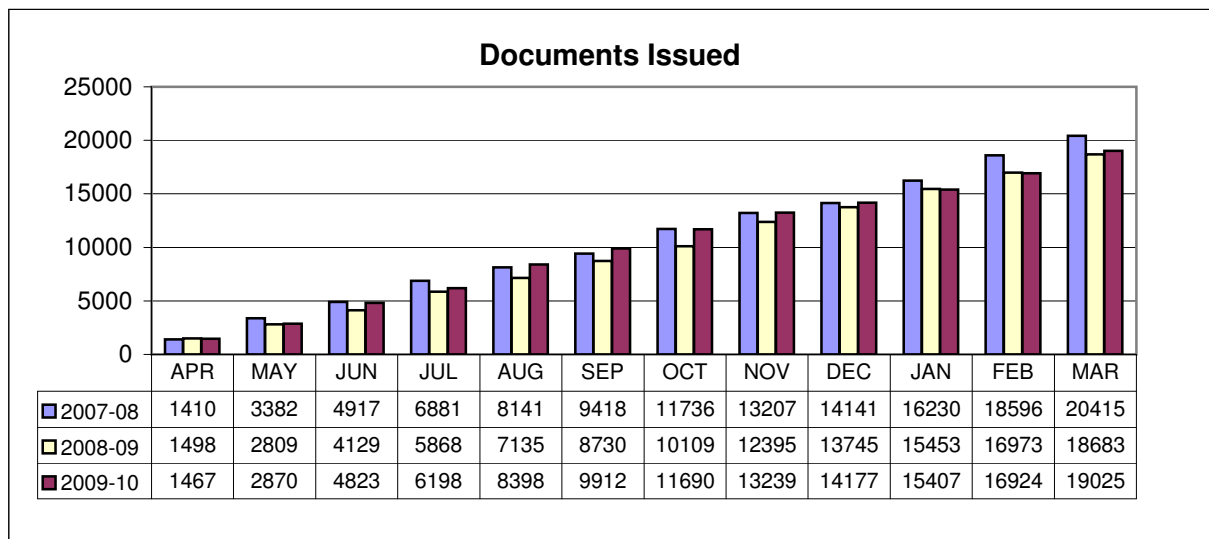
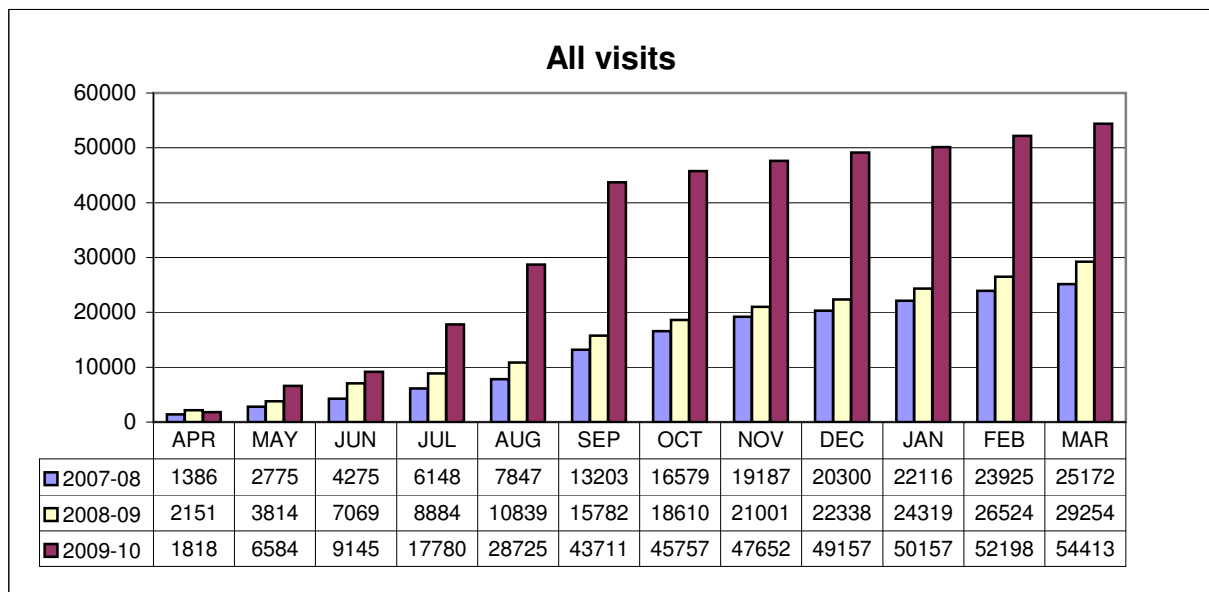


Enquiries

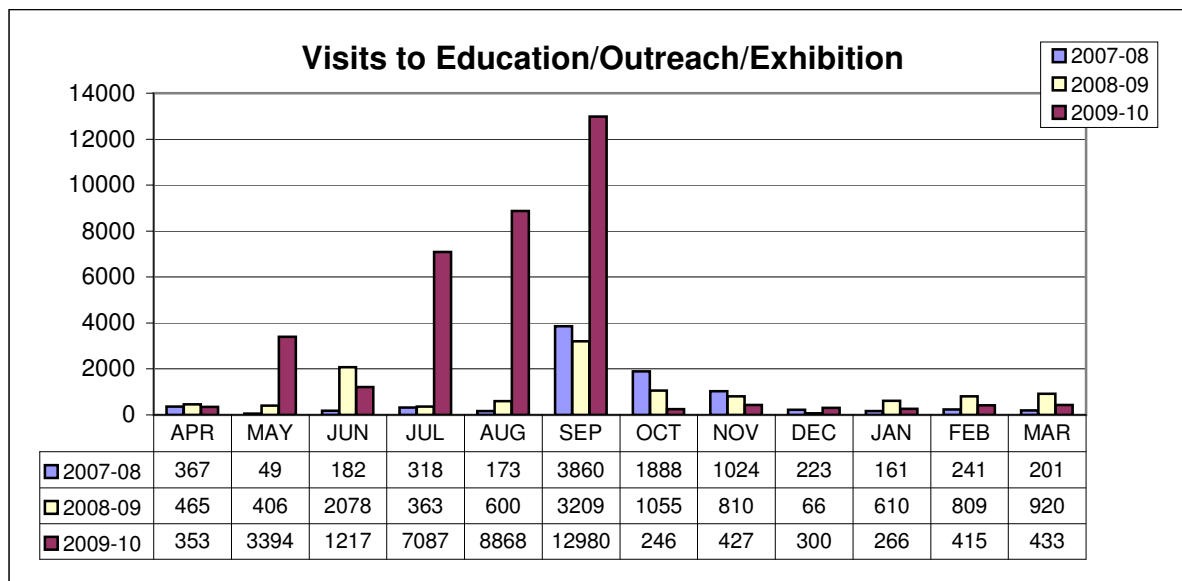
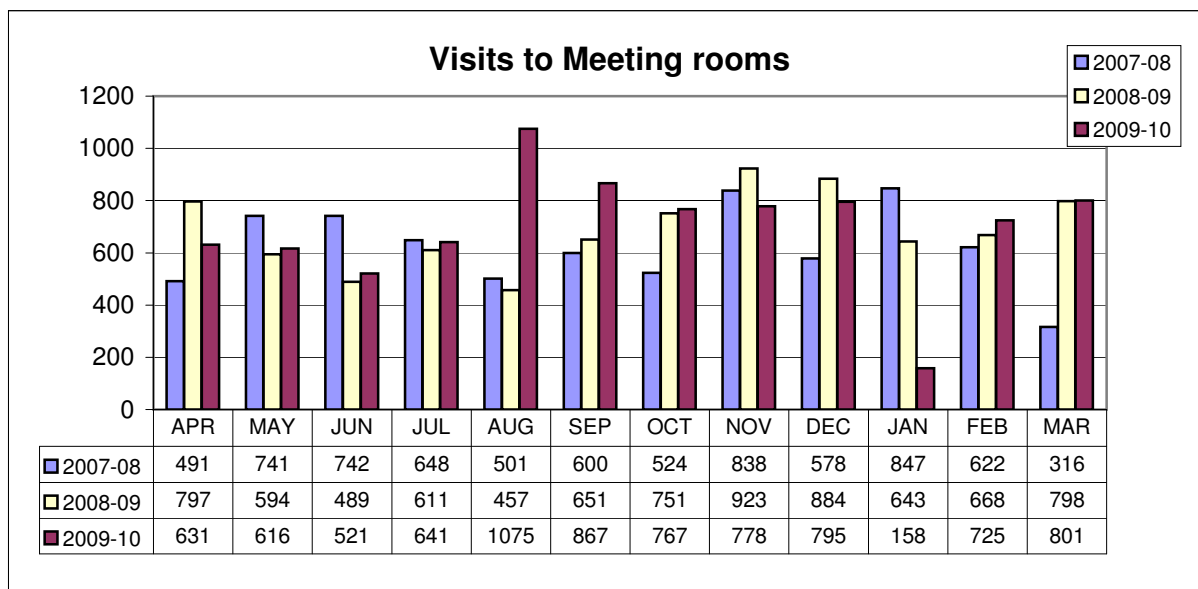
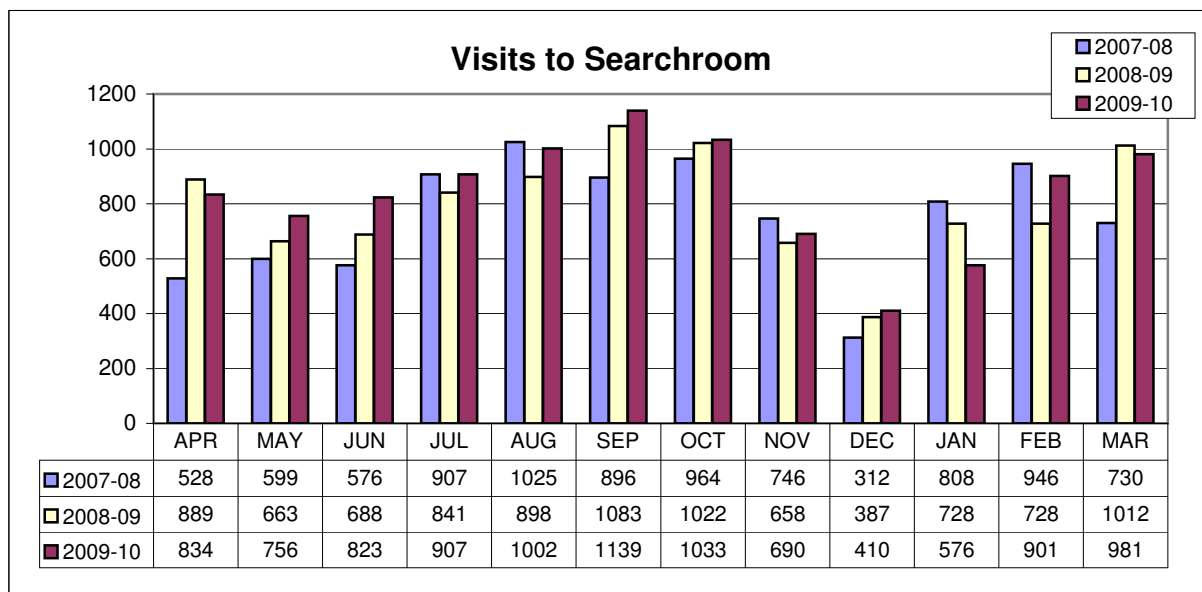


Norfolk Record Office

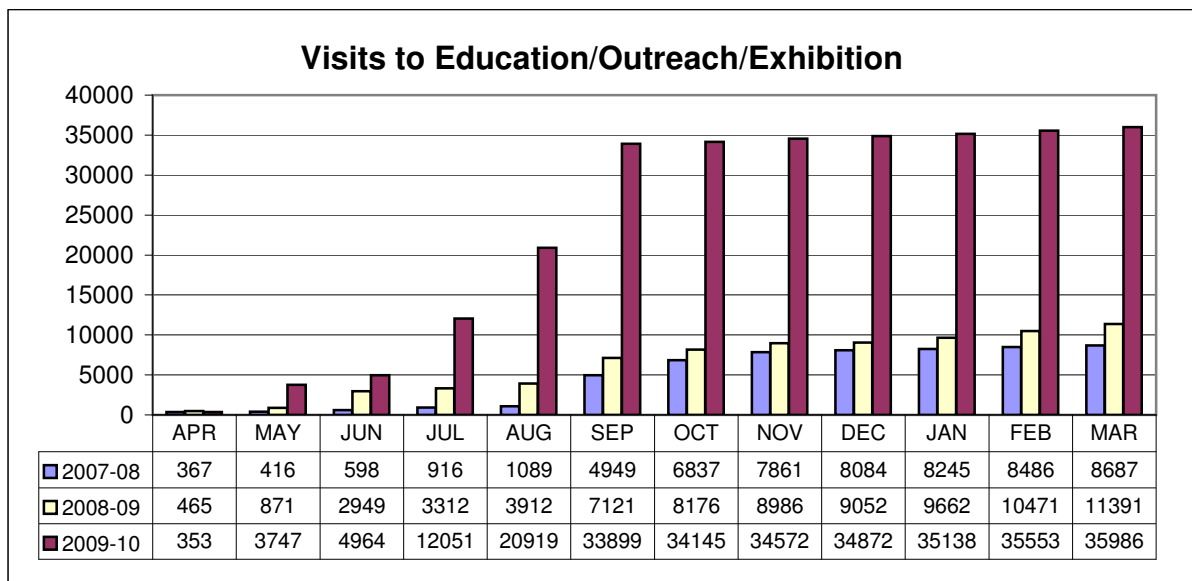
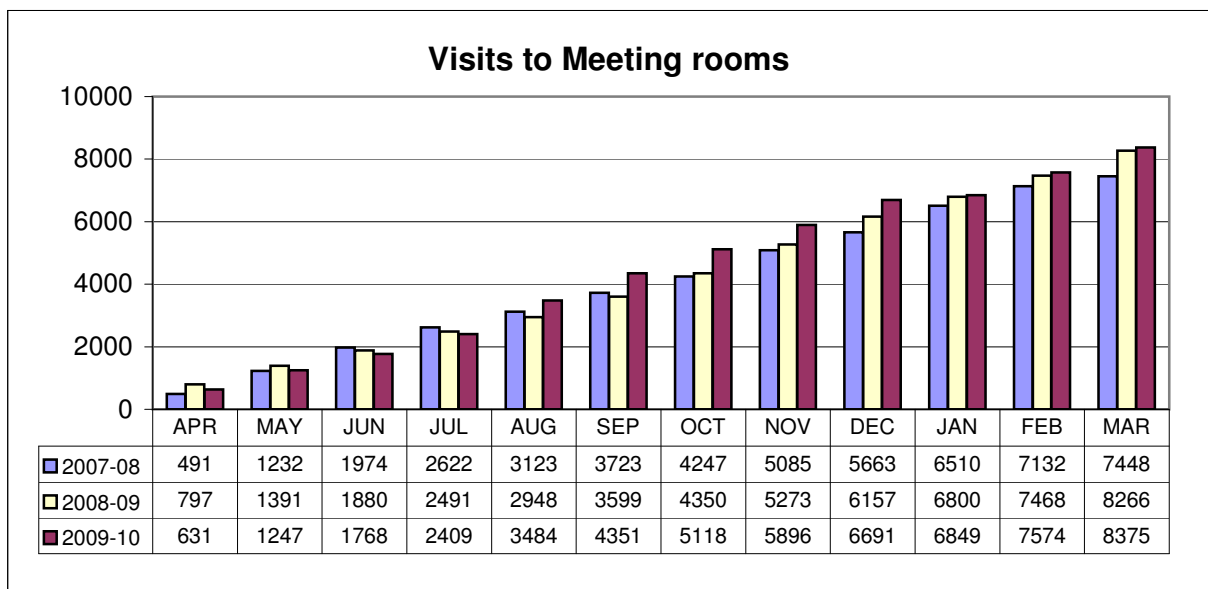
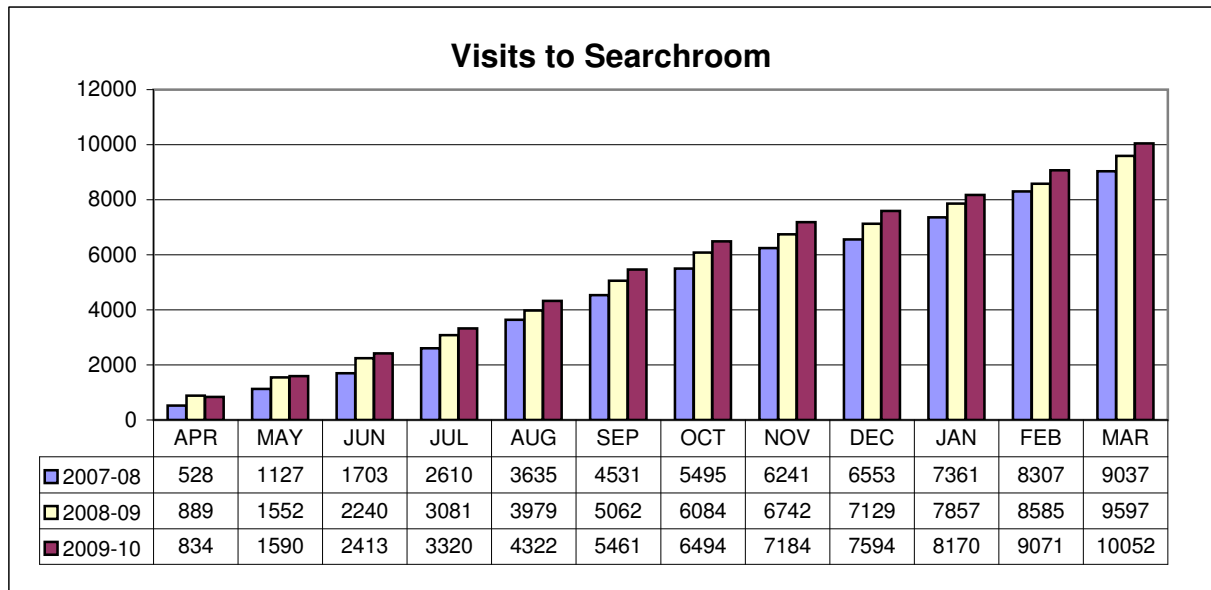
Visits and Usages Cumulative



Norfolk Record Office Visits and Usages



Norfolk Record Office Visits and Usages Cumulative



NORFOLK RECORDS COMMITTEE

23 April 2010

Item No: 11

Report by the County Archivist

Annual Report, 2009-10

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 424 (469 in the equivalent period in 2008-9) deposits, gifts and purchases during the six months covered by this report, including 29 (33) to the Norfolk Sound Archive.

The newly accessioned archives range in date from 1281 to 2010. They include a thirteenth-century deed to the Swinemarket in Norwich, a charter of Edward I granting a market and fair in North Creake, 1281, court rolls, rentals and accounts for the manors of Langford, Cranwich and Reedham, with other deed and papers, 14th-18th centuries, five Harleston leet and hundred court, 1491-1574, an early nineteenth-century copy, once owned by Prince Frederick Duleep Singh, of a lost original register of swan marks on the river Waveney made for Sir John Wentworth in 1649 and additional letters from John Sell Cotman to Dawson Turner, 1825-41. The lavishly illustrated journals of Hilda Zigomala, née North (1869-1946), daughter of Charles North and Augusta Keppel, and wife of Major John Zigomala, 1889-1933, provide an exceptionally vivid picture of her life in England, including Rougham, and with her husband in India.

From the last century, business records were received of Looses Ltd of Norwich, china and glass retailer and wholesaler, 1901-2009. Minutes of a number of societies and organizations in Mundesley and Wells (among them Mundesley District Nursing Association, Mundesley Cricket Club and Wells Channel Hydroplane Club and Wells Men's Society) were among papers of local historian, Eric Reading of Mundesley, while records of the Norfolk Wherry Trust, founded in 1949, run from its inception to the early 1990s.

The evidence for the county's experiences in the Second World War has been enriched by records of the National Fire Service area which covered most of Norfolk. They include Fire Force log books and incident reports, 1942-8, reports of occurrences due to enemy action in the Norwich area, 1942-5, and of occurrences not due to enemy action for the whole county, excluding Great Yarmouth, 1942-7. Political and personal papers of Bert Hazell (1907-2009), MP for North Norfolk, 1964-70, span 70 years and, in addition to his work as an MP, they reflect his rôles with the Union of Agricultural Workers (NUAW), the Labour Party and a number of public bodies.

Newly accessioned sound archives include recordings of the experiences of young people from Norfolk's black minority ethnic, refugee and asylum seeker communities, 2009, resulting from a Norfolk County Council Children's Services Department's project called 'Finding a Voice'. Also made in 2009, were oral history interviews of residents, staff and trustees of Doughty's Hospital in Norwich as part of a Doughty's Hospital History project.

Cataloguing

- 2 137 new catalogues were completed and added to the NRO's online catalogue. They included the Harry Apling collection (Norfolk Windmills Trust) of photographs and research papers relating to Norfolk windmills, 13th century-1989, early glebe terriers for North Runcton, 1551 and 1592, with tithe and glebe accounts, 1592-1820, and papers concerning parish tithe and glebe disputes, 1596-1669, Townshend family of Raynham Hall household and estate accounts, 1698-1766, a Loddon and Clavering Union workhouse governor's weekly report book, 1771-2, Land Registry Ordnance Survey maps of Norfolk, 1950s-90s, and oral history interviews relating to Pulham Market, 1955-2004.

At the end of March 2010, the total number of catalogue entries in CALM was 688,140 (665,130 in March 2009), of which 628,919 (603,531) 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 54,413 people, compared with 29,254 in 2008-9. They included 15,000 visitors to the *People and Parliament: Connecting with Communities* exhibition at Westminster Hall in the summer of 2009 and to Great Yarmouth Maritime Festival in September 2009.

There were 10,010 research visits to the searchroom (9,738 in 2008-9) and 19,026 original documents (18,344 in 2008-9) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

12,573 postal, telephone and e-mail enquiries were answered during the year, compared with 11,956 in 2008-9. 122,687 website hits were recorded on the NRO website (<http://archives.norfolk.gov.uk>). The reported figure in 2008-9 (156,524) included NRO-related hits on the *Visit Norfolk* website which are no longer collected.

As part of a partnership arrangement with The National Archives, in collaboration with UK-based family history website findmypast.com, free public access was provided in the NRO searchroom to the online records of the 1911 census from early September 2009 until January 2010 when it was replaced by free access to The National Archives' Documents Online. From 23 March, a new phase began of free access to the 1911 census, which is expected to continue until October. The NRO was chosen as the East of England regional hub for this project to widen public access to popular sources from The National Archives.

Conservation

- 4 During the year, 17 maps, 501 papers, 43 parchment documents, 28 volumes, and 254 photographs received treatment in the conservation studio. Among them were a deed relating to a house and lands in Appleton, 1554, a map of Langley Green attributed to the surveyor John Fisher, c. 1633, and a schedule of the assets of a debtor in Norwich City Gaol, which was prepared for the *People and Parliament: Connecting with Communities* exhibition at Westminster Hall.

Post-fire Conservation work, as part of the post-fire conservation programme, has been completed on 23 volumes of business records dating from the nineteenth and early twentieth centuries.

The conservation team has continued to provide training in parchment conservation and in preservation packing, both in-house to staff and volunteers, and to visiting trainee conservators who are working on the parchment module of the Society of Archivists' training programme for conservators. Within the NRO, one of the NRO's own conservators has worked through the parchment module, while one of the strongroom assistants, who is training for the Institute of Conservation (ICON) Conservation Technician Qualification, has carried out packaging improvements to over 150 documents during the course of the year, many with vulnerable seals needing protective enclosures.

In January, the conservation section hosted a training day in the care of paper collections for staff and volunteers from independent museums in the East of England, as part of the Renaissance in the East of England's SHARE scheme.

Norfolk Sound Archive (NSA)

- 5 The Norfolk Sound Archive's digitization programme saw 228 master preservation files, 176 access files eight production master files

created. Collections worked on include oral history interviews relating to Kenninghall, Doughty's Hospital in Norwich, Oulton, Swaffham, Woodton, Wymondham, the Second World War and the Home Guard in particular.

The NSA provided training or advice to six oral history projects. They included the Wayland Heritage Group in Watton, the 'East meets East' project, which has been exploring links between East Anglia and Japan, a University of the Third Age group who are planning to interview former employees of Nestlé with a view to including oral history clips in the Bridewell Museum, Norwich, and a postgraduate student at the University of East Anglia whose project relates to residential care for the elderly in Norfolk.

Education and Outreach

- 6 32,379 people (11,391 in 2008-9) attended 328 events or viewed exhibitions featuring NRO material (154 in 2008-9) held during the year. Of these 2,905 came to talks, workshops and other events at The Archive Centre, with the remaining 30,078 attending events elsewhere in the county, and beyond. This exceptionally high figure includes over 10,000 people who visited the *People and Parliament*: exhibition at Westminster Hall, which featured the Norfolk Record Office as a partner and included an NRO exhibit.

From July to September 2009 and in February 2010, 23 volunteers participated in two 'Connecting with Communities' projects, run jointly by the Norfolk Record Office, the Parliamentary Outreach Service and the Parliamentary Archives. They had an opportunity to learn about the collections held by Record Office and by the Parliamentary Archives, discover how to handle documents, use archive catalogues and read old handwriting before carrying out their own research. The first group of 'history detectives' researched five of the Norwich people named in the 1821 Land Tax Act held by the Parliamentary Archives, and the resulting case study was posted on Parliament's 'Living Heritage' website in December. The second group carried out research into eighteenth-century debtors and into prison conditions and buildings in Norwich.

At the Great Yarmouth Maritime Festival in September, the NRO display celebrated 250 years of bathing and swimming in the borough and the centenary of the Pleasure Beach. Over the two days, there were over 3,000 visitors to the stand. Also in Great Yarmouth, two 'Singing Histories' events used Yarmouth-related documents linked with topics from songs in the 'Singing Histories' booklet (a compilation of traditional Norfolk songs), to encourage reminiscence.

Children from Tuckswold Community Primary School and their parents took part in a project run in conjunction with the Norfolk Family Learning Programme, part of Norfolk's Adult Education Service, which

enabled the families to create 'Archive Shoeboxes', containing information about their family history.

'Opening a door to the past: the life of refugees in Norfolk' was a project in which NRO staff worked with the Youth Inclusion and Support Panels, using funding from The People's Record, one of the Museums Libraries and Archives Council's funding programmes for The London 2012 Olympic Games and Paralympic Games. It enabled four young people to learn about refugees to Norfolk through documents held in the Record Office before writing a story based on this information and then recording and editing it to create a podcast. For this project, the Norfolk Record Office was awarded the Inspire mark, by London 2012 and the International Olympic Committee. The mark, for projects using funding set aside for the Cultural Olympiad, recognizes the most accessible, participative, inspiring and stimulating projects.

Exhibitions

- 7 Five exhibitions have been shown in The Archive Centre's Long Gallery. *Miniature Windows on the World*, a display of illuminated manuscripts from the Denys Spittle collection, ended on 21 May. It was succeeded in early June by *Smile for the camera: images of childhood, 1860-1918*, which ran until 28 August. *Norwich Pattern Books: a Preservation Project. Interwoven evidence of an eighteenth-century textile industry* opened in the Long Gallery on 8 September, continued until the end of November. It was succeeded in early December by 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.

Norfolk, People and Parliament, the first exhibition of 2010, was installed in the Long Gallery in early January and formally launched on 15 January by the Lord Speaker, Baroness Hayman, and the Chairman of Norfolk County Council. Designed to highlight connexions between Parliament and Norfolk over the centuries, the display included seven items loaned by the Parliamentary Archives, including their oldest Act of Parliament, 1497, which relates to Norfolk and was being shown for the first time outside London.

King's Lynn Borough Archives

- 8 197 visits were made to King's Lynn Borough Archives, compared with 264 in 2008-9, and 542 (665 in 2008-9) original documents were produced in the searchroom or used to answer enquiries. 43 (50) telephone, postal and e-mail enquiries were answered.

King's Lynn and the Hanse, an NRO exhibition using mainly facsimiles of documents from the Borough Archives was shown on the South Quay as part of King's Lynn *Hanse Festival* during the first weekend in August and attracted nearly 600 people.

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.

Any other Implications

- 11 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

- 12 Members are asked to note this report.

Officer Contact:

Dr John Alban, County Archivist

Telephone: 01603 222599

E-mail: jr.alban@norfolk.gov.uk



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