

Norfolk Record Office

Norfolk Records Committee

Date: **Friday, 19 April 2024**
Time: **10:30am**
Venue: **Council Chamber, County Hall, Norwich**

Membership

Cllr Michael Chenery of Horsbrugh (Chair)	Norfolk County Council
Cllr Alison Birmingham	Norfolk County Council
Cllr Kathryn Cross	South Norfolk District Council
Cllr Phillip Duigan	Norfolk County Council
Cllr Michael Jeal	Great Yarmouth Borough Council
Cllr Robert Kybird (Vice-Chair)	Breckland District Council
Cllr Judith Lubbock	Norwich City Council
Cllr Grant Nurden	Broadland District Council
Cllr Saul Penfold	North Norfolk District Council
Cllr Ben Price	Norwich City Council
Cllr Simon Ring	Borough Council of King's Lynn and West Norfolk
Cllr Sue Sands	Norwich City Council

Non-Voting Members

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

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

Laine Tisdall on 01603 222 053
or email committees@norfolk.gov.uk

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Agenda

1. Apologies for absence

2. Minutes

Page 4

To confirm the minutes of the meeting held on 2 February 2024

3. Members to Declare any Interests

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

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

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

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

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role

- that of another public body of which you are a member to a greater extent than others in your ward.

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

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

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|--|----------------|
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| 5. Public Consultation on Changes to Searchroom Opening | Page 18 |
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| 6. Performance Report | Page 56 |
| Report from the Director of Culture and Heritage | |

Tom McCabe
Chief Executive
County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 11 April 2024



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Norfolk Records Committee

Minutes of the Meeting held on 2 February 2024 at 10:30am at County Hall, Norwich

Present:

Cllr Michael Chenery of Horsbrugh (Chair)	Norfolk County Council
Cllr Kathryn Cross	South Norfolk District Council
Cllr Phillip Duigan	Norfolk County Council
Cllr Michael Jeal	Great Yarmouth Borough Council
Cllr Robert Kybird (Vice-Chair)	Breckland District Council
Cllr Judith Lubbock	Norwich City Council
Cllr Saul Penfold	North Norfolk District Council
Cllr Ben Price	Norwich City Council
Cllr Simon Ring	Borough Council of King's Lynn and West Norfolk

Also present:

Jonathan Draper	Partnership and Development Manager
Dr G. Alan Metters	Representative of the Norfolk Record Society
Revd' Charles Read	Representative of the Bishop of Norwich
Laine Tisdall	Committee Officer
Gary Tuson	County Archivist

1. Apologies and substitutions

- 1.1 Apologies were received from Cllr Alison Birmingham, Cllr Grant Nurden, and Alan Steynor. Cllr Sue Sands was also absent.
- 1.2 The Chair welcomed Cllr Judith Lubbock from Norwich City Council, as this was her first meeting as a Committee Member.

2. Minutes

- 2.1 The minutes of the meeting held on 28 July 2023 were agreed as a true record and signed by the Chair subject to the following correction:
 - Cllr Saul Penfold was erroneously recorded as being present at this meeting when he had sent apologies.
- 2.2 The minutes of the meeting held on 27 October 2023 were agreed as a true record and signed by the Chair.

3. Declarations of Interest

- 3.1 The Chair declared an interest relating to Item 6, as he was a trustee of the Norfolk Archives and Heritage Development Foundation (NorAH).

4. Fees and Charges

4.1 The Committee received the annexed report (4).

4.2 The County Archivist introduced the report to the Committee, which gave an overview of increases being made to the fees and charges for services provided by the Norfolk Record Office (NRO), as these had last been reviewed in 2020.

4.3 A 10% increase on all NRO fees was proposed for 2024/25. The County Archivist acknowledged there were financial pressures which had to be taken into consideration.

4.4 The NRO introduced a digitisation on demand service a few years ago, which had proven successful. Income from this service had increased year-on-year, with £23,000 taken during 2023. At present the fee for the service was set at £18, which would increase to £20 to keep NRO income growing.

4.5 The following points were raised and discussed:

- A Committee Member asked how the 10% increase was decided. The County Archivist explained that as fees had not been reviewed since 2020, the increase was based on inflationary pressures.
- A Committee Member asked how the NRO was supporting groups on lower incomes or Universal Credit to access its services, also querying as to whether the NRO had offered a reduced fee service to said groups. The County Archivist stated that access to the searchroom was completely free. The Committee Member commented that it may be worth the Committee investigating in future whether the costs of the NRO services were inhibiting people's access to them.
- A Committee Member noted that the last increase in NRO charges was four years ago and asked if it was policy to review charges every year. The County Archivist stated that there was not a set period for review, but that another review of fees in 12 months was likely.

4.4 The Norfolk Records Committee **RESOLVED** to **SUPPORT** the new charges as outlined in the appendix of the report.

5. Finance and Risk

5.1 The Committee received the annexed report (5).

5.2 The County Archivist introduced the report to the Committee, which covered the NRO revenue budget for 2023/24, capital programme, reserves, and provisions. An update on the service risk register was also included. A balanced budget was predicted by the end of the current financial year.

5.3 The County Archivist acknowledged that 2024/25 was shaping up to be difficult for the NRO. Originally a £15,000 reduction in the budget was expected, however additional savings of £57,000 were requested in December 2023. Achieving £72,000 in savings would prove challenging for the service. Any proposed changes to the NRO's services would need to go through public consultation, with documentation being prepared at present. It was proposed that between £35,000 to £40,000 of the target would be made through staff savings, while the remainder would be made up through boosting income generation. This would increase the proportion of the NRO's budget from income generation up to 40%.

- 5.4 It was proposed that the limited opening of the searchroom on Fridays be extended to cover Thursdays too. Slots and the documents requested would need to be booked in advance. This would enable the searchroom to run on limited staff levels on these two days. The County Archivist acknowledged that these changes would have a knock-on effect on the full service offered on Tuesdays and Wednesdays, with the possibility that demand may outstrip supply on those days. A consultation would be opened on introducing a booking system for Tuesdays and Wednesdays to manage demand on the service, though this would be a different system to that operated on Thursdays and Fridays. The County Archivist explained there was a balancing act between providing NRO services and retaining skilled staff, but that further sources of income needed to be identified.
- 5.5 The County Archivist gave an outline of Change Minds, which was a partnership between the NRO and the Restoration Trust commencing in 2017. The formation of the project began around a large quantity of records from the old St. Andrew's Hospital in Norwich, which include individual case records, many with photographs. Change Minds worked with a local mental health service provider partner to recruit participants on the course. Participants on Change Minds select a patient from the hospital records who forms the basis of their work as they learn research and creative skills. Interest in Change Minds from outside of Norfolk had been such that a new Scaling Up Change Minds project was launched in 2022 after securing a grant from the National Lottery Heritage Fund (NLHF). As well as creating a Change Minds Hub, as part of co-creation, courses had been run in HMP Norwich, King's Lynn, Kent, Preston, Dundee and was currently running in Bristol. A business case to roll out Change Minds further was currently being developed. In addition, the County Archivist was investigating a spin-off project called Change Minds At Work, which would take the content of Change Minds and develop it into a one-day workshop aimed at improving the wellbeing of people in the workplace.
- 5.6 The risk register had not changed considerably since it had previously been brought to the Committee. The risks related to the 2023/24 financial year. Loss or reduction of funding/income was rated as an amber risk, which the County Archivist stated was being worked on. A capital bid had been submitted to the finance department to mitigate the risk of the NRO being unable to continue collecting archives. Work was also continuing on developing procedures and tools to collect digital records.
- 5.7 The following points were raised and discussed:
- The Vice-Chair queried the significant increase in "other" income in 2023, which had enabled the NRO to balance its budget for the current financial year. The County Archivist confirmed the £256,297 figure was formed from several projects, including Change Minds. Some projects were externally funded, including the Norfolk Archaeological Trust exhibition due to be launched on the 5 February, which had brought extra income into the NRO. The County Archivist commented that every NRO activity to generate income was based around the core mission of the service.
 - A Committee Member praised Change Minds and queried as to whether the project had been promoted in local media, as this would create interest in Change Minds At Work. The County Archivist stated that a pilot was being developed to ensure that the basic idea was sound, at which point it would be promoted accordingly. The Eastern Daily Press (EDP) had provided both print

and website coverage of Change Minds. Norman Lamb, the former MP for North Norfolk, had visited a session, while the project was also featured in the National Archives Year in Archives publication. To scale up Change Minds, the NRO was working alongside the UEA to get literature into the healthcare sector. In addition, the County Archivist was talking to the National Archives, Welsh Assembly Government, and the Scottish Council of Archives. It was also noted that Change Minds had received significant support from the Norfolk Archives and Heritage Development Foundation (NorAH).

- A Committee Member asked the County Archivist if he was confident the quality of the NRO's services could be maintained given the significant budget pressures that had been identified. The County Archivist admitted that the quality and quantity of services would decline with reduced resources. The NRO had an obligation to the residents of Norfolk and future generations to collect, preserve and make accessible archives. The service would still be able to achieve these obligations, however this would be at a reduced level, with increased pressures on current offerings. The Committee Member expressed concern that the core obligations of the NRO would be at risk if current budget pressures continued year-on-year. The County Archivist stated that the NRO was an accredited archive service and that accreditation was dependent on certain levels being maintained. Opening hours were incrementally getting closer to the lower limit for accredited status.
- Committee Members thanked the County Archivist for his efforts in operating the NRO over the past couple of years but expressed concern about potential risks diminishing the ability of the service to accession new material, which would slow down income over time. The County Archivist acknowledged that cuts could not be made to areas which generated income. The new income generation target posed a substantial risk to balancing the budget, which could require the NRO's reserves being used to make up any shortfall. A Committee Member asked how much income generation was predicted for 2024/25 and what percentage of reserves would be needed to cover any shortfall. The County Archivist stated that income was predicted to increase between £35,000 to £40,000, dependent on the staff reduction proposal. This would account for approximately 30% to 40% of the NRO's reserves possibly needing to be allocated for the next financial year. Concerns were expressed that this would place additional pressures on the NRO, particularly for the next set of budget cycles.
- The Vice-Chair suggested that the NRO contact Jamie Everitt from SHARE Museums East or their successor from April 2024 regarding pathways for wellbeing, as they offered courses for accredited museums and archives. The County Archivist stated this was a promising idea for Change Minds at Work as any new audience was welcome.
- A Committee Member stated that the savings required from the NRO were about the same as those in other districts. There were more organisations than ever now relying on income generation rather than government subsidiaries, which had the effect of making local authorities more business-like and proactive. It was important that heritage assets were sweated and promoted correctly to achieve the optimum financial outcome. The work being done by the NRO was excellent, but there was more that could be done. The Committee Member expressed

concern that Change Minds At Work was being aimed at the wrong target market, suggesting that the project be aimed at teambuilding events and the pre-retirement market as these were an untapped industry. The County Archivist clarified that Change Minds At Work was aimed at these groups whereas the Change Mind project from which it had grown was aimed at people with mental health issues. The Chair commented that this would be an interesting line to follow up, citing his own experience with the pre-retirement market during his time in the NHS.

- Committee Members stated that additional Local Government Settlement funding had been announced by Michael Gove, the Secretary of State for Levelling Up, on the 24 January. Although most of the funding had been earmarked for Children's Services and Adult Social Care, Committee Members pondered as to whether there had been conversations with finance officers towards any extra funding for the NRO. The County Archivist stated this had been raised at management meetings, but that nothing had been heard about extra funding for the NRO. Cllr Ben Price proposed that the County Archivist approach finance officers at the Council to investigate whether any funding from the additional local government settlement announced on the 24 January could be allocated to the NRO to mitigate proposed reductions to its services. This was seconded by Cllr Saul Penfold. After a short debate, this was unanimously **APPROVED** by Committee Members on a show of hands.
- A Committee Member asked if the timetable of the public consultation could be clarified, expressing concern that jobs at the NRO could be at risk. The County Archivist confirmed that the consultation was due to be launched later in February and information would be fed back to officers and Cabinet accordingly. The Council had a legal obligation to produce a balanced budget. Approximately 93% of the NRO's budget was spent on staff, meaning that there would be a reduction in staff following the consultation, but how this would be achieved in practice was unknown at present.
- A Committee Member stated he would be interested in hearing the outcome of the NRO's capital bid to increase storage space at the Archive Centre, as the risk of the service not being able to accept new archives was increasing every year.
- A Committee Member suggested that AI technology represented a potential opportunity to augment resources towards cataloguing, particularly in the digital to digital domain. The County Archivist confirmed there had been dialogue with the Council's IT department about this, with a trial taking place using AI software to extract data from digital images.
- A Committee Member stated he had written to the Monitoring Officers at both Norfolk County Council and Norwich City Council suggesting that recordings of committee and panel meeting be stored digitally, as they could be of historical use in the future. The County Archivist confirmed that the NRO would accept digital deposits, however additional resources would need to be allocated. If councils wanted to deposit, the NRO could store their recordings. The Vice-Chair suggested that the Committee write to district councils and ask what their long-term plans for digital record storage were. The Committee **AGREED** that the Chair would write a letter to each district council to gauge if there was interest in this proposal.

5.4 Having considered and commented on the report, the Norfolk Records Committee **RESOLVED** the following:

1. **NOTED** the forecast position of the revenue budget, reserves, and provisions.
2. **NOTED** the management of risk for 2023/24.
3. **PROPOSED** that the County Archivist consult with financial officers to see if any funding from the additional Local Government Settlement announced on the 24 January 2024 could be allocated to the NRO to mitigate proposed savings in its 2024/25 budget.
4. **AGREED** that the Chair write a letter to district councils to explore what their digital record storage policies were and whether they would consider the NRO storing their digital recordings of committee meetings.

6. Norfolk Archives and Heritage Development Foundation (NorAH)

6.1 The Committee received the annexed report (6).

6.2 An officer introduced the report, which provided the Committee with an overview of the work of the Norfolk Archives and Heritage Development Foundation (NorAH).

6.3 NorAH was established in 2016, coinciding with an auction of private archives. The first act of the charity was a fundraising campaign to raise money to bid for the documents at auction. Currently there were 10 trustees, including the Chair of the Norfolk Records Committee. Being a Charitable Incorporated Organisation (CIO), with a charitable purpose as an educational charity, NorAH aimed to achieve this overall objective by giving grants to the NRO and partner organisations to support their work to collect, conserve and make documents worthy of permanent preservation available to the public.

6.4 NorAH had made 31 grants to date, which totalled just over £60,700. The biggest beneficiary to date was the NRO, having received 17 grants totalling £54,800. NorAH has also provided grants to 12 other beneficiaries, including the Norfolk Heritage Centre, Norwich Cathedral Library, the Wise Archive, and several Norfolk-based community archives.

6.5 The following points were raised and discussed:

- A Committee Member expressed appreciation for the work of NorAH in acquiring records and keeping them in the public domain, but requested an overview of the checks and balances system in place which ensured the charity was being operated correctly. An officer stated NorAH was registered with the Charity Commission, who required a report of activities and accounts to be submitted to them annually. Trustees would oversee and sign off any undertakings by the charity. In addition, there was a strenuous system of background checks before any new trustees were appointed. The charity also had a treasurer in place to oversee financial procedures, such as when donations over a certain amount were made.
- A Committee Member asked if NorAH was a standalone entity or whether the Council had any oversight or responsibilities towards the charity. An officer confirmed that advice was sought from NP Law before NorAH was established, who recommended that the charity be standalone from the Council. There was a

maximum of 12 trustees overseeing NorAH, 10 positions of which were open to anyone with the right skills and aptitude. The Chair of the Norfolk Records Committee is an ex officio trustee, and the Norfolk Records Committee the option to nominate a trustee, which it had not yet currently taken up.

- A Committee Member asked if NorAH had “friends” involvement. An officer stated that other archives across the country traditionally had friends organisations providing assistance via collecting documents or providing voluntary assistance to staff, but many such organisations did not raise money. A supporters’ scheme was currently operating, where members receive benefits including free photography permits to use at the NRO. In addition, NorAH run a number of special events throughout the year for scheme members. Details of the events calendar for 2024 were provided to the Committee.
- The Vice-Chair asked if charitable donations were eligible for Gift Aid. An officer confirmed this was the case.

6.5 Having considered and commented accordingly, the Norfolk Records Committee **RESOLVED** to **NOTE** the report.

The meeting closed at 12:11

**Cllr Michael Chenery of Horsbrugh, Chair
Norfolk Records Committee**



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Norfolk Records Committee

Item No: 4

Decision making report title:	Finance and Risk
Date of meeting:	19 April 2024
Responsible Cabinet Member:	Councillor Margaret Dewsbury (Cabinet Member for Communities and Partnerships)
Responsible Director:	Steve Miller (Director of Culture & Heritage)
Is this a key decision?	No

Executive Summary

This report covers the NRO revenue budget for 2023/24, capital programme and reserves and provisions. Section 2 provides the Committee with an update on the service risk register.

The main issues for consideration by this Committee are:

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

Recommendations:

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

- 1. Final revenue, reserves and provisions position for 2023/24**
- 2. Management of risk for 2023/24**

1. Revenue Budget

- 1.1. The budget for 2023/24 was £709,040 and is summarised in the table below. Within this budget is a £27,000 saving. These have been identified as coming from staff savings which have been achieved through management of staff vacancies and a reduction in searchroom opening hours. Overall, the service delivered a £17,216 underspend.

Service	2023/24 Budget £	2023/24 Outturn £	+Over/ Underspend £
Salary	837,500	872,075	34,575
Premises	750	32	(718)
Travel	6,200	4,589	(1,611)
Supplies & Services	37,460	15,072	(22,388)
Support Services	2,270	17,838	15,567
Capital	318,400	318,401	1
Income			
Grant Income	(57,290)	(48,935)	8,355
Sales fees and Charges	(244,520)	(232,659)	11,861
Other Income	(191,730)	(254,592)	(62,862)
Total	709,040	691,824	(17,216)

2. Reserves and Provisions

- 2.1. The table summarising the position appears below.

Reserves and Provisions	Balances at 01 Apr 23 £	Forecast Balance at 31 Mar 24 £	Change £
Norfolk Record Office			
Residual Insurance and Lottery Bids	80,886	57	(80,829)
Unspent Grants & Contributions Reserve	29,191	95,736	66,544
Service Total	110,077	95,793	(14,284)

3. Risk Management

- 3.1. The Service continues to manage the risks to its objectives both internal and external. The Risk Register is reviewed and updated on a quarterly basis and was last reported to this Committee at the previous meeting. A summary of the Risk Register based on the most recent reviews appears at Appendix A. All risks are being well managed.
- 3.2. The Register contains six key risks: one has a red current risk rating, four amber and one green. The latter (RM14167) relates to emergency planning and is kept on the risk register to highlight its importance.
- 3.3. The red rated risk (RM13959) relates to a loss or reduction of funding, including that from income generation which accounts for around 30% of the service's funding. Measures have been introduced ensure that this income generation is maintained and, where possible, increased. This leaves a residual risk for the year rated as amber.
- 3.4. The green risk (RM 14167), relating to emergency preparedness is kept on the risk register because of the nature of the service.
- 3.5. The remaining risks are rated as amber

4. Issues, risks and innovation

- 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. Background

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

Officer Contact

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

Officer name : Thomas Galer, Finance Business Partner **Tel No. :** 01603 306305

Email address : thomas.galer@norfolk.gov.uk

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

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



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Appendix A: NRO Risk Register

Risk Number	RM13959					Date of update	18 January 2024				
Risk Name	Loss of or reduction in funding/income generation means that there are insufficient staff to operate public remote services.										
Portfolio lead	Cllr. Margaret Dewsbury					Risk Owner	Gary Tuson				
Risk Description						Date entered on risk register	31 March 2009				
Loss of or reduction in levels of external funding could lead to a reduced capacity to deliver the service and generate income, meet legal targets for provision of services, and infringe National Lottery Heritage Fund conditions of grant.											
Original			Current			Target					
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date	
5	5	25	5	4	20	4	3	12	Apr-24	Amber	
Tasks to mitigate the risk											
Review of charges in autumn 2023											
Progress update											
Metadata live an additional family history website in Nov 2023. This includes over 200,000 records of will and and marriage licence bonds. Links added to NRO catalogue pages											

Risk Number	RM13963					Date of update	29 September 2023				
Risk Name	Inability to continue collecting archives										
Risk Owner	Gary Tuson					Date entered on risk register	27 February 2014				
Risk Description											
The NRO was designed to accommodate 15 years of expansions space starting from 2003. There has also been an increased level of accessions. Actions have been taken to make storage more											
Original			Current			Target					
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date	
2	3	6	4	3	12	3	4	12	Mar-27	Amber	
Tasks to mitigate the risk											
Capital bid to be completed											
Progress update											
Collections survey and data analysis complete Options appraisal presented to Records Committee on 14 April 2023.											

Risk Number	RM14165		Date of update		17 March 2023					
Risk Name	Failure to collect, preserve and make accessible new formats of archive									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
Increasingly records are born digital and must be preserved in a digital format. The NRO is not in a										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	2	5	10	Mar-24	Amber
Tasks to mitigate the risk										
Proceedures and tools in place to enable digital deposits to be ingested and managed										
Progress update										
Staff training continuing.										

Risk Number	RM14167		Date of update		29 September 2023					
Risk Name	Collection at risk through unexpected events									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
Provision beyond the council continuity planning needs to be made due to special nature and extent of the NRO collection										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
1	5	5	1	5	5	1	5	5	Dec-23	Green
Tasks to mitigate the risk										
Disaster / emergency plan training to be rolled out										
Progress update										
New starters at Record Office trained in Emergency Plan procedures. Staff refresher courses autumn 2023.										

Risk Number	RM14345		Date of update		29 September 2023					
Risk Name	Discoverability of catalogue records does not always meet user needs									
Risk Owner	Gary Tuson		Date entered on risk register		21 September 2022					
Risk Description										
Catalogue data is created in line with archive standards but many users require lower level data (names, places, subjects etc.)										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	3	12	4	3	12	3	3	9	Mar-24	Amber
Tasks to mitigate the risk										
Volunteer projects generating metadata										
Progress update										
Progress ongoing in all mitigation areas.										

Risk Number	RM14346		Date of update		29 September 2023					
Risk Name	Extent of catalogue as barrier to discovery									
Risk Owner	Gary Tuson		Date entered on risk register		21 September 2022					
Risk Description										
As more data is added to the catalogue there is a risk that users will not have the skills required to sort and search data										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	3	12	4	3	12	3	3	9	Dec-24	Amber
Tasks to mitigate the risk										
Training and instruction provided in the forms of training videos available online and in-person training										
Progress update										
Staff training to support public using new PCs in searchroom which enable onsite browsing of images										

Risk Number	RM13959		Date of update		29 September 2023					
Risk Name	Loss of or reduction in funding/income generation means that there are insufficient staff to operate public remote services.									
Risk Owner	Gary Tuson		Date entered on risk register		31 March 2009					
Risk Description										
Loss of or reduction in levels of external funding could lead to a reduced capacity to deliver the service and generate income, meet legal targets for provision of services, and infringe National Lottery Heritage Fund conditions of grant.										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
5	5	25	5	4	20	4	3	12	Apr-24	Amber
Tasks to mitigate the risk										
Review of charges in autumn 2023										
Progress update										
Metadata live on one family history website in Nov 2022. Another to go live in autumn 2023 Links added to NRO catalogue pages										

Risk Number	RM13963		Date of update		29 September 2023					
Risk Name	Inability to continue collecting archives									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
The NRO was designed to accommodate 15 years of expansions space starting from 2003. There has also been an increased level of accessions. Actions have been taken to make storage more efficient but this is not a long term solution. There is also the risk that actions to rationalise storage elsewhere in the council will lead to an increased rate of deposit in the NRO.										
Original			Current			Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
2	3	6	4	3	12	3	4	12	Mar-27	Amber
Tasks to mitigate the risk										
Capital bid to be completed										
Progress update										
Collections survey and data analysis complete Options appraisal presented to Records Committee on 14 April 2023.										

Norfolk Records Committee

Item No: 5

Report Title: Changes to Searchroom Opening

Date of Meeting: 19 April 2024

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

Responsible Director: Steve Miller, Director of Culture and Heritage

Is this a Key Decision? No

Executive Summary / Introduction from Cabinet Member

Recommendations:

That the Committee:

- 1. Note the contents of the report.**
- 2. Comment accordingly.**

Background and Purpose

- 1.1 At the 2 February meeting of the Norfolk Records Committee, it was reported that the Norfolk Record Office, in order to meet reduction in the 2024-25 budget, was planning to make some adjustments to its searchroom opening arrangements and hours. Since that meeting, public consultation on the proposals has completed. This report provides committee with information on the results of the consultation.
- 1.2 The proposals are that:
- 1.3 The results of the consultation have been prepared for this committee as a draft interim report in order to provide Committee with the most recent information. This report will be finalised before being presented to Norfolk County Council Cabinet in June. This report is included as Appendix 1.

Equality Impact Assessment (EqIA):

A full EqIA is included as Appendix 2

Data Protection Impact Assessments (DPIA):

No data defined as special category data under the UK GDPR which relates to living people is included in the work detailed in this report. Information about a deceased person does not constitute personal data and therefore is not subject to the UK GDPR.

3. Recommendations

1. Note the contents of the report.
2. Comment accordingly.

Officer Contact

If you have any questions about matters contained within this paper, please contact:

Officer name: Gary Tuson

Telephone no.:01603 222599

Email: gary.tuson@norfolk.gov.uk



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

Appendix 1

Norfolk County Council's Consultation on proposed changes to opening hours and introducing a booking system at the Norfolk Record Office. DRAFT INTERIM FINDINGS.

PLEASE NOTE: This is a preliminary report, a full report about the consultation findings will be produced at the end of April. Councilors will make a final decision on the proposals when Norfolk County Council's Cabinet meets in June.

Background

The consultation on proposed changes to the Norfolk Record Office took place between 15/02/2024 to 22/03/2024. In total, there were **232** responses to this survey.

It consulted around savings proposals to change the opening hours of the Norfolk Record Office (NRO) and to introduce a booking system for appointments.

Under our proposals the NRO's new opening hours would be:

- Full Searchroom Service - Tuesday to Wednesday, from 9.30am to 5pm.

A total of 15 hours

- Limited Searchroom Service – Thursday and Friday, from 10am to 4pm.

A total of 12 hours.

The following report contains a summary of how the questions were answered and a brief analysis of the themes that emerged from open text questions in the consultation.

Overview of findings

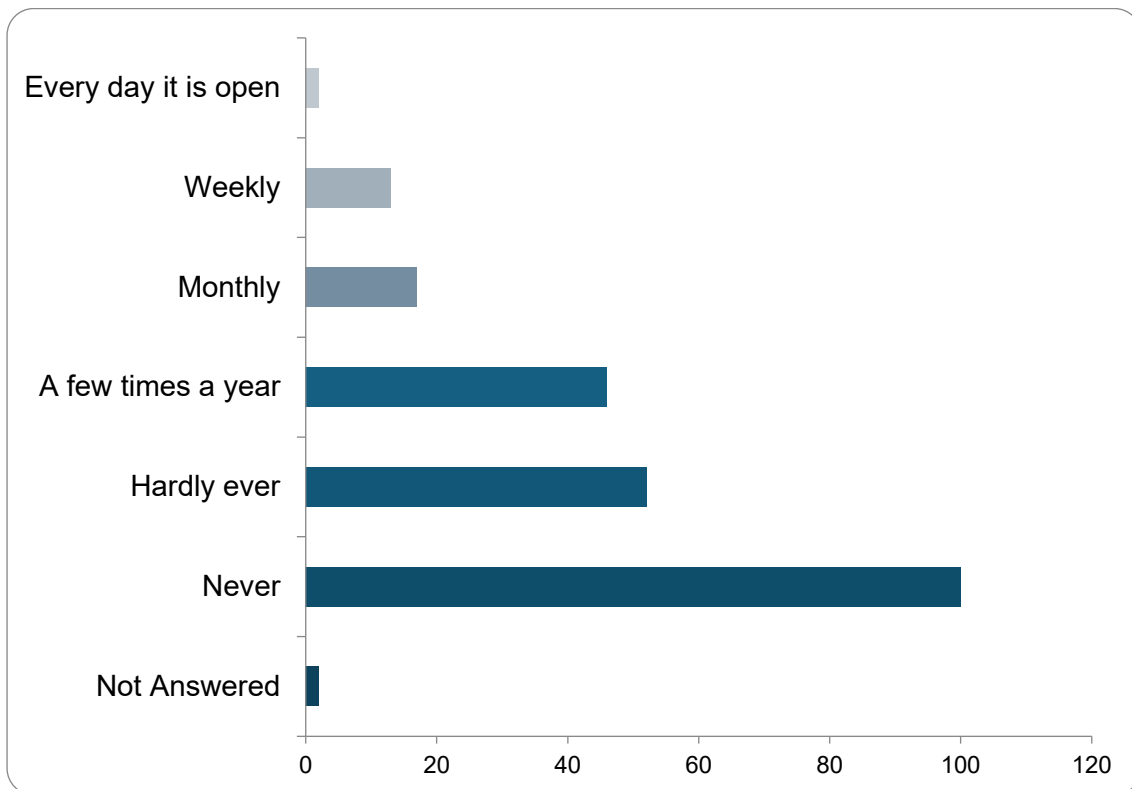
Most respondents stated they do not use the Norfolk Record Office (NRO). The consultation was open to the public, meaning everyone could respond, whether they use the service or not. When asked whether they agreed with the proposals, the majority of respondents either strongly agreed or agreed with the proposals outlined.

When asked to comment on the proposals, the strongest themes that emerged were around the proposed booking system. Whilst many saw it as a sensible solution, some thought it could stifle the flexibility that many see as vital to research.

There were also concerns by those that use the service that under these proposals access to the archives will be further restricted, which many were against because those that use the NRO or have done in the past see it as an important service that should be maintained and easily accessible to the public.

Questions

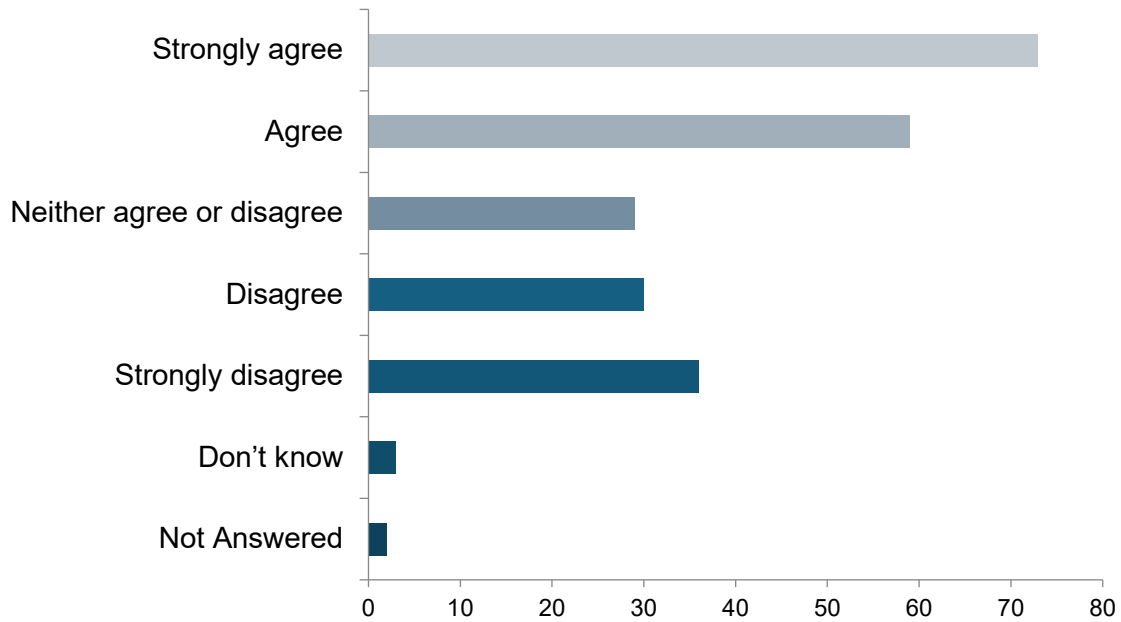
5: How often do you use the Norfolk Record Office?



Option	Total	Percent
Every day it is open	2	0.86%
Weekly	13	5.60%
Monthly	17	7.33%
A few times a year	46	19.83%
Hardly ever	52	22.41%
Never	100	43.10%
Not Answered	2	0.86%

6: How far would you agree or disagree with our proposal to change the opening hours of the Norfolk Record Office, meaning that documents would be available in the searchroom for a total of 27 hours a week as opposed to the current 28.5 hours?

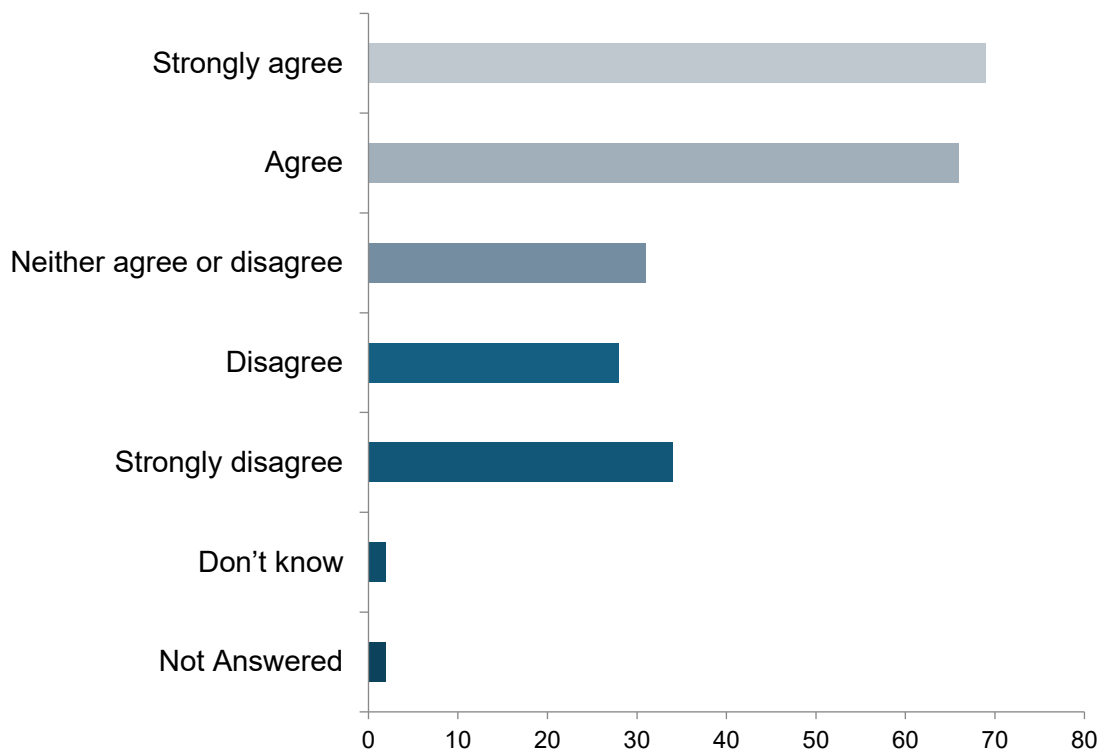
There were 230 responses to this part of the question. the majority of respondents either strongly agreed or agreed with the proposal to change and reduce the opening hours of the NRO.



Option	Total	Percent
Strongly agree	73	31.47%
Agree	59	25.43%
Neither agree or disagree	29	12.50%
Disagree	30	12.93%
Strongly disagree	36	15.52%
Don't know	3	1.29%
Not Answered	2	0.86%

7: How far would you agree or disagree with our proposal to introduce a booking system at the Norfolk Record Office?

There were 230 responses to this part of the question. As with the first proposal, the majority of respondents either strongly agreed or agreed with the proposal that would see a booking system introduced at the NRO.



Option	Total	Percent
Strongly agree	69	29.74%
Agree	66	28.45%
Neither agree or disagree	31	13.36%
Disagree	28	12.07%
Strongly disagree	34	14.66%
Don't know	2	0.86%
Not Answered	2	0.86%

8: Please tell us more about why you chose those answers and whether you have any other comments on the proposals, using the box below:

We included an open text box so that people could tell us the reason behind their answer. We analysed every answer, and the most common themes that emerged were as follows.

Q8. Please tell us more about why you chose those answers and whether you have any other comments on the proposals, using the box below:		
Theme	No. of comments	Illustrative quotes (verbatim)
#booking	60	I once worked at County Hall and we were able to visit the Records Office for lunchtime breaks but we

<p>Comments about the process or system of booking NRO services.</p>		<p>respected the rules and etiquette; purely from a safety POV I believe pre-booking and limited visiting hours is the sensible solution. When I have any free time in the future I look forward to a visit with a time slot! Thank you</p> <p>Booking is sensible providing it can be easily done by all</p> <p>When I use the Record Office it is convenient to go at short notice, without booking. My work is highly dependant on the weather, so if the weather is unsuitable for outside activities, I can schedule a trip to the Record Office. Restricted opening, charging for services or pre-booking will make me less likely to use it. Also, when looking at a document I often find I need to look at another one, something I couldn't have predicted in advance.</p> <p>A booking system is sensible but must be applied sensitively. Readers who come on 'spec' may have travelled a distance and as first visitors may be a little wary. If they feel 'told off' they will have a bad first impression of the NRO. The service here is excellent and most of the staff will I'm sure handle the matter well. It is a shame to reduce the hours but the core activities (acquisition, listing and preservation of records) must be protected.</p>
<p>#access</p> <p>Access shouldn't be restricted or limited any further/it's already limited enough.</p>	<p>30</p>	<p>The records office should be fully available for those who need to access it. The proposals suggest that this will not be the case and will restrict access.</p> <p>Access to key information is a key requirement of a functioning democracy. Adding a ticketing system makes it harder for a range of individuals to access information, its a limiting action.</p> <p>I think the NRO is a great resourse and it is important that it continues to care for the historical archive, While ideally it should be open as much as possible I understand that money pressures don't allow that. The new hours provide adequate accessibility and I accept that, as long as it's core work of conserving the archive is not compromised so that it survives as a valuable resourse in the future.</p>

		<p>Re. proposed changes to opening times and access:</p> <ul style="list-style-type: none"> - Researchers often require several days in an archive to carry out research tasks. Shrinking the offer down to two days full access and one partial day for limited access is not sufficient and will hamper research efforts from significant stakeholders such as the university. - The proposed model seems detached from how the majority of archive research is carried out. Most researchers will either need to access complete sets of records, which is a lengthy process, or will need to be able to order more documents on the day as links are established and other documents are found to be relevant. Only having access to this full service for two days, (during which there is usually a lunchbreak with no ordering and a 'last orders') will be severely limiting. It is misleading to suggest that this is just a change from 28.5 hours a week to 27. - As it stands, the current hours offer no provision at all for evening access, which limits the opportunity for those in full time employment to access the archives. In the past, late openings were often some of the busiest sessions in the reading room. - It seems the proposed service for the Thursday session will severely limit access to maps and other holdings which are not classed as 'manuscripts' and so would not be able to be viewed on the limited access day. - Is the intention to close the archives to the public entirely outside of these new times? Is it possible to retain access to 'self-service' research such as online databases and the bookshelves?
<p>#alt Use when person suggests an alternative idea or solution to the problem the proposal relates to.</p>	<p>28</p>	<p>I have no problem with a booking system or limiting hours, but why are they all mid week, do only retired people want to look at them, couldn't part of this time be on a weekend?</p> <p>Do you have a 'Friends of NRO' group? I bet you could set one up very easily and these committed folks could set up talks etc with minimal assistance from the officers and raise funds on behalf of NRO.</p>

		<p>This is a vital service that from my experience is always busy so if anything I would expect opening hours to be increased.</p> <p>Personally I would not object to a small fee for using the NRO (say £1 per hour, maximum say £4 per day) and to avoid having to pre-book.</p> <p>Many volunteers have held responsible positions in their working lives & I wonder if there is any mileage in considering using them to staff the Search Room on days when documents cannot be ordered up. They need not be the only presence in the Search Room but it would free up NRO staff for other work & the volunteer(s) on duty could always call on professional staff if absolutely necessary.</p>
<p>#research</p> <p>Proposed change will have a negative impact on research.</p>	<p>26</p>	<p>The restriction of opening hours discourages citizens, students, and scholars from using the resources of the NRO to research family and community history, effectively cutting them off from their past and preventing them from strengthening the bonds of family and community life in our own day. The cuts may seem minor now, but they are a part of a continuing trend that will ultimately lead to the loss of more and more record office services.</p> <p>I am concerned about the proposal to limit ordering facilities at the record office on Thursdays and Fridays. I am an academic historian, and the Norfolk and Norwich record office is a significant source of primary historical documentation in my field (18th-century British history)</p> <p>The proposed changes would make research at the record office more complicated, especially for extended research trips. For example, I could order material in advance for a Tuesday and Wednesday. But then, after arriving and examining the required documents, I would be unable to follow up leads and order further materials for the Thursday and the Friday, because, if I understand the changes correctly, this needs to be done two days in advance. The nature of historical research means that often one only knows what else to order once the process of looking at documents has begun.</p> <p>For someone living in Norwich, it may not be a</p>

		<p>problem to return the following week. But for people coming from across Norfolk and beyond, these ordering limitations will cause considerable practical inconvenience.</p> <p>I would be sorry to see the usability of this excellent resource degraded.</p> <p>I think it's a good money saving idea to have a booking system, however you previously mentioned only letting people view what they have asked for in advance - this is a bad idea. Doing research can mean needing further resources that you didn't know you needed-not having access to them will be prohibitive. Please don't charge either as again this will be prohibitive, especially to students. Public records should be free to access.</p> <p>I am extremely worried that research students will be adversely affected by the proposed changes.</p>
<p>#reduceflex</p> <p>Proposed change will restricts user's flexibility in accessing the NRO.</p>	<p>22</p>	<p>I am only recently retired, so now have the time to be able to access the information</p> <p>Restrictions on times available to visit the RO remove flexibility and accessibility to information, knowledge etc which is a retrograde step which I fear could ultimately lead to zero access</p> <p>You should be proud of NRO. It takes me an hour to get there - so a bit of flexibility is helpful.</p> <p>On the occasions to visit the records office it can be an impromptu visit. I think there should be a limit on researchers taking up a large amount of the available time slots vs the more impromptu and shorter visits</p> <p>I have used the Norfolk archives in the past and may want to visit again. To do that I have to travel 150 miles and pay for over night accommodation. I'd want to be able to view more than 4 documents a day, especially if they were short documents. Why does there have to be a restriction on the number of documents?</p>
<p>#impactsmall</p> <p>Proposed change would have minimal or no or not significant impact</p>	<p>18</p>	<p>Reduction is minimal.</p> <p>If visitors are committed, they will book, which should help improve staff rota planning.</p> <p>Taking into account the number of people involved one and half hours per week is hardly going to be noticed: maybe a further half hour would again hardly</p>

<p>generally/on other people (not respondent)</p>		<p>be noticed. Far better to make a stronger reduction in hours that would be workable.</p> <p>This seems like a service that can be cut back with limited impact</p>
<p>#fair</p> <p>Use when person says proposal is fair, an acceptable place to make a saving, reasonable or best of a bad lot of choices, better than making cuts to other services (can be grudgingly accepted).</p>	<p>18</p>	<p>I think this makes sense, most people don't swing by on spec.</p> <p>Limited need for most of us and seems an acceptable reduction/ change.</p> <p>This seems like a reasonable place to cut costs given underfunding from the government.</p> <p>It seems sensible to have appointments and for the loss of very few hours it's a substantial saving</p> <p>I have just started using the NRO again after a long break, and will probably be using it 2 or 3 times a month. I have used and am happy to continue booking a seat, I find it no trouble.</p> <p>I am sad about the reduction of hours, but understand why. I hope that at some time in the future when finances permit, the opening times can be extended. I think booking is a good idea.</p> <p>Perhaps though you could still retain the hourly call up for documents on the Thursday opening, as it often happens that one wants to follow a lead.</p>
<p>#keyservice</p> <p>Use when person says the service is invaluable, a life-saver, key, irreplaceable, greatly appreciated, important.</p>	<p>15</p>	<p>This is a vital service that from my experience is always busy so if anything I would expect opening hours to be increased.</p> <p>I believe this is an important part of the cultural life of this County and should only be reduced in extremis. However this is far from extremis, as Norfolk County Council is proposing to waste millions of pounds on an extension to the NDR and in the process destroying rather than 'cherishing the local environment'. I certainly don't think that this part of the rich life of the local community should be reduced.</p> <p>I think the NRO is a great resource and it is important that it continues to care for the historical archive, While ideally it should be open as much as possible I understand that money pressures don't allow that. The new hours provide adequate accessibility and I accept that, as long as it's core work of conserving the</p>

		<p>archive is not compromised so that it survives as a valuable resource in the future.</p> <p>People using facilities for first time easily put off by yet more restrictions - we should be encouraging more use of this valuable resource</p>
<p>#notme Proposed change would have no impact on respondent/respondent doesn't use service.</p>	14	<p>It seems like a small change, however I am aware this isn't a service I have used.</p> <p>Not something I ever used and assume most would be online</p> <p>I have never used this service so don't feel I know enough about it or how it would inconvenience the people who do use it</p> <p>It is not something that affects me so if it saves money I would agree.</p>
<p>#shortsighted Use when person says the proposal is shortsighted as it will lead to costs or impacts further down the line.</p>	14	<p>The NRO plays a vital part in preserving the historical record of the county of Norfolk. To enable these changes in opening hours it will presumably be deemed necessary to inevitably reduce the numbers of qualified professional archivists and search room assistants. This, no doubt, will lead to future records being lost as staff are unable to rescue, collect and advise other areas of local government with their historical archives and records that should be deposited with or transferred to the NRO.</p> <p>I have made a donation of multiple old documents belonging to or associated with the Norfolk diarist Mary Hardy. My relatives also made donations many years ago. None of these have yet been catalogued. I am not persuaded that the changes you are proposing will help progress this important cataloguing work. The NRO is already very busy, reducing access even by a small amount is going to make it harder for people interested in research to get to the NRO.</p> <p>Such research also depends on the extensive knowledge and expertise of the excellent archivists, who were at the NRO for decades. Losing them is a tragedy.</p> <p>Norwich is a UNESCO City of Literature. Further</p>

		<p>limiting the effectiveness of a former world-class institution like the NRO seriously risks harming Norwich and Norfolk's literary status.</p> <p>All I can see is the slow degrading of the NRO until it is no longer viable and then it will be closed, which is unacceptable</p>
<p>#furthercut</p> <p>Use when person says the proposal is a further cut or culmulative cut or other reference to successive reductions in a service.</p>	14	<p>For a County so rich in history and heritage this is a disastrous, short-sighted and damaging strategy of 'death by a thousand cuts' and MUST STOP NOW. I shall be taking the matter up with my District and County Councillors and with my MP.</p> <p>27 hours a week is really too little for a service which should be generally available. You admit that your proposal to extend the booking system is in order to reduce demand. Savings of £57K, against the total budget are puny. For some reason Record Office services are targeted for cuts each year. It's time to stop this.</p> <p>This represents a further deterioration in the service with the record office provides for the public and for serious historical researchers. We have already lost the Saturday morning opening, the Thursday evening opening and the unrestricted Friday opening, which seriously hampers the service provided to researchers who may only have a limited time in Norfolk but also for those who, occasionally, require regular attendance in the search room, albeit sometimes for short periods rather than all the time. It also seriously erodes what should be, and probably, is the statutory obligation to provide a regular free service to the general public who might wish to consult original historical records. We seem now to be suffering 'death by a thousand cuts'.</p>
<p>#journey</p> <p>Comments about travel time to the NRO</p>	13	<p>Because I live approximately 35 miles away and are reliant on public transport, 3 buses minimum. I could say that I`d be there am or pm, but not a timed appointment such as 10am or 2pm. Because the bus service for O A P`s (concessionary bus pass) doesn`t start until AFTER 9.30am, the earliest I could arrive would be approximately 12 mid day(all being well) and there must be others, who have the same problems. I could book ahead, to say I`d be there on a certain day, but not give a specific time.</p>

		<p>All of these cuts to hours make it harder and harder to actually access the NRO. As someone who works an 8am - 5pm, Mon-Fri job and has to travel a great distance to get there I do feel that the council is making the use of the NRO a very exclusive luxury with a very limited client / visitor base.</p> <p>For someone living in Norwich, it may not be a problem to return the following week. But for people coming from across Norfolk and beyond, these ordering limitations will cause considerable practical inconvenience.</p> <p>Anybody travelling some distance to visit the NRO will effectively be restricted to Tues and Weds as they won't want to risk the restrictions of ordering 4 documents only, which may or may not be useful or may be quickly finished with and having fewer staff to help and advise. This would put greater pressure on the service on Tuesdays and Weds and mean fewer visitors on Thurs and Fri, not from preference but from necessity.</p> <p>I would love to visit the NRO on a regular basis but I live in Berkshire. I have visited the NRO on a couple of occasions and my next visit is planned to be in May. I have no problems booking a slot for the day as I will need to ask for the required documents to be ready for my visit. I believe that anybody who wants to visit the NRO should have no problems booking the day anyway.</p>
<p>#saving</p> <p>Use when person talks about size of proposed savings (amount is small/too small, too small when compared to potential negative impacts)</p>	<p>12</p>	<p>The potential saving is minimal for the sake of reducing the service to residents</p> <p>£57,000 seems such a paltry amount of money to save and presumably means the loss of one full time member of staff. The loss in service seems to go beyond the loss of one member of staff.</p> <p>The minimal savings from these proposals do not justify the significant cultural damage and further inconvenience the proposals will cause to those who care about heritage. Norfolk County Council continue to waste many many millions of pounds on outdated vanity projects (like the Western Link) and other cock-</p>

		<p>ups. A bit of competence (and humility) in these major areas of expenditure could save far more than cut-backs to one of the more important local services that enable us to learn from our past.</p> <p>The cost savings involved is infinitesimally small compared to NCC's budget but the reduction in service is significant. This is totally unbalanced. Look at making more money from an incredible resource. This is a lazy option</p>
<p>#NCCefficiency</p> <p>Use when person says NCC is inefficient and/or should operate more/efficiently (make in house savings, reduce costs, generate income, join up better, re-negotiate contracts, stop big infrastructure projects like road building and urban development etc): this is about NCC's organisational and financial effectiveness and things which are within our gift to do.</p>	12	<p>Perhaps I can suggest you save money by cancelling the Norwich western Link instead? That would save vastly more money and benefit the environment at the same time.</p> <p>Perhaps if NCC sold off the enormous white elephant of an office block on the County Hall site - where virtually no-one now appears to work as presumably they prefer to work from home and must cost a fortune to heat and light. I'd suggest you also get rid of a whole swathe of middle management who cause delays, inefficiency and bureaucracy then the money saved will stop any necessity for further reductions in the NRO staff or services.</p> <p>Any reduction in service is an insult to the general public and to the staff of the County Council. The savings are a drop in the ocean and will only lead to further reductions. If you intend to reduce staffing levels then I suggest you reduce the numbers of Public Relations staff and the laughingly-called Human Resources staff who have no humanity.</p>
<p>#staff</p> <p>Comments about staff (expertise) or impact of change on staff, job losses etc</p>	12	<p>My experience spending time in the records office carrying out my research and requesting documents has always been extremely positive.</p> <p>Over the past 7 years I've been using the archive regularly I've witnessed a culling of the archive staff at an alarming rate. Do your councillors not understand that the excellent staff have acquired a unique knowledge of the collection over the years they have worked there and impart that information to researchers like me as part of their role. Once the staff leave they take that knowledge with them and it is lost - it will take someone new years to acquire and</p>

		<p>cannot be replaced by any computer system. This is an appalling squandering of human resources of enormous value to the heritage sector in Norfolk and well beyond - since I know for a fact that individuals travel from all over the UK and across the world to come to the NRO while researching their ancestry.</p> <p>I disagree with reducing the hours because it will cause an unnecessary back-log for the hard working staff. That said, as all council organisations are having to cut back, it is hard to see how you can do otherwise. I would hope that it is just a temporary measure.</p> <p>I don't have sufficient knowledge of what the Norfolk Record Office functions are; however, it seems to me that any search is unlikely to be urgent and therefore a planned booking facility seems the best way to manage the demand on staff time. Additionally and over time there are staff costs savings to be had by increasing the amount of information available on line.</p>
<p>#options Reference to NRO providing information in other ways/in alternative formats eg digitised collections, or information is available online or elsewhere.</p>	<p>11</p>	<p>As a former staff member I well understand the staffing and budgetary pressures on the NRO and wider NCC. Whilst a decrease in public opening hours is regrettable a significant amount of NRO collection is already available via surrogates and digital copies. Allowing some non public facing staff resource to increasing surrogate, digital access and income generating activities will help to future proof the service.</p> <p>Birth, marriage and death certificates can be obtained online.</p> <p>If you are limiting your hours and raising your prices it seems unreasonable that you also introduce a booking service. You might find that this reduces your profits since there are other ways for people to obtain this information.</p> <p>A lot of search engines provide this information on line, therefore I think a reduction to 25 hours a week would be suitable. With people making an appointment also.</p> <p>I imagine but don't know for sure that this service is of limited value to most constituents and in any event,</p>

		these services should be made available to people through a digital or online method instead (by request) like land registry
#notessential Use when person says the service is not essential, out of date, or unnecessary	10	It's not something people would use frequently so I don't think there's any need to keep it open every hour in the week. This service is not essential so by making reductions to the service will save money, that's a good thing The Records Office provides a niche service. It's nice to have such a luxury but does not affect the material quality of life of very many people so a reduced service is acceptable if the money saved can be put to more essential services.

Other themes that were mentioned less than 10 times were how the service was undervalued (8) and where respondents explicitly complimented the staff and operation of the NRO (8).

The new opening times not being sympathetic to people who work was also mentioned by respondents (8), with some calling for the return of weekend opening. People also mentioned that booking would be acceptable because people tend to know when they need to use the NRO, i.e most visits are planned rather than an ad hoc decision (8). There were 7 mentions of people being happy to pay a small fee to use the NRO, and 7 people also believed the changes would have a positive impact.

EQIA Evidence

Information about the possible impact of a proposal on people with protected characteristics is analysed to inform NCC's equality, diversity and inclusion strategy. Comments are collected under the code #eqia and presented in the table below.

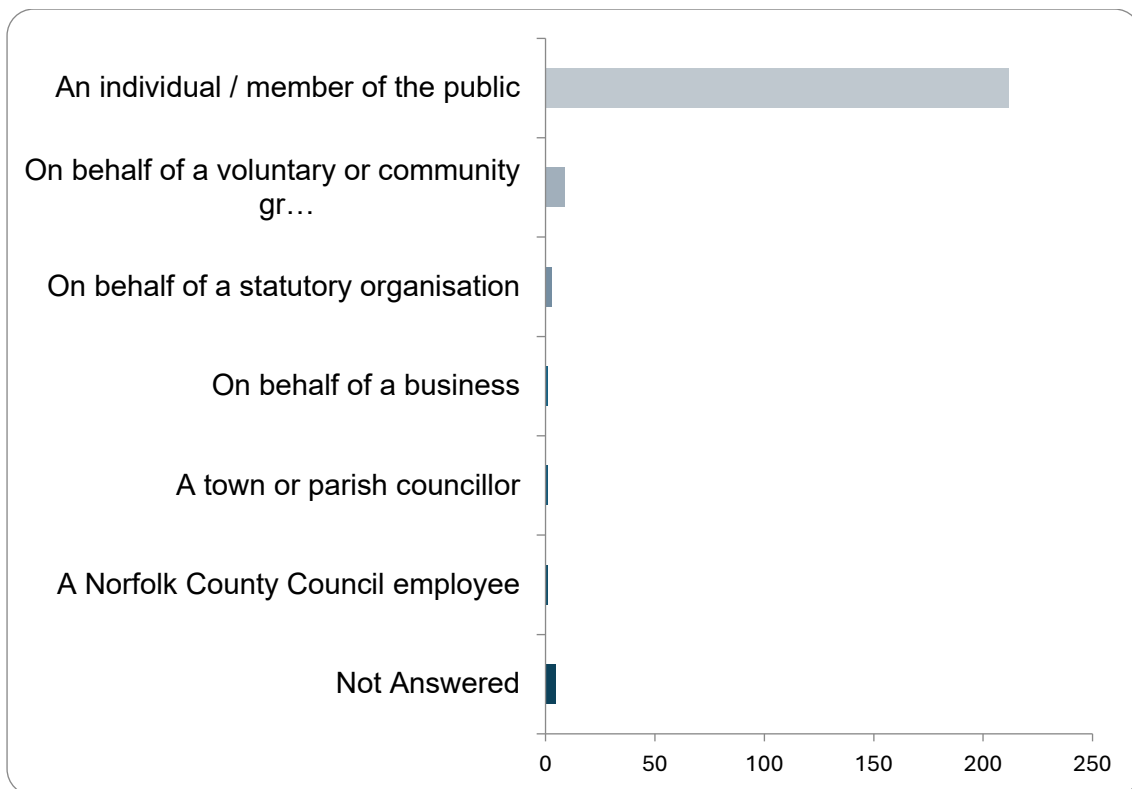
EQIA Comments		
Q	Number of comments	Illustrative quotes (verbatim)
8. Please tell us more about why you chose	2	I work part time due to childcare commitments. I access the collection periodically for my role as a heritage consultant. This unfairly penalizes people, particularly women, who work part time and only commute into the city on set days.

<p>those answers and whether you have any other comments on the proposals, using the box below:</p>		<p>Personally, I would accept a booking system, as accessing the documents would remain necessary for me in my role, regardless of the system employed to facilitate that. However I do think this would put off the general public who are coming for general interest. People may now feel they need a specific reason to visit. That is, they need a reason "worthy" of a booking, rather than welcoming and encouraging casual visits.</p> <p>The predominance of a booking system would make it very difficult for a large number of people to use the system. It would prevent people many of whom are elderly and who do not have computers or the skills to select the documents. And even for those with such skills the process is laborious and time consuming. The majority of the opening times should not require booking although perhaps one day could be so restricted.</p>
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Demographic questions

9: Are you responding as...?

There were 227 responses to this part of the question.



Option	Total	Percent
An individual / member of the public	212	91.38%
On behalf of a voluntary or community group	9	3.88%
On behalf of a statutory organisation	3	1.29%
On behalf of a business	1	0.43%
A Norfolk County Councillor	0	0.00%
A district or borough councillor	0	0.00%
A town or parish councillor	1	0.43%
A Norfolk County Council employee	1	0.43%
Not Answered	5	2.16%

10: If you are responding on behalf of another organisation, what is the name of the organisation, group or business?

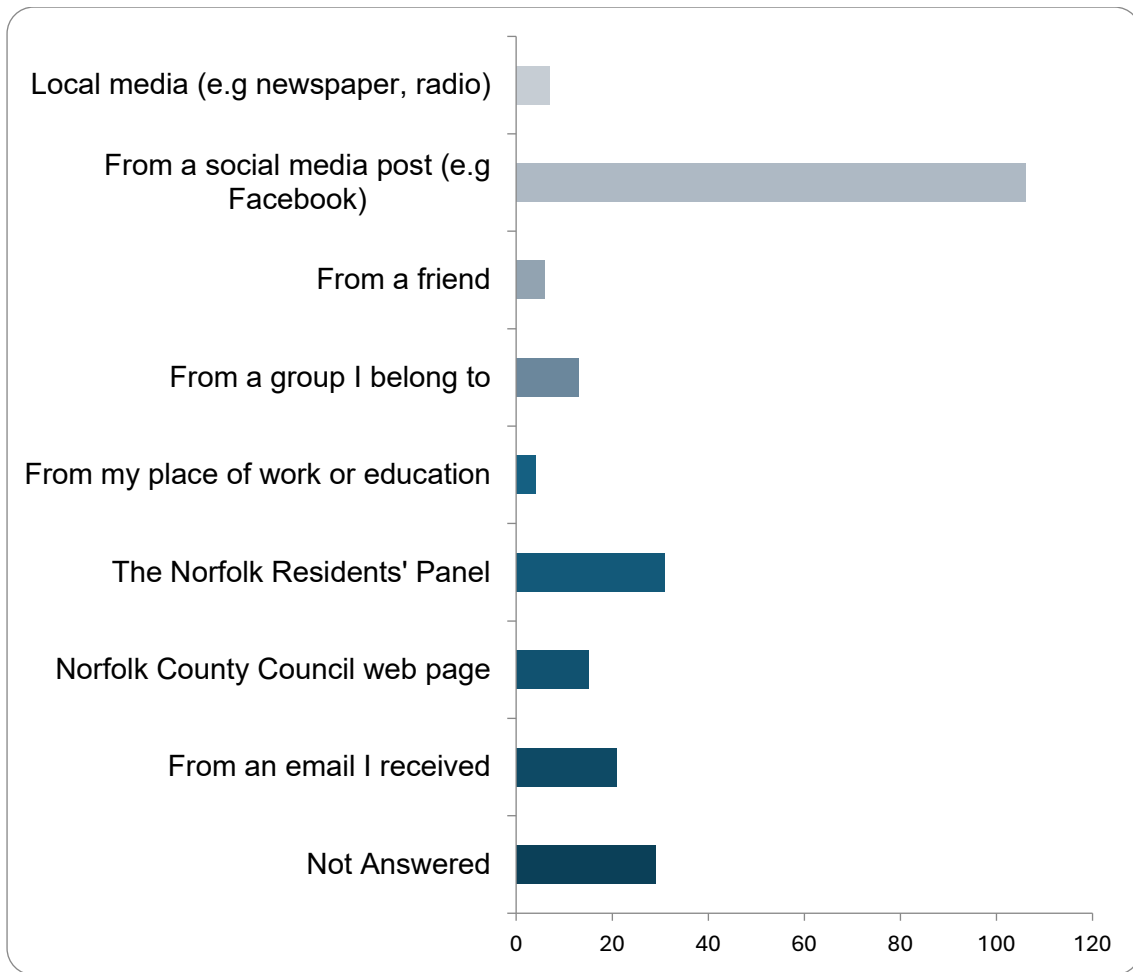
Please write your answer in the box below:

There were 16 responses to this part of the question.

11: How did you hear about this consultation?

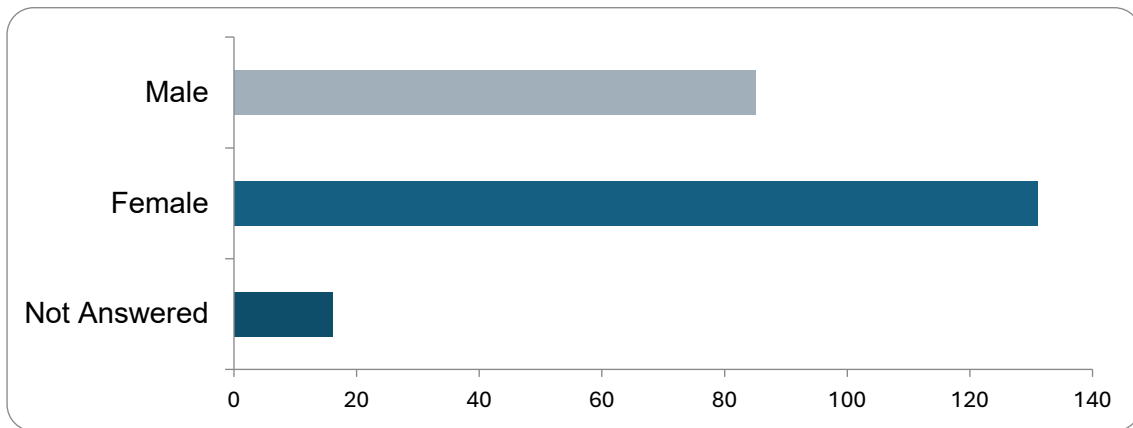
Where did you hear about this survey?

There were 203 responses to this part of the question.

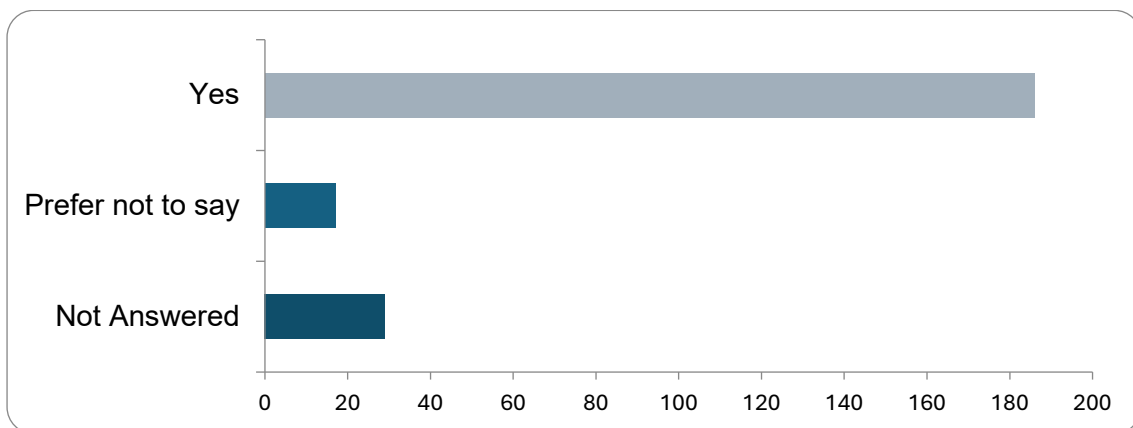


Option	Total	Percent
Local media (e.g newspaper, radio)	7	3.02%
From a social media post (e.g Facebook)	106	45.69%
From a friend	6	2.59%
From a group I belong to	13	5.60%
From my place of work or education	4	1.72%
The Norfolk Residents' Panel	31	13.36%
District Council web page	0	0.00%
Norfolk County Council web page	15	6.47%
My Parish Council	0	0.00%
From an email I received	21	9.05%
Not Answered	29	12.50%

12: What is your sex?



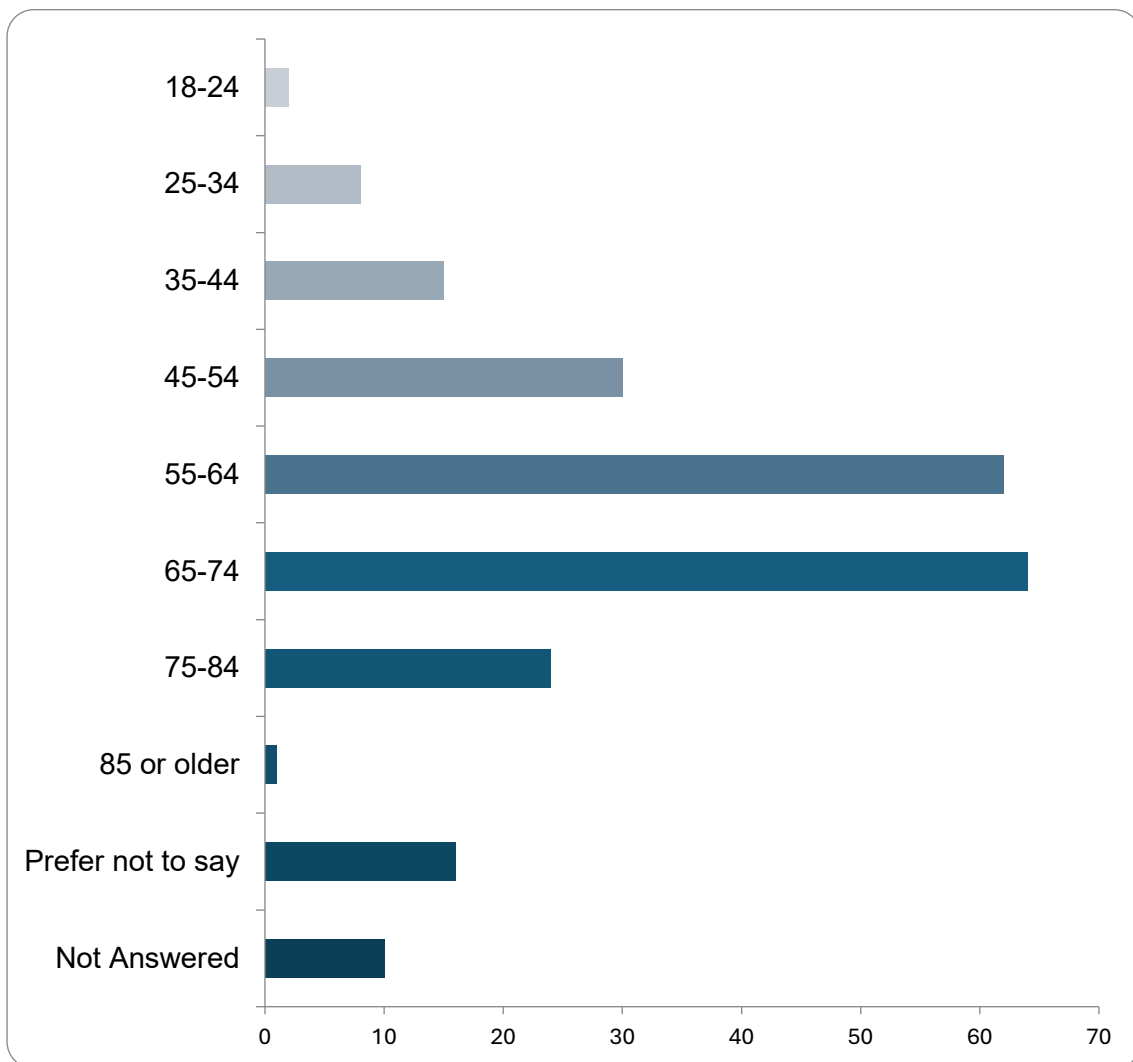
Option	Total	Percent
Male	85	36.64%
Female	131	56.47%
Not Answered	16	6.90%



Option	Total	Percent
Yes	186	80.17%
No	0	0.00%
Prefer not to say	17	7.33%
Self-identify	0	0.00%
Not Answered	29	12.50%

13: How old are you?

There were 222 responses to this part of the question.

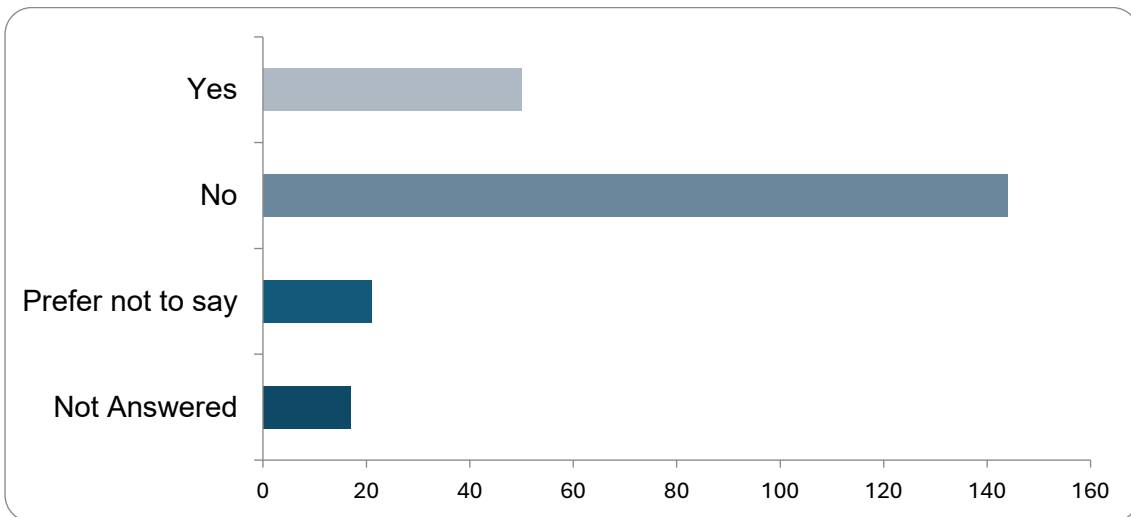


Option	Total	Percent
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Under 18	0	0.00%
18-24	2	0.86%
25-34	8	3.45%
35-44	15	6.47%
45-54	30	12.93%
55-64	62	26.72%
65-74	64	27.59%
75-84	24	10.34%
85 or older	1	0.43%
Prefer not to say	16	6.90%
Not Answered	10	4.31%

14: Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?

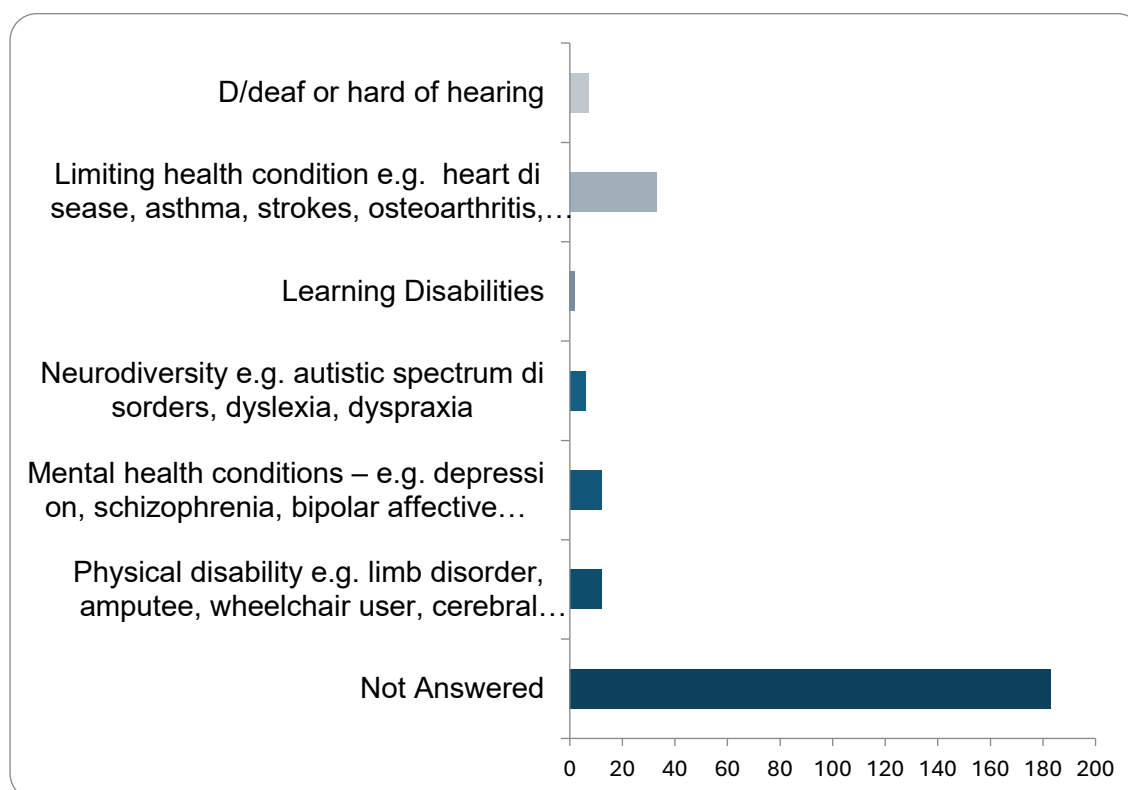
There were 215 responses to this part of the question.



Option	Total	Percent
Yes	50	21.55%
No	144	62.07%
Prefer not to say	21	9.05%
Not Answered	17	7.33%

15: If yes which of the following best describes your condition or disability

There were 49 responses to this part of the question.



Option	Total	Percent
Blind or partially sighted	0	0.00%
D/deaf or hard of hearing	7	3.02%
Limiting health condition e.g. heart disease, asthma, strokes, osteoarthritis, rheumatoid arthritis, fibromyalgia and myalgic encephalomyelitis (ME) etc.	33	14.22%
Learning Disabilities	2	0.86%
Neurodiversity e.g. autistic spectrum disorders, dyslexia, dyspraxia	6	2.59%
Mental health conditions – e.g. depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder	12	5.17%
Physical disability e.g. limb disorder, amputee, wheelchair user, cerebral palsy, motor neurone disease, muscular dystrophy	12	5.17%
Not Answered	183	78.88%

Other, please write here

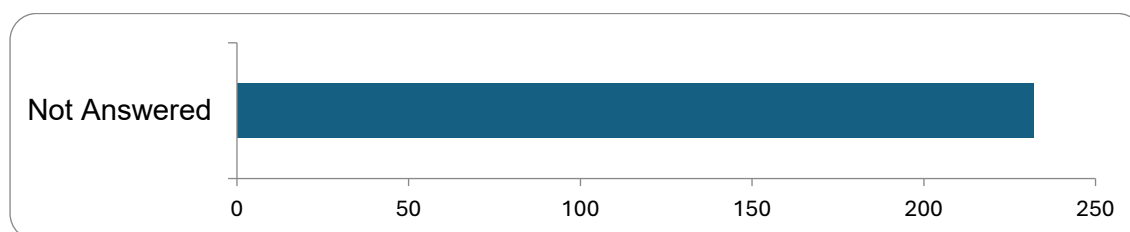
There were 2 responses to this part of the question.

16: How would you describe your ethnic background?

Please choose one answer only, from the list below:

Ethnicity

There were 0 responses to this part of the question.



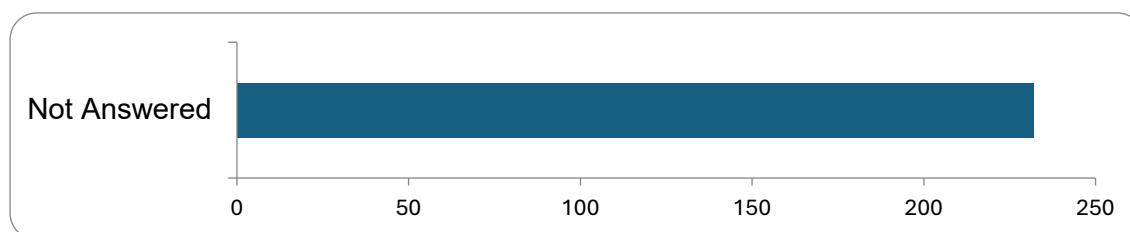
Option	Total	Percent
Asian British	0	0.00%
Indian	0	0.00%
Pakistani	0	0.00%
Bangladeshi	0	0.00%
Chinese	0	0.00%
Not Answered	232	100.00%

Any other Asian background , please describe here

There were 0 responses to this part of the question.

Ethnicity Black/Black British/Caribbean

There were 0 responses to this part of the question.



Option	Total	Percent
Black British	0	0.00%
Caribbean	0	0.00%

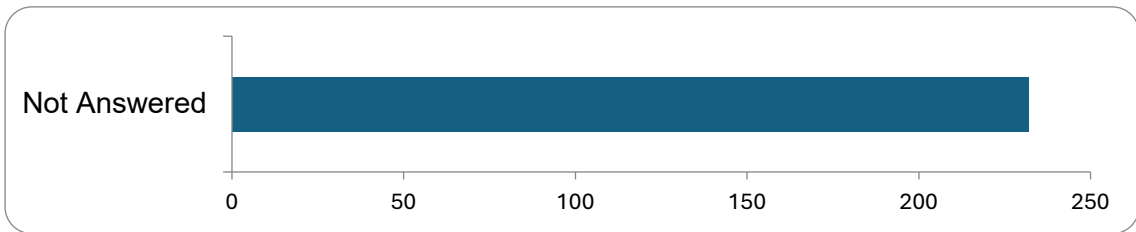
African	0	0.00%
Not Answered	232	100.00%

Any other Black, Black British, or Caribbean background, please describe here

There were 0 responses to this part of the question.

Mixed ethnicity options

There were 0 responses to this part of the question.



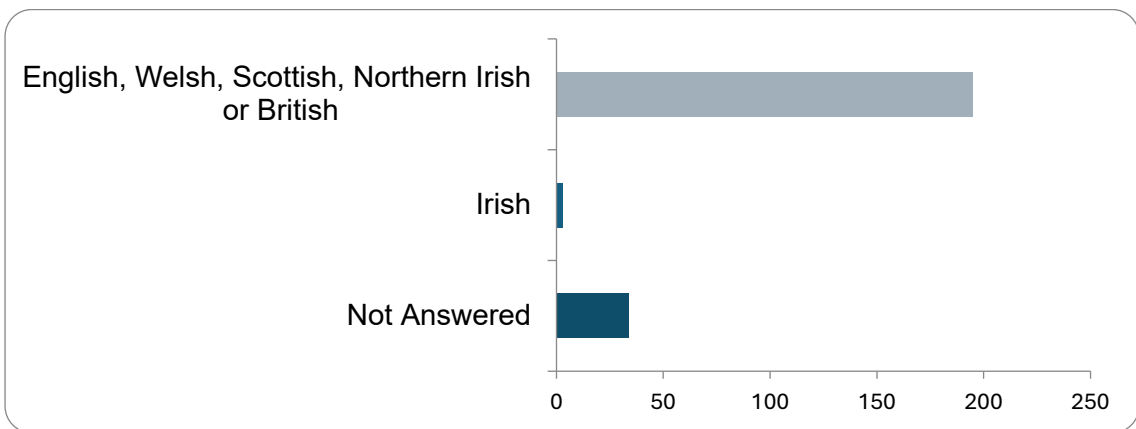
Option	Total	Percent
White and Black Caribbean	0	0.00%
White and Black African	0	0.00%
White and Asian	0	0.00%
Not Answered	232	100.00%

Any other mixed or multiple ground, please describe here

There were 0 responses to this part of the question.

White ethnicity options

There were 198 responses to this part of the question.



Option	Total	Percent
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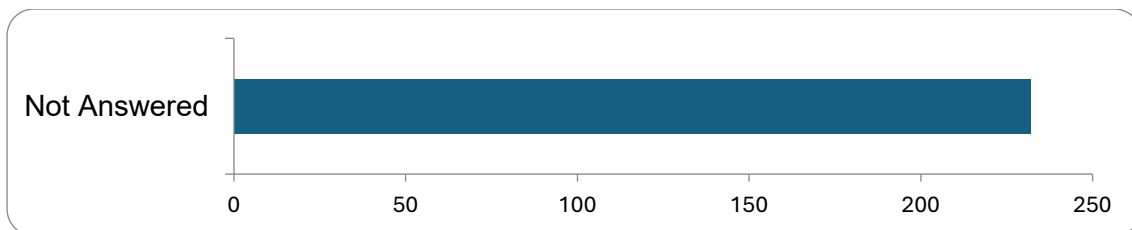
English, Welsh, Scottish, Northern Irish or British	195	84.05%
Irish	3	1.29%
Gypsy or Irish Traveller	0	0.00%
Roma	0	0.00%
Not Answered	34	14.66%

Other White background, please describe here:

There were 11 responses to this part of the question.

Other ethnicity

There were 0 responses to this part of the question.



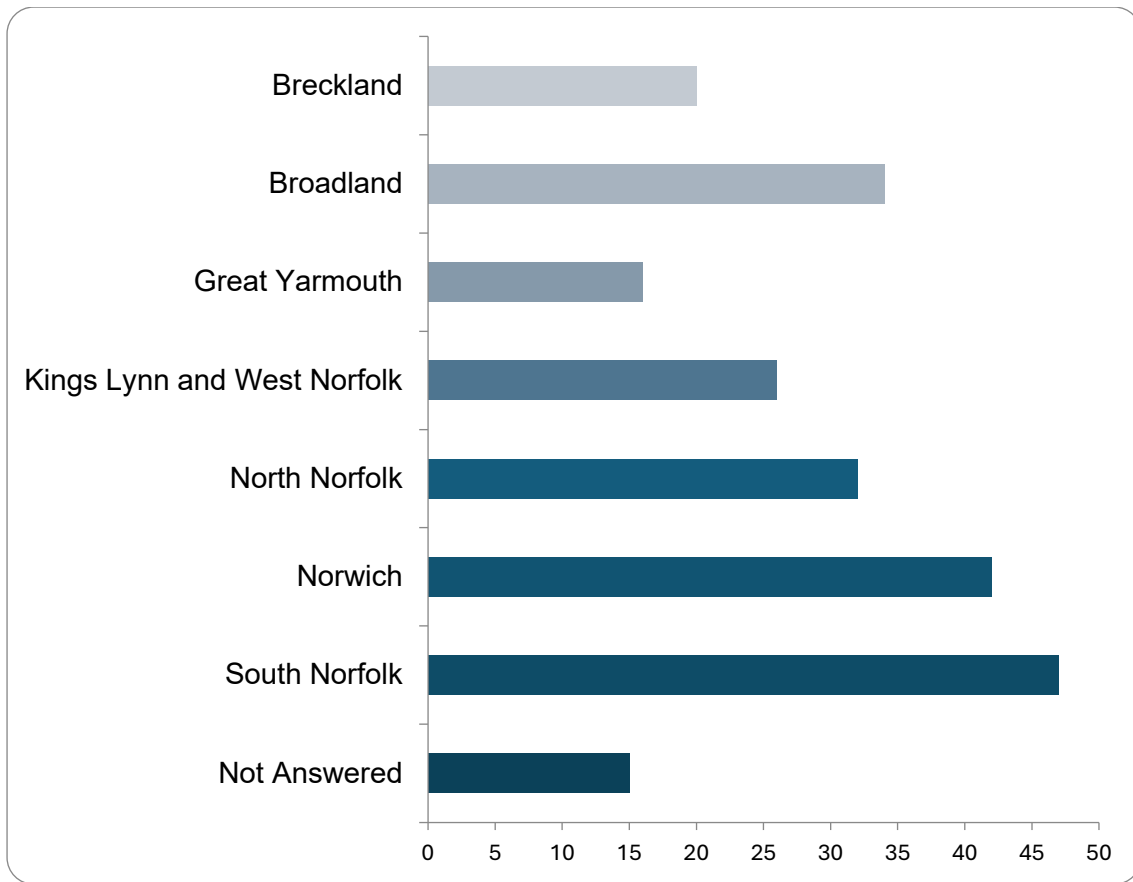
Option	Total	Percent
Arab	0	0.00%
Not Answered	232	100.00%

Any other ethnic group please describe here

There were 2 responses to this part of the question.

17: Which District / Borough /City do you live in?

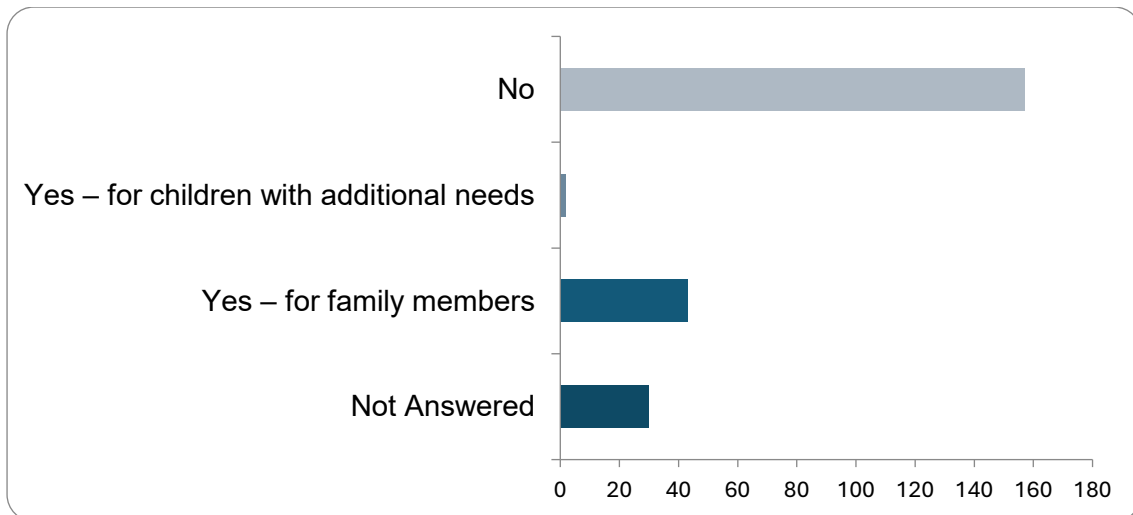
There were 217 responses to this part of the question.



Option	Total	Percent
Breckland	20	8.62%
Broadland	34	14.66%
Great Yarmouth	16	6.90%
Kings Lynn and West Norfolk	26	11.21%
North Norfolk	32	13.79%
Norwich	42	18.10%
South Norfolk	47	20.26%
Not Answered	15	6.47%

18: Do you have caring responsibilities?

There were 202 responses to this part of the question.



Option	Total	Percent
No	157	67.67%
Yes – for children with additional needs	2	0.86%
Yes – for family members	43	18.53%
Not Answered	30	12.93%

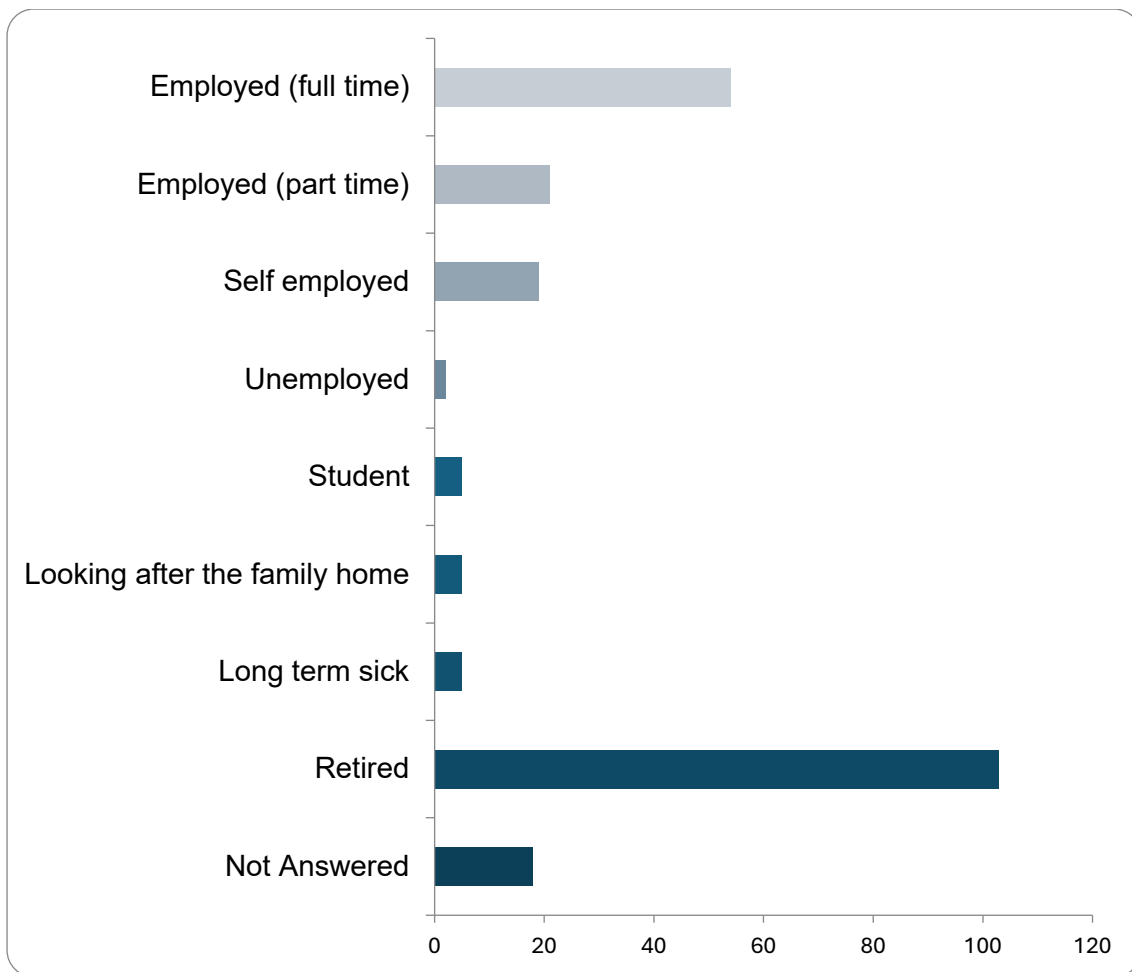
Yes, other. Please write here

There were 6 responses to this part of the question.

19: Which of the following best describes you?

Employment

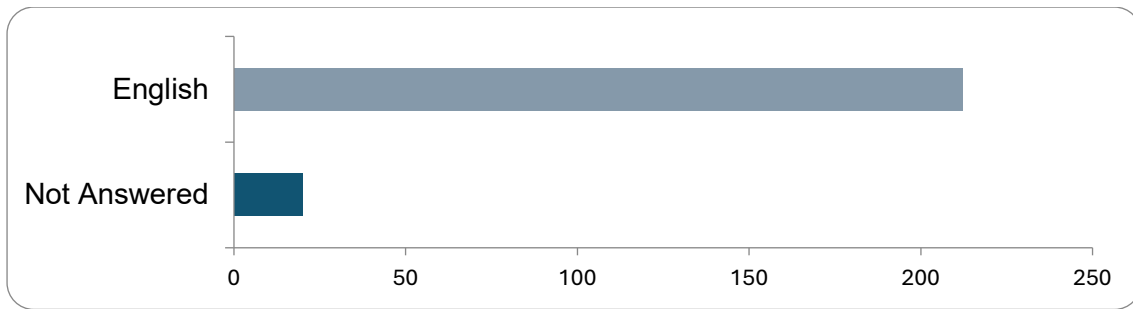
There were 214 responses to this part of the question.



Option	Total	Percent
Employed (full time)	54	23.28%
Employed (part time)	21	9.05%
Self employed	19	8.19%
Unemployed	2	0.86%
Student	5	2.16%
Looking after the family home	5	2.16%
Long term sick	5	2.16%
Retired	103	44.40%
Not Answered	18	7.76%

20: What is your first language?

There were 212 responses to this part of the question.



Option	Total	Percent
English	212	91.38%
Not Answered	20	8.62%

Other, please write here:

There were 3 responses to this part of the question.

Appendix 2

Equality assessment – findings and recommendations

Lead officer: Senior Equality Diversity and Inclusion Officer (Bev Herron).

This assessment helps you to consider the impact of service changes on people with protected characteristics. The assessment can be updated at any time to inform service planning and commissioning.

For more information please contact Equality & Diversity team, email: equalities@norfolk.gov.uk

Contents

1.	The purpose of an equality assessment
2.	The legal context
3.	The assessment process
4.	The proposal
5.	Who is affected by this proposal
6.	Potential impacts
8.	Recommended/mitigating actions
9.	Evidence used to inform this assessment
10.	Further information and contact details

The purpose of an equality assessment

1. The purpose of an equality assessment is to enable elected members to consider the impact of a proposal on different people and communities prior to a decision being made.

The Legal context

2. Public authorities have a duty under the Equality Act 2010 to consider the implications of proposals on people with protected characteristics. The Act states that public bodies must pay due regard to the need to:
 - Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Actⁱ;
 - Advance equality of opportunity between people who share a relevant protected characteristicⁱⁱ and people who do not share itⁱⁱⁱ;
 - Foster good relations between people who share a relevant protected characteristic and people who do not share it^{iv}.

The full Act is available [here](#).

Overview of the proposal

3. The Norfolk Record Office is the local authority archive service for the county of Norfolk. It collects, preserves, and makes accessible documents relating to the county dating from the 10th to 21st centuries. An important means of access to these documents is through the public searchroom where documents are consulted under supervised and supported conditions.
4. There are currently two different types of searchroom service offered:
 - Full Service: people can order items to look at throughout the day.
 - Limited service: people can only see a limited number of items which they have ordered in advance. No other items are available.
5. Currently, advance booking is required for limited-service days but not for full-service days.
6. Data shows that on average the service receives over 100 visitors a week. The busiest days are Tuesday and Wednesday closely followed by Thursday, with the fewest visitors on a Friday which is currently the only day where there is a limited service.
7. Where advance booking is required, service users must call or email as no automated online system is available.

8. If the proposal goes ahead then limited-service days will be extended to Thursday as well as Friday. This will mean that NRO will open for less time on two days per week rather than one and there will be a limited service on these two days.
9. Service users will have to book for full-service days as well as limited-service days, meaning that anyone wishing to access NRO will need to book irrespective of the type of service day available. However, on full-service days, they will be able to order items to view whilst in the searchroom.
10. The proposal would mean that NRO would be accessible as follows:
 - Full service - Tuesday to Wednesday, from 9.30am to 5pm.
A total of 15 hours p/w.
 - Limited service – Thursday and Friday, from 10am to 4pm.
A total of 12 hours p/w.

Who is affected?

3. The proposal will affect residents and visitors to Norfolk that use the Norfolk Record Office. This would include people with protected characteristics (such as older and younger people; men and women and people who identify as intersex or non-binary; disabled people; Black and Asian people or people from ethnically diverse backgrounds; people with different religions and beliefs; people who are as lesbian, gay, bisexual or transgender).

Potential impact

4. If the proposal goes ahead, it will impact anyone who wishes to access NRO Tuesday to Thursday. This will either be because they wish to access it on a Thursday due to the introduction of a limited service and reduced opening times or Tuesday to Thursday when service users will be required to book. Anyone wishing to access NRO on a Friday will not experience any change to the service.
5. There is no data to suggest that NRO is accessed by any specific protected characteristic group. It is feasible to assume however, that as NRO is not open at weekends, that people who do not work a standard working week (Monday to Friday), who work part-time / flexible hours or are professional researchers are most likely to access it, for example, older people and women may statistically be more likely to fit this description.

6. It is unclear whether people on a restricted income are more likely to access NRO or less, however, the proposal does not introduce any additional direct cost to the service user so should not impact them further in this regard.
7. Current data shows that limited-service days are not accessed by as many people as full-service days and therefore the proposal may increase the amount of people wishing to access the service on a Tuesday and Wednesday. As access for some users may be more restricted than others it is unclear as to whether this will have a significant detrimental impact on protected characteristic groups.
8. A single response was received through the consultation which was broadly supportive of booking a time to visit the facility. However, the respondent felt that this could be exclusionary for some people, especially those wishing to use the service on an ad-hoc basis or who were using the facility for personal rather than professional reasons i.e. as a hobby and that some people might decide not to access NRO as a result of the changes and perceived lack of flexibility, particularly if they were inexperienced at research.
9. The respondent recognised that people who are digitally excluded might not be able to access the booking system if it was only available online. However, as booking is available via email and phone this should not be a barrier currently. Future developments of the service should consider carefully that disabled people, people with low literacy skills, older people and people with limited resources, face barriers to getting online for several reasons including cost which may be prohibitive, especially if the person requires access software which must be regularly updated. By maintaining alternative method(s) to online, the service can improve its accessibility to a wide variety of users.
10. The respondent felt that the proposal to reduce opening hours and provide limited service on some days might exclude people who have time restrictions due to caring responsibilities or needing to use public transport. Current data suggests that the days when a limited service is available are less popular than days when a full service is available, however the reason for this may be a combination of factors.
11. Current experience shows that people using the booking system may experience some challenges. Service users do not always provide sufficiently detailed information for the request to be met or may ask for a document which is in poor condition that cannot safely be viewed as it may damage the document to do so. Ensuring that bookings are received in advance of a visit will help to mitigate this risk, however, bookings are solely at the discretion of the service user and cannot be controlled by the service. The proposal does risk some service users experiencing a wasted journey which may be particularly impactful for people for whom travel is difficult and / or costly, for example if they have limited access to public transport or have restricted mobility.
12. Some service users may find the changes positive as it will allow them to book any day of the week to access the archive, albeit with some restrictions to the breadth of access on two days. This may be particularly beneficial for people who need to plan their visit to support caring responsibilities or who have a disability that requires them to have a support worker. It may also be beneficial for some employees and service users who prefer a structured approach to accessing the archive, for example if they are neurodivergent. Maintaining a booking system may

support people who wish to access the archive when it is less busy and stressful, particularly if they are able to access the service on a limited-service day, when current data suggests the facility will be less busy.

13. The system will also enable employees to prepare service user requests in advance, thereby potentially improving the customer experience. This may include less experienced researchers who may benefit from the booking system enabling them to get feedback in advance of their visit as to whether their request can be met or if further detail is required. It may also enable them to ask questions of employees that might otherwise have been difficult to fulfil due to the lack of advance notice.

Conclusions

11. There is no legal impediment to going ahead with the proposal. It would be implemented in full accordance with due process, national guidance, and policy. Similar proposals have been implemented elsewhere in the UK.
12. It is possible to conclude that the proposal may have a detrimental impact on some groups of people, for the reasons set out in this assessment. It may also have some positive impacts, set out in the assessment.
13. Some of the mitigating actions will address the potential detrimental impacts identified in this assessment, but it is not possible to address all the potential impacts. Ultimately, the task is to balance these impacts alongside the need to manage reduced resources whilst maintaining as high-quality service as possible.

Proposed mitigating actions

14. The following mitigating actions seek to address the impacts identified within this assessment:

Proposed mitigating action/s		Lead	Date
1.	If the proposal goes ahead, ensure that the booking system does not cause barriers for people with access needs.	County Archivist	Ongoing

Evidence used to inform this assessment

- Equality Act 2010
- Public Sector Equality Duty

Further information

For further information about this equality impact assessment please contact Bev Herron Senior Equality, Diversity and Inclusion Officer.

i Prohibited conduct:

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic.

Indirect discrimination occurs when a condition, rule, policy or practice in your organisation that applies to everyone disadvantages people who share a protected characteristic.

Harassment is “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.

Victimisation occurs when an employee is treated badly because they have made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.

ii The protected characteristics are:

- **Age** – e.g. a person belonging to a particular age or a range of ages (for example 18 to 30-year olds).
- **Disability** - a person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.
- **Gender reassignment** - the process of transitioning from one gender to another.
- **Marriage and civil partnership**
- **Pregnancy and maternity**
- **Race** - refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.
- **Religion and belief** - has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (such as Atheism).
- **Sex** - a man or a woman.
- **Sexual orientation** - whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

iii The Act specifies that having due regard to the need to advance equality of opportunity might mean:

- Removing or minimizing disadvantages suffered by people who share a relevant protected characteristic that are connected to that characteristic;

- Taking steps to meet the needs of people who share a relevant protected characteristic that are different from the needs of others;
- Encouraging people who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such people is disproportionately low.

iv Having due regard to the need to foster good relations between people and communities involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.



If you need this document in large print, audio, Braille, alternative format or in a different language please contact Bev Herron on 0344 800 8020.

Norfolk Records Committee

Item No: 6

Report Title: Performance Report

Date of Meeting: 19 April 2024

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

Responsible Director: Steve Miller, Director of Culture and Heritage

Is this a Key Decision? No

Executive Summary / Introduction from Cabinet Member

Recommendations:

That the Committee:

- 1. Note the contents of the report.**
- 2. Comment accordingly.**

1. Background and Purpose

1.1 This report outlines delivery of Norfolk Record Office (NRO) services and improvements made between 1 October 2023 and 31 March 2024.

2. Evidence and Reasons for Decision

Aim: Enable New Audiences to Benefit from the Use of Archives

The latest programme of events has included:

- 2.1 In February, staff and participants celebrated the 20th anniversary of The Archive Centre, holding an event looking the history of the Record Office, the move to the current building, documents which have been accessioned in the past 20 years and plans for the future.
- 2.2 Staff have been running events linked to national celebrations, including a document and creativity session entitled Women in Art for International Women's Day, and a talk by Adam Baker of Queer Norfolk, entitled Queer Norfolk at NRO for LGBT+ History Month.

- 2.3 Over the past six months our bloggers have produced six blog posts which have been published, four blog posts which are scheduled to go out over the next few weeks, and two blog posts for the Norfolk Women in History blog. These include a post about Medieval Women and Property which was published for International Women's Day in March and has received nearly 150 views already and a post looking at letters received by Edith Cavell's mother before and after her capture. Through our new three part in person training sessions we have trained nine new bloggers, and a further five have received training via the toolkit. Nine other bloggers have decided to continue blogging for a further year, making a total of 23 bloggers for 2024.
- 2.4 We held two Reading from the Archives sessions, entitled 'Tales from the Darchive' and 'Dear Diary'. For these sessions eleven new recordings were created by six volunteers reading from documents.

Change Minds

- 2.5 An iteration of Change Minds, being run as part of the Heritage Lottery funded Scaling Up Change Minds project, has taken place in Bristol. This was based on a partnership between Bristol Archives, Re-think and the Richmond Fellowship. This is the sixth and final iteration of Change Minds running under this project.
- 2.6 A one-day session for Change Minds at Work has been created. This uses the information from research carried out for the Norwich Prison iteration of Change Minds to enable participants to carry out their research in only a couple of hours before producing a creative response. A trial of the session took place in mid-March with 6 participants providing feedback on the session. This feedback has enabled the timetable and materials to be improved ready for the sessions to be advertised from April onwards.

Volunteers

- 2.7 Volunteers have contributed 1,344 hours over the past six months on a variety of projects.

St Andrew's Hospital Project

- 2.8 This project, to index case books from the Norfolk County Asylum, has now been completed. We have added well over 10,000 new index entries to the catalogue, taken from 37 case books covering 1846-1923.
- 2.9 Eight volunteers, working remotely, spent around 800 hours compiling the indexes from digital images of the case books. One volunteer commented: 'This project is very interesting... [and] shows such good sources for medical, social and family history. I find it very mentally stimulating'.

- 2.10 The information the volunteers recorded for each patient includes age, occupation, residence, level of education, marital status, how many children they had, whether there is a photograph of the patient, and a summary of the patient's symptoms and treatment, with the outcome. Such a wealth of information is invaluable to people tracing their family history, as well as to historians researching the care and treatment of people living with mental illness in the past. It will also help greatly for the selection of patients for future Change Minds projects.
- 2.11 Before the case books were indexed, it was difficult to locate the records for a particular patient. Many family historians, indeed, may never have realised that an ancestor had been a patient at the hospital. The new indexes open up access to these records, enabling people to find a case book reference when they search on a patient's name in our catalogue. It also enables the public to order digital copies of individual cases without the need to visit the office.

Prison Records Project.

- 2.12 Volunteers have so far indexed three of 15 registers of prisoners at Great Yarmouth Gaol and Bridewell, 1798-1875. They have discovered references to prisoners from as far afield as the USA, Brazil, Mauritius and Malaysia. The most common offence was theft, but there are also mentions of "furious driving of a horse and cart", smuggling tobacco, and many examples of deserting the army or jumping ship. Perhaps the most memorable case was that of nine-year old George Harbord, sentenced to 7 days hard labour for 'wilfully destroying a geranium'. We expanded the project in October to include indexing the Norwich Prison registers, 1880-1924.

Norwich Building Control Plans

- 2.13 Volunteers are extracting information from these plans, which relate to thousands of houses, shops, factories and other buildings in the city. We have already indexed plans for 1895-1933; the next batch of plans for 1933-1945 will be added to the catalogue shortly, enabling searching by street name, applicant or architect. Volunteers are continuing to index the plans for 1945-1960, which include many applications for post-war reconstruction.

Indexing Norwich District Probate Registry wills, 1858-1941

- 2.14 Volunteers are now name indexing wills for the 1880s and early 1890s, having completed the earlier volumes.

Collection Care Volunteers

- 2.15 Continued to clean and repackage the Hornor map collection, with around 30 maps left to do from the 1,200 in the collection

Repackaging Group

- 2.16 Having finished the task of transferring Norfolk Churches Trust files into archive-quality packaging, the group is now working on a group of seven bundles of recipes from the 17th-18th centuries. Volunteers are making improvements to the storage of the papers, as well as numbering and indexing the recipes. The collection includes culinary recipes such as curry, seed cake and currant wines, as well as rather less appealing recipes for home remedies, including viper broth and Sir Walter Raleigh's receipt against plague.

King's Lynn Borough Archives

- 2.17 Volunteer hours have doubled from last year: 136 hours, up from 99, partially helped by two new volunteers, both of whom took part in the Change Minds course for young people, which ran at King's Lynn last year. They both have a keen interest in history (one has returned to evening college classes to study it and would like to go to university) and have been aiding the building control plan indexing project.

Aim: Ensure Archives are Accessible Now and in the Future

Accessions

- 2.18 During this period there have been 77 accessions. A full list of accessions is included at Appendix A.
- 2.19 Highlights include:
- ACC 2023/157 Records of the Octagon Unitarian Chapel, Norwich, addl, 1687-1931
 - ACC 2023/178 Waters and Son, land agents, auctioneers and agricultural valuers of Norwich and Acle, 1838-1991
 - ACC 2023/192 Sketchbooks of Francis Harold Swindells, architect, 1905-1939

AIM: Enable the Discovery of Information from Archives

Enhancing Catalogue Data

- 2.20 As well as the enhancements already reported in the Volunteer section of this report, the NRO has exploring how AI might help it improve metadata.
- 2.21 As a proof of concept, about 20% of the images in from the digitized Second Air Division Archive were run through Optical Character Recognition and then Microsoft Copilot (currently being trialled by NCC) was used to extract the names of people featuring in the documents. In total, about 10,000 names were extracted in this way. In March, the County Archivist presented the results of this work to a Microsoft online "AI in Action" talk for local government.

- 2.22 Now that the concept has been proven, the NRO is working with NCC ICT and Microsoft to develop an improved workflow.

Aim: Provide an Environmentally and Economically Sustainable Archive Service

Norfolk Archaeological Trust Centenary Project

- 2.23 During this reporting period, the NRO has continued to work on the National Lottery Heritage Fund supported project Norfolk Archaeological Trust: Its Centenary and Beyond. The exhibition, *The Norfolk Archaeological Trust: Past, Present and Future*, launched at the start of February. Located in The Archive Centre's Long Gallery, the exhibition has been curated by the project archivist, who is employed at the NRO, with support from NAT staff and the NRO's conservation and education and outreach sections.
- 2.24 The exhibition includes items from NAT's own archive, which is held at the NRO; archaeological artefacts from NAT's own collection and from the Norfolk Museum Service; archives from other collections held by the NRO; and items from the Norfolk Historic Environment. Part of the exhibition was co-curated by members of the Norwich Young Archaeologists' Club.
- 2.25 In support of the exhibition, the NRO has hosted talks and other activities. The project archivist has also made good progress in cataloguing the NAT's archive to improve accessibility. Volunteers have digitised NAT's minutes and gathered additional information about the minutes which will be added to the catalogue. The aim has been to make it easier to find information about those sites which NAT has had an involvement.

Norfolk Archives and Heritage Development Foundation (NorAH)

- 2.26 NorAH has submitted its annual report to the Charity Commission for England and Wales for 2022/3. It reported a total income of £6,583 and total expenditure of £12,166.
- 2.27 It was reported at NorAH's most recent trustee meeting, which took place on 8 March, that the Charity has unrestricted funds of £14,510. In addition, it has £1,920 in a designated fund for supporting the conservation and cataloguing of records from the Norwich Consistory Court.
- 2.28 In early March, the Norfolk Archive Supporter scheme had a total of 87 members, 77 of which are individual members, 9 organisational members and 1 gift member. That is more than a 300% increase on the number of members at the end of March 2023. For its supporters, the scheme organised a launch event for Stephen Jeffery-Poulter's *Needham: History of a Norfolk Village* (2024). Stephen gave a fascinating talk about many of the Norfolk archives used in his research, a lot of which had been translated and transcribed with the support of NorAH.

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

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

Data Protection Impact Assessments (DPIA):

No data defined as special category data under the UK GDPR which relates to living people is included in the work detailed in this report. Information about a deceased person does not constitute personal data and therefore is not subject to the UK GDPR.

3. Recommendations

1. Note the contents of the report.
2. Comment accordingly.

Officer Contact

If you have any questions about matters contained within this paper, please contact:

Officer name: Gary Tuson

Telephone no.:01603 222599

Email: gary.tuson@norfolk.gov.uk



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

Appendix A

Norfolk Record Office Accession, 1 October 2023 to 31 March 2024

* = purchased

ACC 2023/121	Manor court books from Holme Hale Rectory and other Norfolk manors	1695-1965
ACC 2023/122	St Raphael Club Norwich	1946-2023
ACC 2023/123	Neatishead and Barton Turf District Women's Institute additional	1965-2014
ACC 2023/124	Release by legatees regarding the will of Henry Johnson of Corpusty	1872
ACC 2023/125	Miscellaneous files from the estate of Dr Nicholas Groves, deceased	1918-1996
ACC 2023/126	Digital copies of Norwich Prison registers	1896-1951
ACC 2023/127	King's Lynn Magistrates Court records addl	1993-1999
ACC 2023/128	Additional records of the NUT Broadland Association	1980-2014
ACC 2023/129	Records of Horstead Parish Council and Coltishall Parish Council	1996-2019
ACC 2023/130	Records of Catfield Parish Council	2000-2021
ACC 2023/131	Nursing records of district midwife, Eveline Rose Horton, latterly of Denver, near Downham Market	1937-1974
ACC 2023/132	Additional parish registers from the parishes of Strumpshaw and Hasingham	1813-2023
ACC 2023/133	Norfolk Historic Buildings Trust: Building acquisition and management files	c 1977-c 2016
ACC 2023/134	Norfolk deeds, sale particulars and other documents	1647-1929
ACC 2023/135	Hethersett ecclesiastical parish records, additional	1837-1989
ACC 2023/136	Broadland District Council Bound copies of electoral registers	1979-2002
ACC 2023/137	Bigwood Auctioneers and Valuers Sale 22 Sep 2023 Lot 297 (part)	1734-1904
ACC 2023/138	Burston Strike School 72nd Anniversary Appeal Pamphlet	nd [Apr 1984]
ACC 2023/139	City of Norwich School Magazines	1911-2009
ACC 2023/140	Records of Good Companions Club, Easton	1960-2022
ACC 2023/141	NCC Planning Department, Printed material	1998-1999

ACC 2023/142	Grant to Robert Eggett as a free burgess of the Borough of King's Lynn	14 Feb 1835
ACC 2023/143	Norfolk Registration District Registers addl	1945-2023
ACC 2023/144	Stories of the Quarter	2022-2023
ACC 2023/145	Bills relating to Abraham Pank and Son, gas engineers, Norwich	1893-1922
ACC 2023/147	Bressingham Gardens Catalogues	1985-1995
ACC 2023/146	Photographs and news cuttings relating to Kelling Hospital	1950s-1960s
ACC 2023/148	Collected deeds	1721-1960
ACC 2023/149	Norwich 20 Group records (addl)	1944-2019
ACC 2023/150	Methodist records additional	1808-2021
ACC 2023/151	Thornham Parish Council Records	1894-21st century
ACC 2023/152	Title deeds to house, 64 Eade Road, Norwich	1936-1970
ACC 2023/153	Horstead Church of England Parish additional records	1723-2005
ACC 2023/154	Additional plans and technical drawings of the Norfolk and Norwich Hospital site and buildings in Norwich	1920-2002
ACC 2023/155	Mortgage deed and related papers re title to Claremont House, Newmarket Road, Norwich	1863-1874
ACC 2023/156	Map of industries in Great Yarmouth	nd [late 20th century]
ACC 2023/157	Records of the Octagon Unitarian Chapel, Norwich	1687-1931
ACC 2023/158	Upton with Fishley Parish Council records	1959-2015
ACC 2023/159	Acle Parish Council records	1985-2020
ACC 2023/160	Richard Harrold's Charity records	1953-2018
ACC 2023/161	Beauchamp Proctor additional	1738-1907
ACC 2023/162	Coltishall and Horstead Women's Institute additional	1992-2019
ACC 2023/163	The New Bridge (Hoveton and Wroxham Community) magazines addl	Jun 2023-Jan 2024
ACC 2023/164	Sale particulars of Norfolk properties	1972-1983
ACC 2023/165	Plans of Trinity Presbyterian Church and Davey Place, Norwich	1950s
ACC 2023/167	Jennifer Purple records	2024
ACC 2023/166	Diary of Janet Ellis	2023
ACC 2023/168	Additional Club 52 records	2008-2014

ACC 2023/169	Records of Norwich Central Churches Together	1993-2015
ACC 2023/170	The Pat Everson Collection relating to Seething Airfield	21st century
ACC 2023/171	Photographs of the Sheringham Family of Caston	19th century- 20th century
ACC 2023/172	Additional management files from the NCC's Historic Buildings Team	c 1970-c 2015
ACC 2023/173	Miklos Rajnai Indexes	1970-1998
ACC 2023/174	King's Coronation Message Book	2023
ACC 2023/175	Swaffham Ecclesiastical Parish addl	1968-1993
ACC 2023/176	Swaffham Rural Deanery Chapter Minutes	1951-1956
ACC 2023/177	Castle Acre Ecclesiastical Parish records addl	1998-2015
ACC 2023/178	Waters and Son, land agents, auctioneers and agricultural valuers of Norwich and Acle	1838-1991
ACC 2023/179	Freehold estates in Marshland and Runcton Holme	1913
ACC 2023/180	Additional papers for the archive of Roy Flindall	c 2010-c 2015
ACC 2023/181	Records relating to Goat Yard, Norwich	1901-1902
ACC 2023/182	Additional Magistrates' court registers	1999-2001
ACC 2023/183	Eaton St Andrew ecclesiastical parish	1989-2020
ACC 2023/184	Horstead with Stanninghall Parish Council additional records	1973-2000
ACC 2023/185	Mattishall Society Records	1972-2023
ACC 2023/186	Norfolk and Norwich University Hospital Nurses League additional	2023
ACC 2023/188	Photographs of Norfolk Unite Union banner	2024
ACC 2023/189	Documents relating to property in Thetford and assorted probate.	1792-1985
ACC 2023/190	Waters and Son, Land Agents, of Norwich, additional	1932-1997
ACC 2023/191	Plans and papers relating to Norwich City Council buildings and properties	20th century
ACC 2023/192	Sketchbooks of Francis Harold Swindells, architect	1905-1939
ACC 2023/193	Electrical Trades Union Norwich Branch addl	2024
ACC 2023/194	Brooke Town Lands Charity Minutes and Accounts	1857-1924
ACC 2023/195	Newspaper cuttings from Norfolk and Suffolk River Division re the 1953 Flood	1953

ACC 2023/196	Mulbarton Short Mat Bowls Club records	1989-2021
ACC 2023/197	Records of the Norfolk Women's Vice-Presidents' Association (a ladies bowls club)	1984-2022
ACC 2023/198	Letter to diocesan registrar, John Kitson and other letters to Cromer correspondents	1833-1837
ACC 2023/199	Papillon Archive addl	19th century
ACC 2023/187	A typescript I.S.A. store study report of Bonds of Norwich	1964
ACC 2023/200	Papers of William Gould relating to the invention of the 'Otsal Pruning Incinerator'	1953-1960
ACC 2023/201	St Mary Magdalen Church of England Parish additional magazines	1999-2024
ACC 2023/204	Hassingham Church Building Trust records	1997-2017
ACC 2023/202	Strumpshaw and District Association	2006-2021
ACC 2023/203	W C F Holmes Charity records	1983-2023
ACC 2023/205	Letter and elevation relating to the Star Inn and adjoining building, Haymarket	1862
ACC 2023/206	St Andrew's Church of England Ecclesiastical Parish additional PCC minutes	Mar 1979-2003
ACC 2023/207	Norfolk letters purchased from Keys Aylsham 2023	1579-1707
ACC 2023/208	Additional records of St Andrew's Hospital	1939-1959
ACC 2023/209	Tilney All Saints Parish Council records	1963-2022