

# NORFOLK RECORDS COMMITTEE

Date: Thursday 1 May 2014

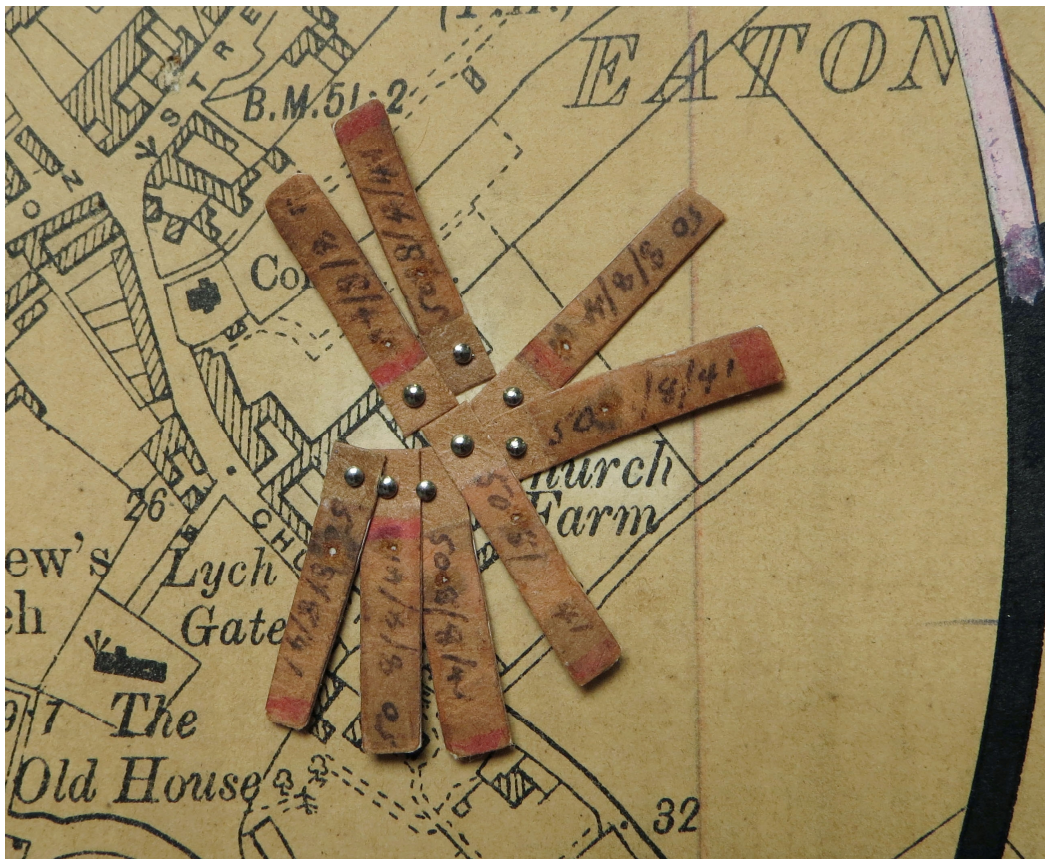
Time: 10.30am

Venue: Senior Archivist's Room, 1st Floor, 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.**



Picture of a Norwich World War II Bomb Map

## Membership

Mr J W Bracey	Broadland District Council
Mr D Bradford	Substitute: Mr D Buck
Ms D Carlo	Norwich City Council
Mrs A Claussen-Reynolds	Norwich City Council
Michael Chenery of Horsbrugh	North Norfolk District Council
	Norfolk County Council
Ms D Gihawi	Substitute: Mr B Iles
	Norfolk County Council
Dr C J Kemp	Substitute: Mr M Sands
	South Norfolk District Council
Mr R Kybird	Substitute: Mr T Blowfield
	Breckland District Council
Mrs E A Nockolds	Substitute: Cllr M Chapman-Allen
	King's Lynn and West Norfolk Borough Council
Ms K S Robinson-Payne	Great Yarmouth Borough Council
Mr P Smyth	Norfolk County Council
	Substitute: TBC
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

## Non-Voting Cabinet Member

Mrs M Wilkinson	Norfolk County Council Communities
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**For further details and general enquiries about this Agenda please contact the Committee Officer:**

Nicola Tuck on 01603 223053  
or email [committees@norfolk.gov.uk](mailto:committees@norfolk.gov.uk)

## A g e n d a

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

2. **Minutes**

(Page 5)

To confirm the minutes of the meeting of the Norfolk Records Committee held on 3 January 2014.

3. **Matters of Urgent Business**

4. **Members to Declare any Interests**

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

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

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

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

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

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

5. **Norfolk Record Office Performance Report 1 October 2013 – 31 March 2014**

(Page 11)

Report by the County Archivist

6. **Norfolk Record Office Finance and Risk Report 2013/14**

(Page 33)

Report by the County Archivist

7. **Norfolk Record Office Service Plan 2014 - 2015** (Page 39)  
Report by the County Archivist
8. **Norfolk Record Office Volunteer Policy** (Page 47)  
Report by the County Archivist
9. **Norfolk Record Office Review of Norfolk Record Office Charges** (Page 55)  
Report by the County Archivist
10. **Document Purchases, 1 April 2013 – 31 March 2014** (Page 61)  
Report by the County Archivist
11. **Future Meetings**

Date	Time	Venue
Friday 27 June 2014	10:30am	The Green Room, Archive Centre
Friday 28 November 2014	10:30am	The Green Room, Archive Centre

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

Date Agenda Published: 23 April 2014



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## Norfolk Records Committee

### Minutes of the Meeting held on 3 January 2014

#### Present:

##### Norfolk County Council

Michael Chenery of Horsbrugh  
Mr P Smyth

##### Broadland District Council

Mr J Bracey

##### King's Lynn and West Norfolk Borough Council

Mrs E Nockolds

##### Great Yarmouth Borough Council

Mrs Robinson-Payne

##### Norwich City Council

Ms D Carlo  
Mr D Bradford

##### South Norfolk District Council

Dr C J Kemp

##### Breckland Council

Mr R Kybird

#### Non-Voting Members

##### Co-Opted Member

Mr M Begley  
Professor R Wilson

##### Observer

Dr V Morgan

##### Representative of the Norfolk Record Society

Dr G A Metters

##### Representative of the Bishop of Norwich

Revd C Read

#### **1. Apologies for Absence**

Apologies for absence were received from Mrs M Wilkinson, Mr R Jewson, Mrs A Claussen–Reynolds, Ms D Gihawi, Ms V Thomas and Professor C Rawcliffe

#### **2 Minutes**

- 2.1 The minutes of the meeting held on 22 November 2013 were confirmed as an accurate record of the meeting and signed by the Chairman, subject to the following amendments:-

Item 3.1 – it was noted that Professor Hassell Smith had died in August, not September.

Item 1 - Mr Smyth noted that he had not been present at the last meeting but that he had not sent apologies.

#### **3. Matters of Urgent Business**

- 3.1 The Chairman advised that the Principal Archivist had retired at the end of 2013. He asked Members that if they wished to make a contribution towards a leaving gift, they do so by the end of January 2014 at which point a cheque would be sent. Members AGREED that they were happy with this suggestion.

#### **4. Members to Declare any Interests**

4.1 No interests were raised.

#### **5. Norfolk Record Office Finance and Risk Report 2013/14..**

5.1 The Finance and Risk report 2013/14 (item 5) by the County Archivist was received. This provided information on performance against budget and risk for 2013/14 as at 31 October 2013.

5.2 During the discussion the following points were noted:-

- Officers advised that the budget was predicted to break-even. This included movements to and from reserves. Savings had been delivered with regard to salaries but there had been additional costs for materials. Savings from the third year of the Big Conversation had been met.
- In relation to capital, some slippage from 2013-14 had occurred in order to cover costs.
- £93k would be removed from reserves in order to meet various projects throughout the year.
- Three risks had been identified on the risk register; loss of or reduction of funding, a lack of clarity in roles and responsibilities and long term staff shortage. Members noted that it would be impossible to completely mitigate against staff shortage and asked if the risk could be improved to a green status. Officers advised that they would investigate this and report back.

#### **RESOLVED**

5.3 

- That the report be noted

#### **6. Service and Budget Planning 2014-17 for Norfolk Record Office.**

6.1 The Service and Budget Planning 2014-17 for Norfolk Record Office (NRO) report (item 6) by the County Archivist was received. This set out the financial planning context for the authority and gave an indication of what this would mean for the NRO and Community Services.

6.2 The Chairman advised Members that the date of the next Cabinet meeting was 6 January 2014 and not 7 January, as stated at point 6.1.1 of the report.

6.3 During the discussion the following points were noted:-

- All figures within the report were provisional as the budget had not yet been agreed.
- It had been proposed that £35k be used from the reserves in order to support the raising of income through the sale of digital licences. This project would provide digital access to assets held by the NRO, which would ultimately generate income by allowing members of the public to access the images. The County Archivist assured Members that this would be the best use of records whilst ensuring that the statutory duties of the Norfolk Record Office were still fulfilled. School records were the subject of the first contract which the NRO would undertake as part of a national consortium. Parish records were being looked into as the next likely package.
- It was noted that currently budget proposals only addressed £140m of the

£189m which needed to be saved. It was not known as yet how this would affect the budget of the NRO. It was suggested that the potential impact of this should be added to the risk register for the NRO.

- The County Archivist assured Members that the NRO statutory obligations to make proper arrangements for records would continue to be met.

## **RESOLVED**

- 6.4
- That the report be noted.

## **7. Changes to Opening Hours at Norfolk Record Office; The Archive Centre**

7.1 The Changes to Opening Hours at Norfolk Record Office: The Archive Centre report (item 7) by the County Archivist was received. The paper gave additional information on the options available to reduce budget costs by changing the opening hours of the NRO. Following the meeting held in November 2013 there were two remaining options; to close on a Saturday, or to close on a Saturday but open late one day per week.

7.2 During the ensuing discussion the following points were noted:-

- The results of the Putting People First public consultation had been received. 190 responses had been received, of which 107 were in support of the proposal to close the NRO on Saturdays, with 60 against and 23 responses being unclear.
- The cost of opening one evening per week would be £1000 per annum. Additional savings had been found by reducing materials and equipment purchases by £500 each. This was a small proportion of these budgets, which was £10-20000.
- It was suggested that the open evening be held on Thursdays to fit in with late-night shopping in Norwich, and that this should be for a trial period of one year.
- The changes to opening times would be publicised through Twitter, Facebook and other channels. In addition notices would also be displayed. This would ensure that current users and future users were notified of the changes.

**RESOLVED** (subject to the County Council budget proposals being approved on Feb 17<sup>th</sup> 2014):-

- That the Norfolk Record Office should close on Saturday mornings from 1 April 2014
- That the Norfolk Record Office should open until 7pm each Thursday starting in the week of 1 April 2014
- That these arrangements be on a trial basis for 12 months and be reviewed at the January 2015 meeting.

## **8 Norfolk Record Office; Improvements to Archival Storage**

8.1 The Improvements to Archival Storage report (item 8) by the County Archivist was received. This provided information on the options available to provide the space required by the NRO to continue to take accessions.

8.2 The County Archivist reported that the NRO would run out of space within the next

three years and would no longer be able to accept new records. In addition this would cause income to be lost from the storage space which was currently rented out, which totalled £18k per annum.

8.3 The available viable options were to:-

1. Extend existing building – cost £875,000
2. Secure additional offsite storage – cost £112,500
3. Optimise current use of space by providing additional storage and reducing storage requirement by means of assessing collections that have not been properly appraised – cost £90,324. This was the recommended action as it would create the required expansion space, deliver the project benefits and represent best value for money.

8.3 During the discussion the following points were made:-

- A decision had not yet been made on whether records from the Registration Service would be passed to the NRO. This would bring significant user benefits to the NRO but would reduce storage space by an additional three years. Financial benefits would be received by the NRO for accepting this acquisition. The NRO would be able to make charges but the basis for this was still subject to discussion.
- The option to secure off-site storage had only been costed for eight years – after this time the process would have to commence again. The costs beyond year 8 were not included in any of the financial appraisals.
- The environment of the current strong room was kept at the optimal temperature and humidity and it would therefore make sense to maximise this area, which the third option would do.
- Consideration should be given to the option of extending the building in the future as the additional storage space provided by option three was a relatively short life span. This had been envisioned when the building had been built and therefore there was likely to be adequate room on the site for expansion. This would be built into the NROs medium to long term planning strategy and a strong business case would need to be developed.

## 8.6 RESOLVED

- That a combined solution be approved, to maximise existing storage space, deliver the project benefits and offer best value for money.

## 9. Future Meetings

The dates of future meetings were noted.

<b>Date</b>	<b>Time</b>	<b>Venue</b>
Monday 28 April 2014	10.30am	The Green Room, Archive Centre
Friday 27 June 2014	10.30am	The Green Room, Archive Centre
Friday 28 November 2014	10.30am	The Green Room, Archive Centre

## 10. Norfolk Record Office Branding

Further to the last meeting the County Archivist circulated a clearer image of the suggested new logo for the NRO as had been requested, which Members noted.



The meeting concluded at 11:40am.

**Dr C. J. Kemp, Chairman of the Committee**



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# NORFOLK RECORDS COMMITTEE

1 May 2014

Item no 5

Norfolk Record Office

## Performance Report 1 October 2013–31 March 2014

A Report by the County Archivist

### Executive Summary

This report provides information on the activities of the Norfolk Record Office (NRO) showing performance against the service plan.

The main issue for consideration by this Committee is that:

- The Norfolk Record Office continues progress towards targets set by its 2013/14 service plan

### Action Required

The Norfolk Records Committee is asked to

- Note the contents of this report and comment upon it
- Consider performance against the 2013/14 service plan

## 1 Performance against Service Plan

### Introduction

- 1.1.1 This report uses the Norfolk Record Office service plan headings to show the work carried out during the period 1 October 2013 to 31 March 2014.
- 1.1.2 Many of the items detailed in this report have an impact on more than one of the service objectives. However, they are only detailed under the service objective where they are considered to have had the greatest impact.
- 1.1.3 A new system of feedback and recording information about attendees and new users has been introduced. This includes the collection of email addresses for those who would like to be kept up to date with events in which the NRO is involved.

## **Service Objective: Engage with local people and groups to develop community support activities and resources**

- 1.2.1 This section deals with activities in which the NRO has worked with groups of people to help and encourage them to use archives to find out more about the past. The NRO achieves this by:

### Public Engagement Activities

- 1.2.2 In October the NRO staged an event with Ancestry.com where the guest speaker was Sir Tony Robinson. Tickets for the event were distributed via a draw run by Ancestry. The evening proved very successful and a number of people attended who had never used the service before.
- 1.2.3 The NRO has been collaborating with the To End All Wars project led by the Theatre Royal and funded by the Heritage Lottery Fund and Norfolk County Council. The Record Office supplied images to support six Norfolk 'voices' including Hilda Zigomala, Robert Artis, Olive Cresswell and Jessie Hayward.

### Supporting groups and individuals working on oral history projects

- 1.2.4 Support has been provided to several groups and individuals who are carrying out, or planning, oral history projects. These have included the Hickling Voices project, Sophia Hankinson, Dereham Antiquarian Society regarding Bishop Bonner's Cottage Museum, Together UK mental health charity, Norfolk Museums Service's archaeology oral history project and the Eighth in the East project.
- 1.2.5 The training received at the NRO enables the groups and individuals to carry out oral history interviews, digital sound editing, file management and, where required, funding applications. The NRO also lends recording equipment and a listening post which allows sound recordings to be accessed as part of an exhibition.

### Exhibitions

- 1.2.6 Two exhibitions have been shown in the Long Gallery during the past six months:
- 1.2.7 The Pastons and the Pursuit of Power
- This exhibition was staged in partnership with the Paston Society. A launch event was held in October at which the members of the society performed readings and showed a film they had produced.

### 1.2.8 Manor Records: Are You Using Them

A poster exhibition has been on display in the Long Gallery since February aimed at encouraging people to use manorial documents.

1.2.9 Both exhibitions were accompanied by a series of lectures and childrens' activities which are reported below.

### 1.3 Provide consistently high levels of customer service across the Council.

1.3.1 A number of positive comments have been received from users during this period reflecting the quality of service provided to visitors to the Norfolk Record Office. These included comments such as 'That was brilliant, thank you' and 'it is a privilege to have a facility like ours and a privilege to come here'. An email was also received which stated: 'On 25th inst., together with my wife, we visited The Archive Centre at the Norfolk Record Office in the hope of identifying and locating the area of a small piece of land, in the area in which we live, .... In order to achieve this we needed reference to ancient maps and records. We were guided throughout our efforts with advice from archive staff, namely Ms. Freda Wilkins-Jones and Mr Jonathan Draper. With their aid we were able to identify the piece of land thus achieving our aim. May we express our thanks to all at the Archive Centre and will look forward to our next visit to an excellent and most efficient facility.'

#### 1.3.2 Access Statistics

	Researcher Visits	Paid Searches		Written Enquiries	Telephone Enquiries	Docs Produced
		No	Hours			
The Archive Centre	2,913 (2,980)	41 (45)	38 (37)	2,563 (2,401)	1,560 (1,746)	8,553 (7,922)
King's Lynn	36 (51)			11 (not recorded)	16 (not recorded)	75 (334)
Norfolk Heritage Centre	Not recorded	n/a	n/a	63	Not recorded	Not applicable
<b>Total</b>	2,949 (3,493)	41 (45)	38 (37)	2,475	1,576 (1,915)	8,628 (8,793)

Same period in 2012/13 in brackets

### 1.3.3 Copying services:

	<b>Orders</b>	<b>Items</b>
Photocopies	140 (145)	1018 (886) copies
Printouts from Microform	228 (196)	1152 (847) copies
Self-Service Cards	106 (112)	
Photography Permits	199 (169)	
Digital Photographs	67(68)	2630 (929) photographs
Duplicate Microfilms	11 (15)	15 (60) films
Duplicate Microfiche	6 (6)	12 (22)
Microfilming	1 (1)	45 (86) frames

### 1.3.4 Web Access:

	<b>Visits</b>	<b>Pages Viewed</b>
NRO Website	33,183 (32,982)	103,867 (102,744)
NROCAT	20,692 (19,511)	443,790 (341,894)

1.3.5 The Norfolk Record Office website has been modified to include a feed from Twitter posts. At the end of March 2014, NRO had 1464 Twitter followers. The site is also being reviewed with the intention of making it easier for people to find information resources on the site.

#### King's Lynn Borough Archive

1.3.6 The funding application for Stories of Lynn project, which includes the redevelopment of the King's Lynn Borough Archive, has now been submitted to the Heritage Lottery Fund (HLF) by the King's Lynn and West Norfolk District Council. A decision from HLF is expected in June.

## 1.4 **Manage and protect Norfolk's natural and cultural assets, heritage and facilities.**

### Accessions

1.4.1 There have been 176 deposits, gifts and purchases during the period covered in this report, including 13 accessions to the Norfolk Sound Archive. The equivalent period last year was 180 and 16 respectively.

1.4.2 Some of the accessions of particular interest are shown below with a full list included in Appendix 1. This list of accessions has been generated

from the collection management system as part of the ongoing drive to increase service efficiency.

- 1.4.3
  - i. The manor and other records relating to the Norfolk estates of Lord Hastings, 13th century-19th century (ACC 2013/217)
  - ii. Raymond Frostick Map Collection additional, Saxton's map of Norfolk, 1574 (ACC 2013/356)
  - iii. A map of the Manor of Holt [Pereers], nd [1716] (ACC 2013/260)
  - iv. The personal papers and sound recordings of Peter Aston (1938-2013), composer, conductor and former Professor of Music at the University of East Anglia, 1960s-2012 (SAC 2013/25).

#### Cataloguing

1.4.4 Cataloguing is one of the core activities in making the Collection available. During this period the following progress has been made:

- 1.4.5
  - i. 51 New collections catalogued to ISAD(G) (1.5m<sup>3</sup>)
  - ii. 22 New collections added as Collection Level Descriptions (6.5m<sup>3</sup>)

1.4.6 (Note: ISAD(G) refers to the International Standard for Archive Description (General); Collection Level Descriptions refers to catalogues where an overall description of the records is made available but does not include individual item and series descriptions)

1.4.7 Among the catalogues completed during this period are :

Records of the Manor of Holt, 1667-1925

Great Bircham Parish Council Records,1894-2010

Ellingham Parish Council,1894-2001

North Runcton Parish Council records,1894-2003

Records of Old Hunstanton Parish Meeting,1967-2007

#### Cataloguing Projects

1.4.8 The NRO has been running two cataloguing projects to make large and significant collections accessible to the public.

### The Francis Hornor Memorial Archive

- 1.4.9 Over 5500 piece-level descriptions of Hornor documents have been added to the HNR catalogue in CALM. These entries are complete with their locations, so can now be easily found. Descriptions of later accessions of boxed plans will be added to the catalogue of the main body of Hornor records. To date, 25% of these plans have been cleaned and listed by volunteers.

### Norwich City Records

- 1.4.10 To date, 128 boxes of NCR records currently described in NCR Cases 1, 3, 5, 7-8, 17c-d, 18a-d and 19a-d have been examined, re-packaged where necessary and their descriptions expanded and corrected with regard to modern archival standards of description. Records examined include; the early city court enrolled deeds, city assembly rolls, committee minutes, treasurers'/chamberlain's and clavors' account rolls, bailiff's and guildhall court plea rolls, sheriffs' tourn records, medieval coroners' rolls, records of the Guild of St George, and later town clerk's legal papers.

### Sound Archives

- 1.4.11 In total, 33 master preservation files, 58 access files and 84 playback master files have been created. In addition to the John Innes Centre recordings, other subjects covered by the digitization programme include the recorded memoirs of Bert Hazell.

Between April and September, three access copies have been linked to catalogue entries in NROCAT, thus improving access to its holdings.

### Conservation

- 1.4.12 The project to conserve the Aylsham Lancaster manor court roll, 1509-46, funded by the National Manuscripts Conservation Trust and Aylsham historians has been completed. Over 700 people have been able to see the work taking place during visits to the Conservation studio including the Aylsham History Society. The roll will be digitised during April, providing access for the first time in many years. The outside funding has allowed new techniques in parchment conservation to be developed and for that knowledge to be disseminated to other institutions worldwide. The project also collaborated with the BioArCh project at York University who carried out species testing on the entire roll.
- 1.4.13 The NRO hosted an ARA conservation training workshop. This was



organised by Antoinette Curtis (Conservator) where she gave a presentation on new uses of adhesives developed by the NRO as part of the Aylsham Lancaster manor court roll project.

- 1.4.14 Work has finished on conserving the large Norwich bomb map, measuring about two metres square. The map was kept by the Civil Defence Air Raid Precautions section of Norwich City Engineer's Department and comprises 25-inch OS maps mounted on a frame, on which small tags attached to pins mark the sites where bombs fell, their size and date. The map has been digitised to provide access and following a lunch-time talk given by Yuki Russell about the conservation process which was well attended, over ninety copies of a DVD showing images of the bomb map have been sold at £10 each.
- 1.4.15 The conservators are preparing items for the St Benet's Abbey exhibition in the Long Gallery. Bespoke mounts have been constructed for many items including a Papal Bull of Alexander IV (NRO DN/EST 14/13) and an early sixteenth-century account of the abbey's expenses (NRO DN/EST 6/2).
- 1.4.16 The studio continues to be a centre for conservation training. In the last six months, a trainee from Bedford Record Office spent two weeks and a trainee from Pembrokeshire Archives spent four weeks in the Conservation studio learning parchment conservation techniques as part of the Archives and Records Association (ARA) Conservators' Training Scheme.
- 1.4.17 The Apocalypso Project at Queen Mary's University which is developing a facility to enable the reading of fragile rolled documents without the need to physically unravel them has scanned one document from NRO. This was featured on 'The One Show' in February. This was the first time an historic document has been used and it proved to be successful

## Support good learning and educational outcomes for young people

- 1.5.1 The total number of attendees at events is given in the table below. This is followed with a narrative containing some highlights of the NRO's work during this period.

	Attendance
Higher education	84
High School	284
Primary School	334
Informal children's learning	348
<b>Total</b>	<b>1050</b>

### Higher Education

- 1.5.2 Working with UEA Film, Television and Media Studies groups to create films for the Norfolk Women in History timeline. A 'rough cut' film premiere was held on International Women's Day 2014 and the films will be uploaded to the website in due course.
- 1.5.3 Visit from early modern history UEA MA students and partnership with UEA History for 'In Sickness and In Health' at NHC.

### High Schools

- 1.5.4 A total of five high schools (Stradbroke, Wymondham and Hellesdon High Schools, Gresham's and Wymondham College) have worked with NRO during this period. Stradbroke High School was the fifth school who visited for 'Time Team: Your Town', a project running in partnership with the Centre for East Anglian Studies.

Wymondham High and Wymondham College visited us as part of a First World War HLF project and Gresham's have worked with us to pick items for the Norfolk in the First World War exhibition which will be installed in August. Our Archive Education and Outreach Officer worked with Hellesdon High to run workshops with all their year eight pupils about Victorian Industry in Norwich.

- 1.5.5 The Archive Education and Outreach Officer visited Hellesdon High to

run Victorian Industry workshops with well over 100 year eight students.

### Primary Schools

- 1.5.6 Students from six primary schools were involved with archives through visits to the NRO. A Families, Learning and Fun course was completed with ten families from Lionwood Junior School, Aldborough and Bawburgh Primaries joined us for Paston school visits and Preston Primary School from Tasburgh visited for an Archive Experience.
- 1.5.7 The Archive Education and Outreach Officer ran workshops on the Second World War for five classes at Horning Primary and Avenue Junior School, attended by over 120 pupils. A further four schools were engaged through a School Library Service First World War session, and fifteen more attended the launch of the 'To End All Wars' project.
- 1.5.8 'It's About Time', the education and outreach service newsletter, was published twice during the period for both primary and high schools.

### Informal Learning Opportunities

- 1.5.9 NRO's family holiday activities remained highly popular during this period. Children have made tabards, shields, dragons and pop up books. Around 160 people took part. Additionally, the Millennium Library Young Ambassadors visited to learn about archives and created a YouTube video of their experiences.

## 1.6 **Promote and deliver opportunities for learning throughout life through Cultural activities**

1.6.1

	Attendance
Talks	1720
Group visits	311
Workshops	206
Training	4
Exhibition	85
<b>Total</b>	<b>2326</b>

- 1.6.2 Two lunch-time lecture series were held. This included a very popular talk on the conservation of the Norwich Second World War bomb map. On the day of the lecture the public had the opportunity to see the map which was displayed in the Hayman Room. The map generated considerable media interest and was featured in the EDP, on Radio

Norfolk, on Mustard TV and on Look East.

- 1.6.3 Twenty one adult groups visited the NRO including Women's Institutes, U3A, WEA, local history societies and Blue Badge guides. The NRO also hosted its first 'TweetUp' welcoming local business tweeters for tours and networking.
- 1.6.4 Heritage Hour programmes at the Norfolk Heritage Centre have gone from strength to strength over the last six months covering a wide variety of topics (from agricultural labourers to title deeds and the 'Frayed: Textiles on the Edge' exhibition at Time and Tide Museum to genetic genealogy) as well as welcoming around 40 new users to 'Ask Norfolk Record Office' clinic sessions.
- 1.6.5 The Stories from Norfolk's Manors programme was a month of activities marking the end of the Manorial Documents project. Three fully booked workshops were enjoyed by more than 25 people each time, learning how to access and interpret manor documents. This was twinned with a series of lectures at four Norfolk libraries and a lunch-time talk. Evidence of the success of this has been shown by a number of attendees using the NRO in The Archive Centre searchroom since the event.

### Volunteers

- 1.6.6 From 1 January 2014, the Norfolk Record Office has altered the way it collects data on volunteer input. From that date to 31 March 2014, the NRO has benefitted from 299 hours 24 minutes of volunteer time from 14 different volunteers. The volunteer projects which have benefitted from this input are the cleaning and listing of maps from the Horner collection, item listing of marriage licence bonds and affidavits, and transcription of American Red Cross state registers. In addition, those volunteers who are interested in working in the heritage profession have carried out basic listing from a variety of different collections.
- 1.7 **Support business transformation to enable improvement and efficiency, and improve customer service and experience.**

### 2nd Air Division Memorial Digitization Project

- 1.7.1 Digitization of 2nd Air Division Memorial Trust archive continues. By 31 March 2014, 17.25% of the total collection (excluding audio recordings) had been digitized and over 12,000 images had been taken. The aim is to digitize between 50 and 75% of the collection. The design of a delivery mechanism has been started by colleagues in ICT-Shared Services. To enable the delivery system to be easily used on a variety of handheld

and desktop devices, a taxonomy is being compiled by NRO staff. Work to clear intellectual property rights has also begun.

#### Digital Contracts

- 1.7.2 Contracts have been signed by the County Archivist with Brightsolid and the Archives and Records Association (UK and Ireland) regarding the digitisation of school admission registers and school log books, 1870-1914. This is a nationwide project and the NRO will receive a fee from each NRO image viewed. The first batch (comprising over 180 admission registers) has been packaged and is awaiting collection by the contractor.

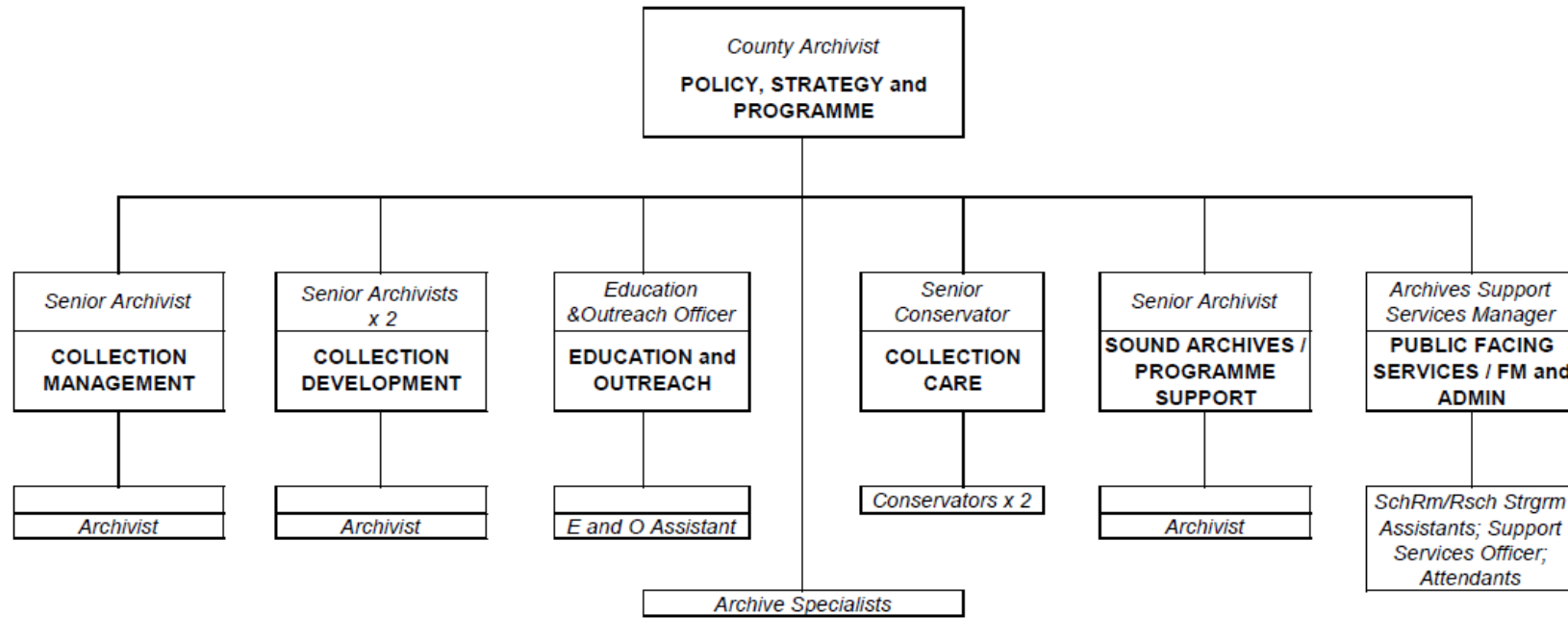
### 1.8 **To build a diverse, skilled, safe and high performing workforce.**

#### Staff Restructure

- 1.8.1 As part of its contribution to the NCC budget savings the NRO will be reducing its staffing budget by £70,000. A large portion of this was achieved by removing the post of Principal Archivist upon the retirement of the post holder in December 2013. This required changes in the management structure of the NRO so that roles which had been undertaken by the Principal Archivist were split between existing staff, including the County Archivist.
- 1.8.2 The operational areas have been divided between a management team which operates under the County Archivist. Included in the County Archivist's responsibilities is the overall management of engagement activities which will be delivered by a team with the Education and Outreach Officer having particular responsibilities for education and outreach.
- 1.8.3 All staff on this top line will be line managed by the County Archivist. The County Archivist will also manage the Archive Specialists who will form part of the engagement team.
- 1.8.4 Each of the Senior Archivists will be supported in their work by an archivist who they will line manage. The Education and Outreach Officer will line manage the Education and Outreach Officer. The Senior Conservator will line manage the two conservators and the Archive Support Services Manager will line manage the support team.
- 1.8.5 To assist in this operational arrangement a new job description has been developed for Archive Assistant (Microfilms) who will fill an expanded administration and financial monitoring role thereby releasing time for the

management team and, in particular, the Archive Support Services Manager.

1.8.6 An organisational chart detailing the new management structure is shown below:



## Staff Appointments

- 1.8.7 A temporary contract for one year has been awarded for an archivist to join the team. This archivist has responsibility for covering the King's Lynn Borough Archive one day per week.

## 2 **Resource implications**

- 2.1 The implications for resources including, financial, staff, property and IT, where relevant, are set out in a separate report.

## 3 **Other Implications**

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

## 4 **Equality Impact Assessment (EqIA)**

- 4.1 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.

## 5 **Section 17 – Crime and Disorder Act**

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

## 6 **Equality Impact Assessment (EqIA)**

- 6.1 This would not more adversely affect one group than another based on disability, gender, race, religion and belief, and sexual orientation.

## 7 **Section 17 – Crime and Disorder Act**

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

## 8. **Conclusion**



8.1 The service has performed well during this period . The new staff structure has resulted in new roles for a number of senior archivists and this change is currently bedding in. Outcomes against the service plan have progressed well and the service is in a good position to move on to the challenges of the next service plan.

## 9 Recommendation or Action Required

9.1 The Norfolk Records Committee is asked to

- Note the contents of this report and comment upon it
- Consider performance against the 2013/14 service plan

### Officer Contact

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

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

## Appendix 1

Accessions for the period 1 October 2013 to 31 March 2014 inclusive

ACC 2013/213	Morton-on-the-Hill ecclesiastical parish additional records	1813-2002
ACC 2013/214	Deeds to properties owned by Norfolk County Council (following registration with Land Registry)	1910-1967
ACC 2013/215	Additional parish register of Bradfield	Apr 1977-Aug 2004
ACC 2013/216	Additional parish register of Swafeld	Jan 1978-Jul 2011
ACC 2013/217	Manor and other records relating to the Norfolk estates of Lord Hastings	13th century-19th century
ACC 2013/218	Records of King's Lynn Town Guides	1976-2010
ACC 2013/219	Acle High School records	1959-1997
ACC 2013/220	Bircham Parish Council Records	1894-2010
ACC 2013/221	Congham Parish Council Records additional	1951-2007
ACC 2013/222	Nar Valley Drainage: plans and sections of proposed works	1880-1881
ACC 2013/223	Letters received by Clara Capps (c 1868-1956) of Gorleston from her son, William Ernest Capps (1889-1972), during his service in Essex Regiment during the First World War	1916-1918
ACC 2013/224	Additional records of Norwich Methodist Circuit	1969-2013
ACC 2013/225	Additional records relating to the Everett family of north Norfolk	c 1964-c 1980s
ACC 2013/226	Personal papers of the Virgoe family	c 1964-1993
ACC 2013/227	Letter requesting money and a bill from Constance Barclay of Hanworth Hall to Mr ? Soulder	24 Jul 1915
ACC 2013/228	St John's Roman Catholic Voluntary Aided Infant (formerly First) School additional records	1951-2012
ACC 2013/229	Accounts of Hugh R. Wilkins of Norwich, builder	1952-1962
ACC 2013/230	Additional business records from land agency, Messrs Francis Hornor and Son of Norwich	14th century-20th century
ACC 2013/231	Title deed to property in property in Forncett, Tacolneston and Shipdham	25 Mar 1820
ACC 2013/232	St Thomas More Roman Catholic Junior (formerly Middle) School additional records	c 1979-2013
ACC 2013/233	Additional parish records of Watton	1960-2007
ACC 2013/234	North Lynn Allotments Association Ltd records	1966-1971
ACC 2013/235	Bill from Abraham Pank & Son to Mr S. Wigg of Surrey Road, Norwich	Dec 1891
ACC 2013/236	Church magazines	1968-2013
ACC 2013/237	Additional business records from land agency, Messrs Francis Hornor and Son of Norwich	19th century-20th century
ACC 2013/238	The Norwich Tune Book	c 1844

ACC 2013/239	Aldrich Bros Brush Ltd customers' ledger book	1932-1936
ACC 2013/240	Additional North Norfolk Methodist Records	1871-2008
ACC 2013/241	Papers relating to Swardeston Common collected by Harry Cannell	1829-1943
ACC 2013/242	Leave Pass for A. Capps, private in the 6th Cyclist Battalion, Norfolk Regiment, to travel to Yarmouth	1915
ACC 2013/243	Norfolk and Norwich Novi Sad Association (additional)	1960s-2000s
ACC 2013/244	Hellesdon Branch of Royal British Legion Women's Section	1970-2013
ACC 2013/245	Norfolk County Council Environment, Transport and Environment Department bridge files (addit.)	1933-1935
ACC 2013/246	Photograph of Augustus Capps	c 1914
ACC 2013/247	Copy of plan from deed relating to 14-16 Bond Street, Norwich	24 Jul 1875
ACC 2013/248	Norwich Philharmonic Society (additional)	1850-2006
ACC 2013/249	St Peter Mancroft ecclesiastical parish (additional)	Aug-Sep 1926
ACC 2013/250	Norfolk and Norwich Triennial Festival (additional)	1936-1955
ACC 2013/251	Eaton Grange Gazette	1924-1927
ACC 2013/252	Records, transcripts on microfiche of local and national genealogical sources and published works re family history	1950s-c 2000
ACC 2013/253	Additional Parish Records of Aylmerton	1944-2000
ACC 2013/254	Invoices addressed to Parke's butchers and fish shop, Wymondham	1950s-1960s
ACC 2013/255	'Costessey News', the magazine of the Parish Church of St Edmund with St Helen's, Costessey	Jan 1968
ACC 2013/256	'Town and Around' parish magazines	Sep 1977-Feb 1985
ACC 2013/257	Additional records relating to Harry Clement	c 1944
ACC 2013/258	2nd Air Division (USAAF) additional records relating to the opening of the Memorial Room in 1963 and to T.C. Eaton	1958-1963
ACC 2013/259	Souvenir of the Centenary of J. and J. Colman Ltd, 1805-1905	1905
ACC 2013/260	Map of the Manor of Holt [Pereers]	nd [1716]
ACC 2013/261	Additional records of the Norwich Methodist Circuit	1951-2008
ACC 2013/262	Appointments of teachers, Loddon School	1923, 1926
ACC 2013/263	Letter and sales particulars	1826, 1928
ACC 2013/264	Map of Fakenham town centre	1838
ACC 2013/265	Lease of property in Norwich St Stephens from the Norfolk and Norwich Hospital to the Norfolk and Norwich Eye Infirmary	19 Feb 1914
ACC 2013/266	Papers relating to property of the Oliver family of Hevingham	1891-1892

ACC 2013/267	Denver Ecclesiastical Parish Records (additional)	Nov 1988-May 2008
ACC 2013/268	Deeds to property in Methwold and Feltwell belonging to H.W. Game, esq., of ? Methwold	1908-1939
ACC 2013/269	Copy of Hethersett Tithe Apportionment of 1846-1847	nd [19th century-early 20th century]
ACC 2013/270	Additional records of Burnham Overy Parish Council	Sep 1992-Nov 2011
ACC 2013/271	Baptism register	1913-2012
ACC 2013/272	Papers relating to the creation of a new scheme in 1950 for the Great Hospital, Norwich	1868-1950
ACC 2013/273	Records relating to Stanhoe, Barwick and Docking	1946-1980
ACC 2013/274	Colney ecclesiastical parish records additional	1813-1993
ACC 2013/275	Great Yarmouth and Waveney Health Authority Medical Officer Annual Reports	1985-1993
ACC 2013/276	Records of the Mid-Norfolk Golf Club	20th century
ACC 2013/277	Sketchbooks of Revd Augustus Jessopp	1898-1901
ACC 2013/278	Additional Ecclesiastical Parish Records of Beeston-next-Mileham, Great Dunham, Little Dunham, East Lexham, West Lexham, Litcham, Tittleshall	20th century
ACC 2013/279	Photographs and slides of Norfolk scenes	c 1914-1950s
ACC 2013/280	Letters and papers of the Brown family of Thetford, Norfolk, and Sevenoaks, Kent	1805-1891
ACC 2013/281	Additional Ecclesiastical Parish records: Gillingham and Ellingham	1911-2010
ACC 2013/282	Holt Women's Institute (additional)	1958-2012
ACC 2013/283	Noreaster Group of Women's Institutes and Holt Area Group of Women's Institutes	1960-1996
ACC 2013/284	Attlebridge ecclesiastical parish (additional)	1825-1971
ACC 2013/285	Records of Thetford Natural History Society and of the Thetford and District Historical Society	1969-1999
ACC 2013/286	Additional records of Winterton on Sea Parish Council	1811-2011
ACC 2013/287	Additional records of the Old Meeting Congregational Church, Norwich	1642-2004
ACC 2013/288	Norfolk and Norwich Novi Sad Association (additional)	1993-2010
ACC 2013/289	Photographs of Norwich and an unidentified regimental band	c 1900-1914
ACC 2013/290	Records of Albert Fitch	1960s-1970s
ACC 2013/291	Letter, deeds and workhouse accounts	1780-1910
ACC 2013/292	Notes on Townshend family and sales catalogue	early 20th century
ACC 2013/293	Deeds relating to Didlington and Mundford Nursing Association Nurses Home, Manse for the Minister of Holy Trinity Presbyterian Church and Reymerston United Fuel Allotment	20th century

ACC 2013/294	Papers of the Local Education Authority, Norfolk, relating to a new scheme for the Anguish Educational Foundation charity	1951-1959
ACC 2013/295	Ingoldisthorpe Parish Council additional	1896-1993
ACC 2013/296	Records of Reginald Read	1930s-c 2008
ACC 2013/297	Additional parish records of Gorleston St Andrew	1845-1908
ACC 2013/298	Additional Hingham and District Community Magazines	2013
ACC 2013/299	The Cook Family Papers	1767-1971
ACC 2013/300	West Norfolk Methodist Circuit (additional)	1932-2004
ACC 2013/301	Copy of letter to William George Broom from Hubert E. Taylor and related papers	1916, 2014
ACC 2013/302	Caistor St Edmund Parish Council additional records	1894-2006
ACC 2013/303	Deeds to property in South Walsham, Ranworth and Burlingham	1664-1946
ACC 2013/304	Royal George Chapter additional records	1876-2007
ACC 2013/305	Norwich Methodist Circuit additional records	1935-2013
ACC 2013/306	Manor of North Walsham copy of absolute surrender, Mrs Mary Sussins to William Walpole	8 Oct 1861
ACC 2013/307	Title Deeds relating to Heath Farm in Marsham	1810-1949
ACC 2013/308	Peter Codling Architects additional records	20th century
ACC 2013/309	Bawdeswell and Ling Inclosure Act and paper re Crown pub Bawdeswell	1758-1808
ACC 2013/310	East Harling Parish Magazine	Jan 1913
ACC 2013/311	Deeds, abstracts of title and other papers concerning White House Farm, and associated properties in Tilney St Lawrence ultimately passing to Mr S.A. Cammack.	1697-c 1930s
ACC 2013/312	Colitishall Parish Council	1895-2011
ACC 2013/313	Great and Little Ellingham, and High Oak parish magazines (additional)	Feb 2013-Jan 2014
ACC 2013/314	Copies of Paston manuscripts held at the British Library	16th century-18th century
ACC 2013/315	Weasenham St Peter Parish Council additional records	1993-2011
ACC 2013/316	Records of Kirby Cane (additional) and Ellingham Parish Council (new)	1894-2007
ACC 2013/317	Records of Hempnall Group parishes	c 1940-2010
ACC 2013/318	Farm records collected by Dr Alec Douet as part of his research of the history of Norfolk farming	1929-1972
ACC 2013/319	Beachamwell First School	1990s
ACC 2013/320	Records of Alice Gooch née Ulph, 1893-1979, of Norwich	20th century
ACC 2013/321	Papers of Richard Bawden relating to Wymondham College	1960-2007
ACC 2013/322	Framingham Pigot Ecclesiastical Parish Records (additional)	2005-2013
ACC 2013/323	Records of Grove Farm, Alby (later Alby Craft	nd [1930-1973]

	Centre)	
ACC 2013/324	Draft manuscript of Claude Messent's work on Norfolk watermills	c 1938
ACC 2013/325	Deeds and papers relating to land and property in Ingham, Stalham, Brumstead and the surrounding area	c 1609-mid 20th century
ACC 2013/326	Lecture and Research Notes of Rachel Young	1958-c 2004
ACC 2013/327	North Runcton Parish Council records	1894-2003
ACC 2013/328	Norfolk Basket Ball Association records	1977-2011
ACC 2013/329	Dereham St Nicholas Junior School	20th century
ACC 2013/330	Bressingham ecclesiastical parish additional records	1945
ACC 2013/331	Sermons of Revd Peter Moss	1980s
ACC 2013/332	Deeds to 74 St Leonard's Road, Thorpe Hamlet, Norwich (the earlier deeds relating to 68-86 St Leonard's Road)	1849-1992
ACC 2013/333	Additional records of Frank E. Delf	19th century-20th century
ACC 2013/334	Scenic Postcards of Norfolk	20th century
ACC 2013/335	Extract from the will of Revd. Samuel Colby Smith, of Denver	Jun 1858
ACC 2013/336	Diaries of Janet Ellis of Overstrand	2010-2013
ACC 2013/337	Title deeds and supporting papers relating to property in Harleston, Norfolk	1758-1763
ACC 2013/338	Additional research notes and slips of Philip Hamlin, genealogist	20th century
ACC 2013/339	Additional records of St Andrew's parish, Gorleston	1837-1915
ACC 2013/340	Additional records of St Botolph's parish, Stow Bedon	1837-2000
ACC 2013/341	Title deeds and related papers relating to Well House, Standard Road, Wells-next-the-Sea	1815-2008
ACC 2013/342	Norfolk and Norwich Archaeological Society Additional Records	1779-early 20th century
ACC 2013/343	Letters of John William Brooke to Mr R. Ashbee concerning life in Loddon	1975
ACC 2013/344	Shipping register of H. Sutton of Great Yarmouth, fish curer	Apr 1927-Mar 1933
ACC 2013/345	Records of Old Hunstanton Parish Meeting	1967-2007
ACC 2013/346	Records of the Norwich Alliance Cage Bird Society	1990-2013
ACC 2013/347	World Ship Trust (additional records)	c 1979-2013
ACC 2013/348	Bergh Apton manor court books and estate records	1742-1934
ACC 2013/349	Deeds of title to freehold house, 36 Alexandra Road, Norwich	1865-1973
ACC 2013/350	Additional records from St Giles Parish Church, Norwich	2012-2013
ACC 2013/351	Records of Yare and Bure One Design	1980-2013

ACC 2013/352	Bound copies of the Burnhams Parishes Newsletter	1971-2010
ACC 2013/353	Copy of map of Hickling Broad	nd [1970s]
ACC 2013/354	Records of E. Hayden and Sons, opticians, of 166 King Street, Great Yarmouth and of London	early 20th century
ACC 2013/355	Old Lakenham St John ecclesiastical parish additional records	1978-2010
ACC 2013/356	Raymond Frostick Map Collection additional	1574
ACC 2013/357	Alburgh Parish Council additional	2011
ACC 2013/358	Various Norfolk records of unknown provenance	1586-2007
ACC 2013/359	Sparham Rural Deanery additional records	1932-2007
ACC 2013/360	Joyce Lambert additional	1948
ACC 2013/361	Potter Heigham Poor's Trust additional	1988-2013
ACC 2013/362	Postcards of Sheringham and Blakeney	c 1975
ACC 2013/363	Deeds and records relating to the North Walsham and Felmingham area	c 1728-1918
ACC 2013/364	Smallburgh Parish Council Records	1902-2003
ACC 2013/365	Additional records of Hethel All Saints ecclesiastical parish	1952-1997
ACC 2013/366	Conveyance of freehold and valuation of furniture and effects of Crown Hotel, Wells	1894
ACC 2013/367	Additional records of Naval and Military Lodge (No. 3678)	1913-1979
ACC 2013/368	Poem by James Richmond, of Mattishall, about Gallipoli campaign during First World War	2 Nov 1915
ACC 2013/369	Printed items relating to Norwich institutions	1844-c 1850
ACC 2013/370	Title deeds, abstract of title and sale particular regarding various Norfolk estates	1794-1888
ACC 2013/371	Images of Filby enclosure map and related paperwork	1804, 2014
ACC 2013/372	Records of Coldham family of Anmer	19th century-20th century
ACC 2013/373	Presentation to Edward Cockerton on his retirement as headmaster at Attleborough County Primary School	1968
ACC 2013/374	Norfolk and Suffolk Boating Association additional records	2013-2014
ACC 2013/375	School leaving papers of Alfred Ernest Peacher of Wacton	1904

#### Norfolk Sound Archive

SAC 2013/20	Sound recordings of Ancient House Museum, Thetford (additional)	6 Mar 2013
SAC 2013/21	John Innes Centre's Library Information and Archive Service: sound recordings	1957-2013
SAC 2013/23	Recorded interview(s) of Edward William Taylor Warner (1912-2013), originally of Grimston and later of Hillington, by Bev	1999-[2013]

	McGivern nee Warner, his daughter.	
SAC 2013/22	Recorded interview of Rachel Young by Sophia Hankinson (additional)	nd [Sep 2013]
SAC 2013/24	Recorded interviews by Mary-Anne Garry of members of Castle Acre Happy Circle	Aug-Dec 1988
SAC 2013/25	Peter Aston's personal papers and sound recordings	1960s-2012
SAC 2013/26	John Innes Centre's Library Information and Archive Service: sound recordings	late 20th century
SAC 2013/27	Sound recordings relating to Shotesham	1980s-1990s
SAC 2013/28	Little Ouse Headwaters project (additional)	2011-2013
SAC 2013/29	Little Ouse Headwaters project (additional)	2011-2013
SAC 2013/30	Norfolk Library and Information Service (additional sound recordings)	1980s
SAC 2013/32	Sound recordings of Sophia Hankinson (additional)	2013-2014
SAC 2013/31	Archaeology Oral History Project (additional)	26 Feb 2014



**Norfolk Record Office**

**Finance and Risk Report 2013/14**

**A report by the County Archivist**

**Executive Summary**

This report provides information on performance against budget and risk for 2013/14 as at 28<sup>th</sup> February 2014 for the Norfolk Record Office (NRO). Section 1 covers financial performance, and Section 2 covers risk.

The main issues for consideration by this Committee are:

- As at the end of February 2014, the NRO expects to achieve a break-even revenue budget outturn for the financial year.
- Management of risks for the NRO.

**Action Required**

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

- Performance with the revenue budget and reserves and provisions for 2013/14.
- Management of risk for 2013/14.

**1. Financial Performance 2013/14**

**1.1 Revenue Budget**

1.1.1 At the end of February 2014, the NRO is predicting a break-even revenue budget outturn. The budget out-turn is summarised in the table below.

1.1.3 The table below sets out the revenue service budgets and out-turn for the NRO by category of spend:

Service	Approved budget £m	Forecast 2013/14 Outturn £m	+Over/ Underspend £m	Variance to budget
Salary	0.824	0.783	-0.041	-5%
Employee Related	0.010	0.011	0.001	+10%
Premises	0.003	0.004	0.001	+33%
Travel	0.004	0.003	-0.001	-33%
Supplies & Services	0.111	0.168	0.057	+63%
Support Services	0.497	0.498	0.00	0%
Capital	0.210	0.210	0.00	0%
Income	-0.167	-0.185	-0.018	-11%
<b>Total</b>	<b>1.492</b>	<b>1.492</b>	<b>0</b>	<b>0%</b>

1.1.4 For 2013/14 revenue budget savings, also agreed within the Big Conversation consultation, amount to £0.065m and come from staffing reductions (£0.045m), archive storage services (£0.010m) and energy savings (£0.010m). These savings are being achieved and contribute to the break even position.

1.1.5 This forecast is as at the end of February 2014.

## 1.2 Capital programme

1.2.1 The only expenditure on the Capital programme relates to final costs for the CCTV system upgrade. This is funded from 2012/13 slippage.

## 1.3 Reserves and Provisions

1.3.1 The table summarising the 2013/14 position appears below.

- The Unspent Grants and Contributions Reserve balance of £0.049m has been reduced by £0.038m for 13/14 contributions for multi-year projects. The Residual Insurance reserve will be used for the digitisation, Manorial Records, Horner Cataloguing, Accessioning and re-cataloguing of Norwich City Records projects. The digitisation will support the income raising activities planned for 2014/15. To secure the best income from providing digital access in this way will require the NRO to undertake significant work to prepare existing digital assets, assemble of metadata and undertake in-fill digitization. It will also require some legal support. Therefore, it proposed that £35,000 will be used from the NRO reserves to support this work.

<b>Reserves and Provisions 2013/14</b>	<b>Balances at 01Apr13</b>	<b>Outturn at 31Mar14</b>	<b>Change</b>
	£m	£m	£m
<b>Norfolk Record Office</b>			
Residual Insurance and Lottery Bids	0.370	0.315	-0.055
Unspent Grants & Contributions Reserve	0.046	0.008	-0.038
Service Total	0.416	0.323	-0.093

## 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 in January 2014. A summary of the risk register based on the most recent review of 13 March 2014 appears at Appendix A.
- 2.2 The register contains three key risks, two of which are currently assessed as a 'medium' level risk, while one is assessed as 'low'. 5 additional risks have now been identified and are currently being assessed for the likelihood and impact of these occurring.
- 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 one is met.
- 2.4 The impact of the two 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 have to choose between ceasing activities or continuing and incurring an overspend. The service has budgeted for £8k of Grant income in 2013/14. This risk is classed as 'green' and is not expected to occur in 2013/14, and so will have no impact on the revenue position. The risk is mitigated by continuing to apply for external funding and explore income generating opportunities.
- 2.4.2 For RM13960 'A lack of clarity in roles and responsibilities', this could mean that we are not able to access external funding. For 2013/14, the budget for this totals £8k for Grants and £2k for Donations. This risk is classed as 'green' and is not expected to occur in 2013/14, and so will have no impact on the revenue position. The risk is mitigated through the restructuring process that is currently ongoing.

## 3. Resource implications

- 3.1 The implications for resources including, financial, staff, property and IT, where relevant, are set out in Sections 1 and 2 of this report.

## 4. Other Implications

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

## 5. Equality Impact Assessment (EqIA)

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

## 6. Section 17 – Crime and Disorder Act

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

## 7. Conclusion

- 7.1 The Norfolk Record Office expects to achieve a balanced revenue budget position for 2013/14. Progress with service plans points to continuing improvement during the year.

## 8. Recommendation or Action Required

- 8.1 The Norfolk Records Committee is asked to consider and comment on:
- Performance with the 2013/14 service plans
  - Performance with the revenue budget and reserves and provisions for 2013/14.

## Officer Contact

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

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# Risk Register - Norfolk County Council (Summary)

Risk Register Name		Norfolk Record Office											Red			
Prepared by		Gary Tuson and Stephen Andreassen					High							Amber		
Date updated		13 March 2014					Med							Green		
Next update due		31 May 2014					Low							Met		
Area	Risk Number	Risk Name	Risk Description	Date entered on risk register	Current Likelihood	Current Impact	Current Risk Score	Target Likelihood	Target Impact	Target Risk Score	Target Date	Prospects of meeting Target Risk Score by Target Date	Risk Owner	Date of Review and/or update		
Norfolk Record Office	RM13959	Loss of or reduction in funding	Loss of or reduction in levels of external funding, including NCC, could lead to a reduced capacity to deliver the service, threaten business viability and infringe Heritage Lottery Fund conditions of grant.	31/03/2009	3	4	12	2	2	4	31/03/2017	Green	Gary Tuson	25/10/2013		
Norfolk Record Office	RM13960	A lack of clarity in roles and responsibilities	A lack of clarity in roles and responsibilities in our working relationships with other organisations could lead to capacity issues and potential drains on business as usual. This results in negative reputation and knock-on effects in relation to funding.	31/03/2009	2	3	6	2	2	4	31/03/2015	Green	Gary Tuson	25/10/2013		
Norfolk Record Office	RM13963	Long-term staff shortage	Due to our low levels of staff any long term shortage in key areas for whatever reason could lead to premises closure, support service downtime, increased backfill costs and loss of income. This could result in public services being unavailable and would negatively impact on our reputation.	31/03/2009	1	4	4	1	4	4	31/03/2014	Met	Gary Tuson	25/10/2013		

Area	Risk Number	Risk Name	Risk Description	Date entered on risk register	Current Likelihood	Current Impact	Current Risk Score	Target Likelihood	Target Impact	Target Risk Score	Target Date	Prospects of meeting Target Risk Score by Target Date	Risk Owner	Date of Review and/or update
Norfolk Record Office	TBA	Inability to continue collecting archives	Increased level of accessions reduces available space in strongrooms more quickly than planned	27/02/2014	2	3	6	0	0	0	TBA	TBA	TBA	TBA
Norfolk Record Office	TBA	Failure to meet growing public expectations on access	Public are not able to access collections as easily as they expect through modern technologies	27/02/2014	3	3	9	0	0	0	TBA	TBA	TBA	TBA
Norfolk Record Office	TBA	Failure to collect, preserve and make accessible new formats of archive	Increasingly records are born digital and must be preserved in a digital format. The NRO is not in a position to fully managed digital records in line with the OAIS	27/02/2014	3	5	15	0	0	0	TBA	TBA	TBA	TBA
Norfolk Record Office	TBA	Failure of KLVNDC bid to HLF for Kings Lynn Borough Archives	Conditions in King's Lynn are not suitable for preservation of the important archive housed there. This situation will be rectified if bid to HLF is successful. If	27/02/2014	1	5	5	0	0	0	TBA	TBA	TBA	TBA
Norfolk Record Office	TBA	Collection at risk through unexpected events	Provision beyond the council continuity planning needs to be made due to special nature and extent of the NRO collection	27/02/2014	1	5	5	0	0	0	TBA	TBA	TBA	TBA

**Norfolk Record Office  
Service Plan 2014 -2015**

**A Report by the County Archivist**

**Executive Summary**

This report provides details of the Norfolk Record Office Service Plan for the year April 2014 to March 2015.

**Action Required**

The Norfolk Records Committee is asked to note the contents of the Service Plan, comment accordingly and approve its adoption.

**1 Introduction**

1.1 This Service Plan outlines the planned work for the Norfolk Record Office during the year April 2014 to March 2015. It develops all of the NRO's mission, which can broadly be divided into three areas:

- 1.1.1
- i. Preserving and conserving of archives
  - ii. Collecting archives
  - iii. Providing and facilitating access to archives

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.

2.1 The Service Plan has been developed with three priorities for development. These strands underlie many of the actions throughout the plan. They are:

- **Efficiency**  
The NRO is looking at how it works and ways it can get the most out of its resources.
- **Audience development**  
The use of the Collection is central to the NRO mission. It constantly needs to be reaching new audiences and introducing people to the benefits of using archives.
- **Income generation**  
Whilst maintaining a free service in the searchrooms the NRO needs to find innovative and business-like ways to support the service.

Service Plan 2014-1015

<b>Service Objective</b>	<b>CONTRIBUTE TOWARDS EXCELLENCE IN EDUCATION</b>		
<b>Lead</b>	<i>County Archivist</i>		
<b>Link to NRO Mission</b>	Providing and facilitating access to archives.		
<b>Action</b>	<b>Output / Outcome</b>	<b>Owner</b>	<b>Level funded from</b>
<b>Develop skills and realise educational benefits of using archives</b>	Programme of educational activities delivered for: <ul style="list-style-type: none"> <li>• Schools</li> <li>• Families</li> <li>• Lifelong Learners</li> <li>• Groups</li> </ul>	Education and Outreach Officer	Revenue Budget
	Skills for the Future placement established, posts recruited and first stage of work completed	Educational and Outreach Officer / Senior Archivist (Special Projects)	External Funding
	Professional Internship for PhD Students (PIPS) placement hosted	Senior Conservator	External Funding



<b>Service Objective</b>	<b>ENGAGE WITH THE COMMUNITY WE SERVE</b>		
<b>Lead</b>	<i>County Archivist</i>		
<b>Link to NRO Mission</b>	Providing and facilitating access to archives.		
<b>Action</b>	<b>Output / Outcome</b>	<b>Owner</b>	<b>Level funded from</b>
<b>Develop new audiences and new uses for the Collection</b>	Volunteer programme developed and implemented resulting in 1000 volunteer hours per year	Senior Archivist (Special Projects)	Revenue
	Awareness of the benefits of using NRO raised resulting in 200 new users of the searchroom at NRO: The Archive Centre	County Archivist / Education and Outreach Officer	Revenue
	Exhibitions linked with educational activities staged <ul style="list-style-type: none"> <li>• St Benet's Abbey</li> <li>• Norfolk and the First World War</li> </ul> Web site developed and social media use continued (Maintain number of social media followers and increase no of pages visited by 10%)	County Archivist	Revenue/ External Funding

<b>Service Objective</b>	<b>PROVIDE A HIGH LEVEL OF CUSTOMER SERVICE</b>		
<b>Lead</b>	<i>County Archivist</i>		
<b>Link to NRO Mission</b>	Providing and facilitating access to archives		
<b>Action</b>	<b>Output / Outcome</b>	<b>Owner</b>	<b>Level funded from</b>
<b>Provide public access service on site</b>	<p>Maintain searchroom service five days a week at The Archive Centre</p> <p>Provide searchroom service one day per week at King's Lynn Borough Archive and support users at Norfolk Heritage Centre</p> <p>Complete review of the searchroom service's at NRO: The Archive Centre</p>	Support Services Manager	Revenue
<b>Provide alternative means of access to the Collection</b>	<p>Provide remote:</p> <ul style="list-style-type: none"> <li>- enquiries service</li> <li>- paid search service</li> </ul> <p>with all enquiries responded to in line with levels of service</p> <p>Develop and implement a Digitization on Demand service</p>	Support Services Manager	Revenue
	Digital access to images of documents with partner organisations set up	County Archivist	Reserves / Revenue

<b>Service Objective</b>		<b>MANAGE AND PROTECT CULTURAL ASSETS</b>	
<b>Link to NRO Mission</b>	Preserving and conserving of archives Collecting archives		
<b>Lead</b>	<i>County Archivist</i>		
<b>Action</b>	<b>Output / Outcome</b>	<b>Owner</b>	<b>Level funded from</b>
<b>Manage the Norfolk Record Office Collection</b>	Review of document processing procedures completed and implemented	Senior Archivist (Collection Management)	Revenue
	Cataloguing priority scheme developed and implemented		
Prioritized items catalogued			
ICT systems used for Collection Management reviewed			
All new accessions processed			
System for Digital Preservation introduced			
	Additional space (minimum of 140m <sup>3</sup> ) created in strongrooms for new accessions	County Archivist	Reserves

<b>Develop the Norfolk Record Office Collection</b>	Accessions proactively sought and obtained	Senior Archivists (Collection Development)	Revenue
	Collection Development Strategy produced		
	Registrars historical records received and system implemented for access	Senior Archivist (Special Projects) / Support Services Manager	Revenue
<b>Ensure the Norfolk Record Office Collection is cared for</b>	Documents identified as priorities conserved	Senior Conservator	Revenue
	Contributions made to collaborative conservation projects		
	New Emergency Plan prepared and implemented		
	Strongroom storage environments optimised		

<b>Service Objective</b>	<b>PROVIDE AN EFFICIENT AND INNOVATIVE SERVICE</b>		
<b>Lead</b>	<i>County Archivist</i>		
<b>Link to NRO Mission</b>	Preserving and conserving archives Collecting archives Providing and facilitating access to archives		
		<b>Owner</b>	<b>Level funded from</b>
<b>Ensure professional quality standards are met</b>	Archive accreditation secured	County Archivist	Revenue
<b>Increase efficiency of service</b>	Internal information management reviewed Energy saving measures introduced	Support Services Manager	Revenue
<b>Work in partnership to deliver projects</b>	Opportunities for regional collaboration developed Contribution to Kings Lynn Borough Archive project made New opportunities for funding explored and developed	County Archivist	Revenue / External Funding
	Stages of 2 <sup>nd</sup> Air Division Digitization Project completed	Senior Archivist (Special Projects)	Revenue
<b>Increase levels of income</b>	Options for increased income generation developed	County Archivist	Revenue

### **3 Equality Impact Assessment (EqIA)**

3.1 This would not more adversely affect one group than another based on disability, gender, race, religion and belief, and sexual orientation.

### **4 Section 17 – Crime and Disorder Act**

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

### **5 Recommendation or Action Required**

5.1 The Norfolk Records Committee is asked to note the contents of the service plan, comment accordingly and approve its adoption.

#### **Officer Contact**

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

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# NORFOLK RECORDS COMMITTEE

1 May 2014

Item no 8

## Norfolk Record Office

### Volunteer Policy

#### A Report by the County Archivist

##### **Executive Summary**

This report presents the proposed Norfolk Record Office Volunteer Policy. This policy outlines the roles and responsibilities of both the Record Office and those who wish to volunteer.

##### **Action Required**

The Norfolk Records Committee are asked to consider the Volunteer Policy, make any comments and approve its adoption by the Norfolk Record Office.

## **1 Introduction and Background**

- 1.1 A prioritised area for development in the 2014/15 Norfolk Record Office service plan is the development of a volunteer programme.
- 1.2 The NRO offers placements to volunteers to help with many of the tasks it undertakes. This enables the NRO to undertake work which it would be unable to carry out without the support of these volunteers. It also provides the volunteers with an opportunity to learn new skills and engage with archives in a number of ways.
- 1.3 The Volunteer Policy presented in the appendix to this report provides a statement of the roles and responsibilities both of the NRO with regards to volunteers and of those who volunteer at the NRO.
- 1.4 The Policy includes a description of a system where roles for volunteers are assessed to show the work that is required and the skills needed. In this way any volunteers can be matched to roles and any development needs they have addressed.

## **10. Equality Impact Assessment (EqIA)**

- 10.1 This would not more adversely affect one group than another based on disability, gender, race, religion and belief, and sexual orientation.

**11. Section 17 – Crime and Disorder Act**

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

**13. Recommendation or Action Required**

The Norfolk Records Committee is asked to consider and comment on the Volunteer Policy contained in Appendix 1 and to approve its adoption by the Norfolk Record Office.

**Officer Contact**

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

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## Norfolk Record Office Volunteer Policy

### 1. Scope of the Norfolk Record Office Volunteer Policy

1.1 This policy relates to all types of volunteer, as defined below.

### 2. Definition of a volunteer with the Norfolk Record Office

2.1 A volunteer is a person who freely agrees to give their time and skills to support the activities of the Norfolk Record Office. They work within clearly defined roles to complement and enhance the activities offered by the service and to add value to the service already provided by paid staff.

### 3. Reasons for working with volunteers

3.1 The Norfolk Record Office recognises that working with volunteers allows it to further enhance the service it offers. It is also an opportunity for people to become more engaged with our work.

3.2 Volunteer involvement with the Norfolk Record Office should be mutually beneficial for both parties and each role developed within the service will reflect this aim.

3.3 What we will offer volunteers:

- i. A well-defined interesting volunteer role.
- ii. Opportunities to learn and progress within the volunteer role.
- iii. Support in meeting the needs of the volunteer role, whether through training or informal learning.
- iv. The chance to meet new people.
- v. The chance to share skills, knowledge and a love of Norfolk's archival collections.
- vi. Reference to those who have completed the equivalent of five days full time volunteering up to three years after their last volunteering session.

3.4 What we expect from our volunteers:

- i. A commitment to attend volunteering sessions at a mutually agreed time.
- ii. To undertake training necessary to the volunteer opportunity and its role within the Norfolk Record Office.
- iii. To adhere to relevant policies and practices as a volunteer within Norfolk County Council and the Norfolk Record Office.

## 4. Volunteer Opportunities

- 4.1 The Norfolk Record Office will adhere to Norfolk County Council's policy on volunteers, which states, 'volunteers will not be expected to undertake inappropriate responsibilities or be used in a situation where a paid member of staff or a person who provides services under contract to Norfolk County Council should be used' (NCC Volunteer Policy, version 53, page 3).
- 4.2 All volunteer roles will be well defined and unambiguous. They should benefit the service and its users. Examples of volunteer roles include:
- i. Indexing specific collections/series of archival documents, e.g. marriage licence bonds, and associated tasks such as pagination.
  - ii. Supporting preservation tasks.
  - iii. Carrying out research using Norfolk Record Office holdings to support Norfolk Record Office projects.
  - iv. Basic listing and transcription at piece or item level.

## 5. Planning Volunteer Roles

- 5.1 For each role, specific volunteer documentation will be prepared.
- i. The **volunteer role description** will include clear description of tasks associated with the role, details of skills required and training offered to support the role including any health and safety issues, data protection and information security.
  - ii. The **volunteer role information sheet** will provide background information on the volunteer role and will explain how the volunteer role will benefit the service offered by the NRO.
  - iii. Where appropriate, **detailed written instructions** will be prepared, which explain to the volunteer how the tasks associated with a volunteer role should be completed.
- 5.2 Volunteer roles will be presented to the NRO's management team before they are implemented.
- 5.3 The NRO is aware of the additional staff time and resources required to effectively manage volunteers. For this reason, available staff time is a major factor in determining the number of volunteers supervised by the NRO at any one time.
- 5.4 Consideration must be given to the following issues before advertising any volunteer opportunity:
- i. Sources of appropriate training
  - ii. Number of volunteers required to deliver the aims of a volunteer project

- iii. Supervision arrangements
- iv. Work space/accommodation and equipment requirements

## **6. Volunteer Recruitment Procedures**

- 6.1 Volunteer opportunities will be advertised with the aim of reaching a broad cross-section of the community and to provide equality of opportunity for potential applicants. The NRO will process every request/application promptly.
- 6.2 All prospective volunteers should undergo an engagement process, which should usually include the following.:
- i. Completion of a NRO volunteer application form. Referees may be contacted by the NRO and must not be family members.
  - ii. Attend an informal meeting with a member of Norfolk Record Office staff to discuss any available opportunities. If not already circulated, the volunteer is given the volunteer role documentation. The NRO will confirm if a volunteer placement can be offered within five working days of the meeting.
  - iii. The volunteer will be made aware that Norfolk County Council operates a policy of carrying out Disclosure and Barring Service (DBS) checks. This check is dependent on the nature of the volunteering role
- 6.3 For volunteer roles which are completed remotely, such as crowd transcription, the amount of paperwork will be reduced as appropriate
- 6.4 The aims of the recruitment procedures are as follows.
- i. To establish why the person wishes to volunteer.
  - ii. To establish the skills and experience an applicant can bring to the volunteer role.
  - iii. To identify and resolve any issues which may arise as a result of the applicant's volunteering.
  - iv. To ensure the applicant agrees to policies, standards and procedures by signing the NRO's volunteer agreement. This document makes clear what the volunteer and the Norfolk Record Office can expect of each other. The volunteer agreement is not a contract of employment.
- 6.6 The Norfolk Record Office reserves the right to refuse any volunteers for whom there is no suitable role.
- 6.7 Anyone can volunteer subject to appropriate checks - see the Norfolk County Council Volunteer Policy for more detailed information.
- 6.8 A risk assessment will be completed when recruiting volunteers below 18 years of age and made available along with a copy of the volunteer role description to the parent or guardian of the volunteer. Any queries regarding

this document or the role description will be discussed fully with the parent or guardian before any volunteering activity begins. Similarly, any role in which a vulnerable adult will be volunteering will be risk assessed prior to their beginning in the role.

## **7. Review Periods**

- 7.1 A review date will be set at the induction stage. This will normally take place during the volunteer's fourth session. The review will allow both parties the opportunity to check that they are happy with the arrangement, to identify if extra training is required and if the volunteer placement is to continue. It also gives an opportunity for the volunteer placement to end.

## **8. Training and Ongoing Support**

- 8.1 Each volunteer will receive an introduction to the NRO and the required basic training to perform the agreed tasks which fall within their role. Each volunteer will be required to wear a badge to identify them as an official volunteer within the Norfolk Record Office. This should be worn at all times when volunteering.
- 8.2 All volunteers will have a named person as their main point of contact, who will provide regular supervision and feedback on progress. The volunteer is responsible for completing the NRO volunteer log which records time of arrival and departure.

## **9. Recognition and Reward for Volunteers**

- 9.1 All volunteers should receive recognition for their contribution to the Norfolk Record Office. Saying 'thank you' is a very simple and powerful gesture in recognising the valuable contribution made by a volunteer. Volunteers cannot be rewarded with anything which holds a direct cash value due to the possibility this could be misinterpreted as payment for time.

## **10. Expenses**

- 10.1 The Norfolk Record Office will not reimburse any expenses. This includes travel costs.

## **11. DBS Checks and Safeguarding Measures**

- 11.1 Volunteer role descriptions will indicate if someone requires a Disclosure and Barring Service (DBS) check. The NRO's volunteer coordinator can advise volunteer supervisors if a DBS check is required. A minimum of three weeks should be allowed for a DBS check to be returned.
- 11.2 If queries arise regarding DBS checks, the NRO volunteer coordinator or the Safeguarding Lead for the service should be contacted at the earliest opportunity.

- 11.3 A DBS check should not be considered the only safeguarding measure when recruiting volunteers. Taking references and carrying out risk assessments should be used alongside record checks to ensure that safeguarding requirements are considered during the recruitment process and beyond.

## **12. Health and Safety of Volunteers**

- 12.1 An organizational risk assessment will be completed for the overall volunteer contribution to the Norfolk Record Office. Individual risk assessments for volunteer roles will be completed as appropriate.

## **13. Dealing with Problems When Things Are Not Right**

- 13.1 A volunteer may wish to raise a concern or make a complaint, or we may wish to raise an issue with a volunteer. As volunteers are not employees it would be inappropriate to refer to the County Council's formal procedures.
- 13.2 All problems or disputes should be raised informally with the volunteer at the first appropriate time. This should be done discreetly and limited to a discussion between the volunteer and their named supervisor in the first instance. Depending on the nature of the issue it may be appropriate to involve others in the discussion. It should be made clear to the volunteer that this is going to happen and they should be offered the chance to have someone with them at any meetings which follow if they so wish.
- 13.3 If the volunteer wishes to make a formal complaint this should be put in writing and addressed to the volunteer coordinator rather than the named supervisor to ensure that it is dealt with impartially. The volunteer coordinator will take any necessary guidance or advice before dealing with the complaint. If the named supervisor is also the volunteer coordinator, the written complaint should be addressed to the County Archivist.
- 13.4 If an allegation is made about the conduct of a volunteer, this should be dealt with initially by their named supervisor but be passed up to the volunteer coordinator if this remains unresolved at this stage. Advice can be taken at any point from either the volunteer coordinator or other appropriate member of staff. The volunteer should be made aware that this is happening. The ultimate decision on the future of the volunteer with the service should involve all appropriate members of staff from within the service.
- 13.5 Please refer to the Norfolk County Council Volunteer policy, Section 10, for more information on how to approach this.

## **14. Conduct of Volunteers**

- 14.1 All Norfolk Record Office volunteers are ambassadors of both the Norfolk Record Office and Norfolk County Council. This means that for the duration of

any volunteering session the volunteer is expected to adhere to policies in place regarding smoking, consumption of alcohol and anti-social behaviour.

- 14.2 Any serious breach of these policies will result in the volunteer placement being reviewed and potentially discontinued. Should the volunteer be found in breach of policies, they should firstly be warned about their behaviour. If continued bad practice is evident the volunteer should be given notice of the termination of their volunteering placement in accordance with Norfolk County Council's Volunteer Policy – Section 10.

## **15. Saying Goodbye to Volunteers**

- 15.1 Both the volunteer and the Norfolk Record Office have the right to terminate the Volunteer Agreement at the discretion of either party. Whilst there is no employment relationship and no contractual obligation exists, we ask that any volunteer who no longer wishes to actively volunteer with us, lets us know by speaking with their supervisor.
- 15.2 On occasion it may be necessary for the Norfolk Record Office to end a volunteer's involvement with the service. This may be because the role is no longer needed or the volunteer is no longer suitable for the role. When this happens we need to give due notice. In all circumstances we will treat the volunteer fairly and with dignity and respect.
- 15.3 Further details can be found in Section 11 of Norfolk County Council's Volunteer Policy.
- 15.4 This document should be read alongside the [Norfolk County Council Volunteer Policy](#) available on Peoplenet or by requesting a copy from the Norfolk Record Office.

# NORFOLK RECORDS COMMITTEE

1 May 2014

Item no 9

## Norfolk Record Office

### Review of Norfolk Record Office Charges

#### A Report by the County Archivist

##### **Executive Summary**

This report contains a set of revised charges for the Norfolk Record Office. Charges have been reviewed and adjustments made where appropriate.

##### **Action Required**

The Norfolk Records Committee is asked to consider and comment on the table of charges contained in the Appendix and if found acceptable to approve their use from 1 June 2014.

## **1 Introduction**

- 1.1 This report presents the annual review of charges made by the Norfolk Record Office.
- 1.2 The Norfolk Record Office provides a free searchroom service where visitors can view the Collection without charge. However, charges are made when additional services, such as printing and photography are required. As an alternative to visiting the searchrooms the NRO offers a number of remote access services.
- 1.3 The format of the charges has been revised this year with the aim of making the charges clearer. It also shows charges inclusive of VAT.
- 1.4 The NRO also provides access outside of its searchrooms through its engagement programme. Some of the activities are offered free of charge, others will require a fee to be paid.
- 1.5 All charges outlined in this document may be waived or varied by the County Archivist wherever benefit to the service may arise by doing so
- 1.6 Charges are shown broken down under a number of headings
- 1.7 Searchroom Services: These are for the visitors to the searchrooms. A new charge is being introduced for a 30 minute photography permit along

with agreement that permits can also be used in NCC Local Studies Libraries.

- 1.8 Remote Services: These cover charges for alternative means of access for those who do not visit the NRO. There is also a new Digitization on Demand charge of £24 for up to five images. If more than five images are required to digitize the document, a sample of five images will be taken and an estimate of the cost to complete the work will be supplied. This service will also be available for the ordering of photocopies.
- 1.9 Visits, Talks and Classes: Education and outreach represents an important aspect of the NRO's work. The NRO will continue to provide a number of free lectures and activities. However, it is proposed that the NRO also charges for certain activities which in the past have relied on a voluntary donation. To reduce the impact on small groups who may want to visit the NRO, special days will be arranged when visits can be shared between groups and, consequently, a reduced fee will apply.
- 1.10 Room Hire: No changes to charges are proposed here.

## **2. Equality Impact Assessment (EqIA)**

- 2.1 The NRO will maintain a free service for its visitors to the searchrooms and for certain activities in line with its service plan priorities. The changes in charges outlined in this report will not more adversely affect one group than another based on disability, gender, race, religion and belief, and sexual orientation.

## **3. Section 17 – Crime and Disorder Act**

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

## **4. Recommendation or Action Required**

The Norfolk Records Committee is asked to consider and comment on the table of charges contained in the Appendix and if found acceptable to approve their use from 1 June 2014.



## Officer Contact

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

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## Appendix 1: Table of Charges

<b>Searchroom Service</b>	<b>inc VAT</b>	<b>exc VAT</b>	<b>Previous charge (exc VAT)</b>
Photocopies of archives / printouts by staff	£1.80	1.50	£0.90 – 4.00
Photocopies of non-archival material	£0.50	0.42	£0.30
Self Service printing from PCs and reader printer (Note: for reader printer use a 10 image prepayment card is required)	£0.50	0.42	£0.50 and £0.60
Digital photographs from single document	£12 for single image or £24 for half hour of work	10.00 20.00	
Photography permits: <ul style="list-style-type: none"> <li>• 30 minutes</li> <li>• 1 day</li> <li>• 1 week</li> <li>• 1 month</li> </ul>	£4.00 £10.50 £35.00 £70.00	n/a n/a n/a n/a	New Charge £10.50 £35.00 £70.00
<b>Remote Services</b>			
Orders for printouts from microforms by post (minimum charge £5)	£1.80	1.50	1.50 each
Photocopies of non-archival material (minimum charge £5)	£0.50	0.42	
Copies of roll film (16 and 35mm) and microfiche (minimum order 10 fiche)	£60.00	50.00	30 and 45
Copying of Sound Recordings and electronic data	£24.00 half hour (Half hour minimum charge)	20.00	£15 per half hour
Professional services inc. conservation, doc preparation, special supervision.	£48.00 per hour	40.00	39
Search service (Note: For Motor Vehicle Registration Searches a one hour search is required and includes a copy if found)	£24.00 per half hour (Half hour minimum charge)	20.00	19
Digitization / Photocopying on Demand (limited no of images and, where required, estimate of further work)	£24.00	20.00	n/a
Certification of facsimiles	£26.40	22.00	22.00

<b>Visits, Talks and Classes</b>			
Non-fee paying schools	Free for standard 2 hour session. £48.00 per hour for additional work requested by school.	n/a	n/a
Fee paying schools	£48.00 per hour (minimum charge 2 hours)	n/a	n/a
Group visits	£48.00 per hour (minimum charge 2 hours)	n/a	n/a
Group visits - set days up to 10 people	£24.00 per hour (minimum charge 2 hours)	n/a	n/a
External talks	£48.00 per hour (minimum charge 3 hours)	n/a	n/a
Workshops / classes	Variable dependent on associated costs on length of course.	n/a	n/a
<b>Reproduction, Filming and Broadcast Fees</b>			
Publication per image : One Language Rights World Rights	£100 £150		
Filming Facility Fee	£100 per hour	n/a	up to £250
Staff Attendance Time	£48 per hour	n/a	
Film / video flash fee, 10 seconds	£100		

## Rooms Hire - NRO: The Archive Centre

Booking group in order of priority use	The Green Room			
	Half Day or evening excluding equipment	Half Day or evening including equipment	Full Day excluding equipment	Full Day including equipment
NRO	n/a	n/a	n/a	n/a
EAFA	n/a	£40	n/a	£45
Local Authorities	£90	£110	£120	£145
External	£150	£170	£175	£195

Booking group in order of priority use	Hayman or Quadrangle Room		Long Gallery	
	Half day or evening	Full day	Half day or evening	Full day
NRO	n/a	n/a	n/a	n/a
EAFA	n/a	n/a	n/a	n/a
Local Authorities	£80	£95	£100	£120
External	£120	£140	£160	£175

### Booking fees

Ordinarily bookings are not accepted more than three weeks in advance and no block bookings are allowed. The fee for external bodies is £55.00 and for Local Authorities £40.00.

**Report by the County Archivist**  
**Document Purchases, 1 April 2013 – 31 March 2014**

This report gives details of the documents purchased by the Norfolk Record Office (NRO) during the period.

The Norfolk Records Committee is asked to:

1. Note the contents of the report.
2. Consider the recommendation that in future purchases are included in the list of accessions, without the purchase price stated, where they fall below a de minimus level of £500. Any purchases of greater value will continue to be reported separately.

1. Nine accessions have been acquired by purchase during the period.
  1. Pengelly letter, 1668, with Hoveton deeds, 1613-1694, and four miscellaneous letters, 1821-38, from Gulley Documents of Kent, for £230.
  2. Account for work by James Lynn, blacksmith, to Mrs Loyd, 1834-1835, from Ken Spelman Booksellers of York, for £60.
  3. Ancient Order of Foresters: Court of Perseverance, register of doctor's contributions 1890-1937, and register of members, c. 1900, from Keys of Aylsham, for £23.60.
  4. Account of John de Aldeby, serjeant [bailiff] of the manor of Mautby, 1317-1318, from Bloomsbury Auctions of London, for £618.24.
  5. Terrier of estates of Henry Dynne in Heydon, Salle, Irmingland and Oulton, 1582, from Dominic Winter Book Auctions of Gloucs., for £621.40.
  6. Accounts of Hugh R. Wilkins of Norwich, builder, 1952-62, from Keys of Aylsham, for £23.60.

7. Research papers of Rachel Young of Norfolk, museum curator and local history lecturer, 1958-c. 2004, from Keys of Aylsham, for £48.40, with the aid of a grant from Sophia Hankinson.
8. Highlights from 'The Mikado' as performed by Thorpe Grammar School, Norwich, 1974, from Oxfam, for £6.99.
9. A client list of an unidentified Norwich tailor, c. 1825 from Keys of Aylsham, for £48.40.

### **Recommendation**

- 1 That members note the contents of the report and comment accordingly
- 2 That future purchases are included in the general list of accessions reported to committee, without the purchase price stated, where they fall below a de minimus level of £500. Purchases of greater value will be reported separately when required.

### **Equality Impact Assessment (EqIA)**

- 2 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**

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

### **Financial Implications**

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

### **Any other Implications**

- 5 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**

- 6 The Norfolk Records Committee is asked to:
1. Note the contents of the report.
  2. Consider the recommendation that in future purchases are included in the list of accessions, without the purchase price stated, where they fall below a de minimus level of £500. Any purchases of greater value will continue to be reported separately.

#### **Officer Contact:**

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