

Norfolk Records Committee

Date: **Friday, 31 March 2017**

Time: **10:30**

Venue: **Green Room, Archive Centre, County Hall,
Martineau Lane, Norwich, Norfolk, NR1 2DH**

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

Membership

Mr D Bradford		Norwich City Council
Mrs J Brociek-Coulton	<i>Substitute: Mr M Sands</i>	Norfolk County Council
Mr D Buck	<i>Substitute: Mr S Dunn</i>	Broadland District Council
Michael Chenery of Horsbrugh	<i>Substitute: Mr B Iles</i>	Norfolk County Council
Mrs A Claussen-Reynolds		North Norfolk District Council
Mrs M Coleman		Great Yarmouth Borough Council
Mr P Duigan	<i>Substitute: Cllr M Chapman-Allen</i>	Breckland District Council
Dr C J Kemp (Chairman)		South Norfolk District Council
Mrs E A Nockolds		King's Lynn and West Norfolk Borough Council
Mr D Raby		Norwich City Council
Mr P Smyth	<i>Substitute: Mr F Agnew</i>	Norfolk County Council
Ms V Thomas		Norwich City Council

Non-Voting Members

Mr M R Begley	Co-opted Member
Mr R Jewson	<i>Custos Rotulorum</i>
Dr G A Metters	Representative of the Norfolk Record Society
Dr V Morgan	Observer
Prof. C Rawcliffe	Co-Opted Member
Revd. C Read	Representative of the Bishop of Norwich
Prof. R Wilson	Co-opted Member

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

Under the Council's protocol on the use of media equipment at meetings held in public, this meeting may be filmed, recorded or photographed. Anyone who wishes to do so must inform the Chairman and ensure that it is done in a manner clearly visible to anyone present. The wishes of any individual not to be recorded or filmed must be appropriately respected.

A g e n d a

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

- 2. Minutes**

Page 4

- 3. Matters of Urgent Business**

- 4. Declarations of Interest**

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

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

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

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

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

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

5. Finance and Risk

Page 9

A report by the Executive Director of Community and Environmental Services

6. Performance report 1 October 2016 –28 February 2017

Page 14

A report by the Executive Director of Community and Environmental Services

7. 2017-18 Service Plan

Page 29

A report by the Executive Director of Community and Environmental Services

Date of Future Meetings

Date	Time	Venue
30 June 2017	10:30	The Green Room, The Archive Centre, County Hall
27 October 2017	10:30	The Green Room, The Archive Centre, County Hall

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

Date Agenda Published: 23 March 2017



If you need this document in large print, audio, Braille, alternative format or in a different language please contact Customer Services 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 at the Norfolk Record Office on 13 January 2017 at 10:36am

Present:

Norfolk County Council

Mrs J Brociek-Coulton
Mr Michael Chenery of Horsbrugh

Norwich City Council

Mr D Bradford
Mr D Raby
Ms V Thomas

Broadland District Council

Mr D Buck

South Norfolk District Council

Dr C J Kemp (Chairman)

Breckland Council

Mr P Duigan

Non-Voting Members

Co-Opted Members

Prof. C Rawcliffe

Others Present

Mr G Tuson, the County Archivist

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

- 1.1 Apologies for absence were received from Mr M Begley, Mrs A Claussen-Reynolds, Mrs M Coleman, Mr Jewson, Dr Metters, Dr Morgan, Mrs E Nockolds, Revd Read, Mr P Smyth and Mr R Wilson.
- 1.2 Mr M Chenery of Horsbrugh had submitted apologies for lateness.
- 1.3 The Chairman welcomed the Committee to the first meeting of 2017.

2. Minutes

- 2.1 The minutes of the meeting of the Norfolk Records Committee held on the 28 October 2016 were agreed as an accurate record and signed by the Chairman subject to an amendment to change "Norfolk Records Society" to read "Norfolk Record Society".

3. Items of Urgent Business

- 3.1 There were no items of urgent business.

4. Declarations of Interest

- 4.1 The Chairman declared an interest as a trustee of Norfolk Archives and Heritage Development Foundation (NORAH), and declared an interest on behalf of Mr Chenery of Horsbrugh, who had not yet arrived, as a trustee of Norfolk Archives and Heritage

Development Foundation (NORAH). Mr D Buck declared an interest as Chairman of the Hellesdon History Society.

5. Organisational Development

5.1.1 The Committee received the report giving background on progress made towards the Norfolk Record Office (NRO) long term strategic priorities detailed in its Service Plan.

5.1.2 The County Archivist reported that significant progress had been made towards many long term objectives outlined in the Plan, and gave detail around those which required further work.

5.2.1 Accommodation:

- Maximisation of space use in the strong rooms was progressing;
- The County Archivist felt that through this work, the Norfolk Record Office strong room's expansion capacity could be extended from 2018, as originally planned when the building was constructed, to around 2023;
- When there was a risk that space would run out in approximately 3 to 4 years, the issue would be brought to Committee for consideration.

5.2.2 The County Archivist reported that the building was designed to enable extra accommodation to be built onto the back if needed; the estimated construction cost would be around £4-5m, not including running costs.

5.2.3 The NRO's income had increased from £60,000 in 2015-16, to £170,000 this year, 2016-17; the income was forecast to increase to £190,000 in 2017-18.

5.3.1 Alternative Methods of Service Delivery:

- An important aspect of focus was archive discovery;
- This would be developed through working with community groups, volunteers and local history groups;
- At that time, 1% of the content of the NRO archive was available online;
- NROCAT, the NRO's online archive catalogue did not provide full search functionality;
- The County Archivist gave a demonstration of use of the quick-search page of NROCAT, the main page used for searching on the website;
- He gave a demonstration of some of the problems involved with searching on the website and the limitations of the search functionality;
- Concerns were that the limited search functionality meant users did not find documents which would benefit them;
- Training was provided to help users learn to search NROCAT;
- Whether it would be more effective to update or to change the cataloguing system needed to be looked into. This would need to take account of the full implications of such a move including migration costs and staff training;
- Future proofing was an important part of this development process taking into account digital archives, interoperability of data and current developments like the semantic web

5.3.2 "Discovery" was highlighted as the system used at the National Archives; the County Archivist reported that work into a national portal had been discussed.

5.3.3 Delineation between Archives, the Heritage Centre and Museums was queried, and whether they could work together to link to records held on each other's archives to support archive discovery; the County Archivist was keen to look into ways of doing this moving

forward.

5.4.1 Releasing research potential:

- There were over 812,000 records in the system;
- Archivists at the NRO followed the General International Standard Archival Description, ISAD(G);
- The County Archivist demonstrated to Members how archivists catalogued items hierarchically;
- Around 25% of searches on “Discovery” were based on place;
- Other important searches were for names and subjects;
- The County Archivist reported that NRO authority files were an important area for development.

5.4.2 Mr Chenery of Horsbrugh arrived at 11:14am

5.4.3 It was recognized that the NRO could not create rich, transaction level metadata by itself, therefore other ways of approaching this were needed, for example, crowd sourcing and work with volunteers and community groups.

5.5.1 Community groups:

- A second “Explore Your Community Conference” was due to be held on Saturday 25 February 2017;
- The previous conference had been very popular, with local community groups speaking about their projects;
- A common query raised had been about loss of data when websites were lost or taken down, highlighting a need for information on retaining online data and ensuring people catalogued to standards and used the correct terms;
- A basic skills day was held in September 2016, covering topics including document handling and preservation, constitutions, documentation and terms of deposit;
- Norfolk Record Office could promote sustainability by working in partnership with such groups, providing support and, ultimately, a repository should the groups close.
- Work with community groups would benefit the Norfolk Record Office and Norfolk County Council as well as providing positive outcomes for the wellbeing of members of the community.

5.5.2 The difficulty of organisations using different systems was discussed; the County Archivist reported that it was planned to seek external funding to support skills development and good practice in community groups.

5.5.3 A point was raised over the difficulty of cataloguing some items, for example, words painted on wood which could be defined as a document or an artefact.

5.5.4 The County Archivist reported that money had been received from the Mancroft Advice Project via South Norfolk Council to work with Asperger’s Anglia clients to digitise documents relating to Seething Airfield in World War II.

5.5.5 The County Archivist reported that Archivematica, a digital preservation tool which was being trialled, looked at file formats and migrated them when there was a risk of not being able to access them in their existing format. The cost of running such a tool on a shared basis was the subject of a pilot project with the NRO working with four other archives in the eastern region.

5.6.1 Fundraising:

- Norfolk Archives and Heritage Development Foundation (NORAH) trustees were looking to recruit additional trustees;
- The fundraising strategy was being developed;
- The fundraising strategy would be brought to the Committee for consideration once written, which would include information about patrons.

5.7 The Committee:

- **APPROVED** this area of work; and
- **APPROVED** the use of funds as detailed in the report;
- **APPROVED** the use of reserves as set out in paragraphs 6 and 7 of the report.

6. Finance and Risk

6.1 The Committee received the report containing information on the financial forecast for the NRO budget out-turns for 2016/17, progress with the NRO revenue budget for 2016/17 reserves and provisions and an update on the service risk register.

6.2.1 The County Archivist clarified that the 975% variance to premises budget related to building and improvement work carried out to the Norfolk Record Office. Despite this, a balanced budget had been delivered

6.2.2 Savings on staff had been made through gaps in recruitment and secondment.

6.2.3 Income this year (2016/17) was projected to be £15,000 above target.

6.2.4 The County Archivist clarified that the increase shown in “services and supplies” included income from licensing digital images.

6.3.1 Risk register

The key risks were discussed:

- Funding issues: income generation and fundraising were being looked into to mitigate this risk;
- Inability to collect: mitigating this risk involved reviewing use of space to provide further storage;
- Failure to grow public expectation: there was growing expectation regarding access of information online. The unrealistic expectations created by television was also discussed.

6.4 The Committee **NOTED:**

- Performance with the revenue budget and reserves and provisions for 2016/17;
- Management of risk for 2016/17.

Future Meetings:

Date	Time	Venue
31 March 2017	10:30am	Green Room, Norfolk Record Office, County Hall
30 June 2017	10:30am	Green Room, Norfolk Record Office, County Hall

The meeting ended at: 11:45am

Christopher Kemp, Chairman of the Committee



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

Norfolk Records Committee

Item No 5

Report title:	Finance and Risk
Date of meeting:	31 March 2017
Responsible Chief Officer:	Tom McCabe – Executive Director, Community and Environmental Services
Strategic impact This report covers the forecast financial position and risk management for the Norfolk Records Committee in 2016/17 as at 28 February 2017	

Executive summary

This report covers the financial forecast for the Norfolk Record Office (NRO) budget out-turns for 2016/17. Section 1 covers progress with the NRO revenue budget for 2016/17, reserves and provisions. Section 2 provides the Committee with an update on the service risk register.

The main issues for consideration by this Committee are:

- Progress with NRO Revenue budgets and Reserves and Provisions indicates that the service should achieve a small underspend at the year-end
- Progress with risk management for NRO.

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

- **Performance with the revenue budget and reserves and provisions for 2016/17**
- **Management of risk for 2016/17**

1. Revenue Budget

1.1 Financial Performance 2016/17

1.1.1 At the end of 2016/17, the NRO expects to deliver an small underspend. This is summarised in the table below.

Service	Approved budget £m	Forecast 2016/17 Outturn £m	+Over/- Underspend £m	Variance to budget
Salary	0.822	0.754	-0.068	-8%
Premises	0.004	0.036	0.032	800%
Travel	0.003	0.004	0.001	33%
Supplies & Services	0.063	0.090	0.027	43%

Support Services	0	0.003	0.003	100%
Capital*	0.275	0.275	0.0	0%
Income	-0.289	-0.289	0.00	0%
Total	0.878	0.873	-0.005	-0.57%

* Local authority capital accounting adjustments that relate to historic capital expenditure- this budget has changed from that previously reported to Committee, due to the allocation of depreciation charges, and re-valuation gains and losses. However, these are purely accounting adjustments and have had no impact on the underlying ability of services to apply and manage their budgets.

1.1.4 The additional premises and supplies and services costs relate to: building works at the Archive Centre, the digital preservation project and purchases made at the Morningthorpe Manor Sale. Additional grant monies along with some savings on salaries resulting from staff absences mean that the NRO is still able to manage a balanced budget.

1.1.5 Norfolk County Council continues to face significant financial pressures and funding reduction and the Norfolk Record office continues to look for ways to support the authority in meeting those financial challenges. The Service has been highly successful in increasing its external funding and income streams and are proposing to increase its income targets by a further £20k.

1.2 Capital programme

1.2.1 There is no capital programme for 2016/17.

1.3 Reserves and Provisions

1.3.1 The table summarising the 2016/17 position appears below.

- The Residual Insurance reserve is planned to be used in the year to support project development.. This includes administrative support to the Norfolk Archives and Heritage Development Foundation and service development projects looking at archive discovery and local working,

Reserves and Provisions 2016/17	Balances at 01Apr 16	Forecast Outturn at 31Mar 17	Change
	£m	£m	£m
Norfolk Record Office			
Residual Insurance and Lottery Bids	0.205	0.205	0.000
Unspent Grants & Contributions Reserve	0.012	0.017	0.005
Service Total	0.217	0.222	0.005

2. Risk Management

2.1 The service continues to manage the risks to its objectives both internal and external. The risk register is reviewed and updated on a quarterly basis and was last reported to this Committee at the last meeting. A summary of the risk

register based on the most recent review of October 2016 appears at Appendix A.

- 2.2 The register contains five key risks, four of which are currently assessed as a 'medium' level risk, while one is assessed as 'low'.
- 2.3 All risks are being well managed. Two of the risks are showing 'Green – on schedule' progress towards achieving their target risk scores, and the other three are showing 'Amber' and with further planning should be met.
- 2.4 The impact of the unmet risks on the budget has been assessed as follows:
 - 2.4.1 For RM13959 'Loss of or reduction in funding', if this external funding was lost then the service would need to reduce spending in line with the reduction of funding. This risk is classed as 'Amber' however additional income streams have been identified in 2016/17. The risk is mitigated by continuing to apply for external funding and explore income generating opportunities.
 - 2.4.3 For RM13963 'Inability to continue collecting archives', an increased level of accessions would reduce the available space more quickly than planned. Records are kept of the amount of additions and available space and bespoke packaging is used to reduce the amount of space needed. There is also work which can be carried out to further increase the capacity of the King's Lynn strong room. This risk is classed as 'green' and is not expected to occur in 2016/17, and so will have no impact on the revenue position.
 - 2.4.4 For RM14164 'Failure to meet growing public expectations on access', is the risk that the public can't access collections as easily as they expect to. This could mean demand for our services would reduce. This is mitigated through entering into commercial partnerships to improve access and planning for access to digital images in search room. Plans are in place to increase the amount of digital images available through commercial partnerships. This risk is classed as 'green' and is not expected to occur in 2016/17, and so will have no impact on the revenue position.
 - 2.4.5 For RM14165 'Failure to collect, preserve and make accessible new formats of archive', NRO is not in a position to fully manage the preservation and continued accessibility of born digital records. This is mitigated through developing procedures, staff skills and exploring collaborative approaches. This risk is classed as 'Amber' however the NRO is now leading a collaborative regional project to address these issues.
 - 2.4.6 For RM14167 'Collection at risk through unexpected events', due to the special nature of the NRO collection the usual NCC continuity planning has to be reviewed and adapted. This is mitigated through the roll out of specific Emergency Plan, in which all staff, including recent recruits, have been trained. This risk is classed as 'green' and is not expected to occur in 2016/17, and so will have no impact on the revenue position.

3. Financial Implications

The implications for resources including, financial, staff, property and IT, where relevant, are set out in Section 1 of this report.

4. Issues, risks and innovation

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

5. Background

There are no other documents to refer to.

Officer Contact

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

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

Officer Name:	Tel No:	Email address:
Andrew Skiggs Accountant	01603 223144	andrew.skiggs@norfolk.gov.uk

Gary Tuson County Archivist	01603 222003	gary.tuson@norfolk.gov.uk
--------------------------------	--------------	---------------------------



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

[illegible]

NORFOLK RECORDS COMMITTEE

Item No. 6

Report title:	Performance report 1 October 2016 –28 February 2017
Date of meeting:	31 March 2017
Responsible Chief Officer:	Tom McCabe - Executive Director, Community and Environment Services
Strategic Impact This report provides information on the activities of the Norfolk Record Office (NRO) and performance against its service plan during the period between 1 October 2016 –28 February 2017	

Executive Summary

This report provides information on the NRO's education and engagement work; public access; collection development and preservation activities. It also provides updates on specific projects.

Please note that, because of the date of the meeting, this report only covers five months rather than the usual six.

Recommendation:

The Norfolk Records Committee is asked to:

Consider performance against the 2016/17 service plan and comment accordingly

1 Develop skills and realise educational benefits of using archives

- 1.1 The Norfolk Record Office aims to encourage the use of archives by groups of all ages and abilities.

Formal Education

- 1.2 The Norfolk Record Office Education and Outreach team have continued to provide a variety of workshops and talks for children during the last six months. These have included:

Primary and Secondary education:

- Local History Workshops for Hingham Primary and Scarning Primary Schools
- A 'Dragon's Den' event at Hellesdon High School

- Two Second World War workshops for sixth form pupils from Norwich School
- A primary school workshop focusing on changes brought by the railways

Higher education:

- Introduction to archive research sessions for UEA students on the following courses:
 - Four sessions for Humanities Foundation students
 - Early Modern History MA students
 - MA students studying the module Women Power and Politics in Early Modern Europe Studies.
 - A full day course on archive research for Sixth form students
 - Two sessions for City College students as part of a filming project with Mustard TV
- 1.3 Staff are currently working with UEA staff and students to plan an event for UEA lecturers in May to highlight what the NRO can offer.
- 1.4 In total, the NRO held eight events for primary and secondary schools attended by 290 pupils. Eleven workshops were held for higher education students at which there was a total attendance of 159.

Lifelong Learners

- 1.5 There has been a wide variety of events over the last six months. These are detailed in the two *What's On* booklets covering this period, the most recent of which details events from January to July 2017.

Highlights from the last six months include:

- 1.6 Creative Writing. A one-off creative writing workshop was held in October 2016, using NRO documents as inspiration. Following the success of this, a course of four workshops began in February 2017.
- 1.7 Following on from the February 2016, Exploring Your Community Conference, an Introduction to Archive Skills training day was held in October. This offered local history groups practical advice on:
- Collection policies and receiving documents
 - Document handling
 - Preservation
 - Basic principles of cataloguing
- 1.8 A second Exploring Your Community Conference was held in February 2017. The event, which was oversubscribed, included speakers from the Heritage Lottery Fund,

BBC Voices, Norfolk Libraries and Information Service and the Norfolk Regimental Museum. Delegates were also able to sign up to a number of short, practical workshops covering cataloguing, preservation and palaeography. The event's evaluation showed that the day was very well received (overall scoring was 91%) and that there is a demand for more.

- 1.9 The keynote speech at the start of the conference was about ways in which the Record Office might be able to help local history groups and community archives. Further to this, attendees were given a questionnaire asking what training and support they would find useful. The choices given were:

- i. Procedures for receiving archives
- ii. Governance, policies and resilience
- iii. Cataloguing, indexing and authority files
- iv. Software for archive description
- v. Web mounting catalogues and exposing metadata
- vi. Digitization
- vii. Web mounting images
- viii. Preservation, cleaning, packaging and storing documents
- ix. Collecting and describing oral histories
- x. Archive research
- xi. Exhibition and interpretation
- xii. Bid writing and fund raising
- xiii. Copyright and publishing
- xiv. Networking with other groups
- xv. Collaborative projects
- xvi. Dealing with digital records
- xvii. Other

This is the first stage in this consultation process which will continue in the new business year.

- 1.10 The NRO held a number of lunchtime talks:

- i. The Brecks from Above: Using Air Photos to map Archaeology in the Breckland Wilds
- ii. Rediscovered! Exploring hitherto hidden gems from the Norwich City Archive
- iii. Things New and Old: How did people read in seventeenth-century Norfolk?
- iv. Escaping Hitler: A Jewish Boy's Quest for Freedom and his Future

- 1.11 Group visits to the Record Office included two visits organized with the Norfolk and Norwich Association for the Blind. This is one of the organizations the NRO plans to work with if the British Library Sound Archives detailed below is successful in its application to the Heritage Lottery Fund.

- 1.12 In total to 2,009 people attended 84 talks and workshops.

Developing New Audiences and New Uses for the Collection

Volunteer Programme

- 2.1 Volunteers have contributed 952 hours to the NRO during this period. There are currently 20 regular volunteers.
- 2.2 In addition to indexing and document cleaning projects, volunteers have been listing Yarmouth building control plans, 1860-1891, and assisting with the detailed cataloguing of the papers of the author, Mary Mann (1848-1929) and of Peter George Aston (1938-2013), composer, conductor and former Professor of Music at the University of East Anglia.
- 2.3 Two students interested in a career in archives have completed introduction to archive profession placements and one volunteer has received an offer for the archive training course at Glasgow University.
- 2.4 As recognition of the important additional value that volunteers add to the NRO's service, a trip to Felbrigg Hall, including behind-the-scenes tours, was organised for them in December. This was followed by a return visit to the NRO by Felbrigg volunteers.

King's Lynn Borough Archives

- 2.5 A trainee archivist, Luke Shackell, has been recruited and took up his post in King's Lynn in December. He has now been offered a place on the Dundee University postgraduate Archives and Records Management distance learning course.
- 2.6 As well as running the searchroom, the new post holder has been involved in a number of engagement activities. This has included volunteer projects transcribing 19th century Hall Books and carrying out research on crimes recorded in Quarter Sessions order books. (These records are covered by the Public Records Act, which the King's Lynn Borough Archives are able to hold as they are recognized as a legal place of deposit for public records)
- 2.7 The NRO also assisted with the temporary Mart Exhibition at the Stories of Lynn. As part of this, a group of children made a film that can be viewed on the NRO YouTube channel (www.youtube.com/watch?v=cy4NB-pFrRI.)

3 Providing Public Access Service

Searchroom Service

1st October 2016 – 28th February 2017

3.1

Norfolk Record Office:	Searchroom Visits	Written Enquiries	Telephone Enquiries	Documents Produced
The Archive Centre	2,067 (2,137)	3,393 (3,384)	5,476 (5,566)	14,660 (17,012)

(Note: Brackets show figures for a Oct to March 2016/17 - a six month period)

3.2 Further to a recent suggestion from the Record Committee, a camera stand has been purchased for the use of the public in the searchroom.

Remote Services

3.3

	Visits	Pages Viewed
NRO Website	31,827 (30,487)	92,952 (88,706)
NROCAT	19,842 (18,495)	382,344 (373,711)
	Followers	
Twitter	2,796	

(Note: Brackets show figures for a Oct to March 2016/17 - a six month period)

Managing and Developing the NRO Collection

Accessions

4.1 110 accessions have been received during this period. Two of particular note are:

- Additional documents relating to Edith Cavell (ACC 2016/262) including two letters from Edith Cavell and papers relating to her time in Belgium.
- Records of Norwich Footwear Manufacturers' Federation (1917-1995) also referred to as Norwich Footwear Manufacturers' Association (ACC 2016/278) including Federation and Committee minutes, pattern books and other papers.

A full list of accessions is provided in Appendix 1.

Digital Preservation Consortium

- 4.2 The regional pilot developing digital preservation solutions in partnership with other archive services has continued with training and workshops continuing to develop the participants' skills in this new area of archive work.
- 4.3 Further to developing skills in this important area of work, archivists at the NRO have been trained to handle the receipt of digital accessions and appraisal work has been undertaken on some digital accessions.

- 4.4 Advice to potential depositors of digital archives has been published on the NRO website at <http://www.archives.norfolk.gov.uk/view/NCC176853>. As well as containing some basic actions to carry out prior to deposit, such as ensuring that documents are not password protected and checking for sensitive information, it includes a list of preferred file formats.

Sound Archives

- 4.5 The British Library (BL) submitted the second stage application to the Heritage Lottery Fund (HLF) on 8 December 2016 for the Unlocking UK Sound Heritage Project. The NRO is the BL's regional partner for the East of England for this project. If the application is successful it would represent a major development in the preservation and use of sound archives. The project would aim to digitise approximately 3,000 items from the NRO's own collections and from the East of England, making them available on the Internet. The NRO would undertake a significant number of engagement activities regarding audio heritage as part of the project. To enable this the project would provide funding in excess of £600K between 2018 and 2021.
- 4.6 The NRO has continued to receive requests to support oral history projects. It is a named partner for the UEA's *Akenfield Now* project which has recently been successful with an HLF application. The project will enable young people to explore the role of oral testimony using as inspiration Peter Hall's 1974 film *Akenfield*, which was based itself on Ronald Blythe's *Akenfield: Portrait of an English Village* (1969). Other projects to be supported by the NRO relate to Hickling, Marsham, Pulham, Wells-next-the-Sea, the history of the Jarrolds Group and the history of Norwich Arts Centre. The NRO was also able to put the NR2 Community Skills Share project in touch with a now disbanded oral history group which had some redundant digital audio recorders looking for a new home.

God's House Unlocked

- 4.7 Cataloguing of the Great Hospital's collection has continued. This covers medieval and early-modern account rolls, along with its surviving medieval foundation, administrative and litigation records and medieval and early-modern estate and manorial accounts, court rolls and surveys has continued and are now all listed under NCR 24. In addition, the existing descriptions of the title deeds of the Hospital's country estates are in the process of being rearranged and clarified; and almost a hundred, out-of-custody medieval and 16th- century deeds and litigation records, acquired by the Norwich City Library in 1952, have been cross referenced so that they can be used alongside the other Hospital records.
- 4.8 One of the engagement activities included within the project covers palaeography training and document transcription. From October to December, the NRO ran an intermediate-level course in palaeography, and subsequently three of the students have taken part in a volunteer project to transcribe the account roll from 1548-9. This provides a detailed description of the Hospital's estate rents (both city and country) and

other sources of income followed by details of how the Receiver General spent those monies.

- 4.9 The account roll was flattened, cleaned, stabilised and digitized, with the images sent to the three volunteers so they could work on them from home. Each volunteer was assigned a third of the account to transcribe. They have now completed their final draft transcriptions which are currently being checked and amalgamated.

Caring for the Collection

- 5.1 As part of the ongoing drive at efficiency, two significant steps have been taken:

A new Conservation Priority system has been introduced. This provides a new system for staff to report any damage to items and an improved way of deciding on which items should be treated. This system means that items which have been requested in the searchroom, by staff cataloguing and which are required for exhibition can all be incorporated into planning.

A member of staff has moved from the role of Strongroom Assistant to that of Conservation Technician. One of the first tasks undertaken by the Technician was the repackaging of Great Hospital seals as part of the 'God's House Unlocked' project; this work has now been completed. This role also supports the programme for protecting wax seals produced by the 'Seal Sock' volunteers. These have been used for the Great Hospital documents and are now been used to protect seals on items from the Norwich Dean and Chapter collection.

- 5.2 Note: The 'Seal Socks' are foam sleeves which slide over wax seals and are produced by a group of volunteers who meet regularly for a sewing session at the NRO.
- 5.3 The Introduction to Archive Skills Training day in October, at which the Senior Conservator gave a talk about document handling and packaging, has led to an order for boxes from the Museum for Watton. Other organizations purchasing boxes have included the John Innes Centre, the History of Advertising Trust and Peterborough Archives.
- 5.4 Work was completed on:
- i. N/EN 12/1/907 New Inn, Norwich Building plans, 1885
 - ii. C/Scf 1/224 Map of Midland Railway covering Northrepps, Sidestrand, Trimingham, Mundesley, Holt, Caister-next-Yarmouth, 1889
 - iii. SBM 37/16 Marriage settlement of James Burkin Burroughes and Christabell Negus, 1789.
 - iv. BR 378 Items from E. Lacon's and Co, Brewers
 - v. BR 184/2092 Sale particulars for Daffy Green Farm, Scarning and E.

Bradenham, 1905

- vi. NCR 24a/1,2,3,18 &22 Account Rolls of the Great Hospital, 13th to 16th centuries
- vii. DN/EST 1/2 Bailiffs Accounts, St Benets Abbey,1245-1246

The last item was flattened and digitized so that it could be used in a forthcoming Norfolk Record Society Volume by Professor Bruce Campbell.

Norfolk Archives and Heritage Development Foundation (NORAH)

- 6.1 The Norfolk Archives and Heritage Development Foundation (NORAH) is in the process of appointing additional trustees. As part of the recruitment process an advert was placed in the EDP and this has led to a large number of high quality applications. The first meeting of the enlarged board of trustees is due to take place in early June.
- 6.2 In October 2016, NORAH applied to the HM Revenue and Customs for recognition as a charity. NORAH's registration was confirmed in February which means it can now submit a Gift Aid return for donations already received.
- 6.3 In December, NORAH and the NRO hosted two showcase events for donors to the Morningthorpe appeal. This was an opportunity for donors to have a close-up look at some of the items purchased and for NORAH and the NRO to thank the donors in person. An exhibition in the Long Gallery at The Archive Centre opened in February with the aim of showing the wider public a selection of the documents purchased. At the time of writing, NORAH has received just under £22,000. The amount of Gift Aid expected is just over £3,000.
- 6.4 The NRO has a new, much more prominent donation box. All donations will now go to NORAH rather than to the NRO. This means Gift Aid can be claimed if donors complete the appropriate form.

7 Financial Implications

- 7.1 The implications for finance are set out in the section above and in the Finance Report presented to this committee.

8 Issues, risks and innovation

- 8.1 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.

9 Background

- 9.1 This report refers to the Norfolk Record Office Service Plan which was approved by the Norfolk Records Committee in April 2016.

Officer Contact

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

Gary Tuson
County Archivist
Norfolk Record Office
The Archive Centre, Martineau Lane
Norwich, NR1 2DQ
Tel: 01603 222599
Email: gary.tuson@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

Accessions 1 October 2016 – 28 February 2017

ACC 2016/169	Burlingham St Andrew ecclesiastical parish (addnl)	1837-2015
ACC 2016/170	North Norfolk Circuit of Methodist Churches (addnl)	1958-2016
ACC 2016/171	Glebe terriers for Moulton St Michael (2) and Burnham Deepdale	1747-1827
ACC 2016/172	Sale particular, Boundary and Poplar Farms, Langley, Norfolk	2002
ACC 2016/173	Churchyard Surveys of Pulham Market and Pulham St Mary compiled by John Pope	2016
ACC 2016/174	Geoffrey Watts' Slides	1969-1985
ACC 2016/175	Records of Diss WI	1950s-2000s
ACC 2016/176	Bressingham PCC minutes	2002-2013
ACC 2016/178	Title deeds and other related papers concerning land and property in West Winch, Norfolk.	1746-1891
ACC 2016/177	Title deeds and other related papers concerning land and property in West Winch, Norfolk.	1771-1891
ACC 2016/180	Documents from Morningthorpe Hall sale	1858-1915
ACC 2016/179	Records of the East Anglian Real Property Co. Ltd	c 1926-c 1978
ACC 2016/181	Neville of Sloley (addnl)	1860s-1940s
ACC 2016/183	Philip Mockridge Slides Collection	20th century
ACC 2016/182	Architectural Drawings relating to Norfolk Schools	1949-1959
ACC 2016/184	Brochures and programmes for road openings	1967-2003
ACC 2016/185	Journals of the Norfolk & Norwich University Hospital Nurses League	1931-2016
ACC 2016/186	Records of the Great Hospital, Norwich (addnl)	1958-2000
ACC 2016/187	Papers relating to the Gressenhall Charities	?1834-1973

ACC 2016/188	Records of the Drayton and District Royal British Legion Women's Section	1954-2016
ACC 2016/189	Terrier of Moulton St Michael 1845	1845-1872
ACC 2016/191	Stiffkey Parish Council records (addnl)	1936-2012
ACC 2016/190	Documents from Morningthorpe Hall (Ron Fiske) sale (addnl)	1555-1872
ACC 2016/192	'Domesday' Maps covering Loddon	c 1910
ACC 2016/193	Burston title deeds	1802-1930
ACC 2016/194	Bowers Lodge No. 4865 (Freemasons) Norwich	1926-2012
ACC 2016/195	Documents from the Morningthorpe Hall (Ron Fiske) sale (addnl)	1877-1903
ACC 2016/196	Records relating to Colmans of Norwich	1880-1957
ACC 2016/197	Digital images of the diary of Revd William Blyth of Norfolk	1837-1886
ACC 2016/198	Great Yarmouth Motor Hirers and Coach Services Association	1931-1949
ACC 2016/199	Kirby Cane and Ellingham Parish Council (addnl)	2001-2007
ACC 2016/200	2nd Air Division Memorial Library (USAAF) (addnl)	1982-2010
ACC 2016/201	Images of nineteenth- century Snettisham maps	14 Nov 2016
ACC 2016/202	Leases relating to land and manors in West Tofts	12 Jun 1833- 12 Sep 1839
ACC 2016/203	Suffolk Horse Society's copies of catalogues and prize schedules of the Royal Norfolk and other Norfolk-based agricultural association events	1915-1954
ACC 2016/204	Major R.A. Kemp's correspondence files and papers mainly re the disputes over the ownership and status of Sutton staithe	1930-2006
ACC 2016/205	Neatishead Baptist Church records	1809-2003
ACC 2016/206	Wighton Ecclesiastical Parish Records (addnl)	1891-2016

ACC 2016/207	Report on the City of Norwich	c 1831
ACC 2016/209	Records of Little Melton Parish Council	1894-2002
ACC 2016/208	Records of Francis of Lorraine Lodge 6906, Norwich, and St Benet Lodge No: 4485, Wroxham	1923-2015
ACC 2016/210	Thetford Methodist Circuit additional records and other circuit plans	1858-2013
ACC 2016/211	Additional parish records, Filby with Thrigby	1932-2011
ACC 2016/213	'Wensum Diary', the monthly magazine for Great Witchingham (Lenwade), Little Witchingham, Morton-on-the-Hill, Ringland, Weston Green and Weston Longville	2014-2016
ACC 2016/214	Micklethwait family records	1852-1869
ACC 2016/212	Records of Allens Cadge and Gilbert, Solicitors, and Predecessors (addnl)	18th century-20th century
ACC 2016/216	Papers of Wayland Registrar	1899-1995
ACC 2016/215	Records of Norfolk County Referees Association	c 1935-2013
ACC 2016/217	Revd Folland's Papers (addnl)	19th century-20th century
ACC 2016/220	Starston Parish Council Records (addnl)	1894-2008
ACC 2016/223	Miscellaneous photographs relating to Norwich and Norfolk	19th century
ACC 2016/222	CES: Environment and Planning (addnl)	1990s-2000s
ACC 2016/218	East Anglia District Methodist and Thetford Methodist Circuit records (addnl)	1896-2012
ACC 2016/221	Pulham Market Parish Council Records (addnl)	1997-2014
ACC 2016/219	Mulbarton Ecclesiastical Parish Records (addnl)	1894-2016
ACC 2016/224	National Trust records (addnl)	1699-1885
ACC 2016/225	2nd Air Division Memorial Library brochure	2016
ACC 2016/226	Letter from William Newcomb to his fiance Catherine Clough of Feltwell, Norfolk.	14 Dec 1808

ACC 2016/227	Holy Trinity Church, Loddon, record of church furnishings	1986-1989
ACC 2016/228	Wood Norton ecclesiastical parish records (addnl)	20th century
ACC 2016/229	Norfolk Wherry Trust (addnl)	1949-1973
ACC 2016/230	Records of the Norwich 20 Group	1944-2015
ACC 2016/231	Brass rubbings collection belonging to Revd Charles Linnell, of the Norfolk and Norwich Archaeological Society	19th century
ACC 2016/233	Papers regarding Holme next the Sea Timber Circle ('Seahenge')	1998-2008
ACC 2016/232	Norfolk Archaeological Unit (addnl)	1989-2003
ACC 2016/234	Loddon and District Local History Group: Oral history recordings of Edward Huggins, Alan Shearing and Algar Taylor	2015-2016
ACC 2016/235	Burnham Overy Parish Council additional records	1965-2004
ACC 2016/236	Audio memoir: 'Brenda Dawson: My Life, Times and Laughs	12 Dec 2016
ACC 2016/239	Prints from engravings of mural paintings in the Vatican	late 18th century
ACC 2016/237	Morningthorpe Hall sale (addnl)	17th century
ACC 2016/238	Letter from Revd Joseph Stott, Chedgrave Rectory, to Fred Cannell, with enclosed cheque	1934
ACC 2016/240	Drawings and notes of William Cruttenden of Norwich/North Walsham	1792
ACC 2016/242	Records of North Norfolk Methodist Circuit (addnl)	1927-2013
ACC 2016/241	Additional records of Judge Adrian Head with particular reference to his work with Norfolk Lavender Ltd	c 1935-2009
ACC 2016/243	North Norfolk Stories	2015-2016
ACC 2016/245	Photographs and history of the Wright family of Norfolk	20th century

ACC 2016/244	Records of the Old and New Buckenham and District branch of the Royal British Legion	1968-2013
ACC 2016/246	Holme next the Sea Parish Council records	19th century
ACC 2016/247	Title deeds to properties in North Walsham	1752-20th century
ACC 2016/248	Rent books for 7, Woodside, Neatishead	1948-1988
ACC 2016/249	Deeds relating to land in Flitcham and Longham	1316-1431
ACC 2016/250	Grimston and District Good Companions Club	1964-c 1994
ACC 2016/252	Braydeston ecclesiastical parish records (addnl)	1888-1996
ACC 2016/251	Examples of Special Studies by students at Keswick Hall	1968-c 1972
ACC 2016/254	Keswick Hall College additional: photograph album of Joyce Burdett	1934-1936
ACC 2016/253	Additional Carr of Ditchingham estate records	19th century-20th century
ACC 2016/255	'Miss Cavell a Past Life Remembered the Spiritual Journey of a Norwich Spiritualist in his own words'	2016-2017
ACC 2016/256	Documents transferred from Suffolk Record Office	1813-20th century
ACC 2016/257	Records of J.J. Wright of Dereham, Agricultural Engineers	1891-20th century
ACC 2016/258	Parish Council records for Barford and Wrampingham, Barnham Broom, Cranworth, Hardingham, Ovington, Scoulton	20th century
ACC 2016/261	Binham Parish Council records	1968-2011
ACC 2016/262	Additional documents relating to Edith Cavell	1912-1977
ACC 2016/260	Additional records of Holkham Parish Council	1976-2016
ACC 2016/263	Additional records of Little Melton Parish Council	Oct 2002-Nov 2015
ACC 2016/259	Additional records of Warham Parish Council	1958-2011

ACC 2016/264	Papers relating to William Green's Charity, Belaugh.	1991-2000
ACC 2016/265	Additional record of St Giles Church, Bradfield	1932-2006
ACC 2016/266	Radio Norfolk-Editors	1980-2016
ACC 2016/267	Royal British Legion Women's Section: Elmham and District Branch	1948-2016
ACC 2016/270	Photograph of William Devas Everington (1840-1906) and family, of Dillington Farm, East Dereham and then Lodge Farm, Castle Acre	nd [late 19th century]
ACC 2016/269	Borough Council of King's Lynn & West Norfolk planning and environment department photo files	1999-2000
ACC 2016/268	Councillor Raby scrapbooks and other social history items	20th century
ACC 2016/271	Diary of Janet Ellis of Overstrand	2016
ACC 2016/272	King's Lynn and West Norfolk Borough Council Civic department files	20th century
ACC 2016/273	More reminiscences of Vernon Masoli Dade	20th century
ACC 2016/274	Prospect House visitor books	1971-1979
ACC 2016/275	Parish council records of Beeston with Bittering, Tittleshall, Litcham, Beetley, and Horningtoft	2005-2012
ACC 2016/276	Records of the Norwich and Norfolk Licensed Victuallers Association	1953-1991
ACC 2016/277	Records of the Catfield Women's Institute	1928-2003
ACC 2016/278	Records of Norwich Footwear Manufacturers' Federation (1917-1995) also referred to as Norwich Footwear Manufacturers' Association	1917-c 1995

NORFOLK RECORDS COMMITTEE

Item No. 7

Report title:	2017-2018 Service Plan
Date of meeting:	31 March 2017
Responsible Chief Officer:	Tom McCabe – Executive Director, Community and Environmental Services
Strategic Impact <p>The NRO contributes to many of the priorities of Norfolk County Council. In particular, it supports learning for people of all ages, provides services that help the vulnerable and is an integral part of the county's information and heritage infrastructure. This plan covers work that will be undertaking in the forthcoming year, but also takes into account long term strategic aims for the service.</p>	
Executive Summary <p>This report provides information on the Norfolk Record Office (NRO) Service Plan for April 2017 to March 2018.</p>	
Proposal <p>The Norfolk Records Committee is asked to consider and comment on the Service Plan and to approve its adoption.</p>	

1 Introduction

- 1.1 This Service Plan outlines the work planned for the Norfolk Record Office during the year April 2017 to March 2018. It develops all of the NRO's mission, which can, broadly, be divided into three areas:
- 1.2
 - i. Preserving and conserving of archives
 - ii. Collecting archives
 - iii. Providing and facilitating access to archives
- 1.3 The structure of the Service Plan reflects how the Norfolk Record Office helps the County Council meet its corporate objectives with particular emphasis on how the NRO contributes to education and learning, and the provision of an excellent cultural infrastructure. Underpinning all of this is the role of the Record Office role as a provider of information for multiple purposes which it turn rests on its Collection and skills.
- 1.4 The NRO has a number of long-term strategic aims that are progressed through actions within this Plan. These are:
- 1.5 Accommodation
The design of the Norfolk Record Office: The Archive Centre, which opened in 2003, incorporated 15 years expansion space for accruals. Over the past two service plans, 30m³ of space has been created through reorganization and

repackaging. By continuing this work stream, accrual space should be available until at least 2023. If this continues to be the case, a review of options will be carried out in 2020.

1.6 Audience development and engagement

The NRO's Collection has enormous potential for use by diverse audiences in many different ways. However, for the benefits of using the Collection to be realised the NRO need to engage with new audiences and to develop new and different uses for the service.

1.7 Income generation and fundraising

The NRO needs to find new ways of supporting service delivery. Income generation, which has been the focus of much activity over the past three years, will continue alongside an increased emphasis on fund raising where the NRO will work closely with its partner, the Norfolk Archives and Heritage Development Foundation (NORAH)

1.8 Digital Preservation

The NRO exists to collect, preserve and make accessible archives in any format. If it is to continue to do this, it must be able to handle digital records. To meet this challenge the NRO has been leading a regional consortium aimed at achieving this in a sustainable and cost effective way. This work needs to continue.

1.9 Alternative Methods of Service Delivery

The nature of interaction with archives is changing and, at the same time, there an increasing opportunity to provide services online. The NRO needs to embrace this by continually improving the information it provides on its Collection, its support for users and access to the Collection.

This follows a report to the Norfolk Records Committee in January 2017, outlining an organizational development programme focusing on projects for metadata enhancement, and for working with and supporting local heritage groups.

Service Plan 2017-2018

	Link to NRO Mission	Providing and facilitating access to archives.		
	Action	Output / Outcome	Owner	Level funded from
1	Develop skills and realise educational benefits of using archives	<p>Programme of educational activities delivered for:</p> <ul style="list-style-type: none"> • Schools • Families • Lifelong Learners • Groups <p>Targets: Delivery of 100 activities/events inside and outside of Record Office. Attendance at NRO events of 2,500+ people.</p>	Education and Outreach Officer	Revenue Budget
2	Develop new audiences and new uses for the Collection	Volunteer programme developed and implemented resulting in 2000 volunteer hours per year. To include:	Senior Archivist	Revenue
		<ul style="list-style-type: none"> • Volunteer Building Regulation Plan project set up and running • Marriage Licence indexing • Seal Socks project 	Senior Archivist	Revenue

3	Deliver Change Minds Programme	<p>Complete Cohort 2 of Change Minds</p> <p>Complete programme of events to celebrate work of Cohorts 1 and 2.</p> <p>Run new Change Minds sessions based in Norwich working with local charities to secure funding</p>	County Archivist	External Funding
4	Provide public access service on site	<p>Maintain Search Room service five days a week at NRO: The Archive Centre</p> <p>Maintain partnership with Norfolk Heritage Centre</p> <p>Provide Search Room service in at Norfolk Record Office: King's Lynn Borough Archives.</p>	<p>Support Services Manager</p> <p>County Archivist</p> <p>County Archivist / KLBA Archivist</p>	<p>Revenue</p> <p>Revenue</p> <p>SLA</p>
5	Provide alternative means of access to the Collection	<p>Provide remote:</p> <ul style="list-style-type: none"> - enquiries service - paid search service <p>with all enquiries responded to in line with levels of service</p> <p>Implement Digitization on Demand service</p>	Support Services Manager	Revenue
6	Deliver Exhibition Programme	NORAH: Saving Norfolk's Archival Heritage exhibition complete	County Archivist	Revenue
		Norwich Medieval Churches Exhibition	County Archivist	External
		Mills exhibition (dependent on 3 rd party funding application)	County Archivist	External
		Complete and stage travelling exhibition for end of God's House Unlocked Project	Project Archivist	External

		Prepare and provide loan items to external exhibitions	Senior Conservator	Revenue / External
7	Local Working	Develop programme of work to support community archives and local heritage groups	County Archivist / Partnership and Development Manager	Revenue/ External Funding
8	Sound Archives	Complete first stage of British Library Saving Our Sounds Heritage project (dependent on HLF Stage 2 decision)	County Archivist / Partnership and Development Manager	External

	Link to NRO Mission	Collecting archives and processing them so that they are accessible Preserving and conserving archives		
9	Manage the Norfolk Record Office Collection	Collections identified as priority for cataloguing and appraisal completed	Senior Archivist (Collection Management)	Revenue
		Packaging and reorganisation in strong rooms to create additional accrual of space Target: 30m ³	Senior Archivist (Collection Management)	Revenue
10	Develop the Norfolk Record Office Collection	Accessions received and processed in line with NRO standards	Senior Archivist (Collection Management)	Revenue
		Additional registrars records received and birth, death and marriage certificates issued Target: All issued within standards of service	Support Services Manager	
11	Metadata Project	Develop organizational development project for enhancement of metadata and submit funding application linked to local working project	County Archivist / Senior Archivists	Revenue / Reserves

12	Digital Preservation	Complete 2016/17 stage of EERAC Digital Preservation Pilot Project	County Archivist	Revenue / External Funding
		<u>Heritage Lottery Skills for the Future Programme</u> Host Digital Preservation placement Target: Placement completed. Collaborate with The National Archives on new, regional programme.	Collection Management Archivist County Archivist	External Funding
13	Conservation and Preservation	Conserve documents in line with conservation priority scheme	Senior Conservator	Revenue
		Deliver first phase of Such Facts Richard Bright Project	County Archivist	External
		Undertake security review and implement findings	Support Services Manager	Revenue
		Strongroom conditions monitored and required environments maintained	Senior Conservator / Support Services Manager	Revenue

	Link to NRO Mission	Cross Cutting Actions		
14	Raise funds to support archive work	Support for NORAH to develop charity and grow fundraising to include: <ul style="list-style-type: none"> - Induction of new trustees - Implementation of fundraising strategy 	Partnership and Development Manager	Reserve /Revenue
15	Generate income to support the NRO	Income generated from: Sales, issue of certificates, room hire, search services, digitization and licencing Target: £190K	County Archivist	Revenue

7 Financial Implications

- 7.1 This Service Plan is based on delivery within the budget for 2017-18 set out in the Finance and Risk Report.

8 Issues, risks and innovation

- 8.1 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.

Officer Contact

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

Gary Tuson
County Archivist
Norfolk Record Office
The Archive Centre, Martineau Lane
Norwich, NR1 2DQ
Tel: 01603 222599
Email: gary.tuson@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.